PRE-QUALIFICATION DOCUMENT

PROVISIONING OF SERVICES FOR KPI ASSESSMENT, EVALUATION AND REWARD SYSTEM (TERTIARY CARE HOSPITALS) FOR THE PROJECT TITLED "HEALTH REPORTING SYSTEM"

Punjab Information Technology Board (PITB)
13th Floor, Arfa Software Technology Park (ASTP),
346-B, Ferozepur Road, Lahore, Pakistan
Phone: (+ 92) (42) (35880062), Fax: (+92) (42) (99232123)
URL: www.pitb.gov.pk

Table of Content

1. GENERAL 3
2. PURPOSE OF THIS DOCUMENT 3
3. TERMS AND CONDITIONS OF THE PRE-QUALIFICATION 3
4. DISCLAIMER 4
5. PROJECT BACKGROUND 4
6. PROJECT SCOPE 4
6.1. Individual Performance Evaluation: 5
6.2. Institutional Performance Evaluation: 7
7. OPERATIONAL INSTRUCTIONS: 9
7.1. Independent Assessment Team 9
7.2. Reporting Plan 15
8. PROJECT OBJECTIVE 16
9. INSTRUCTIONS TO APPLICANTS 16
9.1. Submission of Proposal 16
10. Qualification Criteria 18
10.1. General 18
10.2. Joint Venture (JV) 18
10.3. Basic Requirements (Mandatory) 18
10.4. Weightage/Marks 18
10.5. Experience 19
10.6. Personnel Capabilities 19
10.7. Financial Strength 20
10.8. Other Factors 20
Annexure-A 22
Application Form A-1 25
Application Form A-2 26
Application Form A-3 27
Application Form A-4 28
Application Form A-5 29
Application Form A-6 30
Joint Venture Summary (if any) ..... **Error! Bookmark not defined.**

1. GENERAL

Specialized Healthcare and Medical Education Department with the technical assistance of Punjab Information Technology Board (PITB) intends to invite Prequalification (PQ) proposals from interested applicant(s) for Procurement of the Services for KPI Assessment, Evaluation and Reward System for Tertiary Care Hospitals for the Project Titled “Health Reporting System” which spread across 36 districts of Punjab province. All reputable, registered as well as established Companies/ Firms etc. are invited to apply for the participation in PQ Process and submit proposals.

Accordingly, well-reputed and well-established interested parties/having requisite technical, financial and managerial capabilities are invited to participate in the PQ process for the above said Project through submission of their proposals.

2. PURPOSE OF THIS DOCUMENT

The purpose of this document is to have understanding of the requisites regarding hiring of technical staff for the KPI Assessment (Individual and Institutional) of 44 tertiary care hospitals, to shortlist/prequalify eligible applicant(s) capable of conducting data collection, surveys, and data evaluations and reporting. The applicants are required to provide profiles of their firms comprising experience, personnel and financial strengths including but not limited to the firm’s capability to provide technical staff for the assessment of the healthcare services.

3. TERMS AND CONDITIONS OF THE PRE-QUALIFICATION

Definitions

In this document, unless there is anything repugnant in the subject or context:

I. Applicant means the party which, acting singly, submits a proposal in response to this PQ Document.
II. "Authorized Representative" means any representative appointed, from time to time, by the Applicant, Purchaser or Client.
III. "Purchaser" means the Punjab Information Technology Board (PITB) or any other entity for the time being or from time to time duly appointed in writing by the Government to act as Purchaser for the purpose.
IV. "Client" means the Specialized Healthcare and Medical Education (SHC&ME).
V. "Day" means calendar day.
VI. “Employer” means Purchaser and/or Client.
VII. “PQ Document” means the Pre-qualification Document in consideration.
VIII. "Person" includes an individual, an association of persons, firm, company, corporation, institution and organization, etc.
IX. "Prescribed" means prescribed in the PQ Document.

4. DISCLAIMER

This PQ Document is for the Provision of the services for KPI Assessment, Evaluation and Reward System for Tertiary Care Hospitals for the Project Titled "Health Reporting System" ('the Project') which contains brief information about the Project and qualification process for short listing and pre-qualification of applicants for RFP stage. The purpose of the Document is to provide the applicants with information to assist the formulation of their PQ proposal and to pre-qualify Interested Parties/Contractors for the RFP Stage.

Punjab Information Technology Board (PITB), Specialized Healthcare and Medical Education (SHC&ME), Government of the Punjab, or any of its employees or advisors/consultants, shall incur no liability under any law, statute, rules or regulations as to the accuracy or completeness of the PQ Document.

PITB reserves the right to change any or all conditions/ information set in this PQ Document by way of revision, deletion, updating or annulment through issuance of appropriate advertisement as the Client / Purchaser may deem fit in accordance with the PPRA Rules 2014. Participation in the PQ process does not qualify any applicant for the next stage of the procurement process.

Punjab Information Technology Board (PITB) and Specialized Healthcare and Medical Education (SHC&ME) and any other Government Department will not entertain or be liable for any claim for costs and expenses in relation to the preparation of the PQ proposal to be submitted in terms of this Document.

