



REVIEW OF EMPANELMENT CRITERIA AND ASSESSMENT
OF TERTIARY CARE HOSPITALS

Request for Proposal

March 30, 2023

KHYBER PAKHTUNKHWA
HEALTH CARE COMMISSION

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REQUEST FOR PROPOSALS

The Khyber Pakhtunkhwa Health Care Commission invites “technical and financial Proposals” from the interested companies/ firms/association of persons for development of empanelment criteria for tertiary care hospitals, review the existing criteria for secondary care hospitals, development of a training modules and conduct of TOT of the assessors and conducting a baseline inspection/assessment of at least five tertiary care hospitals in the province of Khyber Pakhtunkhwa.

The Commission requires the interested firms/ firms/association of persons to submit their technical and financial proposals to be assessed on the parameters provided in the detailed bidding document annexed herewith. Final selection nevertheless, shall be based on the criteria laid down in "Khyber Pakhtunkhwa Public Procurement of Goods, Works and Services Rules, 2014 based on “Single Stage Two Envelop” bidding procedure.

Sealed Technical Proposal in hard as well as in soft form (PDF format) whereas Financial Proposal in the hard form (in a separate sealed envelope), must be delivered to the address given below by or before **05:00 PM** on **April 21, 2023**. Technical Proposals will be opened on **April 27** at **11:00 AM**.

The Commission reserves the right to accept or reject any or all the bids under the Khyber Pakhtunkhwa Public Procurement of Goods, Works and Services Rules, 2014.

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PART-1: INSTRUCTIONS FOR PREPARATION OF PROPOSAL

Background:

The Government of Khyber Pakhtunkhwa has prioritized regulation of healthcare services and in order to ensure proper regulation, quality of care and safety in health care system, the provincial government established Khyber Pakhtunkhwa Health Care Commission (KP HCC), as body corporate through the Khyber Pakhtunkhwa Health Care Commission Act, 2015. The Act envisages regulation of both public and private health care establishments in the province to improve quality.

The commission is mandated to provide protection to the people of the province in securing their right to quality healthcare through eradication of quackery and other malpractices, and setting standards for all types of medical practice, including but not limited to allopathic and alternative medicines. KP HCC carries out this function through registration and licensing of the health care establishments and additionally providing a platform, where grievances of people are addressed.

Sehat Card Plus Program, previously known as Social Health Protection Initiative (SHPI), is a micro-health insurance programme and one of the flagship programs of the Government of Khyber Pakhtunkhwa, designed for providing health insurance for the defined medical conditions to the permanent residents of Khyber Pakhtunkhwa. The programme is being implemented through State Life Insurance Corporation of Pakistan. Under the programme, more than 7.2 million families of Khyber Pakhtunkhwa are getting free inpatient healthcare services in the empaneled Secondary and Tertiary Care Hospitals.

The programme has a well-established empanelment process, displayed on the website of the programme. Currently, the empanelment process provide a gradation criteria for hospitals based on assessment and district-wise minimum requirement. State Life Insurance Corporation, being the service providing agency under an agreement with the Sehat Card Plus Program, decides the empanelment and determines gradation of the hospitals on the basis of detailed assessment and scoring.

Scope of Work:

The Khyber Pakhtunkhwa Health Care Commission, in collaboration with the Sehat Card Plus Program and State Life Insurance Corporation, intends to review the existing empanelment and assessment criteria for the secondary care hospitals and develop criteria for tertiary care hospitals in the province, in line with the Minimum Service Delivery Standards (MSDS), already developed and notified by the Commission, and other internationally recognized accreditation bodies, e.g., Joint Commission International (JCI), Australian Council on Healthcare Standards International (ACHSI), Accreditation Canada (AC), etc. Similarly, all the three organizations also desire to develop a module for training and train the assessors for

assessments of the hospitals on the criteria. As a pilot activity, five tertiary care hospitals shall be assessed on the basis of the agreed criteria. The consulting firm/company/association of persons, under the proposed project, would be required to achieve the following four core objectives:

