**Terms of Reference – To hire Procurement Services Agency /Consultant to facilitate the bidding exercise to finalize an agency to implement RMNCH+A Branding across 1286 Hospitals in Uttar Pradesh**

**Background:** The Government of India (GOI) has approved funds to implement branding in 1286 Hospitals across the 75 Districts of the state. This branding falls under the signage and quality assurance of the government. Under the activity, NHM has prepared detailed plans to strengthen the management capability of the Directorate of Health by strengthening various Cells in the Directorate of Medical & Health and to improve the quality of public health service delivery by strengthening quality assurance of the selected health facilities.

UNICEF completed the branding facility of 5 hospitals for NHM and created demonstration sites to replicate the same in all over the state. On successful completion of this activity NHM requested UNICEF to provide their technical guidance in scaling up the aforementioned activity in larger area of implementation. Considering the implementation challenges, huge size and marginal timelines UNICEF advised NHM to hire a dedicated full time consultant/ Individual to streamline the entire bidding process and implementation seamlessly. UNICEF agreed to support NHM in preparation of the TOR in which NHM has to identify and hire the agency as per their rules and guidelines and requested them to hire the agency/ consultant as per the requirement and UNICEF will pay directly to the agency upon certification of the work completion by NHM.

**Objectives of the Assignment** The Agency/Consultant is required to assist in the entire bidding process of NHM which includes handling the entire procurement of goods and services including quality assurance and contract management (except making payment) to achieve value for money, efficiency, transparency, probity and adherence to the agreed procurement arrangement for the NHM.

**Tasks to be carried out: -** The agency/consultant will primarily be required to handle the entire bidding process of communication branding of facilities in an effective manner in 1286 L2 and L3 level Health Facilities.

The Tasks to be completed are:-

a) Agency /Consultant will assist NHM in drawing up a draft work plan including realistic time line and a user-friendly monitoring formatbased on the demand forecasting done by NHM within 4 weeks of the start of its contract, the Agency /Consultant will present to the NHM. The Agency /Consultant will hold regular meetings with NHM for sharing and discussing the progress, emergent lessons and outcomes.

1. Agency /Consultant will support NHM in improving initial specifications prepared by NHM to the point where specifications are broad, clear, complete and suitable for the purpose of seeking competitive bids from suppliers/contractors. Ensuring that specifications provide no preference to one supplier/contractor, or that the reasons for purchase of proprietary or named goods from a particular supplier/contractor are in accordance with the agreed procurement guidelines for the NHM.
2. Agency /Consultant will assist NHM Identifying the potential suppliers/contractors through pre-qualification if so required (and agreed in the plan) on case to case basis by ensuring that suppliers/contractors selected are financially sound and have appropriate technical capacity.
3. Agency /Consultant will prepare invitation for bid, if pre-qualification was not used and Bid documents (based on standard bidding documents of NHM) and inviting bids in accordance with the agreed procurement arrangements8 for the NHM.
4. Agency /Consultant will arrange pre-bid conference and issue the Minutes of Meeting and corrigendum

to bid document for NHM, if required.

1. Agency /Consultant will assist NHM in Receiving of bids, public opening and conducting preliminary examination. Undertake and record technical and commercial evaluation of the bids on the basis of the evaluation criteria agreed in the bidding document. Advice NHM in seeking clarifications (only of historical nature) from bidders, if required and permitted under the procurement guidelines during the bidding process.
2. Agency /Consultant will seek the financial concurrence of NHM once the preferred bidder is identified.
3. Agency /Consultant will prepare the NOA for NHM and after the concurrence of the NHM is received, assist NHM in issuing the notification of award (NOA) and prepare the effective contractual document to enter into contract with the recommended bidder to NHM.

j) Agency /Consultant will Record and respond to complaints received during the bidding process and afterwards, compile and share the report to NHM, collect the feedback and prepare a responsorial note for NHM to share with bidders. During the bid evaluation process. Agency/consultant will be responsible for identifying the indicators of collusion and other indicators of fraud and corruption, if any and share it with NHM.

