

Tender Package — Request for Proposal (RFP)



1. Invitation to Tender

Tender Name: Procurement of services of Call Center/Helpline firm for establishing and operating Public Private Mix (PPM) TB case management and coordination Hub	Tender No: PAK/ISD/2320
Location: Islamabad, Pakistan	Correspondence Language(s): English
Brief Summary Description of Project: A country-wide Hub that serves as a digital platform for TB case management and supports different components of PPM program including provision and redressal of information to TB patients. To ensure s increased access to quality engagement of private healthcare providers and TB treatment adherence, Mercy Corps will be established. PPM Hub call center will contribute to notifying the active TB cases on local levels through GPs and DFSs in concerned districts. It will also play coordination role by using triangle approach between GPs, DFSs and TB Patients to have real time data. Another key function will be to address TB related queries and provide doctor and treatment information to the patients, access to services, and grievance redressal through a nation-wide Toll-free number (a short code ***** (toll-free). This toll-free help line will be rolled out across all Provinces/Union Territories in all districts with an objective to cover the whole country population. The PPM Hub Call Centre aims to provide a common platform in the country and shall handle incoming and outgoing telephone calls from/ to the citizens/ Private Hospitals/ Health Service Providers, private clinics, and other stakeholders. The PPM Hub solution shall have data analytics capabilities and use the latest technology interventions to be used as contact Centre like Chat Bot in Portal.	

Tender Package Available from: 26 October 2022	Tender Package Pickup Location: Plot#189/190, Street#06, Sector I-9/2 Islamabad-Pakistan, OR Download from Mercy Corps Global Website: www.mercycorps.org/tenders
Deadline for Offer Submission: 18 November 2022; 05:00 P.M	Submit Offers to: Plot#189/190, Street#06, Sector I-9/2 Islamabad-Pakistan, (Please Clearly mark your envelopes with Tender#006 & Descriptions) Soft Proposals can be submitted to: tenders@mercycorps.org (Please indicate tender# and description in the subject line)

Mercy Corps reserves the right to accept or reject any late offers.

Questions and Answers (Q&A)	
If any, Submit Questions in writing to: pk-tender@mercycorps.org	
Last Day for Questions: 10 November 2022; 05:00 P.M	Questions will be answered by: 14th November 2022; 05:00 P.M

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Questions will be answered through: All prospective bidders will access consolidated questions and answers on the website alongside the tender package by 14th November 2022 (Pakistan Standard Time) 5:00 P.M.

Documentation Checklist

These documents are contained within this tender package:	✓	Invitation to Tender
	✓	General Conditions for Tender
	✓	Criteria and Submittals
	✓	Price Offer Sheet
	✓	Supplier Information Form
	✓	Scope of Work/BoQs (Technical Designs & Drawings)
	✓	Sample Contract

2. General Conditions for Tender

Mercy Corps invites proposals for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

Mercy Corps strictly prohibits:

- Any form of bribe or kickback in relation to its activities
This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.
- Conflicts of interests in the awarding or management of contracts
If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.
- The sharing or obtaining of confidential information
Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.
- Collusion between/among offerors
Mercy Corps requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

<http://mercycorps.org/integrityhotline>

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Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

2.2 Tender Basis:

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of **120 days** from its date of submission.
- All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases, Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to, or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.
- This Tender does not obligate Mercy Corps to execute a contract, nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject all proposals, if such action is in the best interest of Mercy Corps.

2.3 Supplier Eligibility

Suppliers may not apply, and will be rejected as ineligible, if they:

- Are not registered companies
- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct
- Have not fulfilled obligations related to payment of social security and taxes
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti-Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by the United States Government or United Nations by the

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United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

2.4 Response Documents

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format if it contains all the required documents and information specified by this tender.

2.5 Acceptance of Successful Response

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed upon amount.

2.6 Certification Regarding Terrorism

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

3. Criteria & Submittals

3.1 Contract Terms

Mercy Corps intends to issue a **Fixed Price** contract to one or several company(ies) or organization(s). The successful offeror(s) shall be required to adhere to the statement of work and terms and conditions of the resulting contract. The anticipated contract is incorporated in [Section 6](#) herein. By submitting an offer, offerors certify that they understand and agree to all the terms and clauses contained in [Section 6](#).

