

**REQUEST FOR EXPRESSIONS OF INTEREST  
[CONSULTING SERVICES– FIRMS SELECTION]**

**INDIA – Uttarakhand Health Systems Development Project**

Loan No./Credit No./Grant No.: 5948-IN

**Assignment Title: Hiring of a Consultant [Firm] to Develop and Design  
Comprehensive Disaster Preparedness Plan and Capacity Building plan for Disaster  
Management for the Health Department of Government of Uttarakhand**

**Procurement Plan Reference Number: IN-UKHFWS-227660-CS-QCBS**

The Government of Uttarakhand has received financing from the World Bank toward the cost of the Uttarakhand Health Systems Development Project [UKHSDP]. The Uttarakhand Health and Family Welfare Society [UKHFWS] which is the implementing agency for the UKHSDP intends to apply part of the proceeds for consulting services.

The Consulting Services [“the Services”] include **Hiring of a Consultant [Firm] to Develop and Design Comprehensive Disaster Preparedness Plan and Capacity Building plan for Disaster Management for the Health Department of Government of Uttarakhand**

The Project now invites eligible consulting firms [“Consultants”] to indicate their interest on-line on eProcurement portal of Government of Uttarakhand, <https://www.uktenders.gov.in/nicgep/app> , in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

Request for Proposal [RFP] documents will be issued to shortlisted consultants.

Shortlisting criteria:

1. The consultant firm/ Joint Ventures (upto a maximum of 2 members) should have all relevant documents sufficient to demonstrate that it is a registered legal entity or comprised of legal entities.
2. The consultant firm should have minimum 5 years of documented experience in the areas of all [i] health care training; [ii] Gap assessment studies especially disaster management training/ emergency response situations during disaster; and [iii] program planning, budgeting and monitoring consultancy, academic institutions, etc. [iv] Experience of conducting training needs assessments for disaster management in health and social welfare domains least 5 years
3. The consultant firm should have experience of completion of atleast 2 similar assignments within last 5 years in the health or development sector preferably in smaller/hilly states having proven capability in Development and Designing

Comprehensive Disaster Preparedness Plan and Capacity Building plan for Disaster Management.

A consultant will be selected in accordance with the Quality and Cost Based Selection [QCBS] method set out in the Consultant Guidelines.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers, January 2011 and revised July 2014 ["Consultant Guidelines"], setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

To participate in the e-tendering process, a firm is required to enrol on the e-Procurement module of the Uttarakhand e-tender Portal [URL: <http://uktenders.gov.in>] free of charge.

The REOI is available online at Uttarakhand e-tender portal <http://www.uktenders.gov.in> from May 20, 2021 to June 04, 2021 [up to 15.00 hours IST] for viewing/downloading free of cost.

Expression of Interest [EOI] must be submitted online only at <http://uktenders.gov.in> by or before June 04, 2021 [up to 15.00 hours IST]. EOI submitted through any other mode shall not be entertained.

Further information can be obtained at the address below during office hours [*i.e., 1000 to 1700 hours*].

Project Director  
Uttarakhand Health Systems Development Project  
Uttarakhand Health and Family Welfare Society  
2<sup>nd</sup> Floor, Red Cross Building,  
Village: Danda Lakhaund, P.O.: Gujrada,  
Sahastradhara Road,  
Dehradun  
Uttarakhand PIN- 248001  
INDIA  
Phone : 91 11 1352607610  
E Mail – [apd.ukhsdp@gmail.com](mailto:apd.ukhsdp@gmail.com)

## **Response Formats**

### **FORM I: COVERING LETTER**

[On Company Letterhead]

[Location, Date]

To:

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*Subject: Expression of Interest for the **Hiring of a Consultant [Firm] to develop and Design Comprehensive Disaster Preparedness Plan and Capacity Building plan for Disaster Management for the Health Department of Government of Uttarakhand***

Dear Sir,

We, the undersigned, offer to for “Development, Deployment and Maintenance of Information Technology based e-Hospital Software Solution under the Uttarakhand Health System Development Project” with your Request for Expression of Interest dated [\_\_/\_\_/2020] and our response.

