

RFP FOR HIRING OF EXTERNAL AGENCY TO CONDUCT BASELINE EVALUATION STUDY FOR COMMUNITY HEALTH WORKERS SKILLING INTERVENTION AND DEVELOPMENT OF PROVIDER PAYMENT RATES FOR SERVICES BY PRIVATE HEALTHCARE SECTOR

Ref: IPE-USAID_PAHAL-2018 (RFP) 009

ASSIGNMENT: Hiring of external agency to conduct baseline evaluation study for Community Health Workers skilling intervention and development of provider payment rates for services by private healthcare sector

Location: Rajasthan & Uttar Pradesh

DATE: June 28, 2018

Dear Sir/Madam,

We are pleased to invite you to submit a Proposal for the above-mentioned assignment in accordance with this Request for Proposal (RFP) Note. *(Wherein the scope of work is captured as below)*

1. BACKGROUND:

IPE Global Limited is a leading development sector consulting firm offering end-to-end services in the areas of Health Systems Strengthening, Education and Skill Development, Social Development, Livelihoods Generation, Urban and Infrastructure Development, PPP, Economics and Public Finance, Democratic Governance, Agriculture Management, and Climate Change, among others.

IPE Global Limited is an ISO 9001:2008 certified development sector consultancy organization, promoted by established practitioners and sector experts. Over the last sixteen years, IPE Global has successfully implemented over 700 projects in more than 100 countries. We are a multi-disciplinary group company offering a range of integrated, innovative and high-quality services across several sectors and practices. The group is headquartered in New Delhi, India with four international offices in United Kingdom, Kenya, Ethiopia and Bangladesh. We have 700 full time professional staff and also over 1000 empaneled consultants. We partner with multilateral, bilateral, governments, corporates and not-for-profit entities in anchoring development agenda for sustained and equitable growth. The organization has multi-disciplinary team of professionals, bringing together the right skills and technical expertise for enriching lives in poor and developing countries. Our experts work closely with programme stakeholders and clients to co-design solutions for complex socioeconomic issues. We strive to create enabling environment for path breaking social and policy reforms that contribute to sustainable development.

For more details, please visit www.ipeglobal.com

Project PAHAL:

USAID and IPE Global have partnered to leverage financial and technical resources via Project PAHAL – Partnerships for Affordable Healthcare Access and Longevity. PAHAL aims to catalyze the private sector in developing quality and affordable healthcare solutions for the urban poor. PAHAL is a collaborative platform, which seeks to connect, capacitate and catalyze innovative IBMs focused on improving health outcomes with a potential to scale. PAHAL was created with a vision to build an inclusive and self-sustainable health ecosystem that will strengthen private healthcare networks to expand and scale-up their services and coverage for the urban poor.

The project identifies that the private sector, with its strong entrepreneurial culture, exemplary skill sets and access to capital, has the potential to solve some of the biggest healthcare challenges faced by the urban poor with a special focus on maternal, neonatal, child health, family planning and TB services for underserved urban communities.

It is to this purpose that IPE Global would like to engage institution to carry out the Baseline Evaluation Study with the following details.

2. SCOPE OF WORK:

India has more than 400 million estimated poor living in urban areas, of which around 20% fall below poverty line. More than 70% of the population bears out-of-pocket healthcare expenses, as the coverage of health insurance schemes is less than 20% in urban areas. PAHAL project is providing technical assistance to HLPPT to empower its community health worker (CHW) cadre. Training curriculum will be developed and trainings (direct vs cascade and/or classroom vs online) imparted to CHWs along with skills development to use point-of-care devices. Around

600 workers from 15 cities will be trained (300 each in 2 phases) using the 2 models of training: direct and cascading (using training of trainers). IEC material, job-aids and reference guides will be prepared for use by the CHWs in the field. This intervention will aim to prioritize health promotion, disease prevention and primary care through a people centric, community based approach. An evaluation of this capacity building intervention will focus on assessing changes in CHWs as a result of the intervention, with further impact on healthcare seeking behavior and utilization of healthcare services by the community.

