



BRIHANMUMBAI MUNICIPAL CORPORATION

EXPRESSION OF INTEREST NO.

CMS&HOD/SHCS/9378 Dated 27.12.2024

FOR

**INVITING EXPRESSION OF INTEREST (EOI) FROM RENOWNED HEALTH
CONSULTANCY FIRM HAVING EXPERTISE IN HEALTH RELATED PPP PROJECTS IN
RESPECT OF**

**Health Facility Management for Public Health Dept.,
(Public Private Partnership Projects) of BMC**

BRIHANMUMBAI MUNICIPAL CORPORATION
Chief Medical Superintendent & Head of Department
(Secondary Healthcare Services)
2nd Floor Bandra Bhabha Hospital Bulding,
R.K.PatkarMarg,Bandra West,
Mumbai- 400050

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ANNEXURE-A**LETTER OF INVITATION****BRIHANMUMBAI MUNICIPAL CORPORATION**

Chief Medical Superintendent & Head Of Department
 (Secondary Healthcare Services)
 2nd Floor Bandra Bhabha Hospital Building,
 R.K.Patkar Marg, Bandra West,
 Mumbai-400050

No. CMS&HOD/SHCS/9378

Dated 27.12.2024

Dear Sir / Madam,

The Brihanmumbai Municipal Corporation also known as the Brihanmumbai Municipal Corporation (BMC), is the governing civic body of Mumbai, the capital city of Maharashtra. It was established under the Bombay Municipal Corporation Act 1888. BMC is responsible for the civic infrastructure and administration of the city and some suburbs. Brihanmumbai Municipal Corporation has been formed with functions to improve the infrastructure of town.

Brihanmumbai Municipal Corporation (BMC) serves a population of 17 million, providing critical public services, including public health. To enhance quality of services, performance and efficiency of healthcare delivery, BMC aims to partner with private organizations for the management and operation of our hospitals and dispensaries. At present BMC runs 4 Major Hospitals with Medical colleges, 1 Dental college, 16 peripheral hospitals, 5 speciality hospitals and 30 maternity hospitals and 192 Dispensaries.

BMC hereby invites an Expressions of Interest (EOI) from experienced and reputed consulting firms or organizations with adequate expertise in the healthcare sector, policy formulation, and public-private partnerships (PPP). The selected firm will assist in developing comprehensive policies to ensure the smooth and effective management of our healthcare facilities in collaboration with private partners.

All interested bidders, are required to be registered with BMC. Bidders not registered with BMC before can apply on-line by clicking the link 'Vendor Registration' under the 'e-Procurement' section of BMC Portal.

| Name of work | Completion Period |
|--|--|
| (1) | (2) |
| Appointment of a Consulting firm to provide Consulting Services for PPP based Health Facility Management for Public Health Dept., BMC | <i>Till the completion of the matter</i> |

The EOI is invited in two packet system for the abovementioned service. BMC reserves its right of awarding the work to the successful bidder.

The EOI bidder should submit to separate packet consisting details of the firm, details of the advocates who will be working in this matter, their experience and Health Sector related Projects dealt with for reference. In another packet financial bid to be submitted in given format annexed herewith at Annexure - I and Annexure – II to Public Health Department either in physical copy to be addressed to the Ch.M.S & HOD (SHCS) or on mail (in PDF Format) at cmsph_2006@yahoo.co.in with separate attachments as **Annexure - I(EMD) and Qualification/Technical Bid" and attachment 2 as Annexure II "Financial bid"**. Subject of the mail should be '**Appointment of a Consulting firm to provide Consulting Services for PPP based Health Facility Management for Public Health Dept., BMC**' The Financial bid should be attached as a PDF document.

The EOI document containing the details of qualification criteria, submission requirement, brief objective, scope of work and the method of evaluation etc. has been uploaded on BMC portal <https://portal.mcgm.gov.in>.

The EOI document is also available at Chief Medical Superintendent & Head Of Department (Secondary Healthcare Services) 2nd Floor Bandra Bhabha Hospital Bulding, R.K.Patkar Marg, Bandra West, Mumbai-400050.

Last date for submission of EOI bid shall be upto 15:00 Hrs. on 06.01.2025.

The BMC reserves the right to reject any prospective application without assigning any reasons whatsoever.

The interested Health Consultancy Firms having experience and other required qualification may submit their response through Physical/E-Mail portal as per prescribed schedule.

Queries if any, may be referred in writing to Chief Medical Superintendent & Head of Department (Secondary Healthcare Services) 2nd Floor Bandra Bhabha Hospital Bulding, R.K.Patkar Marg, Bandra West, Mumbai-400050 or mail on cmsph_2006@yahoo.co.in in advance.

Schedule

| Sr.No. | Critical Dates | Date | Time |
|--------|------------------------------|------------|------------|
| 1. | Document Download Start Date | 28.12.2024 | 11:00 Hrs. |
| 2. | Document Download End Date | 06.01.2025 | 15:00 Hrs. |
| 3. | Bid Submission Start Date | 28.12.2024 | 11:00 Hrs. |
| 4. | Bid Submission End Date | 06.01.2025 | 15:00 Hrs. |
| 5. | Bid Opening Date | 07.01.2025 | 11:30 Hrs. |

Yours faithfully,

Sd/-
CMS&HOD(SHCS)

BACKGROUND

The Brihanmumbai Municipal Corporation also known as the Brihanmumbai Municipal Corporation (BMC), is the governing civic body of Mumbai, the capital city of Maharashtra. It was established under the Bombay Municipal Corporation Act 1888. BMC is responsible for the civic infrastructure and administration of the city and some suburbs. Brihanmumbai Municipal Corporation has been formed with functions to improve the infrastructure of town.