2. Primary and Secondary contacts for our company are:

	<b>Primary Contact</b>	<b>Secondary Contact</b>
<b>Name</b>		
<b>Title</b>		
<b>Company Name</b>		
<b>Address</b>		
<b>Phone</b>		
<b>Mobile</b>		
<b>Fax</b>		
<b>e-Mail</b>		

3. We are hereby submitting our Expression of Interest (EOI) on Uttarakhand e-tender Portal [URL: <http://uktenders.gov.in>]. We understand you are not bound to accept any EOI you receive.
4. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to UKHFWS/UKHSDP is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.
5. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favour our company in the short-listing process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so, for

undertaking the work to Development, Deployment and Maintenance of Information Technology based e-Hospital Software Solution under the Uttarakhand Health System Development Project

6. We agree to abide by the conditions set forth in this EOI.

7. It is hereby confirmed that

*I / We are entitled to act on behalf of our corporation /company / firm / organization and empowered to sign this document as well as such other documents, which may be required in this connection.*

Dated this,                      Day of, 2021

(Signature) (In the capacity of)

Duly authorized to sign the EOI Response for and on behalf of: Sincerely,

[Name]

[Title Signature Date]

(Name and Address of Company) Seal/Stamp of the Company(s) / Lead Consultant

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I, ....., certify that I am .....  
of....., and that ..... who  
has signed the above response is authorized to bind the Company/Firm by  
authority of its governing body.

[Date]

(Name and Address of Company) Seal/Stamp of the Company(s) / Lead Consultant

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## **FORM II: GENERAL DETAILS OF THE ORGANISATION**

### **Details of the Organization**

Name of organization

Nature of the legal status in India

Legal status reference details

Nature of business in India

Date of Incorporation

Date of Commencement of Business

Address of the Headquarters

Address of the Registered Office in India

Other Relevant Information

## **FORM III: SIMILAR PROJECT EXPERIENCE**

### **Project Experience**

General Information

Name of the project

Client for which the project was executed

Name and contact details of the client

Current Status

### **Project Details**

Description of the project

Geographical Scope

Outcomes of the Project

Applications

Technologies Used

Infrastructure

Operations and Services

Number of Locations / Sites

### **Other Details**

Duration of Implementation (post selection)

Total Duration of the project (no. of months, start date, completion date)

Total cost of the project

Total cost of the services provided by the Consultant

Other Relevant Information

### **Mandatory Supporting Documents:**

- a. Work Orders / Client Certificate (including the cost details of the project excluding hardware components) confirming year and domain of activity should be attached. Supporting documents for cost of project undertaken to be provided. In case of foreign currency projects, the project value should be shown in INR as per the conversion rate prevailing at the time of award of the work order.
- b. The Consultant(s) / Joint Venture should produce the “satisfactory completion of works certificate” from the clients in reference to the works they have cited.
- c. Complete details of the scope of the project should be provided to indicate the relevance to the shortlisting criterion (which is part of minimum qualification criteria).

## TERMS OF REFERENCE

### **Assignment Title: Hiring of a Consultant [Firm] to Develop and Design Comprehensive Disaster Preparedness Plan and Capacity Building plan for Disaster Management for the Health Department of Government of Uttarakhand**

#### **1. Introduction to the Project**

Uttarakhand Health Systems Strengthening Project [UKHSDP] is conceived as a strategic initiative to enhance people's access to quality health care services in the state of Uttarakhand. The Project is financed by the World Bank and implemented by Uttarakhand Health and Family Welfare Society [UKHFWS]. The project seeks to support Uttarakhand in improving access to quality health services and in providing health financial risk protection. Specifically, the project focuses on improving access to health services for the predominantly remote population of the state, through strengthening public and private health-delivery systems; promoting greater stewardship and managerial capacity in the health directorate; improving information systems; augmenting monitoring and research; and extending coverage of state health insurance scheme beyond hospitalization to include primary healthcare services.