The PAHAL program, along with its partner networks, has an unparalleled access to over 700 healthcare facilities, 15,000 healthcare workers, together providing access to 10 million urban populations across 7 states. The network has a potential to reach to over 20 million urban poor over the life of the project. The advantage of the access of PAHAL program to private healthcare facilities can be exploited towards development and provision of an Essential Health Package (EHP) that will include essential services at all levels of care for the benefit of this urban poor community. There have been some earlier attempts in India to define a framework for EHP, comprehend it and estimate its cost, but all of these have attempted to do it for the public sector service provisioning. The proposed evaluation provides an opportunity to fill this gap by generating a practical framework to determine an EHP, encapsulating the spirit of UHC, by taking into consideration indicators of service coverage as well as cost of service delivery in the private sector. This is also important in the context of current policy environment, where NITI Aayog plans to engage with private sector for service provisioning under National Health Protection Scheme. The current study thus envisages to fulfil important gaps, providing evidence on the cost of care by the private sector and helping in planning and development of optimum provider payment rates.

3. OBJECTIVES:

The objectives of the assignment would be as follows

Skilling intervention

- i. To evaluate the effects of intervention on healthcare seeking behaviour and utilization of healthcare services by the community.
- ii. To assess the effect of training on knowledge, attitude and skills of CHWs for service delivery in the community.

Determining provider payment rates for private health facilities

- iii. Unit cost of specific services (preventive, curative and promotive services) delivered at private sector health facilities.

Insurance

- iv. Assessment of community awareness and enrolment in the health insurance schemes.

4. METHODOLOGY:

Skilling of Community Health Workers (CHWs)

For the community health workers skilling intervention, there would be four components which will include implementation research activities such as assessing improvement in CHW knowledge and skills due to training, and retention of these over a period of time.

- 1) It is proposed to assess the knowledge retention through an appropriate assessment tool with at least 100 CHWs over a period of 6 months.
- 2) Skill assessment of 25 CHWs (two times in a year); using appropriate assessment tool.
- 3) The third component will include evaluation of the effects of this intervention on CHW behaviour & practices
- 4) The fourth component includes impact of the intervention on healthcare seeking behaviour and coverage indicators in the community. Additionally, impact of the intervention on livelihood earning prospects for CHWs will have to be assessed. It is proposed to collect data for these through a community based survey as well as from key informant interviews of the community health workers.

Costing Study: Agency/Institution is expected to prepare appropriate assessment tool for doing a costing study for 25 private health facilities in Uttar Pradesh and Rajasthan.

Study Design

The study proposes to have an experimental design with pre and post data collection from intervention and control districts. The selected districts are:

	UP	Rajasthan
Intervention	a) Allahabad b) Bijnour	a) Bharatpur b) Karouli
Control	Kanpur	Alwar

Sampling: Appropriate sampling design is to be proposed by the agency/institutions.

5. DELIVERABLES:

1. Work-plan schedule for project duration.
2. Qualitative and Quantitative Questionnaires.
3. Cleaned and complete data sets.
4. Topline findings.
5. Draft Report after baseline survey completion and Final submission report at end of project.
6. Progress report at every 2 months frequency.
7. Two papers for publication in peer reviewed journal.

6. FINANCE AND ACCOUNTING REQUIREMENTS:

- IPE Global will release the funds based on timely submission of the agreed technical and financial deliverables. The payments shall be released upon satisfactorily and on time receipt of deliverables and approval by Program Director.
- Withholding taxes (if applicable) shall be deducted while making payment to the Agency.

