

Expression of Interest

for establishment of Urban Primary Health Centers (UPHCs) on PPP mode under National Urban Health Mission (NUHM) in Bihar

State Health Society, Bihar

Expression of Interest

Expression of Interest is invited from interested agencies -Individuals/Firms/Companies/Trust/Private clinics/NGOs with experience of running clinics & engaged in health service delivery to operate Urban Primary Health Centers (UPHCs) in various towns/ cities of Bihar under National Urban Health Mission (NUHM). Consortiums can also apply.

1. Introduction:

The NUHM Framework mandates for Urban Primary Health Centre (UPHC) for every 50,000 urban population. This will be achieved by both adapting/upgrading existing facilities and adding new ones. The geographical and social distribution of UPHCs within the city will maximize access for the urban poor. The UPHC should address the health needs of the urban poor, unorganized workers, including both in notified and non-notified slums.

2. Scope of Work

2.1 The competent agency will carry out following task:

- The agency will not carry out any private practice from awarded UPHC location after entering into an agreement with the State Health Society.
 - **OPD timing:** The OPD services will be provided from 08.00 am to 12.00 pm and 04 pm to 08.00 pm.
 - **Working days : Monday to Saturday. On Sundays and National Holidays the UPHC shall be closed.**
 - **OPD Consultation:** Free medical consultation will have to be provided to the patients in the OPD. Agency should provide for two observation beds.
 - Equipments for OPD will have to be provisioned by agency
 - **Referral services:** RMNCH +A services including counseling for Family Planning
 - Furniture in clinic to be provided by agency
 - Cost of maintenance of equipments and furniture, cleanliness of the premises, drinking water facility, electricity bill to be borne by agency

2.2 DHS to provision

- **Diagnostic Services:** Free diagnostic facility/service will be provided to patients in the form of referral to near-by government hospital
- **Drugs:** Free drugs would be provided and distributed by DHS
- **IEC materials:** To be provisioned to UPHC for display in the UPHC and circulation to patients attending the UPHC

3. Services to be provided by UPHCs

3.1 Clinical / institution based services

Maternal Health

- ANC & PNC services
- Counseling services
- Nutrition and health counseling.
- Identification and management of high risk and alarming signs during pregnancy and labour. Timely referral of such identified cases to FRUs/ other hospitals which are beyond the capacity of Medical Officer UPHC to manage.

Family Welfare (FW) services

- Education, Motivation and Counseling to patients to adopt appropriate Family planning methods.
- Counseling and referral to near-by Government hospitals for couples having infertility.

Management of Reproductive Tract Infection:

- Sexually Transmitted Infections identification and referral to nearby Government facilities
- Health education of patients for prevention of RTI/STIs.
- Refer cases of RTI/STIs to near-by Government hospitals

Nutrition Services (coordinated with ICDS)

- Diagnosis and nutrition advice to malnourished children, pregnant women and others.
- Diagnosis of anemia and vitamin A deficiency.
- Referral of SAM cases to nearby Government Nutritional Rehabilitation Centres

Immunization services

Immunization session will be held on each Wednesday. Vaccines and consumables to be provided by DHS

3.2 National Health Programs

From time to time for various National Health Programmes, UPHC shall be made the nodal centre and DHS/SHSB would extend needful support for them.

3.3 Record of vital events and reporting

- Recording and reporting of Vital statistics including births and deaths.
- Maintenance of all the relevant records concerning services provided in UPHC.

4. UPHC Infrastructure standards

Purpose	No of rooms	Minimum space requirement
Medical consultancy and patient check up	1 room	100 sq feet
Medicine distribution and store	1 room	120 sq feet
Immunization/Family Planning	1 room	120 sq feet
Patient waiting area	1 (lobby)	300 sq feet
Toilet	2 (separate for male and female)	
MIS and records room	1 room	120 sq feet

Please note –

If the above requisite space is not available, then within one month of award of contract, the awarded agency will have to make available above rooms as per the above standards or size within the building and the overall carpet area should not be less than 900 sq ft area.

The UPHC should be preferably on the ground floor.

4.1 UPHC Building

Location

It should be located within 500 meters – 01 Km peripheral limit from the slum settlement. The area chosen should have facilities for electricity, all weather road communication, adequate water supply. UPHC should be away from garbage collection, cattle shed, water logging area, etc. Locations/Areas where these UPHCs have to become functional is attached with this document as Annexure I.

