

## Addendum no. 1:

## “Hiring of Project Management Agency (PMA) to support implementation of Meghalaya Health Systems Strengthening Project (MHSSP)”

Clause Ref.	Original clause	Amended clause
Section 2. Instructions to Consultants E. Data Sheet; C- Submission, Opening and Evaluation, Clause 17.7 and 17.9	<p><b>The Proposals must be submitted no later than:</b>  <b>Date:</b> 5th March, 2021  <b>Time:</b> 1500 Hrs  <b>The Proposal submission address is:</b>  Meghalaya Health Systems Strengthening Project (MHSSP)  Health Complex, Red Hills, Laitumkhrach  Shillong – 793003  Meghalaya  Email: <a href="mailto:procurement.megh@meghssp.org">procurement.megh@meghssp.org</a></p>	<p><b>The Proposals must be submitted no later than:</b>  <b>Date:</b> 6th April, 2021  <b>Time:</b> 1500 Hrs  <b>The Proposal submission address is:</b>  Meghalaya Health Systems Strengthening Project (MHSSP)  Health Complex, Red Hills, Laitumkhrach  Shillong – 793003  Meghalaya  Email: <a href="mailto:procurement.megh@meghssp.org">procurement.megh@meghssp.org</a></p>
Section 2. Instructions to Consultants E. Data Sheet; C- Submission, Opening and Evaluation, Clause No 19.1	<p><b>An online option of the opening of the Technical Proposals is offered: Yes.</b>  <b>The opening shall take place at:</b>  “same as the Proposal submission address via Zoom”.  <i>(The link for the opening will be uploaded in the department’s website on 5th March, 2021 by 1400 Hrs, i.e, <a href="http://www.nhmmeghalaya.nic.in">www.nhmmeghalaya.nic.in</a> however access to the opening will be provided only to the firms whose proposal reached before/on the submission timeline)</i>  <b>Date:</b> same as the submission deadline indicated in 17.7.  <b>Time:</b> 1530 Hrs  <b>In the event of the specified date of proposal opening being declared a holiday for the Client, the proposals will be opened at the appointed time and location on the next working day</b></p>	<p><b>An online option of the opening of the Technical Proposals is offered: Yes.</b>  <b>The opening shall take place at:</b>  “same as the Proposal submission address via Zoom”.  <i>(The link for the opening will be uploaded in the department’s website on 6<sup>th</sup> April, 2021 by 1400 Hrs, i.e, <a href="http://www.nhmmeghalaya.nic.in">www.nhmmeghalaya.nic.in</a> however access to the opening will be provided only to the firms whose proposal reaches before/on the submission timeline)</i>  <b>Date:</b> same as the submission deadline indicated in 17.7.  <b>Time:</b> 1530 Hrs  <b>In the event of the specified date of proposal opening being declared a holiday for the Client, the proposals will be opened at the appointed time and location on the next working day</b></p>
Section 2. Instructions to Consultants E. Data Sheet; C- Submission, Opening and Evaluation, Clause No 21.1 – Part A: Mandatory Criteria, Sl. No 2	The firm must have a minimum of 5 years of continuous experience in areas of [i]project management; [ii] public health procurement and finance; and[iii] program planning, budgeting and monitoring consultancy,	The firm must have a minimum of 5 years of experience in areas of [i]project management; [ii] public health procurement and finance; and[iii] program planning, budgeting and monitoring consultancy,

Clause Ref.	Original clause	Amended clause
Section 2. Instructions to Consultants E. Data Sheet; C- Submission, Opening and Evaluation, Clause No 21.1 – Part B: Evaluation Criteria	<p>a. General qualifications (general education, training, and experience): 20%</p> <p>b. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments): 65%</p> <p>c. Relevant experience in the northeast region (working level fluency in local language(s)/knowledge of local culture or administrative system, government organization, etc.): 15%</p>	<p>a. General qualifications (general education, training, and experience): 20%</p> <p>b. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments): 70%</p> <p>c. Working in the region - North Eastern part of India, knowledge of local language etc: 10%</p>
Section 2. Instructions to Consultants E. Data Sheet; B- Preparation of Proposals; Clause No 14.1.3	<p>The Consultant's Proposal must include the minimum Key Experts' time-input of _480_person-months.</p> <p>For the evaluation and comparison of Proposals only: if a Proposal includes less than the required minimum time-input, the missing time-input (expressed in person-month) is calculated as follows:</p> <p>The missing time-input is multiplied by the highest remuneration rate for a Key Expert in the Consultant's Proposal and added to the total remuneration amount. Proposals that quoted higher than the required minimum of time-input will not be adjusted</p>	<p>The Consultant's Proposal must include the minimum Key Experts' time-input of _360_person-months.</p> <p>For the evaluation and comparison of Proposals only: if a Proposal includes less than the required minimum time-input, the missing time-input (expressed in person-month) is calculated as follows:</p> <p>The missing time-input is multiplied by the highest remuneration rate for a Key Expert in the Consultant's Proposal and added to the total remuneration amount. Proposals that quoted higher than the required minimum of time-input will not be adjusted</p>
Section 3. Technical Proposal – Standard Forms; Checklist of Required Forms  <b>TECH-7 – CODE OF CONDUCT</b>	General	To be submitted as per the annexure provided at Annexure A
Section 7. Terms of Reference. Sl. 11: Environmental and Social Policy	<p><i>The Works' policy goal, as a minimum, should be stated to integrate environmental protection, occupational and community health and safety, gender, equality, child protection, vulnerable people (including those with disabilities), gender-based violence (GBV), HIV/AIDS awareness and prevention and wide stakeholder engagement in the planning processes, programs, and activities of the parties involved in the execution of the Works. The Client is advised to consult with the World Bank to agree the issues to be included which may also address: climate adaptation, land acquisition and resettlement, indigenous people, etc. The policy should set the frame for monitoring, continuously improving processes and activities and for reporting on the compliance with the policy.</i></p>	<p>Adherence to World Bank's Environmental and Social policies and guidelines: To meet the Objective of the Services and in conducting the activities mentioned as part of Scope of Work, the consultant will factor compliance of World Bank's environmental and social policies and relevant guidelines. Key aspects related to health care including, but not limited to, health, safety, hygiene, safe disposal of medical waste, and WASH practices shall be duly factored. In addition, the attention towards needs and concerns of the vulnerable groups; inclusion of vulnerable groups (e.g. women, elderly people, people living in hard to reach areas, ethnic minorities, people with disabilities) will need to be considered. These aspects will need to be incorporated in the study design. Wider stakeholder consultations are expected following the WHO COVID-19</p>