7. COMPETENCIES AND EXPERIENCE:

The agency or institution should have minimum 15 years of experience and the team members should have:

- Significant experience in conducting similar research studies.
- Demonstrated experience in implementation of similar projects. (*Format of project data sheet is enclosed as Annexure – 2*)
- Demonstrated experience in managing multi-state projects
- Experience of working in health sector.
- The organization should not have been blacklisted by any organization/institution. (A self-certified declaration to be attached) *Bidders are required to sign and return a self-declaration (as Annexure 3) for this disclosure which is also mentioned in Point 17 of the section titled "REQUEST FOR PROPOSAL INSTRUCTIONS".*

8. EVALUATION CRITERIA:

Proposal will be evaluated in accordance with the **Quality Cost Based Scoring (QCBS) Method**.

Commercial proposal of only those firms receiving minimum of 50 marks of Technical Evaluation will be opened and IPE Global Limited will ask for the password to access the Commercial Proposal from technically Qualified Bidders, post which the evaluation will be done in accordance with the Quality Cost Based Scoring (QCBS) Method.

Short-listed firms may be requested to make a presentation, if required.

The Evaluation Criteria based on which evaluation of technical proposals of the Bidders shall be carried out are detailed in the table below:

Technical Evaluation	80%
Commercial Evaluation	20%

SL. NO	EVALUATION CRITERIA	MARKS
TECHNICAL EVALUATION		
1	Addressing requirements and expectations	30
2	Technical approach, methodology and sampling	10
3	Staff Technical Expertise & their management for this work	20
4	Organizational experience in carrying out related work	20
COMMERCIAL EVALUATION		
5	Commercial Proposal	20

9. **PROPOSAL FORMAT:**

The proposal should be submitted in English and be set out in two main parts:

- **Part A – Technical**
- **Part B – Commercial**

Part A – TECHNICAL PROPOSAL

Your Technical Proposal should be structured in **4 Sections**

- i. Section 1: Any Qualification to Terms of Reference
- ii. Section 2: Technical Response (including method of implementation and work plan in the form of a Gantt chart showing activities, milestones, deliverables etc. against time)
- iii. Section 3: Names & CVs of personnel to work on this project (in the CV please cover name of staff, nationality of staff, profession/designation of staff, proposed position in the team, whether employee of the firm, number of years with the firm, key qualifications, education, experience and languages known), also provide assurance of mobilizing the proposed team within 7 days of awarding of the notice to proceed or contract, whichever is earlier.
- iv. Section 4: The Bidder should not be blacklisted by Central/ State Government departments / Undertakings of Govt. of India/USAID/USG or any Procuring Agency. Bidders are required to sign and return a self-declaration for this disclosure.

Part B – COMMERCIAL PROPOSAL (Format Enclosed as **ANNEXURE – 1**) “Forms the Integral part of this RFP”

All quoted prices should remain valid for a period of at least 180 days from the date of the offer and should be only in Indian Rupees (INR).

Prices payable to the Bidder as stated in the Proposal shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.

Please note that IPE Global Policy places the burden of exchange rate fluctuations on the Bidder, who will be expected to absorb the impact of these within their proposal.

Your Commercial Proposal should be structured in **3 Sections**.

- i. Section 1 Pricing, using the below mentioned **ANNEXURE – 1** on a Fees and Expenses basis
- ii. Section 2 A list of the names and designation of all nominated personnel proposed to work on this project

- iii. Section 3 Matters not appropriate in any other appendix, e.g. your Good and Services tax registration number (for Indian companies only), your turnover and net profit for last financial year (attach Copy of latest balance sheet and profit & loss account), Commercial aspects of joint venture company (if applicable), parent company guarantees (if applicable).