5. PROJECT BACKGROUND

Healthcare services of basic nature are provided to the general public situated at various locations across the districts of the Punjab province. Therefore, Specialized Healthcare and Medical Education Department took the initiative a comprehensive, integrated system designed to collect and manage the KPIs assessment data to measure the performance of the institution and individuals. The System shall be enriched with web based solution which will be facilitating the core components of the initiative.

6. PROJECT SCOPE

This assessment and reward system comprises of mainly two components:

- **Individual Performance Evaluation**
- **Institutional Performance Evaluation**

6.1. Individual Performance Evaluation:

There are total 17 areas and 85 Key Performance Indicators to be covered under the Evaluation Criteria for performance Through this system we can evaluate to different categories in hospital like HOD's, Teaching Staff, PGR, General Carde Doctors, Nursing, Pharmacy & Allied and Paramedical & Supporting Staff so integrated system designed to collect and manage the KPIs data and patient consultation to measure the performance from different tools Attendance, Inpatient, OPD, Emergency, Documentation Compliance, Patients' satisfaction, Surgical Procedures, Training & Teaching, Sterilization and Infection Control, Professional outlook, Medical Education, Patient Care, Storage of medicine etc.:

CATEGORY 1 **HODs** Principal, Head of Specialized Institution/Medical Director Medical Superintendent	**CATEGORY – 5** **Nursing** Chief Nursing Superintendent, Head Nurse, Charge Nurse
CATEGORY 2 **Teaching** Professor, Associate Professor, Assistant Professor Senior Registrar, Consultants	**CATEGORY – 6** **Pharmacy & Allied** Clinical Pharmacist, Allied Health Professionals
CATEGORY 3 **PGR** Post Graduate Training Doctors	**CATEGORY – 7** **Paramedical & Supporting Staff** Paramedical Staff, Support Staff/Janitors , Ward attendants/Ward boys, Ayas, Cook, Mali, Stretcher bearers, Lab attendants, Chowkidar / Security Guards
CATEGORY 4 **General Cadre Doctors** PMO/APMO/AWPMO/SMO/SWMO/MO/WMO	

Indicators for Assessment

Following indicators needs to be assessed for the individual performance evaluation. Only one category is listed here for reference.

CATEGORY OF STAFF	AREA	INDICATOR	SCORING METHODOLOGY
CATEGORY 1 **HODs** Principal, Head of Specialized Institution/Medical Director Medical Superintendent	Attendance	# of working days attended	100% attendance on working days = 1 Less than 100% = 0
		# of days where official timings followed	100% = 1 Less than 100% = 0
		# of additional duty hours performed	6 hours per week = 1 ; Less than 6 hours = 0
		# of on call visits attended beyond duty hours	Attended = 1 Not attended = 0
	Inpatient	# of rounds conducted per day	2 rounds conducted per day = 1 Less than 2 rounds conducted per day = 0

		# of patients reviewed on allocated beds per day	100% patients reviewed on allocated beds = 1 Less than 100% = 0
		# of Morbidity Committee Meetings held	4 meetings held = 1; 3 meetings held = 0.75 2 meetings held = 0.5; 1 meetings held = 0.25; No Meeting held = 0
	OPD	# of Outpatient days attended per week	More than 12 hours per week of OPD seen= 1 Less than 12 hours per day of OPD seen = 0
		# of patients seen in the OPD	Above the benchmark set = 1 Below the agreed benchmark = 0
	Emergency	# of Emergency visits made	Morning & Evening round = 1, otherwise = 0
		# of minutes within which emergency call attended	Upto 59 minutes = 1 > 1 hour = 0
	Documentation Compliance	% of patients with complete documentation chart	100%= 1, Less than 100%= 0
	Patients' satisfaction	Inpatient satisfaction rate	80% satisfaction = 1 > 80% satisfaction = 0
		Outpatient satisfaction rate	If feedback is more than 80% = 1, If <80% = 0
	Surgical Procedures	No. of cases booked	Actual number of patients booked for surgery (only for references)
		No. of procedures performed	80% of the booked cases = 1, otherwise = 0
		% of booked procedures cancelled	0% of the booked cases are cancelled = 1, otherwise = 0
		% of cases done in day care procedure	100% of the booked cases = 1, otherwise = 0
	Training & Teaching	% of undergraduate lectures delivered according to schedule	100% lectures delivered as per schedule = 1, otherwise = 0
		% of training sessions conducted in wards and OPD collectively	100% of training sessions conducted in the wards and OPD = 1, otherwise = 0
		No. of tutorial group meetings held for post-graduate residents (PGR) per month	Monthly tutorial group meetings of PGR = 1, otherwise = 0

	Sterilization and Infection Control	% compliance with SOPs regarding sterilization and infection control	100% implementation of all SOPs and policies of the infection control committee regarding sterilization and infection control = 1, otherwise = 0
		% of documentation available regarding use of disposables in the hospital	100% documentation regarding usage of all disposables available in the department = 1, otherwise = 0
		% of documentation available regarding disposal of infectious waste according to existing SOPs	100% documentation regarding disposal of infectious waste as per SOPs = 1, otherwise = 0