Project is to be implemented over six years with total cost of US \$87.5 Million, out of which the World Bank is providing financial support of US \$70 Million and 17.5 from Government of Uttarakhand. Project Development Objective (PDO) is to improve accesses to quality health services, particularly in the hilly districts of the state and to expand health financial risk protection for the residents of Uttarakhand. The project has two components: a) Innovations in engaging the private sector [for integrated service delivery and for health financing], and b) Stewardship and health systems improvement. A description of the activities under the two project components is provided below.

#### **Project Components**

**Component 1. Innovations in engaging the private sector:** This component expands access to services by creating integrated, technology-enabled health system architecture with enhanced focus and availability of primary care, emergency care and necessary referral services. It also endeavours to expand financial protection by defining a benefit package of primary care services for child and adolescent health care and for the management of non-communicable diseases.

**Component 2. Stewardship and system improvement:** This component strengthens the government's capacity to engage effectively with the private sector, and therefore, to enable the government to provide effective stewardship to improve the quality of services in the entire health system and particularly in its capacity to effectively pursue the innovations being planned under this project. The component focuses on strengthening the institutional structures for stewardship and service delivery and augmenting the state's human resource capacity, so that the necessary skill sets required for effective implementation of the project and the state's health programs are available. It also supports Facilities Assessment as well as contracting of agencies on a turnkey basis to support the attainment of NABH quality standards in identified public health facilities in the state. Finally, the component promotes a



multidisciplinary approach that strengthens the ability of the health system to respond to seasonal and context-specific needs. Project management costs also be financed from this component.

## **2. Background and Context**

Disasters leads devastating effect on the human social life, leaving a trail of human agony including short- and long-term trauma on the survivors. Under UKHSDP, for strengthening the disaster health response of the state a trauma resilient system will be developed under which the activities will be designed to coordinate and complement the on-going activities and investments under Bank-supported Uttarakhand Disaster and Recovery Project. Generally, in any response the physical effects of survivors get immediate attention and psychosocial needs often given less importance if not intervened may lead to dysfunction and disability. Timely psychosocial support and mental health services (PSSMHS) will avert long term psychosocial problems and accelerate the recovery of survivors.

## **3. Objective of the Assignment**

The overall objective of the assignment is to develop a comprehensive disaster preparedness and management plan to ensure a trauma-resilient health system so as to attend to emergency response disaster eventualities that could prevent considerable loss of life and contribute to favourable health outcomes through timely and appropriate treatment of trauma victims. The plan would be regularly updated and fully integrated with the broader state disaster management plan. This plan will take account relevant human resource needs and available expertise, and the ability to mobilize the resources in disaster situations to where it may be needed. Long-term goal will be to have the health sector prepared to respond to any disaster in a way that is fully coordinated with other sectors.

## **4. Scope of Services**

The Scope of assignment includes development of disaster management plan incorporating learnings from the existing disaster management strategies of the state and central government and also taking in consideration international best practices including trauma-resilient features. Based on the above, capacity building activities (such as structured training programs, on-site training, and on-the-job learning programs, etc.) will also be designed. A detailed disaster preparedness plan will be prepared as part of this assignment in consultation with different stakeholders at state and district level including the Uttarakhand State Disaster Management Authority (USDMA) and Disaster Mitigation & Management Centre (DMMC) at district levels and other relevant stakeholder.

The scope of services of the assignment involves undertaking a situational analysis of current status of disaster preparedness and training programs in the state as mentioned below:

- Reviewing existing disaster training programs and materials, and identify gaps;

- Development of disaster management plan in line with state and district disaster management plan (consultations, desk reviews etc.) and Intersectoral meetings with different stakeholders from Health department,
- Conducting training needs assessment in the context of disaster preparedness and management to identify the capacity building needs for different cadre of staff in the health sector for strengthening the disaster response and management across the state. Based on this the training needs will be identified by administering situational and skill assessments to equip with disaster management skills (Prevention and Mitigation Planning, Emergency Response Planning, Relief and Recovery Plan and Resource Planning including Financial and Human Resource. The assessment will be conducted for sample size selected from the field staff (ANMs, ASHAs, Health Supervisors, MPWs etc.), health facility staff such as medical, paramedical staff, and other staff of the Health Department (Table 1)
- Development of strategic framework for the implementation of training programme including the training strategy and training plan (identification of trainees, review of existing training materials and development of materials/course for training, conducting training programs etc.)
- Submission of the Comprehensive Disaster Preparedness Plan strategy to the State government