10. **PACKAGING AND DELIVERY OF PROPOSALS:**

- **Part A – Technical Proposal and Part B – Commercial Proposal must be filed as separate documents** and emailed as 02 (two) separate documents to enable evaluation, Technical and Commercial independently. **Please do not include any price information in Part A.**
- **The Part B – Commercial Proposal should be password protected.** Bidder's, who qualify the Technical Evaluation, will be asked for the password to access the Commercial Proposal.
- These 02 (two) documents should be clearly named as **PART A –TECHNICAL PROPOSAL** and **PART B – COMMERCIAL PROPOSAL**. **If the Technical Proposal and Commercial Proposal are not submitted as separate documents, the proposal will be rejected.**
- Then the subject of the email should be clearly labelled with the RFP reference number i.e. **RFP No.: IPE-USAID_PAHAL-2018 (RFP) – 009** and should be emailed by **18:00 hours, July 13, 2018**.
- IPE Global may, in its absolute discretion, seek clarification or material from any of the Bidder's after the RFP closes and all such information and material provided must be taken to form part of that Bidder's response.
- IPE Global may, in its absolute discretion, engage in discussion or negotiation with any Bidder (or simultaneously with more than one Bidder) after the RFP closes to improve or clarify any response.
- The Company accepts no responsibility for the premature opening of any incorrectly marked Proposals or any delay.

11. **GOVERNMENT TAX:**

- Proposals are responsible for establishing the status of the Services for purpose of any government tax applicable in India. Any applicable taxes should be included in **ANNEXURE – 1 separately**.

12. **INTELLECTUAL PROPERTY RIGHTS:**

- The bidder should assign the copyright under this assignment to IPE Global of any output such as but not limited to plans, drawings, database, images, specifications, designs, reports, other documents, etc. hereinafter collectively referred to as "MATERIALS". Materials produced as a result of the work covered under this assignment together with all relevant data and supporting materials compiled in performing the Services must not be used for any purpose without prior approval of IPE Global. The bidder shall not cause or to permit anything, which may damage or endanger the intellectual property of IPE Global, or IPE Global's title to it to assist or allow others to do so. The bidder shall hand over all Materials to IPE Global and shall desist from use, reproduce, publish, telecast, sub-license through any media the information gathered/produced from this service.
- All Materials shall be the exclusive property of IPE Global who shall retain and own all copyright, patent, trade secret, trademark and any other intellectual property right on the raw and finished Materials. The bidder hereby shall assign IPE Global all moral rights in the Materials.
- The bidder shall warrants that none of the Services, Including the Materials, will infringe the intellectual property right of any third party.
- The bidder should not at any time during or after the contract divulge or allow to be divulged to any person confidential information related to the business of IPE Global other than to those persons who have signed a secrecy agreement undertaking in a form approved by IPE Global. They shall not permit any person to assist in the provision of the services unless that person has signed such an undertaking.

- The bidder or the bidder's Personnel shall not publish, disclose or divulge any of the materials produced under this PO to any third party unless directed in writing to do so by IPE Global
- IPE Global retains copyright over all images, photo essays and capsule movies shot during the course of the assignment.

13. RIGHT TO CANCEL, CLARIFY OR VARY THE PROCESS:

IPE Global shall not be committed to any course of action as a result of:

- a) issuing this RFP or any invitation to participate in this procurement exercise;
- b) communicating with a Bidder or a Bidder's representatives in respect of this procurement exercise; or
- c) any other communication between IPE Global (whether directly or by its agents or representatives) and any other party.

By taking part in this competitive exercise, Bidders accept that IPE Global shall not be bound to accept any Proposal and reserves the right not to conclude a Contract for some or all of the services for which proposals are invited.

IPE Global reserves the right to amend, add to or withdraw all or any part of this RFP at any time during the procurement exercise.

14. COST OF THE RFP:

Bidders will remain responsible for all costs and expenses incurred by them, their staff, and their advisors or by any third party acting under their instructions in connection with this RFP. This will be regardless of whether such costs arise as a result of any direct or indirect amendments made to this RFP by IPE Global at any time. For the avoidance of doubt, IPE Global shall have no liability whatsoever to Respondents for the costs of any amendments, changes, discussions or communications.