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	<p><i>The policy should, as far as possible, be brief but specific and explicit, and measurable, to enable reporting of compliance with the policy.</i></p> <p><i>As a minimum, the policy is set out to the commitments to:</i></p> <ol style="list-style-type: none"> <li><i>1.apply good international industry practice to protect and conserve the natural environment and to minimize unavoidable impacts;</i></li> <li><i>2. provide and maintain a healthy and safe work environment and safe systems of work;</i></li> <li><i>3.protect the health and safety of local communities and users, with particular concern for those who are disabled, elderly, or otherwise vulnerable;</i></li> <li><i>4.ensure that terms of employment and working conditions of all workers engaged in the Works meet the requirements of the ILO labour conventions to which the host country is a signatory;</i></li> <li><i>5.be intolerant of, and enforce disciplinary measures for illegal activities. To be intolerant of, and enforce disciplinary measures for GBV, child sacrifice, child defilement, and sexual harassment;</i></li> <li><i>6.incorporate a gender perspective and provide an enabling environment where women and men have equal opportunity to participate in, and benefit from, planning and development of the Works;</i></li> <li><i>7.work co-operatively, including with end users of the Works, relevant authorities, contractors and local communities;</i></li> <li><i>8.engage with and listen to affected persons and organizations and be responsive to their concerns, with special regard for vulnerable, disabled, and elderly people;</i></li> <li><i>9.provide an environment that fosters the exchange of information, views, and ideas that is free of any fear of retaliation;</i></li> <li><i>10.minimize the risk of HIV transmission and to mitigate the effects of HIV/AIDS associated with the execution of the Works;</i></li> </ol> <p><i>The policy should be signed by the senior manager of the Client.</i></p>	<p>guidelines. The Project’s Environmental and Social Management Framework (ESMF) and the Stakeholder Engagement Plan (SEP) shall be referred and followed which will be made available at <a href="http://www.nhmmeghalaya.nic.in">www.nhmmeghalaya.nic.in</a> soon</p>

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	<i>This is to signal the intent that it will be applied rigorously.</i>	

### **REVISED TERMS OF REFERENCE (SECTION 7 of RFP)**

#### **3. Scope of Services, Tasks (Components) and Expected Deliverables:**

**3.5** Support and advisory services to the Project and Govt. of Meghalaya in establishment of digital health information system covering the following:

3.5 (a) Support to the Project in the development and maintenance of web portal of the Project

The web portal will be a single source of information about the activities and progress for monitoring and information dissemination to different stakeholders. The portal will cover:

- i. Information about the Project including all documents related to project implementation plan and structure, procurement, guidelines, grievance redressal, standards, compliances, etc.;
- ii. Procurement Plan; Tender and RFP publication with their documents; Contracts awarded;
- iii. Dynamic system with controlled access to different stakeholders as well as public view for the following:
  - a. Procurement monitoring and contract management system –
  - b. Progress of interventions carried out in different healthcare units/other entities through the Project
  - c. Financial progress
  - d. Grievance Redressal system
  - e. Integrated Dashboard of the Project for monitoring activities of the Project  
(user management module and mobile application may also be developed for these systems as per requirement)
- iv. Success stories of Project interventions
- v. Vacancies in the Project

3.5 (b) Advisory services to Govt. of Meghalaya in establishment of digital health information system for the Department of Health & Family Welfare. This will cover –

- i. Advisory services including development of guidelines and strategies for setting of IT infrastructure and resources (including human resources), for development and sustenance of digital health information system;
- ii. Support the Department of Health & Family Welfare in developing TORs/RFPs and hiring a firm for the development and implementation of the following:
  - a. integrated dashboard (including GIS) for the Department for use at healthcare facility, district and State level as well as public view, using existing applications and national programs' portals with aim to bring all IT initiatives of the Department under one integrated architecture.
  - b. Electronic Medical/Health Records of citizens (integration of e-Hospital, as applicable) covering District Hospitals, Primary Health Centres and Community Health Centres.
  - c. Integrated information system for the Directorate covering human resources, facility/office details, infrastructure, equipment & vehicles, performance,

finance, supply chain management (integration of DVDMS, as applicable), health insurance, etc.; workflow based system at State & District level and periodic reporting by other Units.