6.2. Institutional Performance Evaluation:

There are total 20 areas and 123 Key Performance Indicators to be covered under the Evaluation Criteria for performance. Areas based on emergency Continuous Quality Improvement, Responsibility of management, Facility management and safety, Labor Room, Blood Bank management of medication, Patients' Rights and education, OPD, Surgery and Allied Anesthesia Department, Diagnostic services Medicine & Allied, Infection Control System, and Information management system, Citizen Feedback, Equipment, HRM, Complaint Redress System and Utilities. So these areas are evaluation from maximum different aspects to check satisfaction level of institutional Performance.

1. Emergency	11. Anesthesia Department
2. Continuous Quality Improvement	12. Diagnostic Services
3. Responsibility of Management	13. Medicine & Allied
4. Facility Management and Safety	14. Infection Control System
5. Labor Room	15. Information Management System
6. Blood Bank	16. Citizen Feedback
7. Management of Medication	17. Equipment
8. Patients' Rights and Education	18. HRM
9. OPD	19. Complaint Redressal System
10. Surgery and Allied	20. Utilities

Indicators for Assessment

Following indicators needs to be assessed for the Institutional performance evaluation. Only one area is listed here for reference.

Area	Indicators for Assessment	Performance Assessment Methodology	Scoring system
Emergency	Level of availability with policies and procedures for emergency care	If policy knowledge and practice. If yes = 4 if policy formulated & displayed= 3 if only policy formulated= 2 If no written policy= 1	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Level of implementation of traffic flow plan for ambulances and public vehicles	if traffic plan exists and is implemented 4 = traffic plan includes separate entry & exit, traffic guides and parking lanes 3 = traffic plan includes separate entry & exit, traffic guides. 2 = traffic plan includes separate entry & exit. 1 = Poor & no plan	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Hospital reception equipped according to number of beds	Check number of wheel chairs & stretchers, and patient shifting staff available (minimum 20 wheel chairs, 10 stretchers and 10 dedicated staff per 1000 beds) If 40% present = 4 If 30% present = 3 If 20% present = 2 If no = 1	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Hospital signboards are displayed	If Health Department standard signage Exists in all departments, = 4 If proper and Health Department standard signage Exists in few departments = 3 if exists without Health Department standards = 2 if not = 1	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Colour coding of triage area, with staff, defined and demarcated	if colour coding and triage area exists. If Green, Yellow & Red Areas are defined = 4 if triage area exists without colour coding and covering all categorized patients = 3 If only triage desk defined = 2 If no arrangement = 1	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Status of defined floor lining leading to the Emergency Department	if colour coding lining exists and easily accessible and leading to all departments = 4 if colour coding lining exists and easily accessible leading to few departments= 3 if direction arrows leading to departments= 2 If no arrangement = 1	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Diagnostic services operational on a 24/7 basis	(functional equipment/total equipment) x 100 4 = 100% medicines as per list available 3 = 90% equipment as per list available 2 = 80% equipment as per list available 1 = If less than 80%	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable

	Level of availability of items on the emergency medicine trolley	(Available items on emergency trolley/listed items) x 100 4 = 100% medicines as per list available 3 = 90% medicines as per list available 2 = 80% medicines as per list available 1 = If less than 80%	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Patients' charts documented correctly	4 = If all documentation exists with signs & stamps 3 = Documentation exists with signs but no stamps 2 = If only documentation is available with no signs and stamps 1 = If no documentation	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Level of attendance of emergency staff	Attendance should be checked in roster. 4 = If none are absent 3 = If 1 staff found absent 2 = If 2-5 1 = If more than 5 absent	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Level of cleanliness according to pre-determined checklist	Clean bedding, floor, and walls. Functional and clean washrooms. Availability of janitorial staff with appropriate dress code.	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Rating of functional waiting area	if Waiting area has enough comfortable seats for patients and attendants, TV, washrooms and drinking water = 4 if Waiting area has enough comfortable seats for patients and attendants and washrooms = 3 if Waiting area has less comfortable seats for patients and attendants and washrooms = 2 if Waiting area has not enough seats = 1	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable
	Rating of overall condition of beds in the hospital	4 = if all intact 3 =if 2 Beds are Broken 2 = if 3 Beds are Broken 1 = if 4 Beds are Broken	4 = Excellent 3 = Average 2 = Below Average 1 = Unacceptable

7. OPERATIONAL INSTRUCTIONS:

7.1. Independent Assessment Team

Assessment Officers shall be placed within the facility who will conduct assessment activity on a daily/weekly/monthly/annually basis and shall be responsible to share factsheets and reports with their concerned Managers:

1. The independent assessment team shall be required to assess health facilities based upon the pre-defined Institutional KPIs and Individual KPIs
2. Overall project monitoring/ validation
3. Firm will ensure all assessment activates are aligned with the department's SOPs and the Institutional level and Individual level KPIs
4. The Independent assessment team shall collect KPI's data from the relevant area on

a daily/ weekly/ monthly/ annually basis, and will submit the analysis report as per reporting plan (Clause 7.2), which also include recommendation and process improvement prospects.