- a. Develop criteria and tools for assessment and grading of tertiary care hospitals in Khyber Pakhtunkhwa, and align, as far as possible, with the MSDS developed and notified by the KP HCC and standards of other internationally recognized accreditation bodies, such as, Joint Commission International (JCI), Australian Council on Healthcare Standards International (ACHSI), Accreditation Canada (AC).
- b. Review the criteria for assessment for empanelment of the Secondary care hospitals developed by the Sehat Card Plus Program and align it, as far as possible, with the MSDS designed and notified by the KP HCC and other internationally recognized accreditation bodies, such as, Joint Commission International (JCI), Australian Council on Healthcare Standards International (ACHSI), Accreditation Canada (AC).
- c. Develop training module and conduct training of the assessors of Khyber Pakhtunkhwa Health Care Commission, SLIC and SCPP for quality assessment of Secondary and tertiary care hospitals in Khyber Pakhtunkhwa.
- d. Conduct assessment of five tertiary care Hospitals (2 Public Sector & 3 Private Sector), preferably the SHPI empaneled hospitals, in Khyber Pakhtunkhwa through the assessors trained by professionals from the consulting firm.

Mandatory Requirement:

The consulting firms/companies/association of persons may apply as a single organization or as Joint Ventures (JVs). The firms applying as JVs will be assessed jointly according to the following mandatory criteria:

- a. Registration with Security & Exchange Commission of Pakistan or other relevant registration body;
- b. Accreditation by JCI or any other internationally recognized accreditation body;
- c. Registration with FBR and on Active tax payers list (ATL)
- d. Registration with Khyber Pakhtunkhwa Revenue Authority;
- e. Active consultancy firm for at least the last five years;
- f. Demonstrated experience of developing hospital quality assessment frameworks;
- g. Demonstrated experience of understanding/implementation of MSDS and international accreditation standards;
- h. Demonstrated experience of audit / evaluation of at least 3 tertiary healthcare institutions;
- i. Demonstrated experience of training of healthcare staff on quality standards / parameters in public and private sector;
- j. Access to a tertiary care hospital for training of the assessors;

- k. Sufficient financial capability, having at least 20 million PKR yearly turn over with audited financial statements available for the last three years;
- l. Not blacklisted by any Government Department.
- m. Bid Security @ 2% via CDR

Required Documents:

Interested firms should submit the following details/documents:

- a. Profile of consulting firm;
- b. Details of similar assignments undertaken and in hand;
- c. Bank account statements of the past 3 year;
- d. Copies of Audited Financial Statements of the past 3 years;
- e. Copy of registration/accreditation with the relevant regulatory body;
- f. National Tax Number;
- g. No-conviction certificate, submitting an attested affidavit stating that they are not blacklisted by any Government Department.

Bidding Procedure:

Single Stage Two Envelope bidding procedure shall be followed as per the KPPRA rules:

- The bid shall be a single sealed packet/envelope containing two separate sealed envelopes in it, comprising separately the financial and the technical proposals;
- Each respective envelope shall be marked as “Technical Proposal” and Financial Proposal” as the case may be;
- In the first instance, the “Technical Proposal” shall be opened and the envelope marked as “Financial Proposal” shall be retained unopened in the custody of the Commission;
- Technical proposals shall be evaluated in the manner prescribed in **Part-2** of this document, without reference to the price and shall reject any proposal which does not conform to the specified requirements;
- During the technical evaluation process, negotiation may be carried out which may include but not limited to offering an opportunity to bidders for clarification or explanation on technical proposal, the proposed technical approach and methodology, work plan, organization and staffing, logistics and reporting;
- After the evaluation and approval of the technical proposals, the financial proposals of the firms who are qualified on the basis of Technical Proposals, shall be opened;
- The financial bids of the bidders who are disqualified on the basis of the Technical Proposal, shall be returned un-opened to the respective bidders.

Obligations of Bidders:

- It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bid and no claim whatsoever including those of financial adjustments to the contract awarded under this Bid process will be entertained by the Purchaser. Neither any time schedule, nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder.
- The Bidder shall be deemed to have satisfied itself fully before Bid as to the correctness and sufficiency of its Bids for the contract and price/cost quoted in the Bid to cover all obligations under this Bid Process.
- It must be clearly understood that the Terms of Reference are intended to be strictly enforced. No escalation of unit cost will be permitted throughout the remaining period of completion of the contract.
- The Bidder shall be fully and completely responsible for all the deliverables within the stipulated time.

