



## **Request for Proposal (RFP)**

### **(SELECTION OF FIRMS TO UNDERTAKE CENSUS OF HEALTHCARE ESTABLISHMENTS IN THE PROVINCE OF THE SINDH)**

#### **1. Background & Objective**

##### **1.1 Sindh Health Care Commission**

The Sindh Healthcare Commission (SHCC), established under Sindh Healthcare Commission Act, 2013, is mandated, inter-alia to register and grant license to all health facilities, healthcare establishments (HCEs) in the Sindh and to ban quackery in all its forms and manifestations. By law, the jurisdiction of the Sindh Healthcare Commission (SHCC) extends over all healthcare establishments, public or private hospitals, non-profit organizations, charitable hospitals, trust hospitals, semi-government and autonomous healthcare organizations. The HCEs include a Hospital, Diagnostic Center, Medical Clinics, Nursing Home, Maternity Home, Dental Clinic, Homeopathy Clinic, Tibb Clinic, Acupuncture, Physiotherapy Clinic or any other Premises or Conveyance, wholly or partly used for providing healthcare services.

##### **1.2 About the Assignment**

In order to exercise its mandate of licensing/registration, it is imperative for the SHCC to know whereabouts all HCEs and to identify quacks. The Commission therefore, requires building of a comprehensive database of all HCEs in the province in term of location, contact details, types, and private for profit or not for profit and public organizations etc. The Census of the HCEs will entail enlisting the health facilities and collecting a comprehensive, up-to-date, and accurate data of the HCEs including but not limited to information given in the annexed data collection form. Through this census, the Sindh Healthcare Commission intends to acquire authenticated data regarding the number, type, level and location of all the Healthcare Establishments in the province; including authentic details including the scope of services being provided by the HCE, its infrastructure, contact details, and management structure.

The Sindh Healthcare Commission therefore invites “Technical & Financial Proposals” from reputed eligible firms/consortiums/Departments/Corporations/Consultant organizations (herein after called ‘firms’), having expertise in conduct of census and survey in all districts of the Sindh province. The activity will be conducted in a phased manner including a pilot phase, followed by data collection from divisional headquarters and then covering all the remaining districts of Sindh province.

#### **2. Census Methodology**

##### **2.1 Design and Universe**

This will be cross-sectional survey and will cover all the urban and rural areas of each district of Sindh province.

##### **2.2 Scope of Work**

The SHCC will provide study tools for census and qualitative assessment for implementation of the Sindh Service Delivery Standards. The firm will:

- Review study design, tools for implementation of census and qualitative assessment and will do translation into local language if necessary (agreement on scope and extent of qualitative assessment during inception meetings)
- Transform and upload Data Collection Tools of Census on CSPro/Epi Info etc for use of tablets to collect the data



- Recruit and train supervisors and enumerators who will carry out the survey: Provide training in collaboration with SHCC and its technical experts, covering all areas of the data collection and entry process (questionnaire and field work piloting, database management, etc.). Input on training agenda and operational plans for fieldwork will be required.
- Data of the HCEs will be collected and reported Union Council wise.
- Supervise enumeration teams in their collection of all data and regular progress updates to SHCC throughout the duration of the fieldwork will be required. To ensure validity and accuracy of the data, at least 2% of the data shall be cross-validated by data collection agency. The validation must start maximum one week after the start of data collection to take timely corrective action in case of any discrepancies. This process has to be extensive during initial phase in order to identify gaps in numerator's understanding and form filling and take corrective actions. The SHCC team will also cross validate at least 1% of the data collected by the contracting firm. The SHCC may hire a third party or experts to validate the accuracy of data. The payment to the data collection firm will be linked with the receipt of acceptable deliverables.
- The HCEs data need to be linked with GIS. It should precisely contain GIS reference of the location of the facility for establishing linkage with GIS database (longitude, latitude up to six decimal). This can also be done by updating google maps. The technical details of this functionality will be discussed and finalized with the contractor/firm at the time of contract negotiation. The precision and accuracy of GIS coordinates/references is extremely important and SHCC may randomly verify the GIS coordinates/references.
- Manage and webhosting real-life data transfer from field to the central office
- Develop Digital Dashboard for real-time monitoring at SHCC office
- Manage data data processing, analyze data and present in standard formats
- Prepare final report in collaboration with SHCC and its technical experts

### **2.3 Assignment Duration**

Total duration of the assignment will be Six (06) months after signing of agreement; however, the timeline of work may be revised upon mutual agreement on the basis of special circumstances.

