

REQUEST FOR PROPOSAL (RFP)

FOR

SELECTION OF HEALTH CARE

CONSULTANCY SERVICES FOR

BIHAR MEDICAL SERVICES &

INFRASTRUCTURE CORPORATION LTD.

November 2013

Timelines

	Activity/Event	Date and Time
1	Availability of tender document on the website of BMSICL	From 4 November 2013
2	Pre-bid meeting (in the office of BMSICL, Patna)	11 & 16 November 2013, at 11 am
3	Last date for submitting of bids	25 November 2013, till 3 pm
4	Opening of bids	25 November 2013, at 3.30 pm
5	Presentation by technically successful bidders	26 November 2013, from 3 pm
6	Announcement of technical bid evaluation/ results	27 November 2013
7	Opening of financial bids	27 November 2013, at 4 pm

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1. Introduction

- 1.1 In order to streamline the procurement and distribution of drugs and equipment to public health institutions in the state, Government of Bihar has established Bihar Medical Services & Infrastructure Corporation (BMSICL) in the state. The Corporation is the sole procurement and distribution agency of drugs and equipment for all establishments under the Department of Health, Govt. of Bihar. The Corporation has also been authorized to undertake (directly or through contracted agencies), construction and repair of public health institutions' buildings and related infrastructure in the State. The main objectives of the corporation are:
- Conceptualization and construction of health and medical infrastructure,
 - Procurement and distribution of quality drugs, medical equipment and other supplies, and
 - Development and operation of various services in healthcare sector
- 1.2 In order to strengthen and streamline these functions, BMSICL is proposing to select an agency for various kind of Healthcare Consultancy Services

2. Request for Proposal

- 2.1 The Corporation has decided to select an agency for advising various kinds of Healthcare Consultancy Services which will help this corporation in streamlining, expediting and strengthening its functions and also build the capacity of BMSICL staff in doing the same after end of the contract period.
- 2.2 The major segments of the framework would be: (a) drug procurement, distribution and supply chain management (b) equipment procurement, installation and maintenance, (c) planning and procurement of civil works, (d) strategic and human resource management, (e) financial accounting and (f) any other segment which may be identified during the contract period.
- 2.3 This RFP is for selection of a Healthcare Consultancy Agency which will help the BMSICL in organizing the procurement of goods, services and works for one year period from the date of agreement and build the capacity of its staff in doing the same for subsequent year(s).
- 2.4 Agencies having skills, capacities and experience in the healthcare consultancy and interested in providing similar services to BMSICL are invited to submit their proposals.

3. Scope of Work

- 3.1 The Agency is expected to support in the performance of the following broad functions;
1. Procurement Advisory Services in areas of medical equipment, drugs, other goods and services, including but not limited to,
 - a. Tendering process management, technical evaluation and financial evaluation for procurement of goods and services
 - b. Vendor management, contract management and related issues in procurement of goods and services
 - c. Medical equipment and other hospital supplies budgeting and need assessment
 - d. Planning and formulating specifications, standards and requirements and procurement of various goods
 - e. Planning and pre-installation services for equipments and other supplies
 - f. Drug procurement, inventory management,
 - g. Delivery and supply chain management for drugs
 - h. Delivery, installation and commissioning – coordination and supervision
 - i. Inventory audit, Infrastructure adequacy check
 2. Project Planning and Management Advisory, including but not limited to,
 - a. Medical planning, infrastructural planning
 - b. Conceptualization, master planning and design services of facilities and infrastructure
 - c. Support in designing, layout and process flow plan of facilities and infrastructure
 - d. Tender/bidding process management and contract management
 - e. Project management including project coordination, construction process management, project documentation, project impact management
 - f. Construction Supervision and Quality Control monitoring and management
 - g. Maintenance and repairs of buildings and other facilities
 3. Healthcare Management, Operations and Maintenance Advisory, including but not limited to,
 - a. Advisory on operations, administration and maintenance of healthcare services and facilities (like various medical services, OT, ICU, various types of hospitals, health centre and various facilities and services provided therein)
 - b. Services, contracts, agreement and Vendor Management
 - c. Warranty, CMC, maintenance, housekeeping, repairs, building services management
 - d. Various types of PPP and contract management for healthcare activities and healthcare facilities
 - e. Healthcare services and facilities planning, Operations, maintenance, housekeeping services management consulting
 - f. Strategic consultancy, business process re-engineering, and management restructuring and redesigning

- g. Training support and training need assessment
- h. Due diligence services,
- i. Legal support and Support in dispute resolution and arbitration management
- j. Evaluation and studies, Benchmarking surveys, Accreditation consultancy

In addition to above, capacity building of in-house employees would also be part of the mandate. The list above is indicative only, and should not be construed as exhaustive.