k) Agency /Consultant Draft the Publish contract award information and a debriefing note to unsuccessful Bidders to NHM, if requested. Agency/ Consultant will also be responsible for maintaining the data base of contracts issued, bids received etc. and also data collected through various market surveys etc.

l) Agency /Consultant will confirm the suitable Incoterm to NHM for the respective assignment.

m) Agency /Consultant will prepare contractual document for NHM to handle issues related to contract enforcement, warranties, recall, claims etc.

n) Agency /Consultant is expected to maintain all the procurement related records/files of this project in

a systematic fashion and retain all the procurement statistics, communications with them, which

may be presented to NHM whenever reasonably required.

o) Agency /Consultant will prepare all the communication with the supplier for NHM.

p) Agency /Consultant may provide necessary advice to NHM wherever requested in procurement related

matters in this project such as updating of implementation plans if appropriate, estimating budgets for

procurement,advising onbest method of tendering, assistance to preparatory and review missions

regarding procurement for this project on all related issues.

q) Agency /Consultant will prepare the contract information which will mainly include preparation of bid

Documents, Minutes of pre-bid meeting, corrigendum to bid documents, contract award information, etc

and handover to NHM for publishing on its website and newspapers.

r) Agency /Consultant should able to submit fortnightly / monthly reports to NHM throughout the contract period which should clearly indicate the progress on continuous procurement activities of the Project .

s) Any other tasks related to the above.

t) Agency /Consultant will also attend the meetings called by NHM to monitor the progress.

u) Agency /Consultant will work from NHM office, Lucknow and assist appropriate authorities in NHM taking technical decisions of the Procurement at their level.

**Information to external organizations and meetings with press /media should not be done by the Consultant. This can only be done in exceptional cases with written permission of NHM. All details must be provided by the Consultant in advance and must be agreed by the NHM prior to their being handed out for any purposes of external communication.**

**Skills Required for Institution for Handling of Procurement:** The Agency must be a legal entity (company, society etc. or a joint venture/consortium) incorporated as per law of India (or the home country). The Agency should have a good knowledge of handling procurement of goods and works, pricing, logistics and supply chain functions, organization and delivery and warehouse facilitation. The Agency should also have demonstrable capacity in handling bidding exercise for government in national or state level. The independence and integrity of the appointed Agency is a must for the assignment. With the character of the assignment and the variety of the involved procurement activities, a strong service-oriented attitude of the Consultant is expected. Thorough country knowledge, a flexible and dynamic organization and excellent communication skills and abilities are essential.

The Consultant is expected, as a minimum, to employ the appropriate Key Personnel suitable for the assignment and execution of the services: - Full time Person with demonstrated procurement experience to the site office and available for the services (number of staff to be decided by the Consultant). At least one staff each should be conversant with procurement of non-consulting services Back-up Specialists in site office or could be called down in absence of the procurement expert as and when required.

**The qualifications of the Key Personnel for individual:**- **(Full time)**: Post graduate with MBA /PGDM in logistic and procurement from any recognized University/Institutions along with adequate experience of 10 to 20 years in India or in any region in handling Procurement of goods, developing tender documents and facilitating bidding for Consultancy & Non- Consultancy Services. Additional experience of handling logistics in supply chain and Inventory control activities will be an added advantage. It will be preferred if the experience of the consultant will be from health sector / government / NHM or any corporate institutions national and international reputation.

**The Agency /Consultant shall, in carrying out the services, comply fully with the procedures as detailed in procurement arrangements for the NHM. Apart from the laptop Printers, Scanners, Electrical Installations, photocopiers and office automationsused for this Project will be provided by the NHM. (Applicable to both Individual and Institutional)**

**Performance Monitoring (Handling of Procurement):** The performance of the agency / consultant will be monitored based on the following indicators:

1. Overall cycle time taken in completing the bidding from the date of receiving the indents (including the final specifications, delivery schedule and list of consignees) from the NHM and submitting the contract award recommendations to NHM for financial concurrence
2. Average number of bids received for tenders invited.
3. Number of aborted tenders due to lack of response
4. Quality of procurement documents prepared by the Agency /Consultant as reflected in number of exchanges with the approval authorities.
5. No. of instances of interactions with NHM, which are not needed as per the division of responsibilities between NHM and the Agency/ Consultant.