Performance Security:

- The Successful bidder(s) shall furnish Performance Security within one week positively of the receipt of the Acceptance Letter from KP HCC;
- The security should be in the form of a Bank Guarantee, issued by a scheduled bank operating in Pakistan, as per the format provided in the Tender Document;
- Its value shall be equivalent to 5% of the contract value;
- The Performance Security shall be denominated in Pak Rupees;
- It should have a minimum validity period until the date of expiry of contract period, support period or termination of services, or fulfillment of all obligations under the contract, whichever is later.
- No other shape or form of performance security shall be acceptable with any validity less than the prescribed time period.
- The Performance Security shall be payable on occurrence of any / all of the following conditions:
 - (a) If the Bidder commits a default under the Contract;
 - (b) If the Bidder fails to fulfill the obligations under the Contract;
 - (c) If the Bidder violates any of the terms and conditions of the Contract.
 - (d) The Bidder shall cause the validity period of the performance security to be extended for such period(s) as the contract performance may be extended. The Performance Security shall be returned to the bidder within thirty working days after the expiry of its validity on written request from the Bidder.
 - (e) In case the Bidder fails to furnish Performance security in the shape of bank guarantee within the stipulated period given under Letter of Acceptance and subsequent formal contract, or till end of the currency of the said contract, the amount of bank guarantee, as required, shall be deducted from the amount payable to the Bidder.

PART-2: SELECTION CRITERIA

The Khyber Pakhtunkhwa Health Care Commission will select the eligible consulting firm on the basis of “**TECHNICAL and FINANCIAL PROPOSAL**” submitted within the prescribed deadline. The technical and financial proposals shall have 70% and 30% weightage respectively. The Technical Proposal should include the following:

1. LETTER OF TRANSMITTAL, containing:
 - A summary of the firm’s pertinent expertise, skills, client base and services provided.
 - A primary contact for the proposal, including the name, address, telephone numbers and email address.
 - Statement that if awarded the contract as the primary contractor, the bidder will accept full responsibility for successful performance of the entire scope of work.
 - Statement that the firm acknowledges and will comply with the terms, including all of the insurance requirements
2. Experience and qualifications of the firm
3. Experience and qualifications of proposed personnel
4. Work Plan
5. Methodology and specific roles assigned to each individual.

The Financial Proposal on the other hand, should contain the transmittal letter, financial proposal cost, and Proposal worksheet.

Evaluation Criteria:

Technical Evaluation shall be based on the following criteria:

Indicator	Criteria	Points/marks - (Max: 70)	Proof Required
Experience of the Firm	1. Performance audit of quality standards and patient care in three tertiary care hospitals. 5 marks per instance.	15	Completion certificates/ work order/LOI/contract& Reference Contact
	2. Any other Research work/ analysis/standardization/assessments/ quality improvement in hospitals. 5 marks per instance.	15	Research and analysis reports along with project completion certificates from the establishment
Qualification of the Team/Firm	1. Project Manager: having a Medical degree with Masters in Public Health/Hospital Management/or any other relevant qualification in health sector	2.5	Certificates must be attached

