

Procurement Notice
Ministry of Health and Quality of Life
Invitation for Expression of Interest for the Provision of
Consultancy Services for Independent Programme
Management for the Implementation of the National e-Health
Strategy Framework
For
The Republic of Mauritius

Introduction

Information and Communication Technologies (ICTs) are key drivers of an overall strategy for quality service delivery and business improvement in a healthcare delivery organisation. Traditionally, hospital automation was largely restricted to admissions functions, without linkages and integration with vital functional areas like administration and financial operations, resource planning and materials management, clinical and diagnostic operations and care management. However, with emerging standards in healthcare services and medical practice, increased expectations from customers and heightened demand of other sectors, most service providers are now looking at enterprise-wide IT solutions. Today, opportunities exist to enhance patient safety and comfort, improve clinical outcomes, and streamline overall hospital operations through ICT. The Government of Mauritius looks forward to exploit the opportunities that are now available through ICT.

In pursuance with the objectives of the health sector and within the framework of the National ICT Strategic Plan 2007-2011, the Ministry of Health and Quality of Life (MoHQL), Government of Mauritius, has elaborated a comprehensive strategic framework (He@lth 2015) for the adoption of ICT in the sector

In this context, the Ministry of Health and Quality of Life is inviting Expression of Interest for Consultancy Services in Project Management for the Implementation of the National e-Health Strategy framework for the Republic of Mauritius.

The consultancy service will be funded by the Government of Mauritius.

Terms of Reference

Health 2015 recommends that the initiatives pursuant to its implementation be taken up under the overall strategic ownership of the National eHealth Committee (NeHC), constituted by representatives of all stakeholders concerned. A dedicated Project Management Office (ProMO) has also been recommended for day-to-day advisory, project management, monitoring and evaluation responsibilities. This Expression of Interest therefore, calls for the hiring of Independent Programme Managers (IPM) to perform the tasks associated with the ProMO till the time the ProMO is officially constituted and begins its operations.

The consultancy services will include but not limited to:

1. Updating of time schedule and budgetary requirements
2. Preparation and compilation of a Health Process Manual which would include a study of existing processes and to elicit on how revamped business processes could be enabled through technology.
3. The IPM must undertake the complete end to end bid management activities for the smooth implementation of Health 2015 which include preparation of 'Request for Proposals' on ICT and non-ICT components for implementation solutions identified.
4. Assisting in evaluation of bids
5. Monitoring, Evaluation and Post implementation activities
6. Any cognate Project Management Activities.

Time Frame

The total timeframe for the Consultancy Firm (IPM's engagement) is expected to be for 18 months.

Submission of Expressions

Expressions of Interest should be brief and concise and include as a minimum:

- (i) A profile of the company, its organisation and staffing; in the case of associations between two or more firms, the name, address and profile of the participating firm(s), and nature of the association (e.g joint venture, subcontract and the like). The lead firm must be clearly identified. The company should also submit its financial statement for the last two years. However companies with an annual turnover of Rs 50 Million and above should submit audited financial statements in line with the requirements of the Companies Act.
- (ii) Details of experience in similar assignments undertaken in the previous five years, including name of clients, location, duration, description of assignments, value of services provided and firm's role in the assignment.
- (iii) CVs of personnel who could be available to work on the assignment, including academic qualifications, experience in managing strategic computerisation projects in the public sector or at the national level, experience in planning, designing and implementing projects of similar nature, working experience in similar countries and proficiency in speaking, reading and writing in English.

Expression of Interest in two (2) copies in sealed envelope clearly marked **”Expression of Interest for the Provision of Consultancy Services for Independent Programme Management of the Implementation of the National e-Health Strategy for the Republic of Mauritius (MHPQ/N MED/2009/Q60)”** and addressed to the Senior Chief Executive, Ministry of Health and Quality of Life, should be deposited in the **Tender Box** situated at the Ministry of Health and Quality of Life, 5th Floor, Emmanuel Anquetil Building, Port Louis, Republic of Mauritius on or before **Wednesday 16 December 2009 up to 13.30 hours (local time) at latest.**

Incomplete applications shall be disregarded.

Short Listing of Consultancy Firms

The Consultancy Firm will have to meet the following minimum qualifying criteria:

- (i) Corporate strength: Average annual turnover over the last two years of Rs 25 million or equivalent;
- (ii) Previous experience: Experience in similar assignments undertaken. This experience should include one (1) successful project of a similar nature and be supported by evidence;
- (iii) Personnel capabilities: A team comprising a team leader and two other members
- (iv) The team members should must have
 - i. Prior onsite related experience of successfully completing consulting and/or project management assignments.
 - ii. At least 8 years of experience including an established experience in leadership roles in technology domain
 - iii. experience in the planning, designing and implementing projects of similar nature and working experience in similar countries.

- iv. extensive knowledge of government systems acquired through working with government agencies
- v. experience in the design/implementation of e-Health Solutions would be an advantage

Clarifications/ Queries

All clarifications sought by the consultancy firm in respect of the Expression of Interest shall be addressed, at least 10 days before the deadline for submission of tender in writing to:

**The Senior Chief Executive
Ministry of Health and Quality of Life
10th Floor
Emmanuel Anquetil Building
Port Louis
Republic of Mauritius
Attn: Assistant Manager (Procurement & Supply)**

Fax No : (230) 2176

The queries and the replies thereto will then be placed on the following website:
<http://health.gov.mu> (without divulging the name of the firm raising the queries).

A shortlist of up to six firms shall be prepared pursuant to the Expression of Interest exercise and these firms will be invited to submit Proposals for the Consultancy.

Date: 11 November 2009

Ministry of Health and Quality of Life
Republic of Mauritius