

CORRIGENDUM 2- DATED: 15th APRIL, 2020

INDIA –UTTARAKHAND HEALTH SYSTEMS DEVELOPMENT PROJECT

Name of Assignment: **Initial Scoping Study towards communication and Citizens Engagement in Pauri and Ramnagar Clusters**

RFP Number : **IN-UKHFWS-148113-CS-QCBS**

RFP Issue Date : **02 March, 2020**

The following amendment is issued to the RFP Number IN-UKHFWS-148113-CS-QCBS dated: 02 March, 2020 and corrigendum dated: 30 March, 2020.

Change/Extension in Proposal Submission Deadline

ITC Data Sheet Clause Number 17.7 and 17.9			
Original		As Amended and To Be Read As	
17.7 and 17.9	The Proposals must be submitted no later than: Date: 17th April, 2020 Time: 15:00 HRS IST The Proposal shall be submitted electronically only on https://uktenders.gov.in/nicgep/app Proposals submitted through any other mode shall summarily be rejected.	17.7 and 17.9	The Proposals must be submitted no later than: Date: 5 th May, 2020 Time: 15:00 HRS IST The Proposal shall be submitted electronically only on https://uktenders.gov.in/nicgep/app . Proposals submitted through any other mode shall summarily be rejected.

All other terms and conditions remain unchanged.

Additional Project Director

Uttarakhand Health Systems Development Project

Assignment Name : Initial Scoping Study towards communication and Citizen's Engagement in Pauri & Ramnagar Cluster

RFP No- IN-UKHFW-148113-CS-QCB

The following clarifications are provided in response to queries sought by Shortlisted Firms on Requests for Proposal (RFP)

Sl.No.	RFP Reference	RFP Content	Clarification Sought /Queries/Bidders' Submission	UKHFW Response
1	Clause 21.1	Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals Specific Experience of the Consultant as a firm relevant to the Assignment (20 Marks) 1. Experience of undertaking assignments in public healthcare domain 2. Assignments related to evaluations and Surveys in the Health Sector	We request you to kindly consider the following revisions: 1) Experience of undertaking assignments in public healthcare domain/ social sector in India and/ or internationally 2) Assignments related to evaluations and surveys in the Health/ social sector in India and/ or internationally	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.
2	Clause 21.1 D	Key Experts' qualification and competence for the assignment. Please provide separate team composition for each cluster Team Leader Essential: Fulltime postgraduate degree in Social Development/ Sociology/ Anthropology/ Social Sciences/ Social Work / Public Health/ Extension and Communication/ Management Studies/ Mass Communication from Govt. recognized university. Team Member Essential: Fulltime postgraduate degree in Social Development/ Sociology/ Anthropology/ Social Sciences/ Social Work / Public Health/ Extension and Communication/ Management Studies/ Mass Communication from Govt. recognized university.	Please consider the following revisions Team Leader Postgraduate degree in Social Development/ Sociology/ Anthropology/ Social Sciences/ Social Work / Public Health/ Extension and Communication/ Management Studies/ Mass Communication from nationally and/or internationally reputed university Team Member Postgraduate degree in Social Development/ Sociology/ Anthropology/ Social Sciences/ Social Work / Public Health/ Extension and Communication/ Management Studies/ Mass Communication from nationally and/or internationally reputed university	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.
3	Form Tech-2	B- Consultant Experience List only those assignments for which the Consultant was legally contracted by the Client as a company or was one of the joint venture member	We request you to kindly consider the following revisions: List only those assignments for which the Consultant was legally contracted by the Client as a company or was one of the joint venture members or was one of the consortium partners	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.

Sl.No.	RFP Reference	RFP Content	Clarification Sought /Queries/Bidders' Submission	UKHFWS Response
4	FORM TECH-4	FORM TECH-4	Suggested structure of your Technical Proposal provided in page 50 and 51 is different. Kindly confirm the structure of the FORM TECH	Please refer to Bid Data sheet Clause 10.1 which clearly states that "The Proposal shall comprise the following: For FULL TECHNICAL PROPOSAL (FTP)" Hence Structure for Form Tech-4 (For Full Technical Proposal only) is applicable.
5		Timeframe	Request you to kindly allow the consultants to propose a timeframe (less than 6 months) in line with the proposed approach	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.
6	Clause 21.1, point no.A.3	Eperience of conducting Health/Social Sector Studies in Uttarakhand/Other hill States	point no.A.3 Experience of conducting Health/Social Sector Studies in Uttarakhand/Other hill States Whether hilly or non-hilly state evaluation is a skill set which does not depend on geography of state. Ofcourse, the data collection timeline changes with doing a survey in hilly terrains. One of the issue that impacts rather is experience of the firm that has designed inclusive surveys: So we would request this clause to be changed as follows: 'Experience of conducting Health/Social Sector Studies in Uttarakhand/Other difficult terrains for vulnerable sections of the population (women, children, old age)'	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.
7	Clause 21.1, point no.A.3:	Eperience of conducting Health/Social Sector Studies in Uttarakhand/Other hill States	The scores have a very narrow range, which does not add value to assessment between someone who has undertaken 3 or 4 assignments: unless theres a huge difference in numbers. So the scoring can be made simpler for encouraging competition: 5 or more assignments = 5 Marks 2-4 assignments = 3 Marks 1 assignment = 1 Marks No assignments = 0 Marks	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.