4. Team Composition

4.1 The agency shall provide these services through a core team of 3 consultants of requisite qualification and experience deployed full time with BMSIC, to be stationed at Patna. This team shall be given handholding support by the agency all the time. The agency shall always be providing necessary technical and other support to its team stationed at BMSICL headquarters.

4.2 The Consultancy Team at BMSICL shall consist of the following key personnel, with required skills and qualifications as specified below:

S N	Personnel Type	Minimum Required Educational Qualification *	Minimum Length of Professional Experience	Additional Desirable Experience and Exposure
1	Consultant (Procurement & Logistics)	Graduate Degree in Engineering (Biomedical/ Clinical/ Chemical/ Mechanical / Electronics/ Instrumentation/Biological) with Post Graduate degree in Management/Law/ Procurement/ Supply Chain / Finance	4 years in procurement and vendor management of medical equipment, drugs, other goods and health services	Additional exposure in handling supply chain, inventory and distribution management would be desirable.
2	Consultant (Project Management and Advisory)	Graduate in Civil Engineering/Architecture with Post-graduation in Construction Management/ Project Management/ Building Technology	4 years in project conception, planning and management of projects/ civil construction	Exposure/ Experience in handling healthcare projects would be desirable.
3	Consultant (Healthcare Management and Operations)	MBBS/Graduate degree in Health Sciences /Public Health/ Development/ Public Policy/ Engineering (Mechanical/ Civil/ Electronics/ Biomedical/ Clinical/ Biological/ Operations) with Post Graduate degree in Management/ Hospital Management/ Healthcare Management/ Public Health/	4 years in health consultancy, public health advisory, health facilities and services management	Additional exposure in handling of services contracts/PPP/healthcare services operations and maintenance etc. would be highly desirable.

		Health Development/ Finance	Sciences/ Operations/		
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**the educational qualifications should be in the fields/areas indicated. The name of the degree need not exactly match, but the area/concentration/field of studies should be the same as mentioned in the requirements.*

- 4.3 The same people, whose names have been proposed during the technical bid shall be deployed at the office of BMSICL. In case of change at any subsequent time, the CVs of alternate staff shall have to be first approved by the Managing Director. This core team shall at all times seek support and shall have to be supported by other experts of the Agency.

5. Eligibility Criteria and Selection Mechanism

- 5.1 The applicant agency can be a 'for-profit' or 'not-for-profit' legal entity fulfilling the following criteria:
- i. Should be having a minimum of 3 years' experience of healthcare and management consultancy for or on behalf of other government / non-government organizations/ state governments/ private organization of repute
 - ii. Should have an annual turnover of not less than Rs. 5 Crore in each of the last three financial years [2010-11 to 2012-13] or at least Rs. 15 crores in total for these three years.
- 5.2 The selection of the agency will be made on the basis of quality cum cost based selection method, wherein quality/technical portion will carry a weight of 70% and financial bid will carry a weight of 30%. Technical score shall be awarded on the basis of quality, qualification, experience, technical competency and similar other attributes of the core team and also of the agency.
- 5.3 Technically qualified bidders shall be called for a presentation wherein all the members of the proposed team shall also be present.

6. Contract Period

The Corporation will sign an agreement with the successful bidder for a period of 1 year, effective from the date of execution of the Agreement. The project period may be extended further depending on the requirement of the Corporation and performance of the Agency, at the sole discretion of BMSICL.

7. Commitments of BMSICL

The Corporation will provide the necessary office space for the Agency's team and will provide leadership support, including according administrative and financial approvals as and when required. The Corporation will also provide necessary leadership inputs to ensure coordination among the various agencies working with it.

8. Payment Basis and Mechanism

8.1 The payment shall be made in the form of fixed monthly retainer fee. The agency shall be required to quote a Monthly Retainer Fee, which shall be payable on monthly basis and the annual sum of this monthly fee shall form the basis of financial evaluation in the bidding process.

8.2 BMSICL shall not be responsible for providing any financial support except monthly retainer fee and arrangement for lodging, boarding and travelling while travelling in connection with work. Any other expenditure like personal travelling, staying, communication etc. for the consulting team stationed at Patna shall be borne by the agency itself.

8.3 In case of non-compliance of contract clauses and poor performance of the team, a penalty up to 10% of the retainer fee shall be levied on the agency. Generally, timelines would be fixed for different assignment and non-completion within time limit will be considered as poor performance. The detailed performance management provision will form part of the agreement signed with the consulting agency.

