Date of Issue: 3rd August, 2013
Closing date: 24th August, 2013
Bid evaluation and selection: 26th August, 2013

(Reference No: RfP/SHRC/-TSA (Hospital Safety Audit) - 2013)

Request for Proposal (RfP)

For

Selection of Technical Support Agency for strengthening hospital safety in the state of Chhattisgarh

Agencies having skills, capacities and experience in undertaking hospital safety audit and related fields such as design and implementation of training in disaster preparedness of hospitals, are invited to submit their proposals. The terms of reference for the assignment are given below.

Proposals must reach the following address by or before the deadline indicated above:

Executive Director,
State Health Resource Centres, Chhattisgarh
1st Floor, State Health Training Centre,
Kalbadi, RAIPUR-492001.

Note: Queries / clarifications, if any, may be sent latest by 9th August to jaypmishra@gmail.com. Answers will be posted at SHRC website www.shsrc.org on 12th August, 2013.

Terms of Reference

Selection of Technical Support Agency for strengthening hospital safety in the state of Chhattisgarh

1 State Health Resource Centre

State Health Resource Centre, Chhattisgarh, is an autonomous organization dedicated to support implementation of State’s flagship community health volunteer programme called the Mitanin and to provide technical assistance services to the State Health Department. The technical support services include a variety of activities starting from organizing various kinds of in-service training for staff to designing evaluation framework for assessment of ongoing programmes and activities.

As part of its TA services, the SHRC is facilitating selection of a technical support agency which will work with the designated unit(s) of the Directorate of Health Services and, if required, the Chhattisgarh Medical Services Corporation, for strengthening disaster preparedness of hospitals in the State.

SHRC- July, 2013
2 Scope of work

2.1 The TSA will be required to:

A. Carry out a fire / disaster safety audit of 3 medical college hospitals and 17 district hospitals of the State, leading to identification of site / hospital specific gaps vis-à-vis safety standards and measures required to close the gaps. A total of 40 draft gap analysis reports are expected to be prepared for dissemination during the regional workshops (item B below). The list of hospitals is given below.

<table>
<thead>
<tr>
<th>SI No.</th>
<th>Hospital</th>
<th>Location</th>
<th>Bed strength</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Raipur Medical College Hospital</td>
<td>Raipur</td>
<td>900</td>
</tr>
<tr>
<td>2</td>
<td>District Hospital</td>
<td>Durg</td>
<td>430</td>
</tr>
<tr>
<td>3</td>
<td>District Hospital</td>
<td>Rajnandgaon</td>
<td>300</td>
</tr>
<tr>
<td>4</td>
<td>District Hospital</td>
<td>Mahasamund</td>
<td>100</td>
</tr>
<tr>
<td>5</td>
<td>District Hospital</td>
<td>Kawardha</td>
<td>100</td>
</tr>
<tr>
<td>6</td>
<td>District Hospital</td>
<td>Dhamtari</td>
<td>100</td>
</tr>
<tr>
<td>7</td>
<td>District Hospital</td>
<td>Raipur</td>
<td>100</td>
</tr>
</tbody>
</table>

Cluster -B: Bilaspur

| 8      | Chhattisgarh Institute of Medical Science | Bilaspur | 500  |
| 9      | District Hospital                     | Korba    | 100  |
| 10     | District Hospital                     | Koriya   | 100  |
| 11     | District Hospital                     | Jashpur  | 100  |
| 12     | District Hospital                     | Surguja  | 300  |
| 13     | District Hospital                     | Raigarh  | 300  |
| 14     | District Hospital                     | Janjgir-Champa | 100 |
| 15     | District Hospital                     | Bilaspur | 100  |

Cluster -C: Jagdalpur

| 16     | Maharani hospital                    | Jagdalpur | 500  |
| 17     | District Hospital                    | Kanker   | 100  |
| 18     | District Hospital                    | Dantewada| 100  |
| 19     | District Hospital                    | Narayanpur | 100   |
| 20     | District Hospital                    | Bijapur  | 100  |

B. Organize 2-day (residential) regional dissemination workshops (one each at Raipur, Bilaspur and Jagdalpur) to disseminate the findings of the safety audit and seek feedback from the participants. About 200 participants are expected to attend these workshops (about 80 each at Raipur and Bilaspur and about 40 at Jagdalpur).