15. DECLARATION FOR PROHIBITION ON ABORTION-RELATED ACTIVITIES:

- 15.1 No funds made available under this assignment will be used to finance, support, or be attributed to the following activities: (i) procurement or distribution of equipment intended to be used for the purpose of inducing abortions as a method of family planning; (ii) special fees or incentives to any person to coerce or motivate them to have abortions; (iii) payments to persons to perform abortions or to solicit persons to undergo abortions; (iv) information, education, training, or communication programs that seek to promote abortion as a method of family planning; and (v) lobbying for or against abortion. The term "motivate," as it relates to family planning assistance, must not be construed to prohibit the provision, consistent with local law, of information or counseling about all pregnancy options.
- 15.2 No funds made available under this assignment will be used to pay for any biomedical research which relates, in whole or in part, to methods of, or the performance of, abortions or involuntary sterilizations as a means of family planning. Epidemiologic or descriptive research to assess the incidence, extent, or consequences of abortions is not precluded.

16. COMPLIANCE WITH IPE GLOBAL POLICIES/STATEMENTS:

- 16.1 IPE Global requires the Bidder to have adopted and ensure its compliance of appropriate IPE Global's Policies/Statements as applicable. The Bidder warrants that for the duration of the Project Period, it has adopted the following Policies/Statements and implemented related procedures and systems and established codes of practice consistent with established standards. The Bidder's compliance with this clause may be subject to review and audit by IPE Global and/or its representatives. The Bidder agrees to adhere to the Policies/Statements listed below, in the provision of the Services and acknowledge that the Bidder has read and understood the Policies/Statements and shall be responsible for complying with such Policies/Statements. It is further clarified that these Policies /Statements are deemed to be incorporated in the potential Agreement with the preferred bidder.
 - (a) Anti-Fraud and Anti-Corruption Policy – accessible on IPE Global's website at: http://www.ipeglobal.com/upload/content/ipe020785_Anti-FraudAnti-CorruptionPolicy.pdf

- (b) Conflict of Interest Policy – accessible on IPE Global’s website at: http://www.ipeglobal.com/upload/content/ipe43b9b4_ConflictOfInterestPolicy.pdf
- (c) Equity and Diversity Policy – accessible on IPE Global’s website at: http://www.ipeglobal.com/upload/content/ipe88c8f6_IPE.HR.Policy.02%20~%20Equity%20and%20Diversity%20Policy.pdf
- (d) Information Technology (IT) Policy – accessible on IPE Global’s website at: http://www.ipeglobal.com/upload/content/ipe5d611_IT-Policy.pdf
- (e) Prevention of Sexual Harassment Policy – accessible on IPE Global’s website at: http://www.ipeglobal.com/upload/content/ipe0ca40f_IPE.HR.Policy.03%20~%20Prevention%20of%20Sexual%20Harassment%20Policy_17April2017.pdf
- (f) Child Protection Policy – accessible on IPE Global’s website at: http://ipeglobal.com/upload/content/ipe6639a2_IPE.HR.Policy.05%20~%20Child%20Protection%20Policy.pdf
- (g) Modern Slavery and Human Trafficking Statement – accessible on IPE Global’s website at: http://www.ipeglobal.com/upload/content/180430Img_6b49f3_ipe83b76f_2205_001.pdf
- (h) Policy on Prevention of Sexual Exploitation and Abuse – accessible on IPE Global’s website at: http://ipeglobal.com/upload/content/180504Img_e0523e_preventionofsexualexploitationandabuse.pdf
- (i) The Whistle Blower Policy – accessible on IPE Global’s website at: http://www.ipeglobal.com/upload/content/180427Img_5f87d0_ipeglobalwhistleblowerpolicy.pdf