### **3. Instructions for preparing the RFP**

In response to this RFP, organizations are requested to prepare a detailed technical proposal with accompanying itemized budget explaining how the organization will address the abovementioned areas of work. The proposal should list the details and CVs of the individuals who will be involved, as well as expected level of effort from each during the course of the project. Any assumptions made should be clearly listed in the proposal.

### **4. SHCC responsibilities in respect of this RFP**

- Provide the relevant background information necessary to complete the RFP.
- Respond to questions/comments by phone and/or email during the period up to 05 June 2018.
- Notify all responds by email communication within the given timeframe as to SHCC's final decision on the RFP.
- Provide all respondents with the rationale for SHCC decision on the RFP.

### **5. Required components for proposal submission**

- Description of previous relevant work (maximum 1 page)
- Composition of team with names and brief biography of all key staff



- Detailed proposal explaining how the areas of work mentioned in section 2.2 (Scope of Work) will be addressed (maximum 10 pages)
- Budget\*
- Detailed budget justification
- Risk and mitigation strategy
- Timeline
- References

\* *Note: The budget should include all costs associated with the scope of work, including the cost of technical team as well as fieldwork.*

## **6. Deliverables**

This activity will have the following deliverables:

1. Inception report with detailed methodology
2. Reviewed and refined data collection tools both for quantitative and qualitative components
3. Uploaded tools on CSPro/Epi Info
4. Real-time Dashboards
5. Field work deployment plan
6. Mid-assessment report
7. Draft Report
8. Final report on each component identified in scope of work with district-wise data sets

## **7. Scoring criteria**

- Previous experience in comparable assignments (20 points, including 10 for experience of conducting CAPI-based surveys)
- Quality and experience of key personnel, capacity on the ground (20 points)
- Technical quality of the proposal, fit with requirements (30 points)
- Budget competitive and cost effectiveness (20 points)\*
- Project managements: Timeline, workplan, team organization (10 points)

**\*The formula for determining the financial scores (FS) of all other Proposals is calculated as following:**

*FS = 20 x LF/ SB, in which '20' is weightage given to financials, 'FS' is the financial score, 'LF' is the lowest bid, and 'SB' the submitted bid of the proposal under consideration.*

## **8. Expected Profile of Implementing Firm**

Interested firms would have to submit their proposals for all the districts of the Sindh; and will be expected to demonstrate or provide explicit information and evidence of their qualification to perform this assignment, in their profiles, in the areas of:

- Ability to perform and manage the census activity;
- Financial and Operational Systems to support activity in all the districts;
- Scheme management arrangements; Management structure;
- Prior experience of computer/tablets-assisted data collection



- Capability in data collection, management, analysis and report writing, and
- Thorough understanding of the type and extent of available health services in the province.

Previous experience of working with provincial and district health governments and private health sector in the required field would be preferred / an additional qualification. The organizations shall include their NTN and Registration for General Sales Tax number in their profiles. The RFP should also accompany a list of similar tasks already accomplished during the last five to ten years by the organization. The Organizations will be encouraged to submit formal detailed proposal. In case an organization intends to associate with other organization(s) by way of consortium or Joint Venture, such other sub organization(s) shall be subject to the eligibility criteria set forth in this RFP.

Organization(s) will be selected in conjunction with the procedures set out in the Sindh Procurement Rules.

## **9. Submission of Proposals**

Proposals from firms with relevant background, experience and capacity to conduct census of all HCEs in all districts of Sindh province will be accepted. Following ‘Single Stage – Two Envelopes’ procedure in accordance with the SPPRA rules, two sets of sealed, signed and stamped proposals (separate technical and financial proposals clearly marked with the subject ‘RFP; Census of HCEs 2018’) along with mandatory documents must be received at SHCC office (see address below) until 14:00 hours on 11 June 2018. Technical Proposals will be opened on the same day at 14:30 hours in the presence of the representatives of the firms/organizations who may wish to attend.

**Chief Executive Officer - Sindh Health Care Commission**  
2nd Floor, Block C, Finance Trade Center (FTC), Shahrah-e-Faisal, Karachi.  
Phone: 021 38656000, Email: [info@shcc.org.pk](mailto:info@shcc.org.pk)

## **10. Unacceptable submissions**

The following proposals will automatically not be considered or accepted:

- Proposals that are received after the RFP deadline at the specified receiving office.
- Proposals received by fax or email.
- Incomplete proposals.
- Proposals that are not signed.
- Technical and financial proposals are separately sealed
- Two copies of proposals are not submitted.