Brihanmumbai Municipal Corporation (BMC) serves a population of 17 million, providing critical public services, including public health. To enhance quality of services, performance and efficiency of healthcare delivery, BMC aims to partner with private organizations for the management and operation of our hospitals and dispensaries. At present BMC runs 4 Major Hospitals with Medical colleges, 1 Dental college, 16 peripheral hospitals, 5 super speciality hospitals and 30 maternity hospitals.

BMC coming up with policy of Public Private Partnership Projects to manage healthcare services /Hospitals on “as and whereas basis” for its Reserved land/ healthcare service/ premises/ hospitals /& dispensaries etc

3. AIMS AND OBJECTIVES

The objectives of this engagement are:

1. To prepare policies that governs the Planning of various model, like design built operate transfer, built operate transfer, operations & management transfer modes for land/ hospitals and dispensaries under a PPP Project.
2. To define roles, responsibilities, and service standards for both the public and private partners.
3. To device financial models for workable PPP implementation.
4. To identify various compliances in terms of legal, regulatory, and healthcare standards.
5. To establish performance monitoring and evaluation mechanisms.
6. To prepare a draft Request for Proposal (RFP) with Concession Agreement for Operation & management of healthcare infrastructure of BMC under PPP model

4. SCOPE OF WORK

Generally the scope of work for documentation and consultation is as under:-

1. a) Assessment of Current Healthcare Infrastructure

- a. Evaluate the existing infrastructure of hospitals, dispensaries, and other healthcare facilities being operated by the Municipal Corporation in terms of efficiency of services, expenditure management and revenue augmentation.
 - b. Analyse the utilization rates, capacity, and current operational challenges.
 - c. Identify gaps in service delivery, infrastructure, and human resources.
 - d. Review the current financial model and resource allocation for healthcare facilities.
-

2. Public-Private Partnership (PPP) Models

- a. Study and analyse various PPP models adopted in the healthcare sector, including examples from India and internationally.
 - b. Evaluate the feasibility of adopting models such as:
 - i. Management contracts.
 - ii. Lease models.
 - iii. Build-Operate-Transfer (BOT) models.
 - iv. Revenue-sharing or hybrid models.
 - v. Viability Gap Funding (VGF)
 - c. Assess risks and benefits associated with each model in the context of the Municipal Corporation.
-

3. Legal and Regulatory Framework

- a. Review existing healthcare regulations, licensing requirements, and accreditation standards.
 - b. Ensure compliance with national and state healthcare policies, such as Clinical Establishments Act and National Health Mission guidelines.
 - c. Address legal considerations, including:
 - i. Ownership rights.
 - ii. Contract enforcement.
 - iii. Termination clauses.
 - iv. Intellectual property, including data privacy and patient records.
-

4. Financial Analysis and Revenue Models

- a. Develop financial models for sustainable hospital operations under PPP.
 - b. Suggest frameworks for cost-sharing between the Municipal Corporation and private partners.
 - c. Define revenue-sharing mechanisms while ensuring affordability for citizens.
 - d. Identify potential funding sources, including government subsidies, donor funding, and private investment.
-

5. Service Delivery Standards and SLAs

- a. Define minimum service delivery standards for private partners, including:
 - i. Availability of medical professionals and staff.
 - ii. Maintenance of equipment and facilities.
 - iii. Accessibility and affordability of healthcare services.
 - b. Develop detailed Service-Level Agreements (SLAs) with performance indicators.
-

6. Governance and Monitoring Mechanisms

- a. Propose a governance framework for oversight of private partners.
 - b. Develop mechanisms for performance monitoring, including:
 - i. Key Performance Indicators (KPIs).
 - ii. Audit frameworks for financial and operational performance.
 - c. Suggest mechanisms for grievance redressal for patients and stakeholders.
-

7. Stakeholder Engagement and Feedback

- a. Conduct consultations with key stakeholders, including:
 - i. Healthcare professionals.
 - ii. Private sector representatives.
 - iii. Citizen groups and patient advocacy organizations.
 - b. Incorporate feedback to ensure inclusivity and acceptance of the policies.
-

8. Capacity Building and Training

- a. Identify capacity gaps in the Municipal Corporation staff for managing PPPs.
 - b. Design and deliver training programs on PPP management, monitoring, and policy implementation.
-

9. Risk Management Framework

- a. Identify potential risks in the PPP model, including operational, financial, and reputational risks.
 - b. Develop a risk mitigation strategy for all identified risks.
 - c. Propose contingency plans for disruptions in service delivery.
-

10. Sustainability and Scalability

- a. Ensure policies are aligned with long-term sustainability goals.
- b. Develop frameworks to scale successful PPP models across other healthcare facilities in the jurisdiction.

- c. Address environmental sustainability concerns, such as waste management and energy efficiency in hospital operations.

11. Policy Documentation and Recommendations

- a. Prepare a comprehensive policy document covering all aspects of PPP in hospital management.
- b. Provide actionable recommendations for the Municipal Corporation to implement the policy.
- c. Develop an implementation roadmap with timelines and milestones.

The scope of work and all other terms & conditions shall be as per the DIT GR dated 5th Oct 2023 (Refer attachment).

6. Evaluation Process

Submissions will be evaluated based on the following criteria:

1. **Experience and Expertise** (40%)
2. **Proposed Methodology** (30%)
3. **Team Qualifications** (20%)
4. **Financial Proposal** (10%)

Shortlisted firms will be invited for discussion before the final selection

7. General Conditions

- The Firm interested for both documentation and policy formulation shall have to submit application for the same fulfilling the eligibility criteria for each of the panel.
- BMC shall have the right to summarily reject the applications for any of the reasons (i) not submitted in prescribed format or (ii) do not meet any of the eligibility criteria or (iii) not accompanied with requisite documents / information or (iv) incomplete in any respect, without assigning any reason thereof.
- BMC shall have right to verify / cross check the information furnished / submitted by the Firm.
- The Firm already empanelled with GOM(As per GR IT)/BMC shall also have to apply a fresh as the date on which EOI specified.

