



Pre-Qualification

IMPLEMENTATION OF "E-BHUs WITH BASIC EMR & VIDEO LINK" INITIATIVE AT 250 BHUs ACROSS 6 DISTRICTS OF PUNJAB

Punjab Information Technology Board (PITB), Government of the Punjab, invites proposals for Pre-Qualification from valid registered, reputable and well-experienced firms / IT companies etc. for Implementation of "E-BHUs With Basic EMR & Video Link" Initiative at 250 BHUs across 6 Districts of Punjab.

2. The Pre-Qualification Document carrying all details is available at www.pitb.gov.pk and www.ppra.punjab.gov.pk.
3. A single package containing Pre-Qualification documents / Proposals, duly completed, signed, stamped, sealed and in complete conformity with Pre-Qualification Document 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. 14th February, 2017. The proposals shall be opened at 1530 hours on last date for submission of proposals i.e. 14th February, 2017, as per PPRA Rules, 2014.
4. Income/Sales tax registration certificate and other documents as mentioned in Pre-Qualification Document must accompany the proposals.

PITB management may reject all proposals at any time prior to the acceptance of a proposal, as provided under Rule-35 of Punjab Procurement Rules, 2014.

Director (Development & Procurement)

EPL-825

Punjab Information Technology Board

13th Floor, Arfa Software Technology Park, 346-B, Ferozepur Road, Lahore.

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PRE - QUALIFICATION DOCUMENT

FOR

IMPLEMENTATION OF “E-BHUs WITH BASIC EMR AND VIDEO LINK” INITIATIVE AT 250 BHUs ACROSS 6 DISTRICTS OF PUNJAB



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Abbreviations

Term	Definition
P&SHD	Primary & Secondary Healthcare Department
PITB	Punjab Information Technology Board
PMU	Project Management Unit
GPs	General Physicians
BHU	Basic Health Unit
FTK	Full Turnkey

1. GENERAL

Primary & Secondary Healthcare Department with the technical assistance of Punjab Information Technology Board (PITB) intends to invite Prequalification (PQ) proposals from interested applicant(s) for implementation of "E-BHUs with basic EMR and Video Link" at 250 BHUs spread across 6 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 requisite solution regarding establishment of E-BHUs with basic EMR and Video Link, to shortlist/prequalify eligible applicant(s) capable of design, supply, installation, implementation and commissioning of E-BHUs with basic EMR and Video Link. The applicants are required to provide profiles of their firms comprising experience, personnel and financial strength along with proposed technical solutions including but not limited to the firm's concept for automating the process of provision of healthcare services remotely from a centralized hub involving EMR and Video Conferencing and integration of proposed project components and resultant operations.

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 or on behalf of a Joint Venture, 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 P&SHD.
- V. "Day" means calendar day.
- VI. "Employer" means Purchaser and/or Client.
- VII. "PQ Document" means the Pre-qualification Document in consideration.
- VIII. Joint Venture: A legal entity formed under the laws of Pakistan to submit a proposal and participate in subsequent tendering processes in response to this PQ Document. The Joint Venture shall comprise more than one but not more than four companies: at least one of the constituent firms must be registered and operating in Pakistan and shall be referred to hereinafter as the Lead Partner of the Joint Venture.
- IX. "Person" includes an individual, an association of persons, firm, company, corporation, institution and organization, etc.
- X. "Prescribed" means prescribed in the PQ Document.

Disclaimer

This PQ Document is for the execution of "E-BHUs with Basic EMR and Video Link ('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), P&SHD, 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.

PITB, P&SHD 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.

P&SHD may increase or decrease the number of BHUs to become the part of this regime at any time and in the later stages as well.

3. Project Background

Healthcare services of basic nature are provided to the general public via BHUs (Basic Health Units) situated at various rural locations across the districts of the province. Some of the BHUs are situated in the far flung areas located geographically far away from a central place beyond the immediate reach of the patients to adequate healthcare services. Moreover, availability of qualified MOs at such facilities during working hours is in fact another challenge.