**Table 1 : HEALTH CADRE-WISE DISTRIBUTION OF AVAILABLE HEALTH STAFF** (Source: Department of Medical Health & Family Welfare, Govt. of Uttarakhand, Health Resources -Medical & Paramedical<sup>1</sup> and capacity building and strategy document under Training need assessment (UKHSDP))

SN	Staff Position	Total Nos in Position*
1	Medical Officer /Lady Medical Officer	2531
2	Deputy CMO/ Administrative	121
3	Super Specialist	
4	Dental Surgeon	133
5	Matron/Assistant Matron/Sister-in-charge	47
6	Assistant Matron	15
7	Sister	363
8	Staff Nurse	1117
9	District Pharmacy Officer	10
10	Chief Pharmacist/treatment supervisor	187
11	Pharmacist	1359
12	X-Ray Technician	163
13	Dark Room Assistant	63
14	BCG Team Leader	4
15	BCG Technician	17

<sup>1</sup><http://health.uk.gov.in/pages/display/113-human-resource-medical-and-paramedical>

SN	Staff Position	Total Nos in Position*
16	Occupational Therapist /	7
17	Physiotherapist	47
18	Health educator/NHM/Vertical program counsellor	10
19	Dental Hygienist	91
20	Senior Lab Technician /SLS	6
21	Lab Technician	329
22	ECG Technician	18
23	OT Technician	3
24	Health Supervisor (Male)/TB health visitor	417
25	Health Supervisor (Female)/TB health visitor	343
26	Female Health worker (ANMs)	1925
27	ANM (As per NRHM)	1631
28	District Malaria Officer (DMO) District NVDC Officer/IDSP district epidemiologist	13
29	ASHA	~12,000
30	Ward Boys	170
	Class 4 Staff	1170

## 5. Task to be undertaken

The consultant firm shall perform the following tasks using consultative and participatory approaches and methods adapted as per [www.ndma.gov.in](http://www.ndma.gov.in)

- Undertake a situational analysis/ gap assessment/as-is analysis of current status of training programs and identify gaps in service provision for strengthening the disaster response and management across the state.
- Conduct Intersectoral meetings/ workshops with key stakeholder at various departments (SDRF, DMMC, District health Society, Civil Engineering department, Finance, Health, ICDS, Red cross, UNDP and any other relevant department) to draw insights and opinion on the need assessment and gaps in service provision
- Undertake a provider analysis focusing on knowledge, attitude, behaviour and practice in health care service delivery during disaster situation. This will also include review of national<sup>2</sup> and state<sup>3</sup> disaster management plan and expected role of health sector in that.
- Assess the capacity-building needs and training strategy for as mentioned above.
- Development of strategic framework for disaster preparedness plan and developing gap analysis report for trauma-resilient system (with topics listed in table 1) including:
  - Infrastructure, service delivery, and technical capacity
  - Disaster Preparedness Capacity Development
  - Education and Training
  - Community Based Disaster Management

<sup>2</sup> <https://ndma.gov.in/sites/files/PDF/ndmp-2019>

<sup>3</sup> [https://dmmc.uk.gov.in/files/pdf/complete\\_sdmap.pdf](https://dmmc.uk.gov.in/files/pdf/complete_sdmap.pdf).