- BMC shall have right to cancel/ differ the entire process of empanelment of legal firm without any notice or assigning any reason whatsoever.
- Empanelment of the Firm will be at the sole discretion of the BMC.
- The Firm should not have been blacklisted / de-empanelled nor show cause notice / proceeding for blacklisting by any bank / Financial Institute / Corporate Houses / PSU / Semi Government Bodies/ Government Organizations.
- Merely meeting the eligibility criteria doesn't entitle Firm for empanelment in this matter.

8. VENUE AND DEADLINE FOR SUBMISSION OF PROPOSAL

.....Proposal, in its complete form in all respects as specified in the EOI, must be submitted to Ch.M.S&HoD office at the address specified herein earlier. In exceptional circumstances and as its discretion, authorities may extend the deadline for submission of proposals by issuing an amendment to be made available on the BMC's website, in which case all rights and obligations of Public Health authorities and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

9. VALIDITY OF OFFER

The offer of EOI as per this document shall be valid for a period of **7 days** initially which may be extended further if required by authorities.

10. TERMS OF REFERENCE

The detailed of terms of reference are enclosed at Annexure I.

11. INSTRUCTIONS TO CONSULTANCY FIRMS

The EOI is to be submitted in the manner prescribed below:

- 11.1** All information as detailed below is to be submitted in two hard copies separately sealed envelopes and one E-Mail.
- a) Applicant's EOI as per Format-1.
 - b) Organizational Contact Details as per Format-2.
 - c) Experience of the organization as per Format-3.
 - d) List of three (03) experts/ consultants as per Format-4.
 - e) Financial strength of the company as per Format-5. *******
 - f) Additional information as per Format-6.
 - g) Declaration as per Format-7.

h) Power of Attorney in favour of Authorized Signatory with long and short Signature of authorized person.

11.2 EOI documents have been hosted on the website <https://portal.mcgm.gov.in> and may be downloaded from the website.

The bidders are expected to examine all instructions, forms, terms and other details in the EOI document carefully. Failure to furnish complete information as mentioned in the EOI document or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.

12. QUALIFICATION CRITERIA:

Following will be the minimum qualification criteria. Each eligible Law Firm should possess all the following pre-qualification criteria. Responses not meeting the minimum qualification criteria will be rejected and will not be evaluated:

| S. No. | Qualification Criteria | Supporting Compliance document |
|--------|---|--------------------------------|
| 1. | Empanelment with Government of Maharashtra for providing Consulting Services | Documents supporting claims |
| 2. | Minimum 10 years of experience in the healthcare sector, with at least 3 years in public-private partnership projects | Documents supporting claims |
| 3. | Proven track record in policy formulation and implementation in the medical or public health domain. | Documents supporting claims |
| 4. | Expertise in legal and financial aspects of PPPs in the healthcare sector. | Documents supporting claims |
| 5. | Experience in working with municipal corporations or similar government agencies. | Documents supporting claims |

13. EVALUATION CRITERIA AND METHOD OF EVALUATION

- a) Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
 - a. EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of cases, strength of their man power, proposal to the selection committee whose decision will be final.

- b. Firm who qualify as per the eligibility conditions will be provided a brief about the aforesaid matter. The Firm may be required to make a presentation, if required, to a selection committee show-casing their proposals.
- c. Shortlisted Firm will be issued Bid documents and shall be asked to submit their price proposal in a sealed envelope as per the GR of GOM issues on 5th October 2023.

14. RESPONSE

14.1 Firms must ensure that their Bid response is submitted as per the Prescribed formats. Special comments on the objectives and scope of work Projected in the enquiry may also be submitted along with the offer.

14.2 The bid document should be uploaded on the <https://portal.mcgm.gov.in> Portal in legible condition.

15.0 CONFLICT OF INTEREST:

15.1 Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Firm to inform the authorities dealing with the conflict in writing as an attachment to this Bid.

15.2 AMC(WS) will be the final **Authority** in cases of potential conflict of interest. Failure to notify the authorities of BMC of any potential conflict of interest will invalidate any verbal or written agreement.

15.3 A Conflict of interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular Firm is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.

16.0 Condition under which EOI is issued :

The EOI is not an offer and is issued with no commitment, authorities reserves the right to withdraw EOI and or vary any part thereof at any stage. Authorities further reserve the right to disqualify any Firm, should it be so necessary at any stage.

17.0 Last date of submission of EOI :

The last date of submission of EOI is 06.01.2025 till 15:00 Hrs.
Bid Opening Date & Time is 07.01.2025 at 11:30 hours.

**18.0 FORMATS FOR SUBMISSION:
SECTION - A
FORMAT – 1 APPLICANT’S EXPRESSION OF INTEREST
No. CMS&HOD/SHCS/9378 Dated 27.12.2024**

To,

Chief Medical Superintendent & Head Of Department
(Secondary Healthcare Services)
2nd Floor Bandra Bhabha Hospital Building,
R.K.Patkar Marg,Bandra West,Mumbai-400050

Sub : **Appointment of a Consulting firm to provide Consultancy Services for PPP based Health Facility Management for Public Health Dept., BMC.**

Dear,

.....In response to the Invitation for Expression of Interest (EOI) published at <https://portal.mcgm.gov.in> for the above purpose, we would like to express interest to carry out the above proposed task. As instructed, we have uploaded Expression of Interest on <https://portal.mcgm.gov.in> portal in prescribed format containing following documents :

1. Consultancy Firm Details (Format-2)
2. Experience in related fields (Format-3)
3. List of consultant on payroll at least 3 (format-4)
4. Financial strength of the organization (Format-5)
5. Additional information (Format-6)
6. Declaration (Format-7)

If this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the said Conditions of Contract annexed here to so far as they may be applicable or in default thereof to forfeit the EMD and pay to the BMC the amount mentioned in the said Conditions.