C. Finalize the prepare site / hospital specific reports indicating the follow up action by the administration of the concerned hospitals. The TSA will be required to provide 3 hard copies of each report along with soft copy on a CD.

D. Design training programme for capacity building of medical, paramedical and non-medical staff of the hospitals in disaster management.

E. Prepare ‘standard operating procedures (SOPs)’ for disaster management in hospitals.

SHRC-July, 2013
F. Organise training of 30 master trainers (medical and paramedical personnel drawn from the Directorate, medical college hospitals and district hospitals) in the SOPs developed.

3 Eligibility Criteria for applicants

3.1 The applicant can be a 'for-profit' or 'not-for-profit' legal entity, or a consortium thereof, fulfilling the following criteria:

- A minimum of 5 years' experience of providing similar services,
- Should have had an average earning (revenue) of not less than Rs 50 lakhs in the last three financial years -2010-11 to 2012-13.

4 Project period and start date

4.1 The TSA will be required to complete the assignment in a maximum period of 8 months from the date of award / contracting.

4.2 An agreement will be signed between the TSA and the SHRC. However, the personnel of the TSA may be required to report to a designated officer in the Directorate of Health Services for day-to-day reporting and technical over-sight.

4.3 The start date of the project would be 1st of the calendar month falling after 1 month of the date of execution of the agreement. The interim time is allowed to enable the successful bidder to mobilise the team, orient it and place it with the SHRC / Directorate.

5 Payment terms

5.1 Basis of payment: The payment shall consist of the following:

- Payment for the safety audit (including safety audit reports), preparation of SOPs and training material: this will be as per the amount quoted in the financial proposal of the successful bidder.
- Payment for workshops and training programmes organized: this will be as per actual expenditure and will allow a 10% management fee to the TSA. Expenditure incurred by the TSA members on account of their participation in the workshop / training (including boarding and lodging and incidentals) shall be treated as part of actual expenditure.

5.2 Payment mechanism: All payments will be made through electronic transfer system.
6 Procedure for submitting the proposals

6.1 The proposals are required to be submitted in three separate envelopes as follows:

- **Part-A: Bid Security and Bid fees**: This envelope is to contain the bid security and bid fee bank drafts. The amounts are mentioned in para 9 below.

- **Part-B: 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-B: Technical Proposal”.

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

- **Part-C: 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. The Applicant has to factor this component while preparing the financial proposal.

6.2 The three envelopes are to be placed in an outer envelope marked “Proposal - Selection of Technical Support Agency (Hospital Safety)”.

6.3 The SHRC 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.

7 Templates to be used for submitting proposals

7.1 Proposals, prepared and packed in separate envelopes as described above, should be accompanied by a letter of transmittal as per the format given at attached Form-T.

7.2 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 transmittal.

8 Evaluation Procedure

8.1 The proposals shall be evaluated by an Evaluation Committee to be constituted for the purpose. The evaluation shall be a 3-step process as outlined below:
8.1.1 Step-1: Assessment of capacity and experience on the basis of documentary evidence submitted: 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.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Marks</th>
<th>Maximum marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration papers indicate that the organization has been in existence for 5-6 years</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td>Registration papers indicate that organization has been in existence for more than 6 years</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Letter of certificate issued by the auditors indicates that the average turnover of the organization in the last three financial years has been Rs 50-100 lakh</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Letter of certificate issued by the auditors indicates that the average turnover of the organization in the last three financial years has been Rs 101-150 lakh</td>
<td>15</td>
<td>20</td>
</tr>
<tr>
<td>Letter of certificate issued by the auditors indicates that the average turnover of the organization in the last three financial years has been more than Rs 150 lakh</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Evidence that similar work has been done by the Agency for at least 1 client [a letter of certificate issued by the client should be included in technical proposal]</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td>Evidence that similar work has been done by the Agency for 2 or more clients [letters of certificate issued by the clients should be included in technical proposal]</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Evidence that the agency has experience of having done similar work for a government organization in the last 3 years</td>
<td>10</td>
<td>15</td>
</tr>
<tr>
<td>Evidence that the agency has experience of having done similar work for 2 or more government organizations in the last 3 years.</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Evidence that the agency has a valid ISO certification on the date of application (certificate to be attached as part of technical proposal)</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>70</strong></td>
</tr>
</tbody>
</table>

8.1.2 Step-2: Assessment of presentation: Bidders scoring 40 marks or above shall be invited to make a presentation before the selection committee explaining the methodology proposed for implementing the assignment. Each presentation shall be assigned a score on a scale of 0-30.