3.2 Specific Eligibility Criteria:

Eligibility criteria must be met, and the corresponding supporting documents listed below under "Tender Submittals" **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

Eligibility Criteria:

- Provide Certificate of "Legal Business Registration or Certificate of Incorporation" with their relevant authorities in their country
- Provide Certificate of "NTN/STRN" with FBR having active tax payer status for (Pakistani Companies) and International companies can provide "Tax Registration Certificate" with their respective tax authorities in their country.
- Affidavit on legal stamp paper that the firm/institute is not blacklisted by the Government or any NGO/UN body.
- Earnest Money PKR 300,000 in a shape of pay order/demand draft (refundable) in the name of "Mercy Corps" having NTN#2892458-4. Cheque is not accepted in any case.

3.3 Tender Submittals

Documents and required information listed in tender submittals are necessary to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to impact

the technical evaluation of an offer severely and negatively.

Documents supporting the Eligibility Criteria:

- Provide Certificate of “Legal Business Registration or Certificate of Incorporation” with their relevant authorities in their country.
- Provide Certificate of “NTN/STRN” with FBR having active tax payer status for (Pakistani Companies) and International companies can provide “Tax Registration Certificate” with their respective tax authorities in their country.
- Affidavit on legal stamp paper that the firm/institute is not blacklisted by the Government or any NGO/UN body.
- Earnest Money PKR 300,000 in a shape of pay order/demand draft (refundable) in the name of “**Mercy Corps**” having NTN#2892458-4. Cheque is not accepted in any case.

Documents to conduct the Technical Evaluation and additional Due Diligence:

- A technical proposal, including methodology with timeline and its responsiveness to the Scope of Work (SOW) 10%
- Workstation (Structure of Hub, proposed IT and technical equipment, location, software, Data recording, management, data handling process, reporting, quality control, and ethical plan summary) 10%
- Physical Assessment and feasibility of the services, equipment, and human resource. (Technical experts and experience of call center team (based on proposed team CVs, proposed organogram, Firm expertise, location, relevant publications) 40%
- Detailed data handling plan 10%
- Specific Experience: Have at least Two purchase orders/contracts issued in favor of the firm to prove expertise of similar nature (Include proof of experience) (10 marks for each contract) 10%
- Financial proposal 20%

Price Offer:

The Price offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price.

No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price, as displayed in the Offer Sheet in Section 4. All items must be clearly labeled and included in the total offered price.

Offerors **must** include TAXES and customs duties in their offer:

3.4 Currency

Offers should be submitted in: [PKR](#)

Payments will be made in: [PKR](#)

3.5 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. MC will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender. Evaluations will be conducted as described in the following subsections:

3.5.1 Scoring Evaluation

Trade-Off Method

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria are given a percentage, all together equaling 100%). Offeror's proposals should consist of all required technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall **“value for money”** (quality, cost, delivery time, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria have been assigned a weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in [section 3.5.2](#). When performing the Scoring Evaluation, the Mercy Corps tender committee will assign points for each criteria based on the following scale:

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some
10	Acceptable; has exceeded all requirements

Evaluation Criteria	Weight %	Possible Points 1 to 10.	Weighted Score.
	(A)	(B)	(A*B)
Organizational Profile, Core Competencies, Technical proposal, including methodology with timeline and its responsiveness to the SOW and outlined deliverables (The scores will be assigned as following by the Evaluation Committee on the scale of 0 to 10 based on the provision of documents provided: Proposed methodology = 05 points Timeline and deliverables = 05 points	10%		
Workstation (Structure of Hub, proposed IT and technical equipment, software, Data recording, management, handling process outline, reporting, quality control, and ethical plan summary) (The scores will be assigned as following by the Evaluation Committee on the scale of 0 to 10 based on the provision of documents provided: Workstation Hub, IT and technical equipment, Software, data recording = 05 points	10%		