If we fail to execute the contract when called upon to do so? We do hereby agree that this sum shall be forfeited by us to the BMC.

We have carefully gone through the terms and conditions prescribed and we accept te same into without any alterations/modifications.

Sincerely Yours,
Signature of the applicants
(Full name of Applicant)
Stamp _____
Date :

Note : This is to be furnished on the letter head of the organization.....

SECTION-'B'
GENERAL INSTRUCTIONS TO BIDDERS

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

1. Expression of Interest (EOI) should be addressed to the Chief Medical Superintendent & Head Of Department (Secondary Healthcare Services) 2nd Floor Bandra Bhabha Hospital Bulding, R.K.Patkar Marg, Bandra West, Mumbai-400050
Email:-cmsph_2006@yahoo.co.in
2. The EOI bidder should submit to separate packet consisting details of the firm, details of the consultant who will be working in this matter, their experience and special projects dealt with for reference. In another packet financial bid as per GR of GoM (IT) dated 5th Oct 2023 to be submitted in given format annexed herewith at Annexure -I and Annexure -II to Ch.MS & HoD either in physical copy to be addressed to the Law Officer or on mail at lo01.legal@mcgm.gov.in with separate attachments of attachment 1 as Annexure -I (EMD) and Pre-Qualification/Technical Bid" and attachment 2 as Annexure II "Financial bid". Subject of the mail should be **'Appointment of a Consulting firm to provide Consulting Services for PPP based Health Facility Management for Public Health Dept., BMC**
The Financial bid should be attached as a PDF document.
3. All communication/documents should be submitted on letter head through authorized signatory.
4. Bidder has to submit Earnest Money Deposit of Rs.1,00,000/- (Rupees One Lakhs only) through NEFT/RTGS/DD/BG to "BRIHANMUMBAI MUNICIPAL CORPORATION" Account no. 10996687721, IFSC code: SBIN00000300, Branch name: Mumbai Main Branch, Bank Name: State Bank of India and UTR number with screenshot of transaction should be included in the part of tender document towards Earnest money.
5. For successful bidder, EMD amount will get converted into Bank Guarantee against the performance.
6. **The bidders registered under MSME are exempted for submission of EMD, but they should submit the necessary copy of the MSME certificate for exemption.**
7. The bids will be live upto 15:00 Hrs. till 06.01.2025. Each copy of the tender document must be affix by bidders with their stamp and signature. No tender will be accepted after 15:00 Hrs. on 06.01.2025 under any circumstances whatsoever.
8. The eligible bidder will get intimation for the presentation and opening of financial bid for short listed bidders will be held at Conference Hall, 2nd Floor, Annex Building, Office of Additional Municipal Commissioner (Western Suburbs).
9. Financial bid of only shortlisted bidders will be opened. The date of opening of price bid shall be informed by BMC to the shortlisted bidder.

10. EOI shall remain valid for a period of One Month from the date of opening of the bid and the bidder shall not cancel or withdraw the quotation during this period.
11. The bidder must use only the bid forms issued by the BMC to fill in the rates. Any addition / alteration in the text of the EOI form made by the bidder shall not be valid and shall be treated as null and void.
12. The Tender form must be filled in English. If any of the documents is missing or unsigned, the bidder may be considered non responsive by the BMC in its discretion.
13. Rates should be quoted both in figures and words in the columns specified. All erasures and alterations made while filling the EOI must be attested by initials of the bidder. Overwriting of figures is not permitted.
14. Each Page of the EOI document should be signed by the authorized person or persons submitting the EOI in token of his / their having acquainted himself/themselves with the terms & conditions of contract as laid down. Any bid with any of the documents not so signed will be rejected.
15. A bid which is not accompanied by EMD will not be considered. The EMD will be returned to the bidder if their bid is not accepted by the BMC but without Interest. The EMD paid by the successful bidder shall be held/encashed by the BMC as security for execution and fulfilment of the contract. No interest shall be paid on this deposit. The Earnest Money Deposit (EMD) of the successful bidder maybe converted into Performance Security Deposit. The security deposit of the successful bidder will be forfeited if they fail to comply with any of the conditions of contract. No interest will be paid on Security Deposit withheld by the BMC.
16. The BMC does not bind itself to accept the lowest or any bid and reserves to itself the right to accept or reject any or all the tenders, either in whole or in part, without assigning any reasons for doing so.
17. The rates shall also be firm and shall not be subject to change. The quoted amount in EOI must include in the rates, applicable GST and any other tax and stamp duty or other levy whether existing or future, levied by the Central Government or any State Government or Local Authority, if applicable. No claim in respect of GST or any other tax, stamp duty or levy whether existing or future, shall be entertained by the BMC.
18. The intending bidder can obtain any clarifications regarding the EOI document, scope of work etc. if any by contacting to Chief Medical Superintendent & Head Of Department (Secondary Healthcare Services) 2nd Floor Bandra Bhabha Hospital Bulding, R.K.Patkar Marg, Bandra West,Mumbai-400050 of BMC on any BMC`s working day.

I / We hereby declare that I / we have read and understood the above instructions and the same will remain binding upon me/us.

AUTHORISED SIGN & SEAL OF COMPANY

SECTION-‘C’

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

GENERAL TERMS AND CONDITIONS

Upon the declaration of an intending bidder to be the Successful Bidder by the BMC, they shall be subject to the following terms and conditions.