- Networking, Awareness other Measures

Table-2: Topics to be Covered Under Strategic Framework

SN	Indicators	Topic to be covered in need assessment
1	<b>Disaster Preparedness</b> Capacity development	<ul style="list-style-type: none"> <li>• Sensitisation and training (Basic and advance) across identified departments, sectors and levels.</li> <li>• Awareness on national, regional and nodal capacity building institutions and disaster management resource centres at district and state level.</li> <li>• Awareness about District Counselling Centres under Dept of Social welfare/ Women and Child Development (WCD).</li> <li>• Mapping of vulnerable groups and accord priority in preparedness activities.</li> <li>• Knowledge about resource base and data management/documentation in psychosocial management of the trauma survivors</li> </ul>
2	<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>• About Disaster management and psychosocial and mental health coping strategy in Post-Graduate Curriculum of Psychiatry, Psychology, Social Work, Disaster Management, Emergency Medicine and Health Education.</li> <li>• Reviewing current training programmes in the area of Psychology, Social Work, Mental Health, Emergency Medical Response, Hospital Administration, Nursing and Paramedics.</li> <li>• Involvement and training of local community volunteers in basic psychosocial support during disaster response situation.</li> <li>• Mobilize trained psychosocial response teams national and state level.</li> <li>• Map vulnerable groups and accord priority in preparedness</li> </ul>
3	<b>Community Based Disaster Management</b>	<ul style="list-style-type: none"> <li>• Inclusion in the CBDM Plan and training of Panchayat Raj Institute (PRI) team members and other key members.</li> <li>• Developing awareness materials including Do's and Don'ts in such situation for the community.</li> </ul>

SN	Indicators	Topic to be covered in need assessment
		<ul style="list-style-type: none"> <li>• Evolve a mechanism for community outreach education programmes on Trauma –resilient system</li> </ul>
4	<b>Networking, Awareness other Measures</b>	<ul style="list-style-type: none"> <li>• Enhance the network of institutions working in the field of mental health, give focus for creating PPP to augment the community resources.</li> <li>• Take measures to increase public awareness about psychosocial care in disasters.</li> <li>• Integrating with all training programmes in the area of Psychology, Social Work, Mental Health, Emergency Medical Response, Hospital Administration, Nursing and Paramedics.</li> <li>• Involve and train local community volunteers in basic psychosocial support.</li> <li>• Mobilize trained psychosocial response teams national and state level. Map vulnerable groups and accord priority in preparedness activities.</li> </ul>
5	<b>Infrastructure and service delivery measures</b>	<ul style="list-style-type: none"> <li>• Enhance technical preparedness with respect to addressing different types of potential traumas induced by any natural or man-made disasters towards developing adaptable and resilient health care systems in emergency</li> <li>• Assessment of gaps in critical infrastructure and equipment that will be required for addressing trauma and potential measures to augment them.</li> <li>• Assessment of gaps in human resource availability at critical locations and potential options to augment it.</li> <li>• Capacity and awareness in reduction of underlying risk factors to health and health systems</li> </ul>

## 6. Plan of Work

As part of the inception report, the selected firm shall provide a detailed mode of work, methodology, key information sources to be used, and institutions / organizations to be consulted in undertaking the task.

7. **Deliverables and Timelines:** The Consultant shall submit the following reports [in the desired format] acceptable to PIT to help in monitoring and evaluation of deliverables with timelines

SN	Deliverable	Broad Contents	Timeline	Payment
1	Inception Report and tool for 'as-is' assessment	Details of the proposed activities of the assignment along with timelines; draft tools for gap assessment; define structure for final gap report; and methodology	15 working days from the signing of contract	10% of contract Value
2	Draft 'Situational or as-is or Gap Analysis analysis of training and capacity building program in the state in the context of disaster preparedness and response	'Situational analysis of capacity of health care providers to respond to disasters in the state. The analysis would contain current status and gaps in the areas of healthcare workforce capacity, infra, HR, community health engagement etc. in the context of preparedness and response to disasters in the state This report shall incorporate recommendations and feedback received from key stakeholders (including government) on inception report and tools	45 days of submission of inception report and 'as is' tools	20% of contract Value
3	Final Gap Analysis Report	Submit final report along with a Power Point presentation on key highlights of the report including recommendations. This report shall incorporate recommendations from key stakeholders (including government) on draft report	15 days after acceptance of final gap analysis report.	20% of the contract value
4	Capacity Building and Training strategy Report	Separate report containing details of training plan and strategy along with timelines and periodicity of training, tentative budget.	Within 15 days after acceptance of final report	20% of the contract value
5	Health sector Disaster Preparedness plan Report	Submitting a final health sector disaster preparedness plan that would support the existing disaster management strategy of the state including reviews and feedback from stakeholders' consultations at state level,	30 days after acceptance of training strategy report	30% of the contract value

SN	Deliverable	Broad Contents	Timeline	Payment
		district, sub district and local levels.		