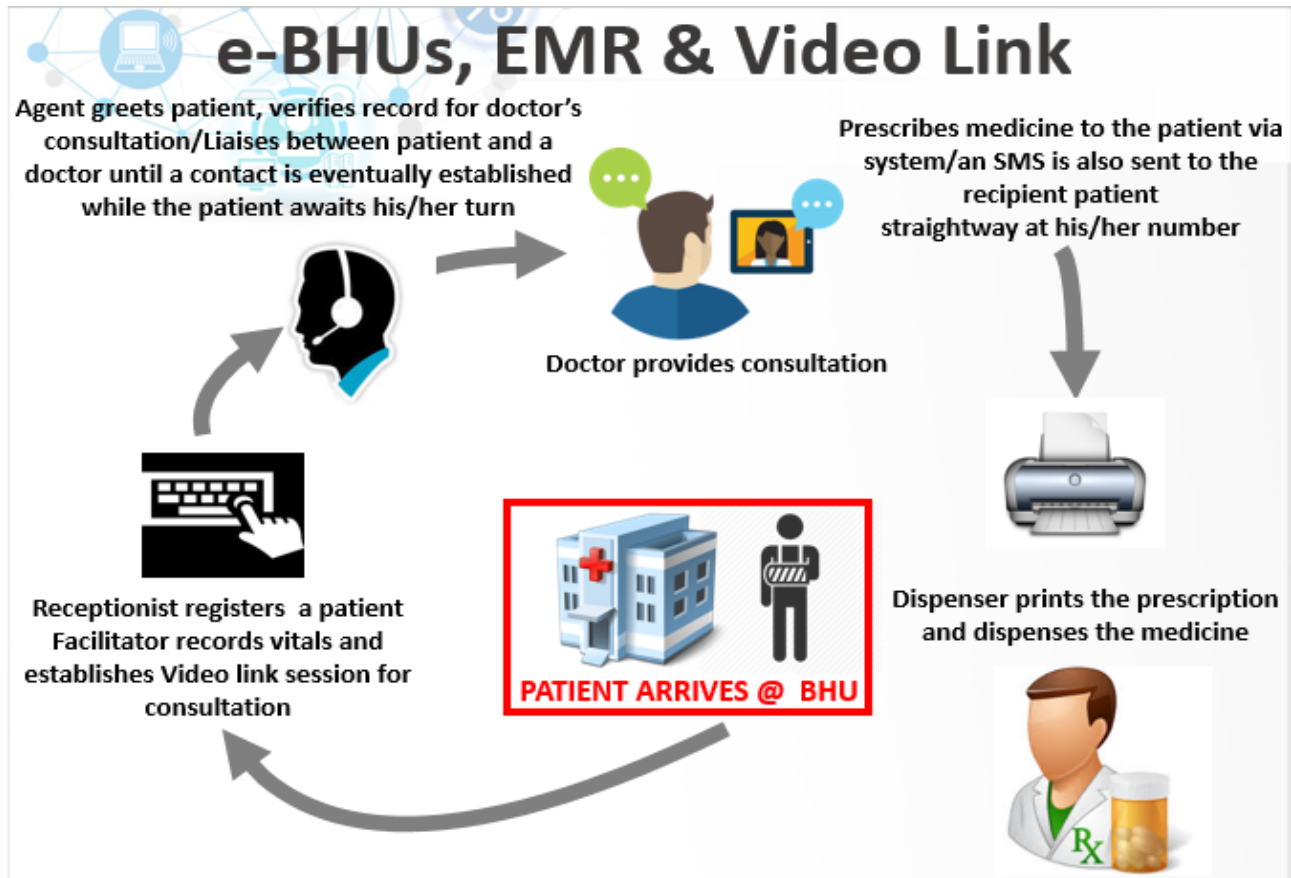
Therefore, Primary & Secondary Healthcare Department took the initiative to plan and execute the proposed regime. According to this regime, around 250 BHUs across 6 districts of Punjab shall be linked to a centralized hub via a video link facility for the provision of quality healthcare services remotely by the doctors housed at the said central location. Call agents shall also be taken on board in order to assist the doctors in the provision of healthcare services and to liaise amongst the patients and doctors. Technically sound facilitators will also be deputed at each BHU in order to ensure seamless operations and provide repair and maintenance and overcome minor glitches that might occur time to time. Procurement and installation of essential equipment and provision of maintenance services until the end of contract life will have to be made sure by the vendor as it will be an essential component of the turnkey solution.

A pertinently aligned basic EMR solution with an added feature of medicine inventory record and relevant dispensation. 2 MB CIR internet connectivity for a seamless video streaming and a fool proof mechanism to achieve this objective shall be a key to achieve ultimate goal.