1. The successful bidder shall provide the services strictly in accordance with scope of work and as per detailed instructions of the BMC's.
2. In all matters of dispute arising on the work, the matter shall be referred to the Municipal Commissioner of BMC, Mumbai for a decision.
3. Payment Terms: Payment shall be made after successful completion of service and submission of report against the certified invoice and as per the Government resolution no: GAD-IT080/4/2014-o/o DIRECTOR of IT (MH). Dated 5th October2023.

4. **Penalty Clause:**

Unsatisfactory services means delay in taking out any appropriate proceedings at any appropriate level before the appropriate authority, delay in intimating matter of urgency to appropriate authority at appropriate time or unattended Court appearance which may proved into loss to BMC's interest, then Municipal Commissioner may forfeit the EMD amount as well as penalty shall be applicable as per the provisions of law.

5. **Termination Clause:**

- a. **Without prejudice to any other remedy available to the BMC, in case of default on the part of the contract or in the performance of this contract or in the discharge of any contractual obligation arising out of this contract or if the contract or commits substantial breach of his obligations and such breach is not corrected within 7(seven) days from the date of receipt of the notice specifying the breach, the BMC may terminate this contract by giving a 15(fifteen) days written notice of intended termination to the Legal Firm.**
- b. **In the event of this Contract being terminated, the BMC shall be liable to make payments of the amount due under this Contract only up to the effective date of termination for which services (including parts thereof) have been rendered by the Legal Firm subject to clause 5.e hereunder.**
- c. **Notwithstanding anything contained hereinabove, the BMC may terminate this contract at any time by giving 15 days' notice to the Legal Firm without assigning any reason thereof and without prejudice to the rights of the BMC to recover any money becoming due and payable to the BMC under this Contract.**

- d. **Forthwith on the expiry or earlier termination of this Contract, the Legal Firm shall, return to the BMC all materials/data/confidential documents/ communication letters and relevant papers etc. (including digital data).**
 - e. **Forthwith on the expiry or earlier termination of this Contract, the BMC shall determine the costs of execution, cost of remedying any defects (if any) and the cost of completion of the work (if required). The BMC shall be entitled to recover from the Contract or the extra costs, if incurred, after adjusting the same against the Performance Security Deposit made by the Consultancy Firm.**
6. On the earlier termination of this Contract due to failure to discharge its duties, the Performance. Security Deposit shall stand forfeited by the BMC.
 7. Separate Confidentiality/ non disclosure agreement should be signed by successful Legal Firm through its authorized signatory.

I / We hereby declare that I / we have read and understood the above terms and conditions. The same shall be binding upon me/us upon being declared as the Successful Bidder.

Place: Signature with company seal

Date:

SECTION 'D'

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

QUALIFICATION CRITERIA

Qualification Documents to be submitted by Bidder along with EOI:

1. Registration Detail of the firm(Company/partnership Firm registered under applicable law of the land.
2. The Qualification Criteria for The Firm:

| Sr. No. | Qualification |
|---------|---|
| 1 | Should have Experienced consultants on pay role dealt with Health Sector related matter & PPP projects with Govt/Semi-Govt/local bodies etc |

3. Following will be the minimum qualification criteria. Each eligible consultant should possess all the following pre-qualification criteria. Responses not meeting the minimum pre-qualification criteria will be rejected and will not be evaluated.

| Sr.No. | Pre-qualification Criteria | Supporting Compliance document |
|--------|---|---|
| 1 | The applicant shall be a firm/company/partnership/ proprietorship firm registered under the Indian Companies Act, 1956 / the partnership Act, 1932 and who have their registered offices in India and must have branch office in either Jurisdiction of Mumbai, Thane, Navi Mumbai & Mira-Bhayandar Municipal Corporation. | Copy of certificate of incorporation and partnership deed, if any. |
| 2 | The firm should be in the business of providing similar consultancy services for at least 03 years as on 31.12.2024 | Certificate by Company Secretary of the Bidder's Organization |
| 3 | The Bidder has to be profitable and should not have incurred loss in any of the last 3 consecutive Financial Years (FY 2021-22, 2022-23 & 2023-24) | Validated certificate by Chartered Accountant (CA) of the bidder's organization |
| 4 | The Bidder should have an annual turnover of Rupees 25 lakhs in each of the last 3 consecutive financial years (FY 2021-22, 2022-23 & 2023-24) from only consultancy services rendered in India | CA certified document with name of CA registration number, signature and stamp. |
| 5 | The Bidder shall have experience of providing: (i) 3 similar completed consultancy services to Central Govt. /State Govt./PSUs/Govt. Bodies in India/Corporate Company costing no less than | Copy / Copies of Work Order Or Copy of Contract |

| | | |
|---|---|--|
| | Rs.10 lakh each or (ii) 2 similar completed services costing no less than Rs.15 lakhs each or (iii) 1 similar completed services costing not less than Rs.20 lakhs. | |
| 6 | The consultancy firm should have at least 3 full time consultants on its pay rolls | Certified by statutory auditor or company secretary of the bidder's organization |
| 7 | The firm should not be blacklisted by any Central Govt. / State Govt. / PSUs / Govt. Bodies | the undertaking as per Annexure-A* signed by the authorized signatory |
| 8 | PAN No.; GST No.; UAM No. | Copies of the certificates to be attached. |

4. List of clients along with name & contact number of representatives and copy of certificate of appreciation if any.
5. **Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letter head of the company and enclosed in a cover, to be submitted along with the EOI duly stamped and signed by the authorized person of the bidder.**
6. Bidders must ensure that their Bid response is submitted as per the prescribed formats.
7. **Conflict of interest**
 - 7.1 Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform BMC, detailing the conflict in writing as an attachment to this Bid.
 - 7.2 BMC will be the final arbiter in cases of potential conflicts of interest. Failure to notify BMC of any potential conflict of interest will invalidate any verbal or written agreement.
 - 7.3 A conflict of interest is where a person who is involved in the procurement has or may be perceived to have personal interest in ensuring that a particular Bidder is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.
8. **Condition under which EOI is issued**

The EOI is not an offer and is issued with no commitment. BMC reserves the right to withdraw EOI and or vary any part thereof at any stage. BMC further reserves the right to disqualify any bidder.