### 8. Duration of the Assignment

The expected duration of the assignment is 4 months from date of contract signature. The performance of the consultant will be formally evaluated after 1 months to assess if the Consultant's contract period should be extended or not.

### 9. Team Composition and Desired Qualification Requirements for the Key Experts [and any other requirements which will be used for evaluating the Key Experts]

UKHFWS will assess the demonstrated experience and capacity of interested consulting firms applying for this assignment. The selected firm will be expected to deploy sufficient amount of manpower required to successfully deliver the tasks. An indicative manpower requirement for the assignment of must include key experts of suitable qualifications and experience for the key positions tabulated below:

**Table 4 Minimum Qualifications Desired and Indicative Experience of Key Experts**

SN	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimated person Months
K1	<b>Team Leader</b> [1 No]	The person will have the overall responsibility of ensuring quality, timeliness and for ensuring satisfactory completion of deliverables within stipulated timelines	S/he should be at least a post-graduate in Public Health//Hospital Management/ disaster management/ Social Work or equivalent discipline with at least 10 years' overall experience, 5 years of which should be in strategic health trainings. Specialization or extensive practical experience in disaster management/strategy related to health sector will be a desirable qualification. A diploma or degree in Management is desirable.	<i>4 persons month</i>
K2	<b>Technical Health Specialist</b> [2 Nos]	These persons will be responsible for overall gap analysis monitoring, preparation and field testing of standardized training modules,	They should be a post-graduate in Public Health/Hospital Administration/disaster management or equivalent discipline with at least 5 years' overall experience including practical experience in disaster	<i>8 cumulative for both</i>

SN	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimated person Months
		supervising and ensuring timeliness and quality of technical content of all trainings for both Garhwal and Kumaon	management/strategy related to health sector	
K3.	<b>Research officers [4 Nos]</b>	This person will be responsible for developing and monitoring of training Plan of Garhwal and Kumaon region under guidance of health specialist and will overall in-charge of field level situation analysis assessment.	The person should have a master's degree in social science, Statistics, Public Health or Disaster Management studies with research experience of 5-7 years Trainees. Experience in training related to health sector will be desirable.	<i>16 persons months</i>
4	<b>Field Officers (4)</b>		Graduation in any field with 3 years' experience in data collection in disaster prone or hilly area	<i>16 persons month</i>
TOTAL- 11 Key experts				<i>44 persons months</i>

#### 10. Client's Input and facilities to be made available to the consultant by the client

The firm is expected to co-ordination work with different departments to facilitate background knowledge helpful in formulation of documentary material. The UKHSDP will provide necessary details as required by the Firm. The reference letters as and when needed by the firm for better Intersectoral coordination with various department/ stakeholders will be provided.

#### 11. Composition of review committee to monitor consultant's work

The Project Implementation Team [PIT] of the UKHFWS has appointed Joint Director, Health System Strengthening [HSS], UKHFWS to monitor and coordinate the activities of the selected consultant. The JD, HSS, shall closely follow up with the selected firm and provide necessary guidance, documents, information, contact details and coordinates, provide support to facilitate meetings, etc., on a timely basis, during the assignment. The JD, HSS, UKHFWS



shall also coordinate with relevant stake holders to ensure access to relevant stakeholders and information.

A fortnightly review of the assignment shall be done under the chairmanship of Project Director/Additional Project Director at Project Office at Dehradun upon submission of monthly progress report which shall have the following members:

- Project Director /Additional Project Director; UKHSDP
- Joint Director; Health System Strengthening UKHSDP
- Assistant Director Procurement; UKHSDP
- Designated expert
- Any other official designated by the Project Director

## **12. Copyright**

All materials and documentation during the assignment will be the sole property of UKHFWS.