5. Data Collection by Assessment team for the individual and Institutional KPI.
6. Hiring of Assessment team will be as per following criteria:

Resource Description	Responsibilities	Skillset
Manager	• Overall responsible to ensure successful assessment and operationally of the activity • Oversee and ensure timely execution of assessment activity and share the reports with upper management for decision making • Prepare and present the top performer Institutions/Individuals details and defend the findings • Provide feedback to partners on monitoring data findings • Prepare annual work plan, with particular focus on results and impacts. • Plan and execute assessment strategies and present to concerned authority for its approval • Overall responsible to ensure the presence and functionality of the hospital team. IT solution to monitor the presence of staff in • Resolution of any issue arising during the execution of the project at the facility level	• 16 Years of Education MBA, MPH, Master Degree in IT, Public Administration, Engineering or any relevant other qualification • Proficient in Analysis tools (Excel, Stat) • Previously worked in a leadership role and managed projects • Must have minimum 5 years of hands-on post-qualification experience in project management, with a reputed organization. • Experience of managing public sector projects will be an added advantage • Must have good communication skills
Assistant Manager (at facility level)	• He will be stationed at health facility on a permanent basis • Conduct Gap Assessment and ensure the implementation of productive methodologies to fill gaps	• 16 Years of Education MBA, MPH, Master Degree in IT, Public Administration, Engineering or any relevant other qualification

	• Plan and conduct training sessions to staff of the facility pertaining to KPIs and its methodologies • Report results related to assessment activity regularly to the manager • Coordinating with concerned team and escalating the issues faced by the assessment team to the manager for prompt resolution • Compile and prepare the daily/weekly/monthly/annually assessment reports and schedules • Provide technical support to Data Analyst and assessment officers • Ensure quality of data/ statistics in monthly/quarterly reports • Develop and share visits reports to concerned personnel	• Proficient in Analysis tools (Excel, Stat) • Must have minimum 3 years of experience
Data Analysts (Central Location)	• Interpreting data, analyzing results using statistical techniques and providing particular reports • Acquiring data from primary or secondary data sources and maintaining databases. (Data Collection) • Identify, analyze, and interpret trends or patterns in complex data sets • Identify the data issues and inform the concerned personnel for rectification • Closely work with the Assistant Manager and Manager to outline the specific data sets required for analysis purposes • Identify and define new process for improvement and opportunities • Develop strategies that optimize statistical efficiency	• 16 Years of Education • Proficient in Analysis tools (Excel, State) • Must minimum 4 years of experience working with data management systems

Independent Assessment Officers (at health facility level)	• Conduct readiness assessment on Indicators in coordination with Data Analysts, Assistant Manager and Manager • To ensure smooth and timely implementation of activities (KPIs as finalized) • To ensure if the assessment strategies are implemented and followed in structured and coherent manner. • Ensure timely writing of assessment report • Keep track of all Programme assessment schedules monitoring and overseeing the Data Entry Operator and ensure timely data collection. • Timely reporting to upper management	• MBBS/B. Pharm/Public Health Degree/ BSC Allied Health Sciences • Prior experience of administration in any public/private sector hospital • In-depth knowledge of hospital processes • Ability to comprehend documentation available in the hospital for the purposes of performance audit • Understanding of ICT enabled tools to capture data on the move • Outstanding analytical and communication skills • Must have 2-3 years of experience working

7. Vendor will be held responsible to strictly ensure compliance to all the regulations of related government entities pertaining to the availability of Internet connectivity at the health facilities and the contact center.
8. Provision of dedicated tablets, laptops, internet connectivity and related hardware at each facility for the assessment team, necessary to ensure smooth running of operation shall be the sole responsibility of the vendor.
9. The independent assessment team and required hardware:

Sr. #	Resources	Quantity	Hardware Required	Internet Connectivity	Backup Plan
1	Manager	7	Laptop	Required	Required
2	Assistant Manager	22	Laptop/ Tablet	Required	Required
3	Data Analysts	10	Laptop	Required	Required
4	Assessment Officers	250	Tablet	Required	Required (Faulty tab should be replaced within 24 hours)