Annexure A

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

(Template Format For Consultancy firm to submit contact details)

| Sr.No. | Consultancy Firm Contact Details | |
|--------|---|--|
| 1. | Name of Consultancy Firm | |
| 2. | Important projects if handled | |
| 3. | Type of Firm registered under the Indian Companies Act, 1956 / the partnership Act, 1932 | |
| 4. | Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof. | |
| 5. | Address of registered office with telephone no. & fax (Mumbai). | |
| 6. | Address of offices in i) national Capital Region of Delhi ii) All other State / UT's | |
| 7. | Contact Person with telephone No and e-mail ID. | |

Enclose :-

1. Copy of Certificate of Incorporation
2. Copy of Article of Association in respect of 3 above.
3. Undertaking in respect of 4 above.

Signature of the applicants

(Full name of Applicant)

Stamp _____

Date :

Annexure B

NO. CMS&HOD/SHCS/9378 Dated 27.12.2024

FORMAT – 3 (Template for experience submission)

| Experience in Related Fields | | | | | |
|--|---|---|---|---|--|
| Overview of the Past experience of the Organization in all aspects related to Brand Building related | | | | | |
| 1 | Items | Number of Assignments during last 5 years | Order Value of each assignment in Lakhs of Rs. (Enclose copy of each order) | Mention the name of Client / Organization (Enclosed Completion Certificate) | |
| 1 | Experience of assignments of similar nature | | | | |
| 1.1 | Experience in carrying out similar assignments in Government | | | | |
| 1.2 | Experience in carrying out similar assignments in Public Sector | | | | |
| <p>Decision of Evaluating Committee in ascertaining "Similar nature" and "similar assignment" will be final.</p> <p style="text-align: right;">Signature of the applicant Full name of applicant Stamp &Date</p> | | | | | |

Annexure C

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

Format- 4(Template format for list of partners/associates)

| List of experts / consultants) | | | | |
|---------------------------------|------|-------------|---------------|---|
| S No. | Name | Designation | Qualification | Relevant yr Experience in particular matter(specify if any) |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

(Signature of the applicant)

[Full name of the applicant]

Stamp _____

Date _____

Annexure D

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

Format-5 (Template Financial Statement of the legal firm)

| Financial Statement of the Legal Firm | | | | | |
|---|----------------|-----------------------------|-----------------------------------|--|---|
| Sr. No. | Financial Year | Whether profitable Yes / No | Annual net profit (In Crores Rs.) | Overall annual turnover (in Crores of Rs.) | Annual turnover from only Consultancy services rendered in India (In Crores of Rs.) |
| 1 | 2021-22 | | | | |
| 2 | 2022-23 | | | | |
| 3 | 2023-24 | | | | |
| <p>Note :- Please enclose auditor's certificate in support of your claim</p> <p style="text-align: right;">Signature of the applicant Full name of applicant</p> <p style="text-align: right;">Stamp & Date</p> | | | | | |

Annexure E

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

FORMAT – 6 (Template format for additional information)

| Additional Information | | | | | | | | | | | | | | |
|--|-------------|--------------|--------|-------------|--------------|--|--|--|--|--|--|--|--|--|
| 1. List all enclosures related to the previous sections. | | | | | | | | | | | | | | |
| <table border="1"><thead><tr><th>Sr.No.</th><th>Description</th><th>No. of pages</th></tr></thead><tbody><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr></tbody></table> | | | Sr.No. | Description | No. of pages | | | | | | | | | |
| Sr.No. | Description | No. of pages | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |
| 2. Additional information to support the eligibility as per Section 7 (Not more than 2 pages) | | | | | | | | | | | | | | |
| Signature of the applicant Full name of applicant | | | | | | | | | | | | | | |
| Stamp &Date | | | | | | | | | | | | | | |

PORT

Annexure F

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

FORMAT – 7 (Template format for declaration)

Declaration

We hereby confirm that we are interested in competing for the Consultancy Services to undertake the task related to Cadre Restructuring Study & Competency Mapping in Indian Legal Service (ILS)

All the information provided herewith is genuine and accurate.

Authorized Person's Signature

Name and Designation :

Date of Signature :

Note : The declaration is to be furnished on the letter head of the organization.

SECTION-‘E’

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

SCOPE OF WORK

Part A: Scope of Work for the bidder:

1. The expert firm appointed for the preparation of policies for managing hospitals and dispensaries with private partners will need to conduct a comprehensive study covering the following aspects:

A. Detailed Scope of Work**1. Assessment of Current Healthcare Infrastructure**

- a. Evaluate the existing infrastructure of hospitals, dispensaries, and other healthcare facilities being operated by the Municipal Corporation in terms of efficiency of services, expenditure management and revenue augmentation.
- b. Analyse the utilization rates, capacity, and current operational challenges.
- c. Identify gaps in service delivery, infrastructure, and human resources.
- d. Review the current financial model and resource allocation for healthcare facilities.

B. Public-Private Partnership (PPP) Models

- a. Study and analyse various PPP models adopted in the healthcare sector, including examples from India and internationally.
- b. Evaluate the feasibility of adopting models such as:
 1. Management contracts.
 2. Lease models.
 3. Build-Operate-Transfer (BOT) models.
 4. Revenue-sharing or hybrid models.
 5. Viability Gap Funding (VGF)

Assess risks and benefits associated with each model in the context of the Municipal Corporation.

