Request For Quotations (RFQ)

For

HIRING OF CONSULTING FIRMS/COMPANIES HAVING EXPERTISE IN PROVIDING CONSULTANCY SERVICES IN THIRD PARTY VALIDATION (TPV), OUTPUT, OUTCOME, IMPACT EVALUATIONS, M&E FRAME-WORK OF OUTSOURCED SERVICES CONTRACTS MANAGEMENT



PROJECT MANAGEMENT UNIT OF PRIMARY & SECONDARY HEALTHCARE DEPARTMENT GOVERNMENT OF THE PUNJAB

September 2020

1. Introduction

Primary & Secondary Healthcare Department (P&SHD) delivers quality healthcare services to the community through an efficient and effective service delivery system that is accessible, equitable, culturally acceptable, affordable and sustainable. The Procuring Agency aims to improve the health and quality of life of all, particularly women and children, through access to essential health services and strives to reform and strengthen the critical aspects of the health systems and enable it to:

- Provide and deliver a basic package of quality essential health care services
- Develop and manage competent and committed health care providers
- Generate reliable health information to manage and evaluate health services
- Adopt appropriate health technology to deliver quality services
- Finance the costs of providing basic health care to all
- Reform the health administration to make it accountable to the public

Procuring Agency is a key department entrusted by the people of Punjab with the fundamental responsibility for the health of communities and the entire population. The Procuring Agency is committed to deliver preventive as well as curative health care services of Primary and Secondary Healthcare level.

Over the last few years, The Primary and Secondary Health Department of Punjab has taken many initiatives to improve the primary and secondary healthcare facilities all over Punjab. However, in spite of these initiatives, there is still a room for improved delivery of healthcare services.

In order to improve healthcare facilities in the province, the Primary and Secondary Health Department, through its Project Management Unit, is revamping tehsil and district headquarter hospitals in the province. Different non-clinical services pertaining to THQ/DHQ hospitals which may include, Janitorial, Security, Mechanical Electrical & Plumbing, Operations & Maintenance of Generators, Supply of Medical Gases have been outsourced from time to time.

To have an impact analysis of outsourced services, PMU, P&SHD intends to hire the services of a Third Party Consultant, which may conduct the Third Party Validation of following outsourced services in 26 DHQ and 99 THQ hospitals of Punjab;

- i. Janitorial Services
- Mechanical, Electrical, Plumbing and Operation & Maintenance of Generators Services
- iii. Security Services
- iv. CT Scan Services

- v. Pathology Services
- vi. Warehousing & Distribution Services

Hospital-wise details of outsourced service providers are attached at Annex-A.

2. Objective

To obtain advanced knowledge and skills for designing / executing Output, Outcome and Impact evaluations of public sector health facilities according to the outsourced services scope, developing M&E framework for efficient, cost effective reviews and evaluations of multiple factors for the improvement of way of operational working of contracts.

3. Scope of Work

This scope of work is tentative for RFQ only, entails two sub categories:

3.1 Comprehensive Scope

- Output, Outcome and Impact evaluations of services contracts scopes etc;
- To identify project evaluation indicators and to develop a Log/ M&E- frame matrix.
- Designing Terms of Reference for different evaluation in light of project documents.
- To conduct site visits for data collection of projects as per survey design
- Data analysis by using state of the art tools and software
- To prepare evaluation reports, reviews and to give recommendations and lessons-learned for evidence based planning and decision making.
- Critically evaluate the adequacy of existing evaluation design and advise procuring agency to improve / optimize
- Capacity building of procuring agency to efficiently evaluate the contracts and formulation of policies for the sustainability of outsourced contracts.

3.2 Targeted Scope

The scope, duties and responsibilities of the consulting firms will include but not limited to the following:

i. The firm shall define the KPI's of each contract on the basis of its scope and finalize the same with procuring agency to assess the performance against each KPI and report accordingly.