10. Data Collection application and related training will be provided by the Department

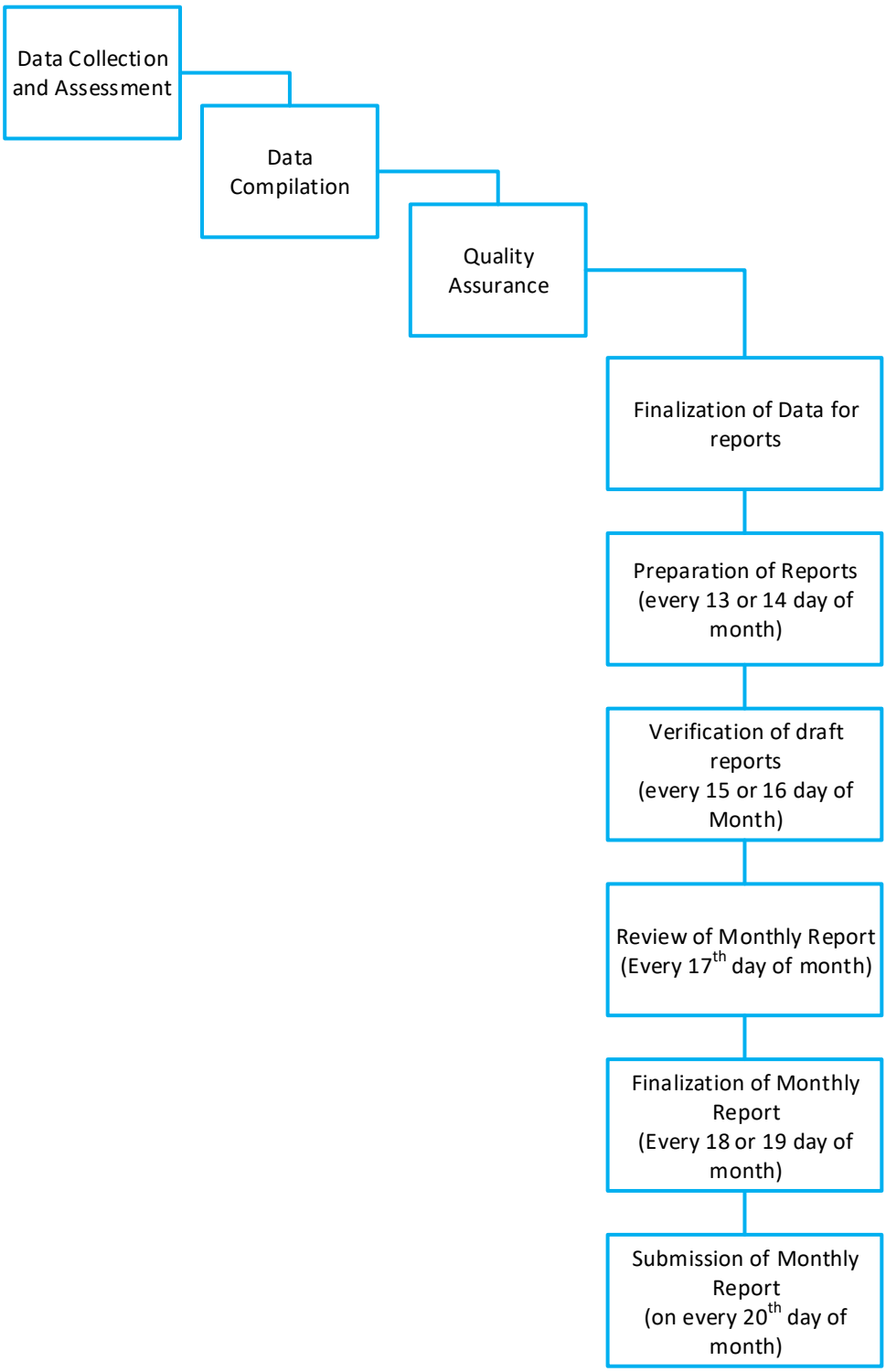
11. Vendor is required to submit monthly progress reports for each health facility and activity.
12. Vendor is required to submit recommendations and compliance report on the basis of assessment and evaluation.
13. **Contract Duration**: Initially contract is till 30th June 2018 from the date of LOA.
    The further extension of the project is based upon the mutual agreement of all parties and necessary budgetary approvals and the discretion of purchaser provided the satisfactory performance by the contract.
14. There are total 44 Specialized HealthCare Facilities in Punjab and this count may increase or decrease per discretion of the department.

Tertiary Care Hospital List:

