

**REQUEST FOR PROPOSALS**

**TERMS OF REFERENCE FOR CONSULTANT TO PROVIDE HOSPITAL MANAGEMENT SERVICES FOR THE CLINICS OF NIGERIAN RED CROSS SOCIETY**

**BACKGROUND & CONTEXT**

The Nigerian Red Cross Society in seeking to enhance its financial sustainability has set up a business arm to focus primarily on revenue mobilization activities known as the NRCS Social Enterprise. The NRCS Social Enterprise operates under the supervision of the Managing Director NRCS Social Enterprise and comprises of three departments: Workplace First Aid, Fundraising and Membership, and Asset Development and Management.

The main objective of the Assets Development and Management department is to ensure all property owned by the Nigerian Red Cross Society are secured, free from any encumbrance and put into productive revenue generating use that would over time generate the much-neededincome and added value for the National Society. The activities of this department are managed by the General Manager for Assets Development and Management.

The Nigerian Red Cross Society (NRCS) is a humanitarian organization that provides a range of services to vulnerable communities across Nigeria. As part of its mandate, NRCS operates several clinics that provide essential healthcare services to communities in need. However, the organization has now identified a need to improve the management of these clinics to ensure that they are operating efficiently and effectively.

TheNigerian Red Cross Society (NRCS) is therefore seeking to engage consultant firms to provide hospital management services for its clinics in Ibadan, Calabar, Kano, and Lagos.

**OBJECTIVES**

The main objective of this consultancy is to aid the Nigerian Red Cross Society (NRCS) in becoming more financially sustainable by providing hospital management services for its clinics with an aim to improve the management capacity of NRCS Clinics and enhancing the quality of healthcare services provided to patients. Specifically, the consultant will be expected to:

1. To improve the operational efficiency and effectiveness of the NRCS clinics.
2. To enhance the quality of healthcare services provided to patients at the NRCS clinics.
3. To develop and implement a sustainable business model for the NRCS clinics that will generate revenue and contribute to the financial sustainability of the organization.
4. To establish a monitoring and evaluation framework to measure the impact of the hospital management services on the financial sustainability of the NRCS.

**SCOPE OF WORK**

The consultant will be expected to perform the following tasks:

* Review the current management practices at the selected NRCS Clinic(s) and identify areas for improvement.
* Develop a hospital management system that meets the standard of the NRCS Clinic Operational Guideline and Management Framework.
* Implement the new management system at the selected NRCS Clinic(s).
* Ensure to meet up all financial commitments to NRCS in a timely manner in accordance with the NRCS Clinic Management Services Agreement.

**APPROVAL AND ACCEPTANCE**

All deliverables stated under each category of work are subject to approval of NRCS. Upon receipt of NRCS’s feedback on draft documents developed by the Consulting Company, the Consulting Company will have to modify all documents following the suggestions and recommendations from relevant bodies until the whole set is fully approved by NRCS. Once the contract is awarded, NRCS shall communicate its point(s) of contacts for approval and/or day to day communication.

**OUTPUTS/DELIVERABLES**

| **Desired Outcome** |
| --- |
| 1. Submission of detailed company profile and list of key hospital management staff. |
| 1. Submission of technical proposal on implementation of hospital management services at the selected NRCS clinic(s). |
| 1. Submission of financial proposal for use of selected NRCS Clinic(s). |

**DURATION**

The terms and conditions of the contract shall apply for the duration of the contract, beginning on the date of this assignment, or the actual date of commencement of the work whichever is earlier, and the COMPLETION DATE at the expiration which will be specified within the content of the NRCS Clinic Management Services Agreementand shall be subject to renewal after elapse of the defined duration.

**TECHNICAL PROPOSAL**

The technical proposal shall detail information that should effectively outline the proposed NRCS Clinic management plan to cover the following topics: Facilities management, Medical equipment, supplies and services, bookkeeping and accounting services, financial and management reports. billing and collection; payment of expenses, staff selection and recruitment,licenses, and fees etc.