17. **DISCLOSURES:**

17.1 The Bidder must disclose:

- a) If they
 - are or have been the subject of any proceedings or other arrangements relating to bankruptcy, insolvency or the financial standing of the Bidder including but not limited to the appointment of any officer such as a receiver in relation to the Bidder’s personal or business matters or an arrangement with creditors or of any other similar proceedings.
- b) If they or any of the Bidder’s sub-contractors have been convicted of, or are the subject of any proceedings, relating to:
 - a criminal offence or other offence, a serious offence involving the activities of a criminal organisation or found by any regulator or professional body to have confirmed professional misconduct.
 - corruption including the offer or receipt of any inducement of any kind in relation to obtaining any contract, with USAID/IPE Global, or any other donor of development funding, or any contracting authority.
 - failure to fulfil any obligations in any jurisdiction relating to the payment of taxes or social security contributions.
- c) If they or any of the Bidder’s sub-contractors:
 - are, or have reason to believe they may have been, or are subject of any proceedings, that may be listed/documentated by Central/ State Government departments / Undertakings of Govt. of India or any other Procuring Agency.

17.2 Disclosure extends to any company in the same group of the Bidder (including but not limited to parent subsidiary and sister companies, and companies with common shareholders whether direct or indirect and parties with whom the Bidder is associated in respect of this proposal).

- 17.3 If a Bidder or related company or any individual discloses details of any previous misconduct or complaint, IPE Global will seek an explanation and background details from them. At the sole discretion of IPE Global an assessment as to whether the Bidder will be allowed to submit a proposal, will then be made.
- 17.4 Bidders are required to sign and return a self-declaration for the disclosures as mentioned in Point 17 as **ANNEXURE 3**.

18. DISCLAIMERS:

- 18.1 Whilst the information and supporting documents/any Information provided in this RFP have been prepared in good faith, it does not purport to be comprehensive. Neither IPE Global, nor their advisors, respective directors, officers, members, partners, employees, other staff or agents:
- a) makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the RFP; or
 - b) accepts any responsibility for the information contained in the RFP or for the fairness, accuracy or completeness of that information, nor shall any of them be liable for any loss or damage (other than in respect of deceit or fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
 - c) Any persons considering making a decision to enter into contractual relationships with IPE Global Limited following receipt of the RFP should make their own independent assessment of IPE Global Limited and its requirements, and should seek their own professional financial and legal advice. For the avoidance of doubt the provision of clarification or further information in relation to the RFP or any other associated documents is only authorised to be provided by the Authorized named in the RFP covering letter.

****END OF INSTRUCTION FOR RFP****

ANNEXURE – 1 COMMERCIAL FORMAT

The Bidder is requested to **submit proposal (separate Technical and Financial proposal)** for the consultancy by **18:00 hours, July 13, 2018** to procurement@ipeglobal.com. The outline should be in the format:

Technical Proposal as per **Clause 9**.

Financial Proposal should in the following format:

A. Professional Fee:

S. No.	Description	Amount in INR
1.	Professional Fees (Rates)	
	Taxes (if any)	
Total in INR (A)		

B. Project Expenses (to be paid on Actual):

S. No.	Description	Unit	Rate	Amount in INR
1.				
2.				
Total in INR (B)				

Summary

Description	Amount
Professional Fee (A)	
Project Expenses (B)	
Total In INR C = (A+B)	
Tax (if Any) D	
Total With Taxes E = (C+D)	

****END OF ANNEXURE – 1****

ANNEXURE 2: FORMAT – PROJECT DATA SHEET

Assignment name:	Country: Location within Country:
Client (Name, Contact Person and Address):	Duration of assignment (months): Start Date (month/year): Completion date (month/year):
Total number of staff-months of the assignment:	Approx. value of the contract (in current INR):
Name of associated Contractor(s), if any:	Approx. value of the services provided by your firm under the contract (in current INR):
<ul style="list-style-type: none"> Name of senior professional staff of your firm involved and functions performed: 	
<ul style="list-style-type: none"> Narrative description of project: 	
<ul style="list-style-type: none"> Description of actual services provided by your staff within the assignment: 	
Name of the Firm:	

END OF ANNEXURE – 2

ANNEXURE 3: OTHER DISCLOSURES

[To be included by the Bidder]

****END OF ANNEXURE 3: OTHER DISCLOSURES****