SHRC- July, 2013
8.1.3 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 hospital safety / disaster management related technical assistance work done – 10 marks
- Methodology proposed for executing the assignment -10 marks
- Experience of full time technical experts proposed to be assigned -10 marks

8.1.4 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 after its presentation.

8.1.5 Step-3: Opening of financial proposals and determination of overall winner through QCBS method:

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

8.2 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 60 and 40 percent respectively. The scoring system of this ‘Quality-Cum-Cost-Based’ to be used for obtaining final scores is illustrated below.

<table>
<thead>
<tr>
<th>Technical proposal</th>
<th>Financial proposal</th>
<th>Combined score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Score</td>
<td>Weighted score</td>
<td>Bid amount</td>
</tr>
<tr>
<td>(1)</td>
<td>(2)</td>
<td>(3)</td>
</tr>
<tr>
<td>60</td>
<td>67</td>
<td>2.50</td>
</tr>
<tr>
<td>70</td>
<td>78</td>
<td>3.00</td>
</tr>
<tr>
<td>80</td>
<td>89</td>
<td>3.25</td>
</tr>
<tr>
<td>90</td>
<td>100</td>
<td>3.50</td>
</tr>
</tbody>
</table>

9 Other terms and conditions

9.1 Last date: The deadline for submission of the bids is 1700 hours, 24th August, 2013 at the address indicated in the format for transmittal letter.

9.2 Bid Opening schedule: The bids will be opened on 26th August, 2013. The following schedule will be adopted for evaluation:

- Opening of technical bids: 11:00 AM
- Announcement of bidders qualifying for presentation: 12:00 Noon
- Presentations: 1230 – 1530 PM
- Announcement of results of technical bid evaluation: 4:00 PM
- Opening of financial bids: 4:30 PM
- Consolidation of results of technical and financial bids and announcement of final scores of evaluation: 5:30 PM
9.3 Financial proposals should be valid for 6 months from the date of submission of the proposal.

9.4 A **Bid Security** of Rs. 50,000 (Rupees Fifty Thousand only) in the form of Demand Draft from any commercial bank in favour of “State Health Resource Centre, Chhattisgarh” should accompany the Proposal. Bid Securities of unsuccessful bidders will be returned to them within 30 days of the award of contract and the same from the successful bidder shall be retained as the bid process management fee / success fee. No interest is payable on the bid security amount.

9.5 In addition to Bid Security, a **bid fee** of Rs 7,000 (Rupees Seven Thousand only) in the form of Demand Draft from any commercial bank in favour of “State Health Resource Centre, Chhattisgarh” should also accompany the Proposal. Bid fee is not refundable.

Note-1: Proposals with no or improper bid security / bid fee will be rejected as non-responsive.

Note-2: The bid security shall be forfeited in the following instances:

- If a bidder engages in corrupt, fraudulent or coercive practices,
- If a bidder withdraws its proposal during the validity period.

9.6 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.

9.7 The SHRC reserves the right to accept or reject one or all applications without giving any explanation OR re-evaluating some or all proposals, should any evaluated bid may be found to be non-responsive at a later stage.

****

SHRC- July, 2013
Form T

Letter of Transmittal

To,
Executive Director,
State Health Resource Centre,
1st Floor, Health Training Centre Building,
Kalibari, RAIPUR – 492 001

Sir,

We, the undersigned, offer to provide the “Technical Support Agency (hospital safety)” services in accordance with your Request for Proposal dated .............. We are hereby submitting our Proposal, which includes Bid security / bid fee, Technical Proposal and Financial Proposal sealed under separate covers and the three 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 State Health Resource Centre 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 of authorised person(s)]

SHRC- July, 2013
## Form F

**FORMAT FOR FINANCIAL BID**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>All inclusive charges for the assignment as detailed in scope of work part in the RfP document</td>
<td>Rupees .................................. (in numbers)</td>
</tr>
<tr>
<td></td>
<td>Rupees .................................. (in words)</td>
</tr>
</tbody>
</table>

Signature:

[These must be signed by the same person(s) who have signed the letter of transmittal.]