Sr. #	Hospital Name	District Name
1	Bahawal Victoria Hospital, Bahawalpur City, Bahawalpur	Bahawalpur
2	Civil Hospital, Bahawalpur City, Bahawalpur	Bahawalpur
3	Teaching Hospital, Dera Ghazi Khan, Dera Ghazi Khan	D.G. Khan
4	Allied Hospital, Faisalabad City, Faisalabad	Faisalabad
5	District Head Quarter Hospital, Faisalabad City, Faisalabad	Faisalabad
6	Faisalabad Institute Of Cardiology, Faisalabad City	Faisalabad
7	Children Hospital, Faisalabad City, Faisalabad	Faisalabad
8	Govt. General Hospital Ghulam Muhammad Abad, Faisalabad	Faisalabad
9	District Head Quarter Teaching Hospital, Gujranwala	Gujranwala
10	Wazirabad Institute of Cardiology, Wazirabad, Gujrat	Gujranwala
11	Aziz Bhatti Shaheed Hospital, Gujrat, Gujrat	Gujrat
12	Lahore General Hospital, Lahore Cantt, Lahore	Lahore
13	Govt Teaching Hospital Shahdara, Lahore City, Lahore	Lahore
14	Govt. Mozang Teaching Hospital, Lahore City, Lahore	Lahore
15	Jinnah Hospital, Lahore City, Lahore	Lahore
16	Lady Aitchison Hospital, Lahore City, Lahore	Lahore
17	Lady Willingdon Hospital, Lahore City, Lahore	Lahore
18	Mayo Hospital, Lahore City, Lahore	Lahore
19	Mian Munshi DHQ-1 Teaching Hospital, Lahore City,	Lahore
20	Punjab Dental Hospital, Lahore City, Lahore	Lahore
21	Punjab Institute Of Cardiology, Lahore City, Lahore	Lahore
22	Said Mitha Hospital, Lahore City, Lahore	Lahore
23	Services Hospital, Lahore City, Lahore	Lahore
24	Sir Ganga Ram Hospital, Lahore City, Lahore	Lahore
25	The Children Hospital & The Institute of Child Health, Lahore	Lahore
26	Govt. Kot Khawaja Saeed Teaching Hospital, Lahore City, Lahore	Lahore
27	Govt. Muhammad Nawaz Sharif Hospital, Yakki Gate, Lahore City, Lahore	Lahore

28	Institute of Mental Health, Lahore	Lahore
29	Sheikh Zayed Hospital, Lahore	Lahore
30	Ch. Pervaiz Elahi Institute Of Cardiology, Multan	Multan
31	Nishtar Hospital, Multan City, Multan	Multan
32	The Children Hospital and The Institute of Child Health, Multan	Multan
33	Kidney Center, Multan Sadar, Multan	Multan
34	Nishtar Institute Of Dentistry, Dental Hospital, Multan	Multan
35	Sheikh Zayed Hospital, Rahim Yar Khan	Rahimyar Khan
36	Benazir Bhutto Hospital, Rawalpindi	Rawalpindi
37	District Head Quarter Hospital, Rawalpindi	Rawalpindi
38	Holy Family Hospital, Rawalpindi	Rawalpindi
39	Rawalpindi Institute Of Cardiology, Rawalpindi	Rawalpindi
40	District Head Quarter Hospital, Sahiwal	Sahiwal
41	Haji Abdul Qayyum Hospital, Sahiwal City, Sahiwal	Sahiwal
42	District Head Quarter Hospital, Sargodha	Sargodha
43	Allama Iqbal Memorial Hospital, Sialkot	Sialkot
44	Govt. Sardar Begum Teaching Hospital, Sialkot	Sialkot

7.2. Reporting Plan



8. PROJECT OBJECTIVE

The project is designed to enhance efficiency of the operation at health facility by re-engineering the business process, by assessing the current situation, save extra expenditure and time being incurred upon the provision of quality healthcare. The main objectives of the proposed system are:

- High quality services in all service delivery points
- Timely implementation of all planned activities
- Compliance with Minimum Service Delivery Standards
- Identification of areas for improvement
- Provision of necessary technical assistance to address gaps
- Increased motivation amongst healthcare staff
- Improved accountability

9. INSTRUCTIONS TO APPLICANTS

9.1. Submission of Proposal

Applications for PQ containing separate Pre-Qualification Proposals, one original and one (01) copy should be submitted in separately sealed envelopes should be dropped, in the Tender Box No.1 placed at Reception of the PITB office, 13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road Lahore, no later than **1500 Hours**, on last date of submission of proposals i.e. **24th November 2017**. The proposals shall be opened at **1530 hours** on last date for submission of proposals i.e. **24th November, 2017**, as per PPRA Rules, 2014.

PITB will host a Pre-Qualification meeting at PITB premises (13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore) at 1530 hours on **14th November, 2017**.

The proposals are to be prepared in English language. The applicants must provide complete information along with supporting documents. Any lapses to provide essential information may result in disqualification of the applicant.

All documents submitted by the firms should preferably be delivered in one Packet/parcel for ease of handling and to avoid loss of documents. Any misleading statement(s) or information by any applicant will result into disqualification at any stage.

The Applicants can seek any clarification regarding the project, pre-qualification documents or evaluation criteria from the following:

Primary Contact

Arsalan Manzoor
Program Manager
Punjab Information Technology Board, Government of Punjab
10th floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.
Email:arsalan.manzoor@punjab.gov.pk
Office Phone: 042-35880062

Shams ul Islam
Senior Programme Manager
Punjab Information Technology Board, Government of Punjab
10th floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.
Email: shams.islam@pitb.gov.pk
Office Phone: 042-35880062

Secondary Contact

Nausheen Fayyaz
Joint Director- EGA
Punjab Information Technology Board, Government of Punjab
10th floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.
Email: nausheen.fayyaz@pitb.gov.pk
Office Phone: 042-35880062

Muhammad Shauket Qureshi
Joint Director (Procurement), PITB
Punjab Information Technology Board, Government of Punjab
13th floor Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.
Email: Muhammad.Qureshi@pitb.gov.pk
Office Phone: 042-35880062

Interested Parties should note that during the period from the receipt of the proposal and till further notice from the Primary Contact, all queries should be communicated via the Primary Contact in writing or e-mail only. In the case of an urgent situation where the Primary Contact cannot be contacted, the Interested Parties may alternatively direct their enquiries through the Secondary Contact.