	2. Technical consultant: having a medical Degree/ Masters in management Sciences / Public Health/ Hospital Management/Social Sciences	2.5	Certificates must be attached
	3. Lead Researcher: having a master degree in any social science, management science, data sciences, bio statistics or medicine and demonstrated experience of research and analysis.	2.5	Certificates must be attached
	4. Lead Trainer: having a medical Degree/ Masters in management Sciences / Public Health/ Hospital Management and demonstrated experience of conducting trainings.	2.5	Certificates must be attached
Experience of the Team members	1. One marks for each team member mentioned above, for relevant experience of 5 to 10 years. Experience shall be assessed on the basis of suitability for the assigned job.	5	Certificates to be attached
	2. One additional point for experience above 10 years	5	Certificates to be attached
Work Plan and Methodology	1. Proposal for development of the assessment criteria	20	The work plan must be clearly demonstrated in the technical proposal
	2. Knowledge and Understanding of the MSDS		
	3. Proposal for development of training module and TOT		
	4. Clarity of the deliverables and achievement thereof with specific timeline		
	5. Reporting and Recommendations		
<p>NOTE: <i>Relevance of the Experience and suitability for the assigned job shall be determined by the technical experts/evaluators and cannot be challenged by any firm/individual</i></p>			
<p>30 marks are reserved for the Financial proposal. The lowest bidder, within the available ceiling shall obtain the highest marks. Final evaluation shall be made and Contract will be awarded on the basis of accumulative scores of technical and Financial Proposals. The lowest bidder shall be awarded 30 marks. For others, Marks of financial proposal shall be calculated as: [Lowest bid/quoted bid] x30</p>			
<p>Final Score= Score of Technical Proposal + Score of Financial Proposal</p>			
<p>Qualifying Marks: 60</p>			

Method of Selection:

The Firm shall be selected on **QCBS** (Quality & Cost Based Selection) method amongst the technically qualified bidders. The Commission reserves the right of entering into more than one contracts or cancelling the process.

Term of the Agreement:

Three (3) months from the date of signing the contract

Notification of Award:

After evaluation and selection of the firm, all the bidders will be notified in writing of the selection or non-selection of their proposals. The name of the successful bidder(s) may also be disclosed.

Bid Validity:

The Bid shall have a minimum validity period of **90 days** from the last date of submission of the Bid. The Khyber Pakhtunkhwa Health Care Commission may solicit the bidder's consent to an extension of the validity period of the bid. The request and the response thereto shall be made in writing.

Deliverables:

The selected firm shall deliver the following deliverables within the timeline determined in this document.

1. Inception Report;
2. Review of the Existing empanelment/assessment and grading criteria for the Secondary Care Hospitals;
3. Development of the empanelment/assessment and grading criteria for the tertiary Care Hospitals;
4. Development of Training Module and conduct of TOT
5. Baseline assessment of at least five (5) tertiary care Hospitals (3 public and 2 private), preferably SHPI empaneled hospitals.

PART-3: TIMELINES AND PAYMENT SCHEDULE

The selected firm will be required to observe the following time lines

Request for Proposal	01-04-2023
Last date of Submission	21-04-2023
Clarifications Pre-bid conference/meeting	10-04-2023 Clarifications can also be obtained through email. Email address for requesting clarifications is:

	Email: directorlicensing.hcc@kp.gov.pk
Remuneration type	Deliverable based
Currency of Bid	PKR, subject to deduction of all the prevalent taxes
Award of Contract	Within 7 days of the evaluation
Inception report	Within 7 days of the award of contract
Review of the Existing empanelment/ assessment and grading criteria for the Secondary Care Hospitals;	To be completed Within 21 days of the award of contract.
Development of the empanelment/ assessment and grading criteria for the tertiary Care Hospitals;	To be completed 45 days from the award of contract.
Development of Training Module and conduct of TOT	Within 60 days of the award of contract
Baseline assessment of at least five (5) tertiary care Hospitals (3 public and 2 private), preferably SHPI empaneled hospitals.	Within 75 days of the award of contract
Final Consolidated report	Within 90 days of the award of contract
The Committee of focal persons will monitor and evaluate the deliverables. The consulting firm shall report to the committee fortnightly.	

Payment Schedule:

As mentioned in this document, all payments shall be deliverable based and made in PKR, subject to deduction of taxes and other Government charges, for the time being in force. Payments shall be made within 15 days of submission of the deliverable and invoice, addressed to the Chief Executive Officer of the Khyber Pakhtunkhwa Health Care Commission. The schedule is given below:

	Deliverable	Payment %
1.	Inception report	5%
2.	Completion of Deliverable 1 & 2 approved by the HCC	40%
3.	Completion of Deliverable 3 & 4 approved by the HCC	40%
4.	Final Report	15%

For queries if any and further details, Contact:

Director Operations,

Khyber Pakhtunkhwa Health Care Commission

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