**FINANCIAL PROPOSAL**

Financial proposals should be submitted separately and should include the bid of the proposed sum which is to be duly paid to the Nigerian Red Cross Society for use of the clinic property/facility issued to the firm.

**EVALUATION OF PROPOSALS**

Proposals from the bidders shall be evaluated through a quality and cost-based approach. Technical and Financial proposals will have 70% and 30% weighting on the overall evaluation, respectively.

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* Any vendor that does not meet the minimum requirements, set forth above, shall be disqualified and shall not be considered for evaluation.
* The Proposals of the Offerors that meet the minimum requirements set forth above shall be evaluated in the following order.

**Technical Evaluation Criteria**

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| **Summary of Technical Proposal Evaluation Forms** | | **Points Obtainable** |
| 1 | Company Profile, Structure and Capacity | 10 pts |
| 2 | Proof of Similar Job Experience | 15pts |
| 3 | Proposed Methodology and Work Plan | 30 pts |
| 4 | Financial capacity (Audited account, tax clearance and bank reference) | 15pts |
| **Total** | | 70 pts |

Only the bids which secure 50% and above overall score shall be evaluated further

**QUALIFICATION AND EXPERIENCE**

1. Any consulting company which is duly registered in Nigeria or in their country of origin with the relevant chambers is eligible to participate in this tender. The Company needs to demonstrate a high degree of technical expertise in hospital management by referring to previous similar clinics managed in the last 5 years.
2. The company shall conform to existing laws, regulations and professional codes as established by Nigeria and has a registered presence in Nigeria or should demonstrate an ability to register such a mandatory presence within 2 weeks from the date of signing the agreement.
3. The following minimum requirements will be sought, and the bidders must provide relevant official documentation as regard to their eligibility to meet these requirements in their offers:
4. The company involvedshould have the highly qualified hospital management experts who will be engaged in the management of the Clinic, with at least 10 years of professional competency. CVs of personnel suggested by the company to be assigned to this project should be provided.
5. All experts involved in the project must be licensed/registered experts in their field of expertise, with a minimum of 7 years of experience in hospital management.
6. The company must submit a list of selected hospital management projects from the last 5 years, with at least three projects in Nigeria. Presented projects must be on a high level in the field of hospital management.
7. The company should demonstrate a sound financial standing and have a turnover for its projects/services provided and paid for by clients during the last 3 years in the amount of at least one hundred million naira (N100 Million) or its equivalent.

**ADDITIONAL INFORMATION**

The firms invited to this Request for Proposal are hereby informed that no relationship can exist between the firm and Nigerian Red Cross Society except based on a formal written contract. This document constitutes only a solicitation of interest in and proposal for providing management services to Nigerian Red Cross Society Social Enterprise and shall not be interpreted as an offer by Nigerian Red Cross Society Social Enterprise to enter into a retainer agreement for such services. Your response will be treated as an offer to provide such services and not an acceptance of any offer made by Nigerian Red Cross Society.

This Request for Proposal is based on the understanding that the review of and response to this Request for Proposal by the firm will not entail any cost or obligation for Nigerian Red Cross Society.

**CONFIDENTIALITY, DISCLOSURE OF INFORMATION**

Information made available to the Consultant will be on a need-to-know basis. The Consultant will undertake to keep confidential the variety of information and other confidential materials to which this job gives access.

It is understood and agreed that the Consultant shall, during and after the effective period of the Contract, treat as confidential and not divulge, unless authorized in writing and with the consent of the Secretary General, any information obtained during the performance of the Contract.

**OWNERSHIP OF OUTPUTS**

The outputs of this contract as stipulated in the terms of reference belong to NRCS. The selected consultant will sign a contract/agreement with the NRCS and is responsible for acquiring relevant tools needed for the task.