Sl.No.	RFP Reference	RFP Content	Clarification Sought /Queries/Bidders' Submission	UKHFWS Response
8	Clause 21.1	Eperience of undertaking assignments in public healthcare domain	We request the following: Eperience of undertaking assignments in public health/Community Mobiliation domain More than 3 assignments = 5 Marks 2-3 assignments = 3 Marks 1 assignment = 1 Marks No assignments = 0 Marks	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.
9	Clause 21.1	Assignments related to evaluations and Surveys in the Health Sector	We request the following: Assignments related to evaluations and Surveys for Community Mobiliation. More than 3 assignments = 5 Marks 2-3 assignments = 3 Marks 1 assignment = 1 Marks	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.
10	Clause 21.1, point no.D.1	Fulltime postgraduate degree in Social Development/ Sociology/ Anthropology/ Social Sciences/ Social Work / Public Health/ Etension and Communication/ Management Studies/ Mass Communication from Govt. recogined university.work experience More than 05 years	☒ For a project like this, we will need a Team Leader (TL) who understand public health and hospital operations with more than 20 years of experience. An eperience of hospital management will be required to design the facility survey to understand the supply side adequacy. ☒ This is a pure evaluation exercise in health sector, so PG in public health is relevant with experience for PPP, hospital management and undertaking such assignments. ☒ PG in communication or mass communication is not relevant at rather dilutes the expertise. Also, a 5 year experienced person can only be a supervisor. He/she will never have experience to design and lead qualitative and quantitative studies. Also, we understand from our past experience is that TL need not be posted full time. Therefore, we propose the following: 1. A TL with PG in public health or Hospital Management from a reputed government organization; with experience in PPP and assessments 2. The TL can be part time position to design the evaluation and assure quality of evaluation, analysis, report writing; and therefore need not be FTP. 3. We propose a FTP position of Field Supervisor to supervise work across both the clusters with 3-5 years of experience to have supervised data collection, entry, transcription and translation.	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.

Sl.No.	RFP Reference	RFP Content	Clarification Sought /Queries/Bidders' Submission	UKHFWS Response
11	Section 7 on Terms of reference	The Objective of the study is asking only for situational analysis	A mere situational analysis will not be enough. The objective should clearly spell on the expectation of the study. Therefore, we propose to revise the objectives as follows: i. To capture perspectives of families, community representatives, frontline workers (ASHA/ANM), facilitybased providers (MOs/ SNs / ANMs / Others), and key local program/ policy decision-makers at block / district / state levels on the enablers and barriers for providing services ii. To measure the knowledge, attitude, practices and identify pathways and bottlenecks to care seeking. iii. In addition to this, the study is also intended to capture the level of exposure of the different communications campaigns (Government of Uttarakhand) among the target audience. iv. Map private providers in both the cluster (where we will try to identify number of private providers including RMPs with distance from SC / PHC / CHC / DH and what kind of services they are providing and what they do (Referral pathway) if they come across any major illness or case). v. Map of public health facilities (where we will be exploring Infrastructure, HR, Training received by each of the staff, equipments drugs and supplies, services given at facility and community and geographical location of the facility with distance from SC / PHC / CHC / DH and what they do (Referral pathway) if they come across any major illness or case.) vi. Undertake facility assessment to assess the adequacy of quality of care provided in the facilities.	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.
12	Section 7, Terms of Reference	Understanding the perception of PPP mode of health delivery system among target community Reduce control and influence over the health facility Other concerns Level of awareness about UKHSDP among target community	How can target community comment on these In our opinion, target community doesn't care if it's a PPP or government or private hospital. All that matters to them is accessibility, price, quality of services.	The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.
13	Section 7, Terms of Reference	Health Facility Staff (both contractual and regular) in PPP facilities	Is the staff for the PPP facilities identified If yes, only then this survey can be done with them	Yes

Sl.No.	RFP Reference	RFP Content	Clarification Sought /Queries/Bidders' Submission	UKHFWS Response
14	Section 7 , Terms of Reference, Objectives	-	<p>We have only sought to assess the demand side of intervention, such as ☐ Health seeking behaviour ☐ Perceptions and concerns ☐ Preferred channel of communication ☐ Staff perception</p> <p>We have not assessed the supply side of intervention, whether the PPP has adequate facility to provide care. Therefore, we propose that a Facility Assessment of select facilities be undertaken as a part of the study to get a comprehensive picture of the clusters.</p>	<p>The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.</p>
15	Section 7 , Terms of Reference, Sample Size	-	<p>Since theres no sample size and method of evaluation defined, there will be huge variation in the way bidders will present their study method. While this is good, it might be constrained if the budget layout is inadequate. Therefore, we propose that the budget be fixed and the bidders be evaluated only on their technical strength. This is typically a study of 80-84 lac, if we want to get both the demand and supply side information, use CAPI and statistical tools.</p>	<p>The bidder's request was considered by the Authority but was not found feasible. Hence, no change will be made in this regard.</p>