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Expression of Interest
For inviting Individuals running their own Clinics/NGOs/Firms to Operate Urban Health Centres (UHCs) under PPP in Bihar

Project Description- State Health Society, Bihar is implementing Phase II of RCH Programme under NRHM, a component of which is Urban Health. Though the NRHM focuses primarily on rural population, it acknowledges the condition of urban slums where proper interventions are equally important. However to focus solely on urban health, Govt. of India is planning to initiate National Urban Health Mission in near future. As a preparation for Urban Mission, the Department of Health, GoB intends to establish Urban Health Centres in Bihar. The Programme aspires to address the health problems esp. problems related to RCH of vulnerable sections of urban population especially the slum dwellers.

EOI is invited from interested Private Partners engaged in health service delivery to operate these Urban Health Centres in various towns/cities of Bihar in order to serve the urban underserved areas

Project Highlight

FREE DRUGS IN THE UHC BY THE GOVERNMENT
AS PER THE ESSENTIAL DRUG LIST FOR PHCS FOR FREE DISTRIBUTION TO PATIENTS

Project Goal: To improve the health status of the urban poor community by provision of quality Primary Health Care Services, with a focus on RCH services to achieve population stabilization.

Project Objective: The main objective of the programme is to provide an Integrated and sustainable system for primary health care service delivery, with emphasis on improved Family Planning and Child Health services in the urban areas of the state, for urban poor living in slums, be they notified or otherwise and other health vulnerable groups living in urban areas.

Specific Objectives-

- To provide and supplement primary health care services in urban areas particularly Reproductive and Child Health Services.
- To generate awareness, demand and promote behaviour change in urban population towards quality health services.

Project Coverage: Each UHC shall/may cater to at least 50,000 population in such a way that all the slum dwellers of that area are covered, out of which the size/magnitude of slum population would be around 20,000-30,000, including listed and unlisted slums and other vulnerable community habitations.

Project Scope:

1. Service in UHC –
 - A. Free OPD, Immunization, Antenatal care (early registration, TT immunization, IFA supplements, nutrition counseling, urine and blood examination, Physical examination of ante-natal mothers including weighing, blood pressure, abdominal examination for position of the baby, identification of danger signs, referral or institutional deliveries), Child Health services (including breastfeeding, immunization, newborn care, management of diarrhea & ARI, management of anemia, Vitamin-A supplementation and Treatment of minor ailments)
 - B. The agency has the option to provide Delivery services and Family Planning services.
 - C. Other services can be included by the agency in the package on the basis of the need and morbidity profile of the service area.
2. Government of Bihar shall provide free Drugs to the patients visiting the UHC as per the Essential Drug List for PHCs.
3. The agency providing services has to ensure that the services provided are as per the quality recommended by GOI/GOB and shall adhere to all the applicable rules. It will have to maintain registers and systems as prescribed.
4. The firm will procure and maintain equipments/furniture and fixture as per the requirement and retain ownership of the same.
5. The private partner would be instrumental in generating demand and in promoting behaviour change towards better quality health services through IEC/BCC activities too.
6. Vaccines and vaccine carrier needed for immunization would be provided by the State.
7. The UHCs will coordinate closely with the Civil Surgeons of the respective districts and will function under the overall supervision and the operational control of District Health Society, headed by the District Magistrate of the concerned district.
8. Proper and regular maintenance of the UHC and its equipment will have to be the responsibility of the private partner.
9. Personnel in the UHC:
 - A. The following technically skilled, qualified personnel shall have to be engaged by the Agency for providing the services mentioned above: 1 no. Medical Officer (MBBS), One Grade A Nurse, One ANM and 1 no. other staff.

- B. The ANM will make regular visit to their assigned slum areas. The Grade A Nurse will supervise the activities of the ANM of UHC.
 - C. The agency may engage link workers for motivating people from slum to avail a particular service.
 - D. The Health Department/SHSB will provide one staff, who would be posted at UHCs, and would help in collating reports especially with regards to maintaining the Drug inventory, Number of –Children immunized, deliveries in the UHC (normal and assisted), complicated deliveries referred, transport provided for referred cases, live Births and FP Operations done (Male and Female).
10. Space for operationalising some UHC shall be provided by the Government as per the list provided at Annexure -1.
 11. Timing of Urban Health Centre – The UHC shall operate for 8 hours daily, preferably from 8 am – 12pm and 4 pm to 8pm seven days in a week.
 12. It may be noted that the task cannot be further sub-contracted.
 13. The centres shall send monthly reports to district Health Society in the prescribed format. The DHS/SHSB shall also conduct supervisory visits.
 14. The no. of UHCs to be given to an agency shall be decided by SHSB.

Project Time Frame: The Project is planned for a period of one year, and after that based on evaluation by SHSB or a third party identified through SHSB, the project may be extended. The Baseline Indicators for the project shall be estimated using the data of DLHS-3.