- ii. The firm shall prepare a comprehensive and logical work plan and submit the same to PMU-P&SHD for review and approval and subsequent implementation.
- iii. Firm shall evaluate all the clauses of signed outsourced contracts and its implementation factors which would be shared with the qualified firm after awarding the contract. However, some tentative service wise indicators are hereby mentioned for initial understanding only;
 - a. Overall cleanliness of hospitals
 - b. Status of Mechanical, Electrical & Plumbing facilities in hospitals
 - c. Security situation in each hospital
 - d. Efficient uptime of electricity backup facilities i.e., O&M of Generators
 - e. Conduction of all Pathology tests, EVT status analysis and in placed quality protocols.
 - f. Availability of contrast and plain CT scans in health facilities along with availability of all equipment & HR.
 - g. Deployment of staff in each hospital as per contract agreement.
 - h. Provision of staff according to the minimum criteria mentioned in the contract agreement.
 - i. Whether the service provider is performing its duties according to the contract agreement or not.
 - j. To certify that all contractual obligations and procedural / codal formalities have been completed in all respects for the implementation of the project
- iv. Firm may also focus on checking
 - a. Whether daily activity logs books are being maintained by each at health facility level.
 - b. Periodic visits are being made by Medical Superintendent of the concerned hospital along with the concerned Admin officer.
 - c. Invoices are being processed in due course of time on the part of hospital administration
- The required number of staff as proposed in contract is deputed on each THQ/DHQ Hospital for review of Services being provided by the Outsourced Firms.
- vi. The TPV staff will work in close collaboration with the procuring agency and hospital administration of concerned hospitals.

- vii. The firm shall consult all the contractual agreement being made by the PMU-P&SHD with the outsourced firms in order to prepare a consolidated service wise report.
- viii. The selected firm shall furnish updated status of report on weekly basis, so that in case of any deviation from the scope can be identified on the part of the client.
- ix. Report must be supported by the pictorial evidences.
- x. Time for the validation/assessment of each outsourced services will be 35 working days after the signing of contract. However, such time period may be extended with mutual consultation between both the parties i.e., client and the service provider but decision would only be the discretion power of procuring agency.

4. TECHNICAL EVALUATION CRITERIA

The Bidder/Service Provider must comply with all the mandatory parameters. In case of noncompliance of any mandatory parameter, the bidder shall be declared as non-responsive and shall not be considered for further evaluation for marking parameters.

- 1. A Bidder / applicant shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
- 2. The bidder must be an active tax payer.
- 3. The bidder must have National Tax Number (NTN) & General Sales Tax Number with documentary proof shall have to be provided by bidder(s) along with PST, PRA, etc if applicable.
- 4. A Bidder / applicant who is barred / blacklisted or disqualified either by any Government / Department / Agency / Authority would not be eligible to submit the Bid. **The Bidder will submit an undertaking in this regard.**
- 5. Consortium / Association / Joint Venture is not permissible.
- 6. The copy of the Prequalification Documents duly signed and stamped by the bidder / applicant, shall be attached with the Technical Bids.

TECHNICAL EVALUATION CRITERIA						
Sr. No.	Liocorintian					
1	SECP Registration	10				
2	Relevant registration with concerned body / ISO Certification	10				
3	General Experience and Past Performance of the Firm	40				
4	Managerial Capability / Technical Strength	20				
5	Approach and Methodology	10				
6	Financial Capability / Strength	170				
	Total 100					
	Minimum marks required for qualification 65					

4.1 SECP Registration (Maximum Marks = 10)

Interested firm must furnish valid proof of evidence of SECP Registration duly vouched by e-platform.

4.2 Relevant Registration (Maximum Marks = 10)

Interested firm must furnish document of evidence of relevant registration from the concerned body.

4.3 General Experience & Past Performance (Maximum Marks = 40)

Sr. No.	Component	Marks	Total Marks
а	General Experience of Work 01 Assignment = 02 Marks 02 Assignments = 04 Marks 03 Assignments = 06 Marks 04 Assignments = 08 Marks 05 Assignments = 10 Marks	10	
b	Relevant Experience of TPV01 Assignment = 02 Marks02 Assignments = 04 Marks03 Assignments = 06 Marks04 Assignments = 08 Marks05 Assignments = 10 Marks	10	
С	Relevant Experience In Risk Advisory01 Assignment = 02 Marks02 Assignments = 04 Marks03 Assignments = 06 Marks04 Assignments = 08 Marks05 Assignments = 10 Marks	10	40
d	Relevant Experience of Consultancy Services01 Assignment = 02 Marks02 Assignments = 04 Marks03 Assignments = 06 Marks04 Assignments = 08 Marks05 Assignments = 10 Marks	10	
п	Projects / Assignments furnished in b,c,d must be mutually o nade upon the furnishing of PO / WO / Contracts / Invoices. valuation of one project / assignment is Rs. 0.5 Millions.		