9. Performance Guarantee

The agency will have to provide a bank guarantee equivalent to 10% of the contract value (Annual Retainer Fee) for the period of engagement. The same shall have to be submitted before entering into agreement with BMSICL

10. Procedure for submitting the proposals

10.1 The proposals are required to be submitted in two separate envelopes as follows:

- A. Part-A: Technical Proposal: This will contain (a) a write up detailing the profile of the agency with details of ongoing and completed projects of similar nature with cost, contact details of the clients for the assignments undertaken, (b) the curriculum vitae of the key personnel proposed to be assigned for the project and (c) a write up on the manner in which the agency proposes to carry out the assignment. This envelope shall be marked as "Part-A: Technical Proposal".

Note:- Certificates issued by the clients in support of ongoing and completed projects is mandatory.

- B. Part-B: Financial proposal: This is to be prepared as per attached format (Form-F):

Note-1: The envelope containing the Financial Proposal must be clearly marked "Financial Proposal" with a warning "Do Not Open With the Technical Proposal."

Note-2: No tax exemption of any kind shall be provided by the State Government. The Applicant has to factor this component while preparing the financial proposal.

- 10.2 The two envelopes are to be placed in an outer envelope marked "Proposal - Selection of Health Care Consultancy Services for BMSICL".
- 10.3 The Corporation shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be the case for rejection of a proposal. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal as non-responsive.

11. Proposal Submission Templates/Forms

- 11.1 Proposals, prepared and packed in separate envelopes as described above, should be accompanied by a letter of submission as per the format given at attached **Form-T**.
- 11.2 The Financial proposal is to be prepared in the format given at attached **Form-F** and must be signed by the same person(s) who have signed the letter of submission.

12. Evaluation Procedure

- 12.1 The proposals shall be evaluated by an Evaluation Committee headed by the Managing Director of the Corporation, to be constituted for the purpose. The evaluation shall be a 3-step process as outlined below:
- 12.2 **Step-1: Assessment of Capacity and Experience:** This will be done on the basis of documentary evidence submitted by the bidders. The technical proposal shall be evaluated and marks assigned on the basis of documentary proof provided therein. The parameters and the marks to be assigned will be as shown in the table below.

PARAMETER	Marks	Maximum Marks
Registration papers indicate that the organization has been in existence for 3-5 years	5	10
Registration papers indicate that the organization has been in existence for 5-7 years	7	
Registration papers indicate that the organization has been in existence for more than 7 years	10	
Certificates indicate that the sum total of annual turnover for last three years is 15 Cr. to 20 Cr.	5	15
Certificates indicate that the sum total of annual turnover for last three years is 20 Cr. to 30 Cr.	10	
Certificates indicate that the sum total of annual turnover for last three years is 30 Cr. or more.	15	
Letters/certificates indicate that the Agency has managed project/procurement/services consultancy for up to 3 clients or up to Rs. 20 crores in past 3 years	5	10
Letters/certificates indicate that the Agency has managed project/procurement/services consultancy for more than 3 clients or more than Rs. 20 crores in past 3 years	10	
Letters/certificates indicate that the agency has experience of providing procurement/project/services consultancy for healthcare sector other than for a state/central government organization in the last 3 years	10	15
Letters/certificates indicate that the agency has experience of providing procurement/project/services consultancy for healthcare sector for a state/central government organization in the last 3 years	15	
Three team members proposed to be assigned for the project have total relevant work experience of 12 to 17 years	5	15
Three team members proposed to be assigned for the project have total relevant work experience of 17 to 21 years	10	
Three team members proposed to be assigned for the project have total relevant work experience of more than 21 years	15	
TOTAL		65

12.3 **Step-2: Assessment of presentation:** Bidders scoring 40 marks or above shall be invited to make a presentation before the selection committee explaining their strategy and plan for the proposed advisory assignment, usefulness and expertise of the agency in relevant sector, its team etc. The proposed core team of 3 people should be present at the time of presentation. Each presentation shall be assigned a score on a scale of 0-35.

12.4 The presentation shall consist of a maximum of 15 slides (in not more than 20 minutes) and should include / indicate the following minimum items:

- Past experience - clients and nature of items procured
- Methodology proposed for advising and supporting BMSICL in procurement of medicines, medical supplies, medical equipment, services and civil infrastructure
- The core team proposed to be assigned to Corporation headquarters – their qualifications, experience, exposure, motivation, suitability for Corporation

- The key experts who would provide hand-holding support to the on-site team
- Performance milestones which can be used as the basis for performance management and release of funds

12.5 The total marks for the technical proposal shall be decided by adding the marks obtained in step 1 plus the marks assigned to the agency for Step 2.