Signage

The building should have a prominent board displaying the name of the Centre along with the Bihar Government and NHM logo in the local language at the gate and on the building. The template for the signage would be provided by SHSB. UPHC waiting area should have pictorial, bilingual directional, layout sign-age of all the departments and public utilities (toilets, drinking water).

Entrance with Barrier free access

Barrier free environment for easy access to non-ambulant (wheel-chair, stretcher), semi-ambulant, visually disabled and elderly persons as per the guidelines of Govt. of India (GOI) should be available.

Waiting space/Area

- This should have adequate space and sitting arrangements for waiting attendants/patients as per patient load.
- The walls should carry posters imparting health education.
- Booklets/leaflets in local language may be provided in the waiting area for the same purpose.

- Toilets with adequate water supply and privacy, separate for males and females should be imperatively available.
- Waiting area should have adequate number of fans, coolers, benches or chairs.
- Safe Drinking water should be available in the patient's waiting area.
- There should be proper notice displaying departments of the centre, available services and names of the doctors.
- A locked complaint/suggestion box should be provided and it should be ensured that the complaints/suggestions are looked into at regular intervals and addressed.

Outpatient Department (OPD)

- The outpatient room should have separate areas for consultation and examination.
- The area for examination should have sufficient privacy.
- OPD Rooms shall have provision for ample natural light, and air. Windows shall open directly to the external air or into an open verandah.

Other amenities

Adequate and safe drinking water supply and water storage facility (over head tank) with pipe water should be made available.

5. Staff of UPHC

SN	Designation	Numbers	Remarks
1	Medical Officer (full time) duly registered with Medical Council of Bihar	1	For 08 hours
	Medical Officer (part time) <i>Preferably Lady</i> duly registered with Medical Council of Bihar	1	For 04 hours
2	Staff Nurse duly registered with Nursing Council of Bihar	2	For 08 hours
3	Staff	1	For 08 hours

To prevent turnover ratio and to ensure provision of quality staff, the above staff should be detailed while submitting the proposal and should be on the regular pay roll of the bidder at the time of the signing of the contract.

6. Budget & Penalty

6.1 Monthly Budget Provisioning

A **monthly recurring cost of Rs. 1,30,000/- (One Lakh Thirty Thousand only)** would be paid to the selected agency against the above mentioned services for provisioning requisite manpower, for office expenses (as hiring of premises, untied fund and as service charge).

6.2 Penalty Clause

In the absence of above requisite manpower, following deductions would be applicable on the monthly recurring cost-

S.No	Penalty issues	Numbers	Deductions to be made (in Rs.)
1	In the absence of Staff Nurse – 2 no.	per staff nurse	Rs.1000 per day found absent
2	In the absence of Staff – 1 no.	-	Rs.500 per day found absent
3	If hygiene, lighting, equipment maintenance, cleanliness is not ensured in the UPHC	-	10% of monthly recurring cost payable

Please note-

- i) Non-availability of Doctors, Staff Nurses and Staff would also result in show cause and contract may be cancelled for the same.

7. Monthly Target per UPHC

Each UPHC should ensure a minimum of 2000 OPD per month initially. In future, evaluation of the patient load shall be taken, subject to which SHSB may revise the OPD target.

8. Quality Assurance

Standard Quality Treatment Protocol will be followed as per the Government norms.

9. Statutory and Regulatory Compliance

- Clinical Establishment Act will have to be followed to address the statutory and regulatory compliance. Registration under Clinical Establishment Act has to be ensured by the private partner within 3 months of receipt of order.
- Private practice of the personnel deputed in UPHC shall not be permitted

10. Monitoring & Evaluation

The monthly report of the U-PHC will be submitted in the prescribed format by 1st week of each month to District Health Society with a copy to SPMU-NUHM.

Internal Mechanisms:

- Record maintenance, checking and supervision.
- Patient Satisfaction Surveys: For OPD patients.
- Evaluation of Complaints and suggestions received

11. Eligibility Criteria - Interested agencies and lead partner of the consortium must have the following minimum credentials to qualify for the proposed task –

- a) Minimum of 2 years of experience of running the health clinic
- b) Must not be blacklisted in health service area by any agency/Government Institution.

12. Duration of Contract- This EOI is initially for a period of 01 year and subject to subsequent evaluation and Government requirement, another two years extension shall be provided. The criteria

for extension would be satisfactory performance as per the TOR during the contract period and Government's requirement for operating UPHC under PPP.