## **11. Completion**

- Covering letter for the Proposals must be submitted on official letterhead of the lead organization or firm and must be signed by a principal or authorizing signatory of the lead firm or organization.
- In case of errors in calculating overall costs, the unit costs will govern.
- It is the applicant's responsibility to understand the requirements and instructions specified by <sup>[1]</sup><sub>[SEP]</sub>SHCC. In the event that clarification is necessary, applicants are advised to contact the <sup>[1]</sup><sub>[SEP]</sub>responsible person at SHCC, prior to making their submission.



- While SHCC has used considerable efforts to ensure an accurate representation in this Request for <sup>[11]</sup><sub>[SEP]</sub> Proposal (RFP), the information contained in this RFP is supplied solely as a guideline. The information is not warranted to be accurate by SHCC. Nothing in this RFP is intended to relieve applicants from forming their own opinions and conclusions with respect to the matters addressed in this RFP.
- By responding to this RFP, the applicant confirms its understanding that failing to comply with any of the RFP conditions may result in the disqualification of their submission.

## 12. Right of Rejection

SHCC reserves the right to reject any or all submissions or to cancel or withdraw this RFP for any reason and at its sole discretion without incurring any cost or liability for costs or damages incurred by any applicant, including, without limitation, any expenses incurred in the preparation of the submission. The applicant acknowledges and agrees that SHCC will not indemnify the applicant for any costs, expenses, payments or damages directly or indirectly linked to the preparation of the submission.

## 13. Evaluation Criteria

The following indicate a list of the significant criteria against which proposals will be assessed. This list is not exhaustive or 100% inclusive, and is provided to enhance the applicants' ability to respond with substance.

### Understanding of Scope of Work:

- Proposal demonstrates a clear understanding of Project Objectives and Deliverables
- Demonstrate a clear understanding of the technical requirements of this RFP
- Provides detailed technical documentation of the proposed strategy
- Proposal includes a feasible work plan to ensure successful completion of Deliverables
- Detailed budget of proposed approach
- Management and personnel plan
- Qualifications and overall experience of team members
- Evidence of experience managing similar projects
- Roles and responsibilities of team members clearly delineated
- Possible challenges and opportunities envisaged in undertaking this work
- A duly completed Offer of Services

## 14. Expectations of Applicants<sup>[11]</sup><sub>[SEP]</sub>

### The successful team of applicants will:

- Work closely with representatives from SHCC and a lead contact will be designated for the purposes of regular communication and monitoring of deliverables
- Meet with representatives and experts from SHCC shortly after the contract is awarded, following which a work plan will be developed detailing the objectives, deliverables, timelines and budget for each of the parts outlined in the Scope of Work
- Be prepared to submit a narrative and financial report to SHCC during the course of the census as well as at the request of SHCC
- Submit deliverables and reports according to the agreed upon schedule in the revised work plan, agreed in inception report



## **15. Review Process**

Proposals will be reviewed by a Review Committee comprised of representatives from SHCC.

## **16. Limitations with regard to third parties**

SHCC does not represent, warrant, or act as agent for any third party as a result of this solicitation. This solicitation does not authorize any third party to bind or commit SHCC in any way without SHCC's express written consent.

## **17. Communication**

All communication regarding this solicitation shall be directed to appropriate parties at SHCC. Contacting third parties involved in the RFP, the Project, the review panel, or any other party may be considered a conflict of interest, and could result in disqualification of the proposal.

## **18. Validity Period**

The Offer of Services will remain valid for a period of 30 days after the Proposal closing date. In the event of award, the successful applicant will be expected to enter into a services contract subject to SHCC terms and conditions.

## **19. Right to Final Negotiations on the Proposal**

SHCC reserves the right to negotiate on the final costs and the final Scope of Work of the proposal. SHCC reserves the right to limit or include third parties at SHCC sole and full discretion in such negotiations.

## **20. Final Acceptance**

Award of a Proposal does not imply acceptance of its terms and conditions. SHCC reserves the right to negotiate on the final terms and conditions, including the costs and the scope of work when negotiating the final contract to be agreed between SHCC and the applicant. After awarding the contract and upon written request to SHCC, only the following information will be released:

- Name of the successful applicant
- The applicant's own individual ranking