Sr.					
No	HR	Qualification	Experience	Maximum Marks	Total Marks
а	Project Lead	Masters / PhD in Management Sciences / Engineering	Min 7 years of experience in relevant field	2	
b	Financial Lead	Masters / PhD in Management Sciences / CA	Min 7 years of experience in relevant field	2	
С	Health-Care Specialist	MBBS / FCPS	Min 4 years of experience in relevant field	2	
d	Contract Management Specialist	Masters / PhD in Management Sciences	Min 4 years of experience in relevant field	2	
е	Economist / Public Policy Expert	Masters Economics / Public Policy	Min 4 years of experience in relevant field	2	
f	Monitoring & Evaluation Expert	Masters in Economics / Public Policy / Management Sciences	Min 4 years of experience in relevant field	2	20
g	Risk Advisory Expert	CA / ACMA /ACCA / ICMA / Equivalent	Min 3 years of experience in relevant field	2	
h	Legal Expert	LLB / LLM	Min 3 years of experience in relevant field	2	
i	Output and Impact Evaluation Expert	Masters in Economics / Public Policy / Management Sciences	Min 3 years of experience in relevant field	2	
j	Communication Expert	Masters in Mass Communication / Equivalent	Min 3 years of experience in relevant field	2	
*Doc	umentary evidences	of all human resources	must be furnished to	o support the clain	ıs.

4.4 Managerial Capability / Technical Strength (Maximum Marks = 20)

4.5 Approach and Methodology (Maximum Marks = 10)

A detailed approach and methodology approach of work plan to conduct the cited activities with tentative visit plans must be furnished along with reporting mechanism according to TORs and achieving of KPIs.

Sr. No.		Score		
a		Annual Turnover f Financial Statemer Million Million Million Million Million	or last 03 Years. (duly supported by nts) (02 Marks) (04 Marks) (06 Marks) (08 Marks) (10 Marks)	10

4.6 Financial Capabilities (Maximum Marks = 10)

5. INSTRUCTION TO APPLICANTS

General Instructions

- 1. A Bidder / Service Provider shall be a legally registered entity with the formal intent to enter into an agreement or under an existing agreement.
- 2. At any time, prior to the deadline for submission of bids, the Procuring Agency for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, may modify the prequalification / bidding documents by amendment. Such amendment/response shall be uploaded on departmental websites, and shall be binding on them.
- The Procuring Agency, at its discretion, may extend the deadline for the submission of bids. Amendment notice to that effect shall be communicated in the same manner as the original invitation to bid.
- 4. For the purpose of preparing the bid, the interested bidders will be allowed to visit the respective hospital to conduct survey and relevant assessments. However, basic details about each Hospital and service timings are mentioned in this document.
- The bidders are expected to examine all terms and instructions included in the Documents. Failure to provide all requested information shall be at bidder's risk and may result in rejection of the proposal.
- 6. The copy of the Documents duly signed and stamped by the bidder / applicant, shall be attached with the Technical Bids in printed & electronic form (flash-drive).