12.6 **Step-3: Assessment of Financial Proposal:** Financial proposals would be opened and overall winner will be determination through QCBS method, as explained below.

Note: The financial bids of only those bidders shall be opened who have score at least 60 marks at the end of step-2.

12.7 Final score for an applicant would be weighted average of technical and financial bids, where the technical and financial proposals will be assigned a weight of 70 and 30 percent respectively. The scoring system of this 'Quality-Cum-Cost-Based' to be used for obtaining final scores is illustrated by an example below, wherein it is assumed that 4 bidders are being evaluated.

Bidder	Technical Proposal		Financial Proposal		Combined Score		
	Score	Weighted Score = (score/max score)*100	Bid Amt (Rs. Lakh)	Weighted score =(mini amount /amount)*100	Technical	Financial	Total
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
					=(2)*0.70	=(4)*0.30	=(5)+(6)
P	50	62.5	4.00	100	43.75	30	73.75
Q	60	75	5.00	80	52	24	76
R	70	87	6.00	67	61	20	81
S	80	100	7.00	57	70	17	87

The bidder scoring highest total score shall be eligible for award of work.

13. Other terms and conditions

13.1 Single Proposal: A firm / legal entity should submit only one proposal. If a firm / legal entity submits or participates in more than one proposal, all such proposals shall be disqualified.

13.2 No joint venture is allowed.

13.3 Financial proposals should be valid for 6 months from the date of submission of the proposal.

13.4 **Earnest Money Deposit:** A Bid Security/EMD of Rs. 50,000 (Rupees fifty thousand only) in the form of Demand Draft from any commercial bank in favour of " Bihar Medical Services and Infrastructure Corporation Ltd" should accompany the proposal. Bid Securities of unsuccessful

bidders will be returned to them within 30 days of the award of contract. No interest is payable on the bid security amount

- 13.5 **Bid Document Fee:** In addition to Bid Security, a bid document fee of **Rs 25,000** (Rupees Twenty Five Thousand only) in the form of Demand Draft from any commercial bank in favour of "Bihar Medical Services and Infrastructure Corporation Ltd" should also accompany the Proposal. Bid fee is non-refundable.
- 13.6 Each page, Form, Annexure and Appendices of the Technical and Financial Proposal must be signed by the Authorised signatory of the firm / legal entity. All blank spaces in the financial proposal must be filled in completely where indicated, either typed or written in ink.
- 13.7 The Corporation reserves the right to accept or reject one or all applications without giving any explanation OR of re-evaluating some or all proposals, should any evaluated bid may be found to be non-responsive at a later stage.

RFP for Selection of Healthcare Consultancy Services by BMSICL

Form T
Letter of Technical Submission

To,

Managing Director,
Bihar State Medical Services & Infrastructure Corporation Ltd.
5th Floor, Biscomaun Bhawan,
West Gandhi Maidan, Patna – 800 001

Sub: - Submission of Proposal for engaging Healthcare Consultancy Services

Sir,

We, the undersigned, offer to provide the "Healthcare Consultancy" services to Bihar Medical Services & Infrastructure Corporation Ltd. in accordance with your Request for Proposal dated We are hereby submitting our proposal, which includes Technical Proposal and Financial Proposal sealed under separate covers and the two envelopes placed together in an outer envelope all properly marked as required.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification as well as forfeiture of the bid security amount.

The prices quoted by us in the Financial Proposal (Form F) are valid till six months from the date of submission of the quotation. We confirm that this proposal will remain binding upon us and may be accepted by you at any time before the expiry date.

Prices have been arrived independently without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any competitor.

We agree to bear all costs incurred by us in connection with the preparation and submission of the proposal and to bear any further pre-contract costs.

We understand that the BMSICL is not bound to accept the lowest financial bid or any proposal or to give any reason for award, or for the rejection of any proposal.

We confirm that we have the authority of *[Insert Name of the Agency/Firm]* to submit the proposal and to negotiate on its behalf

Yours Faithfully,

[Signature and Details of the Authorised Representative]

RFP for Selection of Healthcare Consultancy Services by BMSICL**Form F****Format for Financial Bid
(to be submitted on the letter head of the bidder)**

Task/Item Description	Amount (in INR)
All inclusive charges for providing the Healthcare consultancy services to BMSICL as per the terms and conditions of the tender document for 12 months	
Service Tax @ 12.36% ¹	
Grand Total	

Grand Total (in Words) _____

[Signature and Details of the Authorised Representative]

¹In case of change in the service tax, the change amount shall be incorporated in the payment