13. 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 UPHC'.

The EOI should include the following–

1. Organizational details (background/experience of the agency in years and in service areas)
2. Income Tax Return for the assessment years 2012-13 & 2013-14
3. List of manpower with name, qualification and experience to be deployed in the UPHCs
4. A note (of 1 page maximum) to be submitted on following Methodology points-
 - a. How the agency will ensure Quality of care
 - b. How the agency will ensure increased no. of OPDs
 - c. How the agency will ensure coordination and convergence with line departments- ICDS, Education, PHED
5. Notarised affidavit that they have not been convicted for any offence for last three years.
6. Notarized affidavit that they are not blacklisted by any Govt. Dept./Govt./Ministry.
7. Choice of Districts and locations (as per annex.1)
8. 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.

14. Evaluation of EOIs- Evaluation shall be done as per decision by SHSB

Note : A pre-bid meeting shall be held to clarify any issues of prospective parties on 13.08.2014 at 11 AM in the conference hall of SHSB.

15. 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 19.08.2014, at 03.00 PM. EOIs received after this time, would not be entertained. EOIs have to be necessarily submitted in sealed envelopes through either speed post/registered post/by hand. Received EOIs shall be opened on 19.08.14 at 04 PM in presence of agency representative 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 selected agency will have to start the UPHC within a period of 1 month from award of contract. In case the selected Individual/ Institution/Company/ 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 UPHC 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 contact Ms. Rashi Jayaswal, State Programme Manager, SHSB, Phone –9470003016.

Executive Director

Annexure 1: Locations identified for setting up UPHCs

Proposed location of UPHC city wise				
SN	Name of city	Sno.	Location of PHCs	Ward No
1&2	Patna & Danapur	1	Alamganj Machuatoli	
		2	Digha Mushar toli	
		3	East Lohanipur , Ambedkar colony	
		4	Teshal Verma Nagar	
		5	Mangal Talab	
		6	Kamala Nehru Nagar	
		7	Kaushal Nagar	
		8	Paijwa Bari pahari (Mushar Toli)	
		9	Chandpur Bela	
		10	Siparadih (Scheduled Caste) toli	
		11	Chitkohra Pul ke Niche(Jagjiwan Nagr)	
		12	Shastrinagar PWD Maidan	
		13	China Kothi (Iodipur)	
		14	Rukanpura Mushari	
		15	Yarpur Domkhana	
		3	Bhagalpur	16
17	Barari			
18	Naya tola Sachchidanand Nagar			
19	Husainabad			
20	Sarai Kilaghat			
21	Sahebganj Scheduled Caste Tola			
22	Champa Nagar			
4	Bhojpur	23	Aniath	44
		24	Goushganj	2
		25	Dharhara	35
5	Darbhanga	26	Khajasarai	
		27	Urdubazar Muhalla	
		28	Lakhmi Sagar Chuna Bhatti	
		29	Sundarpur / Alinagar	
6	Saharsa	30	Nizamat Tola	
7	Munger	31	Argadha Road(Near POOR house)	32
		32	Ambedkar Bhawan	1
		33	Around Naglok School	29

		34	Around Gumti no 2	3
8	Gaya	35	Katari hill	28
		36	Ambrdkar Nagar	31
		37	Dalha(Vijai Nagar)	27
		38	Tel Bigha	12 &15
		39	Ghugdih tarn	44
		40	Bhushunda	52
		41	Ekbal Nagar	8
9	Begusarai	42	Naya tola , Eastern Begusarai)	
		43	Telia Pokhar (Middle Region)	
		44	Sharma Tola (Western Region)	
10	Saran	45	Bara Telpa	42
		46	Masoom ganj	4
11	Katihar	47	Ram Nagar	25
12	Purnea	48	Purniea court	
		49	Gulab Bagh Redlight area	
		50	Tatamatoli &Madhotola	
		51	refugee colony, Madhubani	
		52	Mata Chawk	
13	Nalanda	53	Sundargardh	26
		54	Baridargah	45
		55	Sohasrai Kumarbagh	4
		56	Sakunt kala	31
14	Muzaffarpur	57	Brahampura	6
		58	Balughat	16
		59	Aghoriya Bazaar	30
		60	Kanhaul	48
15	Rohtas	61	Bauliya	