- At any stage if any fake / bogus / fabricated document is found, then procuring agency have right to reject the Prequalification offer from ab-initio and may take subsequent action including blacklisting of applicant.
- 8. The procuring agency shall evaluate the bids in a manner prescribed ahead in the document, without reference to the price and reject any bid that does not conform to the specified requirements.
- 9. The Service Provider shall have to provide all relevant documents required for technical qualification.
- 10. The Bidder must quote the Contract Title and include the following declarations:
 - a. We have examined the information provided terms of reference and offer to undertake the work described in accordance with requirements as set out in the TOR.
 - b. The prequalification offer has been arrived independently and without consultation, communication, agreement or understanding (for the purpose of restricting competition) with any other potential investor invited to submit bid for this contract.
 - c. We confirm that the enclosed hard copies are true and have complete copies of these documents.
 - d. We confirm that we will be available to undertake the services.
 - e. We confirm that there are no personal, financial and business activities that will, or might, give rise to a conflict of interest, if we are awarded with contract.
 - f. Subcontracting is not allowed in any case. At the time of the contract the Service Provider shall submit an undertaking on a legal paper, that the firm shall not further sub-contract/sublet services or any part thereof.
 - g. We confirm that the Service Provider:
 - i. Are not or have not been the subject of any proceedings or other arrangements relating to bankruptcy, blacklisting, insolvency or financial standing.
 - ii. Have not been convicted of any offence concerning professional misconduct.
 - iii. Have not been convicted of corruption including the offence of bribery.

- iv. We agree to bear all costs incurred by us in connection with the preparation and submission of this proposal and to bear any further pre-contract costs.
- h. I confirm that I have the authority of **[name of Service Provider's company**] to submit bid and to clarify any details on its behalf.
- 11. During evaluation of the bids, the Procuring Agency may, at its discretion, ask the Bidder for a clarification of its bid as provided in Rule 33 of PPRA 2014.

6. Schedule of Bid Submission 6.1 Schedule

Sr. No.	Activity	Date
1	Floating & Uploading of Document on official e- platform	09-09-2020
2	Bid Submission	16-09-2020 @11:00 am
3	Bid Opening	16-09-2020 @11:30 am
4	Release of comparative statement	17-09-2020
5	Declaration of responsive bidder	17-09-2020
6	Signing of contract	21-09-2020

6.2 Deliverables

- i. The assignment requires proper planning of the activities involving, review of the contract documents followed by field visits, analysis of services being performed by the outsourced firms and submission of report.
- ii. The Consultant will be required to deliver as per following

Deliverables	Timeline	Time Period (Days)
Work Plan	Within 05 days of signing of contract	05
1 st Draft Report	Within 20 Days of approval of work plan	25
2 nd Draft Report	Within 05 Days of approval of first draft	30
Final Report	 Within 05 Days of approval of 2nd draft Upon completion of assignment completion report shall covering the following aspects: a) Overall observation & findings focusing both quantitative & qualitative aspects b) Recommendation for release of payments to contractor, if any c) Major or minor deviations while complying contractual obligations. d) Limitations & future aspects 	35
	Total Time Period	35

FINANCIAL BID SUBMISSION FORM

Particulars	Total Amount Ex Tax	Total Amount In Tax	Total Amount Including Tax, Mobility Accommodation & all other relevant charges
Janitorial Services			
Mechanical, Electrical, Plumbing and Operation & Maintenance of Generators Services			
Security Services			
CT Scan Services			
Pathology Services			
Warehousing & Distribution Services			
Total Price Quoted for the Assignment			