Interested Parties/ are also required to state in their proposals the name, title, fax number and e-mail address of their authorized representative through whom all communications shall be directed until the process has been completed or terminated.

The Employer will not be responsible for any costs or expenses incurred by Interested Parties in connection with the preparation or delivery of proposals.

10.Qualification Criteria

10.1. General

Pre-qualification will be based on all the criteria given in succeeding sections regarding the Applicant's financial soundness, experience, personnel and technical solution as indicated by the Applicant's responses in the forms given in this document.

10.2. Joint Venture (JV)

Joint ventures / consortiums are not eligible for this EOI-PQ

10.3. Basic Requirements (Mandatory)

Only those applicants fulfilling the following basic requirements shall be considered for further evaluation (relevant documents to be attached):

1. Requirements to be Fulfilled by Lead Partner
    i. Certificate of Company/Firm Registration/Incorporation under the laws of Pakistan
    ii. Valid Income Tax Registration
    iii. Valid General Sales Tax Registration (Status should be active with FBR)
    iv. Submission of undertaking that the firm is not blacklisted by any provincial or federal government department, agency, organization or autonomous body anywhere in Pakistan.

10.4. Weightage/Marks

Distribution of Weightage/Marks shall be as under:

Sr. #	Category	Weightage / Marks
1	Experience	40
2	Personnel Capabilities	30
3	Financial Strength	30
	Total	**100**

Note: Prequalification status shall be determined on the Point scoring criteria. In order to qualify, the applicant must obtain overall **60 marks and at least 35% marks in each category as mentioned in the table above**.

PROVISO: Provided that if NONE or ONLY ONE (single) applicant obtains overall 60 marks, then the Purchaser SHALL decrease the Pass Mark limit to 50 marks. In other words, if TWO or more applicants obtain overall 60 marks, then the Pass Mark will NOT be decreased to 50 marks.

If Pass Marks are decreased to 50 marks, then ALL applicants with scores greater than or equal to 50 marks shall be qualified.

Detailed Prequalification criteria is given below:

10.5. Experience

The applicant shall meet the following minimum criteria and the credit marks will be awarded on the basis of the qualifications listed below:

Sr. No.	Description	Maximum Points	Remarks
1	**General Work Experience** Should have undertaken outsourcing projects in last 3 years in public / private sector. (Worth Rs. 30 million or more each). 8.33 marks for each project.	25	Marks will be assigned on the basis of valid documentary evidence
2	**Similar Work Experience** Should have undertaken projects of similar nature in last 3 years in public / private sector. (Worth Rs. 20 million or more each) 5 marks for each project.	15	
	Sub Total	**40**	

10.6. Personnel Capabilities

The applicants must have in their employment suitably qualified personnel with relevant experience to fill the key management and specialist positions mentioned below. The applicant will supply information on nominated candidates for each relevant area /domain in accordance with the relevant form provided in this document.

Sr. No.	Domain	Marks	Remarks
1	Project Management (At least 7 project managers) 1 marks for each	7	
2	Assistant Manager (At least 22)	4	

	0.18 marks for each		Proofs of proposed individuals & their CVs to be attached.
4	Data Analyst (At least 10) 0.4 marks for each	4	
5	Assessment Field Officer (Minimum 250) 0.06 marks for each	15	
	Sub Total	**30**	

10.7. Financial Strength

a) The Applicant must submit audited financial statements/balance-sheets for the last three (03) years, supported by audit letters duly signed and stamped by authorized representative.

b) The Applicant is required to have verifiable average annual turnover of minimum of Rs. 100 million over the last three (03) years to be valued from the financial statements.

Credit Marks shall be awarded on the basis of the following criteria:

Sr. No.	Description	Maximum Marks	Remarks
i)	Average Working Capital in last three (03) years.	15	No marks if Audited reports/balance-sheets are not attached. • Working Capital ≥ Rs. 31 Million but ≤ 40 Million = 5 Marks • Working Capital > Rs. 41 Million but ≤ 50 Million = 10 Marks • Working Capital > Rs. 51 Million = 15 Marks
ii)	Average annual turnover in last three (03) years	15	No marks if Audited reports/ balance-Sheets are not attached • Average annual turnover ≥Rs. 70 Million but ≤ Rs. 100 Million = 10 Marks • Average annual turnover >Rs. 100 Million = 15 Marks • No points for turnover less than Rs. 70 million
	Sub-total:	30	

10.8. Other Factors

10.8.1. Only firms that have been prequalified under this procedure shall be invited to bid. A firm can apply for pre-qualification individually. If a firm submits more than one PQ

proposals, all proposals involving such firm (individually) shall be rejected and stands disqualified.