4. BRIEF SCOPE OF WORK

1. Establishment of a fully equipped state-of-the-art Call Centre cum Centralized Treatment Hub with the installation of complete Video link setup for remote treatment of patients arriving at all the 250 BHUs situated across six districts by the said physicians via the said video link.
2. Government shall pay on “per patient transaction” basis on account of the quoted amount for the same by the successful bidder at the later stage. Payment against minimum of 60 patients per day per BHU has been ensured by the department to make this initiative economically feasible for the operating entity and additionally agrees paying 1/8th of the agreed cost/consultancy if the number of patients exceed the 60-patient ceiling.
3. Hiring of Doctors (MBBS) duly registered with PMDC and having a minimum of 1 year of experience as well as call agents to provide assistance, both housed at the centralized facility. However, the number of GPs (= doctors) and Call Agents may vary subject to the scope of project and the number of BHUs finalized by the government.
4. Hiring of a Facilitator/Technician preferably someone with an adequate knowledge and capability to run the operations seamlessly and provide essential tweaking and maintenance whenever required, to be deployed at each of the 250 BHUs spread across 6 districts. Provision of thorough trainings of all the personnel involved in this entire regime. Moreover, the number may vary subject to the scope of project and the number of BHUs finalized by the government.
5. 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.
6. Hosting of the database servers and that of web portals shall take place at PITB data centers.
7. Provision of dedicated internet connectivity and related hardware at each facility necessary to ensure smooth running of Video Link and EMR shall be the sole responsibility of the vendor.
8. The purchaser may procure the services on the basis of geographical distribution (Lots).

The flow diagram ahead explains the aforementioned process for more clarity:-



The project is designed to enhance efficiency by re-engineering the business process, save extra expenditure and time being incurred upon the provision of quality healthcare. The main objectives of the proposed e-BHUs EMR and Video Link system are:

- Provision of healthcare services using state-of-the-art technology to the general public residing in the far flung areas with chronic issues of partly or completely non-functional BHUs owing to absence of the designated staff.
- Assurance of quality healthcare services.
- Availability of Electronic Medical Record and Medicine Inventory Record while simultaneously keeping track of dispensed medicine for uninterrupted replenishment of the stock level at each BHU as well. Provision of an SMS immediately post consultation comprising of the prescribed medicine to the recipient patient at his registered cell number.
- Eradication of power outages hindering the provision of better healthcare services.
- Eradication of long queues and unreasonable delays.

Note:

The applicants are required to submit their Pre-Qualification documents based on the requirements given in this document.

5. INSTRUCTIONS TO APPLICANTS

5.1 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. **14th February, 2017**. The proposals shall be opened at **1530 hours** on last date for submission of proposals i.e. **14th February, 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 3:30 pm on **6th February, 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:

Mirza Jahanzaib Khalid
Programme Officer (Operations)
Email: Jahanzaib.khalid@pitb.gov.pk
07th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.
Ph: +92 42 35880062-1173

Secondary Contact

Shahid Akram Khan
Joint Director (EGA)
Email: shahid.khan@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.
Ph: +92 42 35880062

Muhammad Shaukat Qureshi
Joint Director (Procurement)
Email: muhammad.qureshi@pitb.gov.pk
13th Floor, Arfa Software Technology Park, 346-B,
Ferozepur Road, Lahore, Pakistan.
Ph: +92 42 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.

5.2 Joint Venture (JV)

5.2.1 Following are minimum qualification requirements of JV:

- i. Local Firms are encouraged to form Joint Ventures with the appropriate foreign/international firms. In case of a proposal from a Joint Venture, a legally valid and registered Agreement Deed to that effect, signed by all the partners to the Joint Venture shall be submitted with the proposal.
- ii. One partner of the participating Joint Venture shall be designated the Lead Partner. If awarded the contract, the Lead Partner would enter into legal agreement with the Client on behalf of the Joint Venture and would receive instructions and incur liabilities.
- iii. All partners shall be jointly and severally liable for the execution of the Contract in accordance with the agreed terms and conditions. In case of award of Contract, the Contract Agreement shall be signed by the Lead Partner. All the partners shall be jointly and severally liable for the execution of the project in accordance government rules and regulations.
- iv. Credentials of lead partner or its JV partner are valid for evaluation.

5.2.2 The pre-qualification of a JV does not necessarily prequalify any of its partners individually.

5.3 Qualification Criteria

5.3.1 General

PQ 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.

5.3.2 Mandatory Basic Requirements

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 on legal valid and attested stamp paper that the firm is not blacklisted by any provincial or federal government department, agency, organization or autonomous body anywhere in Pakistan.
2. Requirements to be fulfilled by Other JV Partners (If any)
- i. Certificate of Company/Firm Registration/Incorporation under applicable laws
 - ii. Valid Tax(es) Registration as applicable and relevant
 - iii. Submission of legal valid undertaking that the firm is not blacklisted by any government organization anywhere in the world (if applicable)
3. Requirements to be fulfilled by Applicant/ JV Partners
- i. The Applicant must have relevant experience for implementation of the similar project(s). In case of a JV, this requirement may be fulfilled by any one of the JV partners.