The response time/service standards for Agency/ Consultant and will be agreed along with the activity plan and deliverables described in paragraph below.

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| **Sl No** | **Item** | **Proposed Timeline** | **Date of completion** |
| 1 | Selection of agency/ consultant | 1 week of the advertisements | 28th January |
| 2 | Contract signing with sharing of deliverables | 1 week of selection | 4th Feb 2016 |
| 3 | Orientation to the agency / Consultant and field visit to branding sites for understanding of NHM requirement in RFP | 3 days of Signing of contract and orientation | 7th Fen 2016 |
| 4 | Submission of 1st draft of RFPs | 15 days of Signing of Contract | 20th Feb 2016 |
| 5 | Submission of 2nd draft with inputs from all stakeholders | 3 days of Submission of 1st draft | 24th Feb 2016 |
| 6 | Final RFP for approval of technical committee and ED NHM , UP | 3days of submission of 2nd draft | 27th Feb |
| 7 | Publish of RFPs in different website and local as well as national newspapers | 2 days of approval | 29th Feb 2016 |
| 8 | Opening of tender | 3 weeks of tender notice | 21st March 2016 |
| 9 | Presentation of comparison of bidders with suitability note | One week of the Opening of tender | 28-Mar-16 |
| 10 | Finalisation of Bidders for technical approval and further presentation along with financial bidding opening | 1 week of presentation of comparative status of bidders | 3rd April 2016 |
| 11 | Operational and technical presentation of Bidders for finalisation with budget components |  | 10th April |
| 12 | Finalisation and notification of Bidder for branding in UP |  | 15th Feb |
| 13 | Sharing of MoU with bidder and NHM for approval |  | 18th April 2015 |
| 14 | Signing of MoU with |  | 22nd Apr 2016 |
| 15 | Submission of final reports and deliverables |  | 30th April 2016 |

**Duration of the Assignment** The initial duration of this contract will be for 3 months or in completion of bidding process whichever is earlier. In case of unsatisfactory performance, the contract can be foreclosed by giving one week of notice period as per the terms of the contract. The agency / Consultant shall have to operate from NHM independently.

**Fee payable for the assignment:** The fee payable for the assignment will be deliverable linked (inclusive of all costs) ***(Note: The value of procurement indicated above is for the purpose of evaluation of financial offer.)* Note: The inspection agency is to be selected subsequently by the Agency/consultant following the procedure to be agreed with NHM. Their profile and fee are not to be included in technical or financial proposals. ) Data, Services and Facilities to be provided by the Client: The total cost is 3Lakhs only.**

50% Payment of the Agency will be released on receipt of the bids from the Agencies.

50% Payment of the payment will be released on hiring of the Agency and signing of contracts / MoU.

**Geographical Scope: UP**

**NO TRAVEL PLANNED the** Agency /Consultant **will have to work in Lucknow.**

**Interested agency/ individuals please apply with confidence to** [**sbcccellup@gmail.com**](mailto:sbcccellup@gmail.com) **with a detail CV along with minimum two references and covering letter by 29th January 2016, 5 pm. Only short listed candidates / agency shall be called for interview.**

**APPLICATION FORMAT**

1. Name of Applicant with detail contact address, Email and Contact number
2. Education Qualification
3. Total years of experience
   1. Experience with Government sector: Details of activity with duration and place of work
   2. Experience with private and corporate sector. Details of activity with duration and place of work
   3. No of bidding process implemented with brief over view and duration
4. Attach a detail CV with two reference
5. Attach a covering letter stating your suitability to this assignement.