10.8.2. The Purchaser may reject all proposals at any time prior to the acceptance of a proposal. The Purchaser shall upon request, communicate to any Applicant, the grounds for its rejection of all proposals, but shall not be required to justify those grounds. The Purchaser shall incur no liability, solely, by virtue of its invoking sub-rule (1) of Rule-35 of Punjab Procurement Rules, 2014 towards the Applicants. However, Applicants shall be promptly informed about the rejection of the proposals, if any (As per Rule 35 of Punjab Procurement Rules, 2014).

10.8.3. The Applicant shall bear all costs / expenses associated with the preparation and submission of the Proposal(s) and the Employer shall in no case be responsible / liable for those costs / expenses.

Annexure-A

Letter of Application

[Letterhead paper of the Applicant, including full postal address, telephone no., fax no., telex no. and e-mail address]

Date:.....

To:.....

.....

[Name and address of the Employer]

Sir,

1. Being duly authorized to represent and act on behalf of..... (Hereinafter "the Applicant"), and having reviewed and fully understood all the PQ information provided, the undersigned hereby applies to be pre-qualified for the Project: Provisioning Of Services For KPI Assessment, Evaluation And Reward System (Tertiary Care Hospitals) For The Project Titled "Health Reporting System"

2. Attached to this letter are copies of original documents defining:

   (a) The Applicant's legal status;

   (b) The principal place of business;

   (c) The place of incorporation (for applicants who are corporations); or

   The place of registration and the nationality of the owners (for applicants who are partnerships or individually-owned firms);

2. The Client and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this proposal, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by the Employer or its authorized representative to verify statements and information provided in this proposal, or with regard to the resources, experience, and competence of the Applicant.

3. The Employer and its authorized representatives may contact the following persons for further information, if needed.

General and Managerial Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2
Personnel Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2
Technical Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2
Financial Inquiries	
Contact 1	Telephone 1
Contact 2	Telephone 2

5. This proposal is made with the full understanding that:

(a) Proposals by pre-qualified applicants will be subject to verification of all information submitted for pre-qualification.

7. The undersigned declare that the statements made and the information provided in the proposal are complete, true, and correct in every detail.

_____

Signature of the Applicant

Application Form A-1

General Information

All individual firms applying for pre-qualification are requested to complete the information in this form. Nationality information is also to be provided for foreign owners.

1	Name of Firm	
2	Head Office Address	
3	Telephone	Contact Person: Name: Title:
4	Fax	Telex
5	Place of incorporation/Registration	Year of incorporation/registration

Application Form A-2

General Experience

Name of Applicant

All individual firms are requested to complete the information in this form.

Starting Month Year	Ending Month Year	Year	Contract Name, Name & Address of Employer Brief Description of Works Executed	Role of Applicant

Application Form A-3

Similar Experience

Name of Applicant

On a separate page, using the format of Application Form A-4, each applicant is required to list all contracts of a similar nature and complexity to the contract for which the Applicant wishes to qualify, undertaken during the last three years. The information is to be summarized, using Application Form A-4, for each contract completed or under execution by the applicant

Application Form A-4

Contracts of Similar Nature and Complexity

Name of Applicant

Use a separate sheet for each contract.

1	Name of Contract
	Country
2	Name of Employer
3	Employer Address
4	Nature of works and special features relevant to the contract for which the Applicant wishes to prequalify --- ---
5	Contract Role (Tick One) (a) Sole Contractor (b) Sub- Contractor (c) Partner in a Joint Venture
6	Value of the total contract (in specified currencies) at completion, or at date of award for current contract Currency……. ….Currency…… Currency……
7	Value in Pak/Rs……
8	Date of Award……
9	Date of Completion……..
10	Contract Duration (Years and Months) _____Years _____Months
11	Specified Requirements --- --- --- ---

Application Form A-5

Personnel Capabilities

Name of Applicant

For specific positions essential to contract execution, Applicants should provide the names of candidates qualified to meet the specified requirements. The data on their experience should be supplied on separate sheets of CV's.

1	Title of Position
	Name of Prime Candidate

Application Form A-6

Financial Strength

Name of Applicant

Applicants, should provide financial information to demonstrate that they meet the specified requirements. A copy of the audited reports/balance-sheets should be attached.

Bank	Name of bank	
	Address of bank	
	Telephone	Contact name and title
	Fax	Telex

All individual firms are requested to provide information related to annual turnover.

Annual Turnover		
Year	Turnover (in Pak Rupees)	Turnover in Millions.
1.		
2.		
3.		

Summarize actual assets and liabilities in Pak Rupees for the previous three years, based upon known commitments, projected assets and liabilities in Pak Rupees.

Financial information in Pak Rs.	Detail of Last three year		
	1	2	3
1. Total assets			
2. Current assets			
3. Total liabilities			
4. Current liabilities			
5. Profits before taxes			
6. Profits after taxes			

Firms owned by individuals, and partnerships, may submit their audit reports / balance sheets certified by a registered accountant.