- d. Development of an integrated referral system where any Citizen, through a established helpline or online may be guided to the nearest health referral services available.

The firm will also assist the Directorate/Project in monitoring and handholding of the development of above information systems at various stages – approval of documents, testing, training, piloting and rollout.

Clause Ref.	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimated person Months
Section 7. Terms of Reference; Sl. No 6; Team Composition and Desired Qualification Requirements Table 4 Minimum Qualifications Desired and Indicative Experience of Key Experts  <b>KEY EXPERT 6</b>	Information Technology Expert  (1 Number)	S/he will lead the development of web portal of the Project and advisory services for digital information systems for the Directorate	B.E./B.Tech (Information Technology/Computer Science)/MCA. A minimum of 5-7 years of relevant professional experience. Experience of web application/mobile/GIS application development using OpenSource platform and/or National Health portals will be preferred.	60

**Deliverables and Time Schedule for Completion of Tasks of Information Technology Expert**

Sn.	Description of Deliverable	Proposed Timeline
1	Web portal of the Project covering static content	Within 12 weeks of signature of the Contract
2	Grievance Redressal module	Within 16 weeks of signature of the Contract
3	Procurement monitoring module	Within 20 weeks of signature of the Contract
4	Contract management module	Within 30 weeks of signature of the Contract
5	Financial progress module	Within 34 weeks of signature of the Contract
6	Integrated dashboard of the Project	Within 40 weeks of signature of the Contract
7	Technical Support	For the remaining period of the project

Clause Ref.	Key Position and Number	Desired Role	Minimum Qualification and Desired Professional Experience	Estimated person Months
<p>Section 7. Terms of Reference; Sl. No 6; Team Composition and Desired Qualification Requirements Table 5 Minimum Qualifications Desired and Indicative Experience of Non- Key Experts</p> <p><b>NON-KEY EXPERT 7</b></p>	<p>Software Developers (2 numbers)</p>	<p>S/he will be involved in development of web portal of the Project and assistance in review/deployment of digital information systems for the Directorate</p>	<p>B.E./B.Tech (Information Technology/Computer Science)/MCA. A minimum of 3-4 years of relevant professional experience. Experience of web application/mobile/GIS application development using Open Source platform and/or National Health portals will be preferred.</p>	<p>100 (50 each)</p>

**Sd/-**  
**Ram Kumar S, IAS**  
**Project Director, MHSSP**  
**Department of Health & Family Welfare, GoM**

**Form TECH-7 (for FULL TECHNICAL PROPOSAL ONLY)**

**CODE OF CONDUCT FOR EXPERTS Form**

**Note to the Consultant:**

**The minimum content of the Code of Conduct form as set out by the Client shall not be substantially modified.** However, the Consultant may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Consultant shall initial and submit the Code of Conduct form as part of its Proposal.

**CODE OF CONDUCT FOR EXPERTS**

We are the Consultant, [*enter name of Consultant*]. We have signed a contract with [*enter name of Client*] for [*enter description of the Services*]. Our contract requires us to implement measures to address social risks related to the Services, if any, including the risks of sexual exploitation, sexual abuse and sexual harassment.

This Code of Conduct is part of our measures to deal with social risks, if any, related to the Services. This Code of Conduct identifies the behavior that we require from all Experts.

Our workplace for carrying the Services is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

**REQUIRED CONDUCT**

Experts shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements;
3. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
4. not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Experts, or Client's Personnel;

5. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
6. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
7. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
8. complete training/sensitization that may be provided related to the social aspects of the Contract, including; on Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
9. report violations of this Code of Conduct; and
10. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Client.

## **RAISING CONCERNS**

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of person assigned by the Consultant to handle such matters*] in writing at this address [ ] or by telephone at [ ] or in person at [ ]; or
2. Call [ ] to reach the Consultant's hotline (*if any*) and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

## **CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT**

Any violation of this Code of Conduct by Experts may result in serious consequences, up to and including termination and possible referral to legal authorities.

### **FOR EXPERT:**

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of the contact person(s) assigned by the Consultant*] requesting an explanation.



Name of Expert: [insert name]

Signature: \_\_\_\_\_

Date: (day month year): \_\_\_\_\_

Countersignature of authorized representative of the Consultant:

Signature: \_\_\_\_\_

Date: (day month year): \_\_\_\_\_