	APPENDIX – A PMU-P&SHD OUTSOURCING SERVICES DETAILS							
Sr. No.	Name of Hospital	Zone	MEPG SERVICES	CT SCAN SERVICE S	SECU RITY SERVI CES	PATHOLOGY SERVICES	JANITORIAL SERVICES	
1	DHQ Attock	North	✓		✓		✓	
2	DHQ Bahawalnagar	South	~		~	~	~	
3	DHQ Bhakkar	North	 ✓ 	✓	✓		✓	
4	DHQ Chakwal	North	 ✓ 	✓	✓		✓	
5	DHQ Chiniot	Center	✓	✓	✓		~	
6	DHQ Hafizabad	North	 ✓ 		✓		✓	
7	DHQ Jhang	Center	 ✓ 		✓		✓	
8	DHQ Jhelum	North	 ✓ 	✓	✓		✓	
9	DHQ Kasur	Center	✓	✓	✓		✓	
10	DHQ Khanewal	South	 ✓ 	✓	✓		✓	
11	DHQ Khushab	North	 ✓ 	✓	✓		✓	
12	DHQ Layyah	South	 ✓ 	✓	✓		✓	
13	DHQ Lodhran	South	 ✓ 	✓	✓		✓	
14	DHQ Mandi Bahauddin	North	~	~	~		~	
15	DHQ Mianwali	North	 ✓ 	✓	✓	~	✓	
16	DHQ Muzaffargarh	South	~	~	~		~	
17	DHQ Nankana Sahib	Center	~		~		~	
18	DHQ Narowal	North	✓	✓	✓		✓	
19	DHQ Okara	Center	 ✓ 	✓	✓		✓	
20	DHQ Okara SC	Center	 ✓ 		✓		✓	
21	DHQ Pakpattan	Center	 ✓ 	✓	✓		✓	
22	DHQ Rajanpur	South	 ✓ 	✓	✓		✓	
23	DHQ Sheikhupura	Center	~	~	~		~	
24	DHQ Toba Tek Singh	Center	~	~	~		~	
25	DHQ Vehari	South	✓	✓	✓		✓	
26	DHQ Government Civil Hospital Multan	South	~		~		~	
27	THQ 18-Hazari District Jhang	Center	~				~	
28	THQ Ahmedpur East	South	~				~	
29	THQ Ahmedpur Sial District Jhang	Center	~				~	

1	THQ Alipur	1	1		1	
30	District	South	√			~
	Muzaffargarh		•			•
31	THQ Arifwala	Center	~			✓
	THQ Bhalwal					
32	District	North	✓			✓
	Sargodha					
33	THQ Bhera District	North				
- 33	Sargodha	NOTUT	✓			~
34	THQ Burewala	South	✓			✓
	THQ Chak	Coun	•			•
35	Jhumra District	Center	✓			✓
	Faisalabad		·			•
36	THQ	Center	✓			<
	Chichawatni					•
37	THQ Chishtian	South	✓			✓
	THQ Choa					
38	Saiden Shah District	North	✓			✓
	Chakwal					
	THQ Choubara	0 //	•			•
39	District Layyah	South	~			✓
	THQ Chowk					
40	Azam District	South	✓			✓
	Layyah					
41	THQ Chunian District Kasur	Center	✓			✓
	THQ Darya					
42	Khan District	North	✓			✓
	Bhakkar		·			•
43	THQ Daska	North	✓			✓
44	THQ Depalpur	Center	~			✓
	District Okara	Center	•			•
45	THQ Dinga	North	✓			✓
	District Gujrat THQ Dunyapur					-
46	District	South	~			.
	Lodhran		•			•
47	THQ Esa Khel	North	✓			✓
	THQ Fateh					
48	Jhang District	North	✓			✓
	Attock					
	THQ Ferozewala					
49	District	Center	✓			✓
	Sheikhupura					
	THQ Fort					
50	Abbas District	South	✓			✓
	Bahawalnagar					
51	THQ Gojra	Center	✓			✓
52	THQ Gujar Khan District	North				
52	Rawalpindi	North	~			~
L						