C. Legal and Regulatory Framework

- a. Review existing healthcare regulations, licensing requirements, and accreditation standards.
- b. Ensure compliance with national and state healthcare policies, such as Clinical Establishments Act and National Health Mission guidelines.
- c. Address legal considerations, including:
 - I. Ownership rights.
 - II. Contract enforcement.

- III. Termination clauses.
- IV. Intellectual property, including data privacy and patient records.

D. Financial Analysis and Revenue Models

- a) Develop financial models for sustainable hospital operations under PPP.
- b) Suggest frameworks for cost-sharing between the Municipal Corporation and private partners.
- c) Define revenue-sharing mechanisms while ensuring affordability for citizens.
- d) Identify potential funding sources, including government subsidies, donor funding, and private investment.

E. 5. Service Delivery Standards and SLAs

- a) Define minimum service delivery standards for private partners, including:
 - I. Availability of medical professionals and staff.
 - II. Maintenance of equipment and facilities.
 - III. Accessibility and affordability of healthcare services.
- b) Develop detailed Service-Level Agreements (SLAs) with performance indicators.

F. Governance and Monitoring Mechanisms

- a) Propose a governance framework for oversight of private partners.
- b) Develop mechanisms for performance monitoring, including:
 - I. Key Performance Indicators (KPIs).
 - II. Audit frameworks for financial and operational performance.
- c) Suggest mechanisms for grievance redressal for patients and stakeholders.

G. Stakeholder Engagement and Feedback

- 1. Conduct consultations with key stakeholders, including:
 - a. Healthcare professionals.
 - b. Private sector representatives.
 - c. Citizen groups and patient advocacy organizations.
- 2. Incorporate feedback to ensure inclusivity and acceptance of the policies.

H. Capacity Building and Training

- a) Identify capacity gaps in the Municipal Corporation staff for managing PPPs.
- b) Design and deliver training programs on PPP management, monitoring, and policy implementation.

I. Risk Management Framework

- a) Identify potential risks in the PPP model, including operational, financial, and reputational risks.
- b) Develop a risk mitigation strategy for all identified risks.
- c) Propose contingency plans for disruptions in service delivery.

J. Sustainability and Scalability

- a) Ensure policies are aligned with long-term sustainability goals.

- b) Develop frameworks to scale successful PPP models across other healthcare facilities in the jurisdiction.
- c) Address environmental sustainability concerns, such as waste management and energy efficiency in hospital operations.

K. Policy Documentation and Recommendations

- a) Prepare a comprehensive policy document covering all aspects of PPP in hospital management.
- b) Provide actionable recommendations for the Municipal Corporation to implement the policy.
- c) Develop an implementation roadmap with timelines and milestones.

L. Deliverables under ToR

The expert firm will deliver the following:

1. **Inception Report:** Initial findings and work plan.
2. **Mid-Term Report:** Detailed analysis and draft recommendations.
3. **Stakeholder Consultation Report:** Summary of engagement activities and feedback.
4. **Draft Policy Document:** Comprehensive draft for review.
5. **Handing over all the information, data, backups to BMC being its Intellectual property.**

M. Non-disclosure clause.

1. The selected firm shall be required to sign the non-disclosure clause/agreement with the PH Dept.

SECTION-'F'
FINANCIAL BID*

EOI No. CMS&HOD/SHCS/9378 Dated 27.12.2024

| Sr. No. | Description of Work | Unit Quoted | Amount (Rs.) |
|---------|---|-------------|--------------|
| 1 | Fees/Charges for assessment of various aspects as per the Government resolution no:GAD-IT080/4/2014-o/o DIRECTOR of IT (MH). Dated 5 th October2023. | | |

GST @ %

Total Amount including GST: Rs.

Total quoted amount in words Rupees

Date: Signature of Bidder with seal

Annexure – G*

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

(FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH REGARD TO BLACKLISTING)

UNDERTAKING

To,

Designation

BMC

We hereby confirm and declare that we, M/s _____, are not blacklisted by any Government department/Public Sector Undertaking/Private Sector/or any other agency for which we have Executed/ Undertaken the works/Services during the last 5 years.

For M/s _____

Authorized Signatory

Date:

*To be submitted on company letterhead duly signed and stamped on it.

ANNEXURE-I
No. CMS&HOD/SHCS/9378 Dated 27.12.2024

Particulars of Bidder (Specimen Copy)

Date

(Following information to be submitted along with EOI as detailed herein below on the letter head of the Bidder. Put a tick mark where applicable.

Write N.A. where not applicable. All fields are necessary)

- Name & Postal Address and Telephone Number of the Registered Head Office of Bidder.
- Names and address of all the partners.
- E-mail address of the firm & partners.
- Name of the Power of attorney holder / Authorized signatory.
- Details about the Partners/ Associates to be provided

| Sr. No. | Name, Telephone, Address, Mobile Number, Fax Number of individual medical professionals and staffs. | Qualification | Designation | Registration No. |
|---------|---|---------------|-------------|------------------|
| | | | | |
| | | | | |
| | | | | |

Note :- To be attached separately with Name, Signature of the Bidder with official seal and address.

- Is the Bidder registered under Indian Company Act, 1956 or Partnership Act 1932 or any other Act, enforced.

- a) If so, furnish photo copy of Certificate of Registration.
- b) In case of Limited Companies furnish a copy of the memorandum of Association and Articles of Association.
- c) In case of Proprietorship / Partnership firms, name of proprietors / Directors with address/details of partners / associates, (or any other relevant documents proving association with the firm).
- d) Ownership status of the Firm. (Maharashtra Govt. / Other State Government/ Central Govt. / Joint Sector / Co- Operative / B.S.I. / Private / Foreign Company).