5.3.3 Weightage /Marks

Distribution of Weightage/Marks shall be as under:

Sr. No.	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:

5.3.4 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
	General Work Experience		Marks will be assigned on the basis of valid documentary evidence
	The Applicant – and, a JV partner, in case of JV – shall have experience as a prime contractor for implementation of at least three (03) ICT based initiatives (Software Development/Turnkey Solutions etc.) (Worth Rs.50 million or more each). 8.33 marks for each project.	25	
	Similar Work Experience		
	The Applicant – and, a JV partner, in case of JV – shall have experience for Design, Implementation (supply, installation, testing, commissioning and training) and Maintenance & Support of at least three (03) similar projects. (Worth Rs.30 million or more each) 5 marks for each project.	15	
	Sub-total:	40	

5.3.5 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 4 project managers) 2.5 marks for each	10	Proofs of proposed individuals & their CVs to be attached.
2	Infrastructure Specialists (At least 4) 1.5 marks for each	6	
3	EMR Specialists (At least 4) 0.5 marks for each	2	

4	Solution Architect	2	
5	Training Specialists (At least 8) 0.25 marks for each	2	
6	Support Specialists (At least 8) 1 marks for each	8	
		30 Marks In Total	

5.3.6 Financial Strength

- The Applicant – and, a JV partner, in case of JV – must submit audited financial statements/balance-sheets for the last three (03) years, supported by audit letters duly signed and stamped by authorized representative.
- The Applicant – and, a JV partner, in case of JV – is required to have verifiable average annual turnover of minimum of Rs. 300 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 3 years.	15	No marks if Audited reports/balance-sheets are not attached. - Working Capital $\geq$ Rs. 90 Million but $\leq$ 120 Million = 5 - Working Capital $>$ Rs. 120 Million but $\leq$ 150 Million = 10 - Working Capital $>$ Rs. 150 Million = 15
ii)	Average annual turnover in last three (03) years	15	No marks if Audited reports/ balance-Sheets are not attached - Average annual turnover $\geq$ Rs. 200 Million but $\leq$ Rs. 300 Million = 10 - Average annual turnover $>$ Rs. 300 Million = 15 - No points for turnover less than Rs.200 million
	Sub-total:	30	

6. Other Factors

6.1 Only firms and JVs that have been prequalified under this procedure shall be invited to bid. A firm can apply for pre-qualification either individually or as part of only one JV. If a firm submits more than one PQ proposals, all proposals involving such firm (individually or as JV) shall be rejected and stands disqualified.

6.2 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).

6.3 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.

Letter of Application

[Letterhead paper of the Applicant, or partner responsible for a joint venture, 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 Implementation of “E-BHUs With Basic EMR and Video Link”:
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.

Applicants who are not joint ventures should delete para 6 and initial the deletions.

6. We confirm that in the event that we bid, that bid as well as any resulting contract will be:
- (a) entered into and signed by the same JV which is submitting this proposal.
 - (b) signed so as to legally bind all partners, jointly and severally to execute contract; and
 - (c) submitted with a Joint Venture agreement to bind all the partners to take liabilities in the event the contract is awarded to us.
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

General Information

All individual firms and each partner of a Joint Venture applying for pre-qualification are requested to complete the information in this form. Nationality information is also to be provided for foreign owners or applicants who are forming part of the Joint Ventures.

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

General Experience

Name of Applicant or Partner of a joint venture

All individual firms and all partners of a joint venture are requested to complete the information in this form.

JVs Lead Partner

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

Partner No. 2

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

Partner No. 3

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

Partner No. 4

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

Similar Experience

Name of Applicant or partner of a joint venture

On a separate page, using the format of Application Form A-4, each applicant or partner of a Joint Venture 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 or JV partners

Contracts of Similar Nature and Complexity

Name of Applicant or partner of a joint venture

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 ----- ----- ----- -----

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

Financial Strength

Name of Applicant or Lead Partner of a Joint Venture
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Applicants, including Lead Partner of a joint venture, 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 and Lead Partner of JV 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.

Joint Venture Summary

Names of all Partners of a Joint Venture
1. Lead Partner
2. Partner
3. Partner
4. Partner