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Management, handling process outline, reporting, quality control, and ethical plan modalities = 05 points			
Physical Assessment and feasibility of the services, equipment, and human resource. (Technical expertise and experience of call center team based on proposed team CVs, proposed organogram, Firm expertise, location) (The scores will be assigned as following by the Evaluation Committee on the scale of 0 to 10 based on the provision of documents provided: Technical expertise (Health related projects) = 10 points Firm experience/expertise in health-related projects = 10 points Location/space (<i>Preference will be given to the firms having call centers in Islamabad</i>) = 05 points Equipment/Furniture = 05 points Human resource as call center agents (Multilingual) = 10 points	40%		
Detailed data handling plan (data processing, data storage, quality control, data reliability and transparency) (The scores will be assigned as following by the Evaluation Committee on the scale of 0 to 10 based on the provision of documents provided: Detailed data handling plan = 10 points	10%		
Have at least Two purchase orders/contracts/service completion report/reference letters issued in favor of the firm to prove expertise of similar nature. (05 marks for each contract) (The scores will be assigned as following by the Evaluation Committee on the scale of 0 to 10 based on the provision of documents provided: Two past similar type of contracts = 10 points	10%		
Detailed Financial proposal with the breakup of services, hardware and applicable taxes 20 Points	20%		
Total Marks.	100%		

3.5.2 Additional Due Diligence

Upon completion of both the technical and financial evaluations Mercy Corps may choose to engage in additional due diligence processes with a particular supplier or supplier(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks (Mandatory)
- Supplier's facility visits (Optional)
- RPS on demand
- Background checks
- Emails to references

4. Offer Form

Offerors must submit their own independent offer including at least (but not limited to):

- All documents requested in the “Eligibility Criteria” section of this Tender Package
- All documents requested in the “Tender Submittals” section of this Tender Package
- All information listed in the “Documents Comprising the Proposal” section below

All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.

Documents Comprising the Proposal

The following information must be included in the offer of any potential offeror:

- Cover Letter** explaining interest to be a contracted vendor or supplier, and the details of the Proposal. The content of the cover letter shall include the following information:
 - A detailed specification of the offered goods, services and/or works (Proposal)
 - Warranty (if necessary and appropriate) **N/A**
 - Delivery time
 - Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 120 working days)
- A Price Offer detailing the unit price only, using the **Price Offer Sheet** template provided in **section-6**
- Completed and signed Mercy Corps **Supplier Information Form** (template provided in **section-6**)
- Other important documents offeror feels need to be attached to support their proposal

The original proposal shall be signed by the offeror, or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal and stamped with the company seal. Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the proposal.

5. Scope of Work (SOW)

5.1 Background Mercy Corps as leading agency on tuberculosis control in Pakistan working since 2002 and as principal recipient of The Global Fund grant from 2007. A major contributor in the elimination of tuberculosis from the country, Mercy Corps continuously engaging diverse and large private healthcare sector. In 2010 Public Private Mix was introduced under Global Fund grant to enhance coordination between public private sectors and increasing TB case detection. since 2011, less than 5% of the private healthcare providers have been engaged in PPM. Currently, the country is planning a huge scale up, engaging more than 14,000 providers in coming months, including general practitioners, private hospitals, parastatal hospitals, pharmacies, and informal healthcare providers.

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Enhancing and strengthening PPM strategy in Pakistan, Mercy Corp with support of Bill and Melinda Gates started implementation of “Use of Digital Systems to Engage Private Providers for Tuberculosis in Pakistan (DEPP-TB)”. Under this grant, Mercy Corps will implement the following core functions:

- Develop and deploy case-based digital TB notification system (PPM Hub) for registration of TB patient data, their follow-up, contact screening and preventive treatment
- Scale up of E-TB pharmacy application
- Impact Evaluation: Analyzing KIT/EPCON developed predictive Modelling for TB ACF in Pakistan

To achieve the milestone a country-wide PPM Hub will be established that will serve as a digital platform for TB case management and to support different components of PPM program whereby all digital tools and apps will be linked with the DHIS II tracker.

5.2 Scope of Work (SOW)

Refer to attachment No# 04

6. Attachments to the Tender Package

Attachment 1 - Supplier Information Form

Attachment 2 - Price Offer Sheet

Attachment 3 – Sample Contract (This is the anticipated contract. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.)

Attachment 4 -Scope of Work (SOW)

Attachment 5- Quality Control Plan (QCP)