- Name and post of the Officer / Address, Phone Number who should be contacted by this office in case of emergency.

- Details of the present similar services provided by the bidder.
- Bank Details of the bidder

Name of the Bank :
Branch :
Account Type :
IFSC Code :
MICR Code :

I/We have carefully gone through the EOI requirement, we are confident to fulfil the exact requirement asked for with the required documents to be provided along with the EOI. I/we assure you for the same and accordingly I/we are participating in this EOI process.

I/we have carefully gone through the EOI documents and the term and conditions mentioned therein & are all acceptable & agreeable in entirety to me/us.

Full Name, Signature of the Bidder
with Official Seal & Address

Note: Annexure A to Annexure G should be attached with this & all together with this will be considered as Packet 1.

Packet 2: Annexure H is financial proposal of the legal firm.

ANNEXURE-H
(Financial Bid Template Format)

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

| Sr.No | Name of Work | Unit | Amount (Including GST as applicable) | Total |
|-------|-----------------------------|------|--------------------------------------|-------|
| 1 | Advisory Documentation Work | | | |
| | Total | | | |

Note:-

- a) As per the Government resolution no: GAD-IT080/4/2014-o/o DIRECTOR of IT (MH). Dated 5th October2023.
- b) Amount quoted should be inclusive of all statutory taxes applicable.
- c) Invoices with only authorised signatories' signature on letter head of the firm should be entertained & No individuals invoice should be submitted or attached.
- d) Applicable statutory taxes should be considered while quoting in the above format.

Full Name,

Signature of Bidder

Official seal & address.

GRIEVANCE REDRESSAL MECHANISM

No. CMS&HOD/SHCS/9378 Dated 27.12.2024

Procuring Entity, M.C.G.M. has formed a Grievance Redressal Mechanism for redressal of grievances. Any Bidder or prospective Bidder aggrieved that any decision, action or omission of the procuring entity being contrary to the provisions of the tender or any rules or guidelines issued therein, may within a period of 7 days or any such other period, as may be specified in the pre-qualification document, bidder registration document or bidding documents make an application for review of such decision or action to procuring entity [Director (M.E.&M.H.) for medical tenders, Director (E.S.&P.) and/or concerned D.M.C. for Engineering Department, concerned D.M.C. for the other tenders]. While making such an application for review, aggrieved bidders or prospective bidders shall clearly specify the ground or grounds in respect of which he feels aggrieved.

Provided that after declaration of a bidder as a successful in Packet 'A' (General Requirements), an application for review may be filed only by a bidder who has participated in procurement proceedings and after declaration of successful bidder in Packet 'B' (Technical Bid), an application for review may be filed only by successful bidders of Packet 'A'. Provided further that, an application for review of the financial bid can be submitted, by the bidder whose technical bid is found to be acceptable / responsive.

Upon receipt of such application for review, M.C.G.M. may decide whether the bid process is required to be suspended pending disposal of such review. The M.C.G.M. after examining the application and the documents available to him, give such reliefs, as may be considered appropriate and communicate its decision to the Applicant and if required to other bidders or prospective bidders, as the case may be.

M.C.G.M. shall deal and dispose off such application as expeditiously as possible and in any case within 10 days from the date of receipt of such application or such other period as may be specified in pre-qualification document, bidder registration document or bid documents, as the case may be.

Where M.C.G.M. fails to dispose off the application within the specified period or if the bidder or prospective bidder feels aggrieved by the decision of the procuring entity, such bidder or prospective bidder may file an application for redressal before the 'Procurement Redressal Committee' within 7 days of the expiry of the allowed time or of the date of receipt of the decision, as the case may be. Every such application for redressal before Redressal Committee shall be accompanied by fee of Rs.25,000/- fee shall be paid in the form of D.D. in favour of M.C.G.M.

Procurement Redressal Committee will consists of not less than three members including its Chairman who shall be the retired Judge of High Court and two members of the Committee will be from the field of Public Procurement and experience at senior level in Public Administration or Public Finance or Management or Engineering or Specific Project or Management of Public Sector Enterprises.

On receipt of the application, the Committee shall after giving opportunity of hearing to the procuring entity, M.C.G.M. as well as the Applicant, determine the issue taking into consideration the rules and guidelines as well as tender conditions, terms of the pre-qualification, bidder registration or bidding document, as the case may be and communicate its recommendations including corrective measures to be taken to M.C.G.M. and to the Applicant within 10 days, if necessary, the Committee may held more sittings to dispose the application.

No application shall be maintainable before the Procuring Committee in regard of any decision of the M.C.G.M. relating to following issues:

Determination of need of procurement

The decision of whether or not to enter into negotiations.

Cancellation of a procurement process for certain reasons.

The Procurement Redressal Committee may recommend to the procuring entity the suspension of the procurement process pending disposal of the application, if in its opinion, failure to do so, is likely to lead miscarriage of justice.

On receipt of recommendation of the Committee, Municipal Commissioner will communicate his decision thereon to the Applicant and to the Committee within 10 days or such further time not exceeding 20 days, as may be considered necessary from the date of receipt of the recommendation and in case of non-acceptance of any recommendation, the reason of such non-acceptance shall also be mentioned in such communication.

Municipal Commissioner and/or Procurement Redressal Committee, if found, come to the conclusion that any such complaint or review is of vexatious, frivolous or malicious nature and submitted with the intention of delaying or defeating any procurement or causing loss to the procuring entity or any other bidder, then such complainant shall be punished with fine, which may extend to Five Lac rupees or two percent of the value of the procurement, whichever is higher.

Full Signature of the tenderer with Official Seal and Address