Financial Pattern & Payment mode for UHC –

- The following amount shall be payable to the agency each month-

(a) Salaries for manpower	38,000
(b) Services Charge	7,000
	45,000
- Optional Services-
 1. The Agency shall be paid Rs. 8000 (Surgeon & Anesthetist to be hired @ Rs. 1,000/- per day) for 4 Family Planning days, one in each week, to be paid only where weekly Family Planning days shall be observed and the agency conducts 40 Family Planning Operations in a month.
 2. Performance Incentive of 10,000/- per UHC shall be given to an UHC achieving following:-
 - (a) Deliveries - More than 55 Deliveries per month
 - (b) Family Planning Operation - More than 40 Operations per month
(Family Planning / Sterilization/ Vasectomy/NSV)
 3. For FP, the UHC to be accredited (if not already accredited) under FP scheme vide which the agency can avail funds from the accreditation channel, however the beneficiary cannot be provided the incentive money from UHC scheme in that case.

- Service Tax, if applicable, shall be paid by SHSB.
- Payments to UHCs shall be made by the respective District Health Society on the basis of report of performance of UHC certified by the Staff deputed at UHC for this purpose.
- The staff shall maintain registers about: Drug inventory, Attendance, OPD patients, Indoor patients, Children Immunized, deliveries, Family Planning Operation (Male and Family) etc.
- Monthly reimbursement will be done for all payments subject to submission of bills by 5th of each month by the Agency to the DHS Member Secretary/ Civil Surgeon.
- The agency finally awarded the contract to set up UHCs shall have to furnish a bank guarantee of Rs. 50,000 Per UHC for two months over and above the entire project period. DHS will release an advance of 75% against the Bank Guarantee, to facilitate establishment of UHC – especially for fixed assets and equipments.

Eligibility Criteria - Interested agencies must have the following minimum credentials to qualify for the proposed task –

- a) Agency/ firm/NGO should have a minimum average annual turnover of Rs. 75 lakhs in the last three year.

Or

In case of Individuals running their own Private Clinics the minimum average annual turnover in the last three years should be Rs. 2.00 lakhs

- b) Minimum of 5 years of experience of working in the health sector especially service delivery in Urban Areas/Slums.
- c) Must not be blacklisted by any agency.

Submission of Requirements- Interested Individuals/ Agencies wishing to undertake the above task on behalf of State Health Society Bihar, may submit, the EOI in a sealed envelop marked “EOI for Operating UHC”.

The EOI should include the following –

1. Organizational details (background / experience of the firm in years and in service areas)
2. Last three years audited statement
3. No-conviction certificate for the last three years submitting affidavit from Magistrate
4. Notarized affidavit that they are not blacklisted by any Govt. Dept./Govt./Ministry.
5. Choice of Districts and locations (as per annex.1/otherwise)
6. Demand Draft of Rs. 5,000/- (refundable) in favour of State Health Society, Bihar.

You are required to clearly indicate each of the above submission requirements mentioned along with the relevant page number in your cover letter/ application accompanying the EOI.

Any EOI not accompanied by the demand draft will be automatically rejected.

Note : A pre-bid meeting shall be held to clarify any issues of prospective parties on the 7th day of issue of newspaper advertisement at 11 AM in the conference hall of SHSB.

Deadline for Submission of Tender

The EOI should reach the address- State Health Society Bihar, Pariwar Kalyan Bhawan, Sheikhpura, Patna-80014 (Bihar) on or before the 21st day of publication of this advertisement in the newspapers, at 05.00 PM. EOIs received after this time, would not be entertained. EOIs have to be necessarily submitted through speed post/registered post only. Received EOIs shall be opened the next day (22nd day) at 11 AM in presence of, authorized agency preventatives who desire to be present in Conference Hall of SHSB. Incase of Government holidays (incl. Saturday/Sunday), the above activities will be done the next working day at the same time.

The awarded Institution has to be prepared for starting the implementation process within a month of signing of the contract. In case the selected Individual/ Institution/ Firm/Organization/Agency declines to take-up the project after a notice of award has been issued, it would be barred from applying for any project of any kind from State Health Society, Bihar for a period 3 years from the date of award.

State Health Society, Bihar reserves the right to award more UHC to any party over and above the place opted for with their mutual consent.

The decision of the State Health Society, Bihar shall be final, and no enquiries, or application for review, shall be entertained. The State Health Society, Bihar reserves the right to cancel the bid for no reason whatsoever.

For any clarification, please contract Ms. Rashi Jayaswal, State Programme Manager, SHSB, Phone – 9470003016.

Executive Director

Annexure 1

Location where space is being provided to Operate UHC –

Sl. No.	Name of District Headquarter	Address
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