1	THQ		I	1 1	I
	Haroonabad				
53	District	South	✓		✓
	Bahawalnagar				
	THQ Hasilpur				
54	District	South	✓		✓
	Bahawalpur				
	THQ Hassan				
55	Abdal District	North	✓		✓
	Attock				
56	THQ Haveli	Contor			
50	Lakha District Okara	Center	✓		✓
F7		N I o utilo			
57	THQ Hazro	North	✓		✓
50	THQ Jahanian District	South			
58	Khanewal	South	~		✓
	THQ Jalalpur			 	
59	Pirwala District	South	~		✓
	Multan		•		•
	THQ Jampur				
60	District	South	✓		✓
	Rajanpur				
61	THQ Jand	North	~		✓
	District Attock		•		•
~~~	THQ Jaranwala	Oration			•
62	District Faisalabad	Center	~		✓
	THQ Jatoi				
63	District	South	<b>v</b>		<b>、</b>
	Muzaffargarh	20441	•		•
	THQ Kabirwala				
64	District	South	✓		✓
	Khanewal				
	THQ Kahuta		_ T		
65	District	North	✓		✓
	Rawalpindi				
66	THQ Kalabagh	North			
66	District Mianwali	North	~		~
	THQ Kallar			<del> </del>	 
67	Kahar District	North	~		✓
	Chakwal		•		•
	THQ Kallar				
68	Syedan District	North	✓		✓
	Rawalpindi				
	THQ Kallarkot				
69	District	North	✓		✓
	Bhakkar THQ Kamalia				
70	District Toba	Center			
	Tek Singh	Center	▼		•
71	THQ Kamoke	North	✓		✓
11		NOTUT	v		V

THQ Karor       72     Lalesan   South ✓	
72 Lalesan South V	
District Layyah	•
THQ Kehror	
73 Pacca District South ✓	<b>√</b>
Lodharan	•
THQ Khairpur	
Tamewali	
74 District South ✓	✓
Bahawalpur	
THQ Khanpur	
75 District Rahim South ✓	
Yar Khan	•
THQ Kharian	
76 District Gujrat North ✓	✓
THQ Khushab	
77 District North ✓ Khushab	✓
	<b>.</b>
78   THQ Kot Addu   South	✓
THQ Kot	
79 Momin District North	✓
Sargodha	
80 THQ Kot Sultan South	✓
District Layyan	•
THQ Kotli	
81 Sattian District North	✓
Rawalpindi	
THQ Kunjah	
82 (Maj Sss North 🗸	✓
Hospital)Gujrat	
83 THQ Lalian Center ✓	✓
	•
THQ	
84 District Pabim South ✓	✓
	•
Yar Khan	
85 THQ Mailsi South ✓	✓
	<b>•</b>
THQ Malakwal	
86 District Mandi North 🗸	✓
Baha-Ud-Din Baha-Ud-Din	
THQ Mankera	
87 District North 🗸	✓
Bhakkar	
88 Chammu South ✓	✓
Channu Channu I Chann	•
89 Hebere Center ✓	✓
Lanore Cantt.	▼
90 Minchinabad South	✓
	•
BahawaInagar	
THQ Muridke	
91 District Center 🗸	✓
Sheikhupura	

1	THQ Murree		1	1	1	1
92	District	North	~			
02	Rawalpindi	North	•			•
93	THQ Noorpur Thal	North	~			~
94	THQ Noshehra Virkan District Gujranwala	North	~			~
95	THQ Pasrur District Sialkot	North	~			~
96	THQ Phalia District Mandi Baha-Ud-Din	North	~			~
97	THQ Pind Dadan Khan District Jehlum	North	~			~
98	THQ Pindi Bhattian District Hafizabad	North	~			~
99	THQ Pindi Gheb District Attock	North	~			~
100	THQ Piplan District Mianwali	North	~			~
101	THQ Puttoki District Kasur	Center	~			~
102	THQ Raynala District Okara	Center	~			~
103	THQ Rojhan District Rajanpur	South	~			~
104	THQ Sadiqabad District Rahim Yar Khan	South	~			~
105	THQ Safdarabad District Sheikhupura	Center	~			~
106	THQ Sambrial District Sialkot	North	~			~
107	THQ Samudari District Faisalabad	Center	~			~
108	THQ Sangla Hill District Nankana	Center	~			~
109	THQ Sara-E- Alamgir District Gujrat	North	~			~
110	THQ Shahkot District Nankana	Center	~			~

111	THQ Shahpur District Sargodha	North	~			~
112	THQ Shakargarh District Narowal	North	~			~
113	THQ Sharakpur Sharif District Sheikhupura	Center	~			~
114	THQ Shorkot District Jhang	Center	~			~
115	THQ Shujabad	South	✓			✓
116	THQ Sillanwali District Sargodha	North	~			~
117	THQ Sohawa District Jhelum	North	~			~
118	THQ Talagang City Hospital	North	~			~
119	THQ Talagang District Chakwal	North	*			~
120	THQ Tandilianwala District Faisalabad	Center	~			~
121	THQ Taunsa	South	<	~		✓
122	THQ Taxila District Rawalpindi	North	~			~
123	THQ Thal District Layyah	South	~			✓
124	THQ Wazirabad District Gujranwala	North	~			~
125	THQ Yazman District Bahawalpur	South	~			~