

BRITISH VIRGIN ISLANDS
NATIONAL HEALTH INSURANCE PROJECT
INSTRUCTIONS TO VENDORS
RE: SUPPLY OF INFORMATION TECHNOLOGY SERVICES

May, 2012

1. Background

The National Health Insurance System (NHIS) is an initiative of the Government of The British Virgin Islands aimed at providing lifetime health insurance coverage and improving access to health care services for all legal residents. The main features of the Plan are:-

- a) Membership will be open to and mandatory for all legal residents (approximately 30,000 persons in 2012 and growing at a rate of about 1.6% per annum).
- b) Members will have access to a comprehensive benefit package (medical care, hospital services, pharmaceutical and diagnostic services) with the normal provisions for exclusions, limits and pre-authorisation for off-island services.
- c) The network of service providers will include health professionals and facilities in the local public and private sectors, as well as select overseas providers.
- d) Providers will be reimbursed using a mix of usual, customary and prevailing charges, as well as reference to Current Procedural Terminology (latest version) rates.
- e) The System will be managed by the territory's Social Security Board—a statutory body which, since 1981, has been administering social security benefits to the population.

2. Scope of Services

To secure desired efficiencies in management, the purchaser proposes to install and utilise an Information Technology (IT) system that can provide cost-effective solutions for the various operational and reporting aspects of the System. Details of the scope of services and requirements of the IT system are provided in Attachments 1 and 2 respectively titled,

“British Virgin Islands: National Health Insurance Project - Technical Specifications, National Health Insurance Information System, HEU, Centre for Health Economics, The University of the West Indies, December 2011”.

“British Virgin Islands: National Health Insurance Project – System Functionalities, National Health Insurance Information System, HEU, Centre for Health Economics, The University of the West Indies, December 2011”.

3. Invitation to Bids: Procedures RE: Preparation, Submission, Evaluation and Award

The information below details the procedures to be followed in adjudication of bids and the data to be supplied by invited vendors.

Item	Description
A. Bidding Data	
i) Purchaser	Social Security Board, British Virgin Islands.
ii) Job Title	National Health Insurance System (NHIS): Supply of Information Technology Services.
iii) Expected Duration of Services	Five (5) years in the first instance. Contract will be reviewed annually and a decision made on possible renewal for another 5-year period.
B. Bid Preparation and Submission	
i) Language	English
ii) Bid Package and Copies	The package of documents to be submitted should include: a) Technical Proposal on solutions in response to the technical requirements (See Attachments 1 and 2); b) Price Proposal on costing of your services and solutions. Three (3) copies of the Technical Proposal should be placed in

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	<p>an envelope marked ‘Technical Proposal’.</p> <p>One (1) copy of the Price Proposal should be placed in a separate envelope marked ‘Price Proposal’.</p> <p>Both envelopes should be placed in an outer envelope addressed to the purchaser. The outer envelope should contain the above envelopes, as well as Additional Documents shown in (iii) below.</p>
iii) Additional Documents	<p>a) Cover letter clearly showing contact details for the vendor; name of the person(s) authorised to sign on behalf of the vendor and information on whether the Technical Proposal contains full or partial solutions in response to the Requirements.</p> <p>b) Reference letters (testimonials) from at least 3 clients of the vendor in respect of previous or ongoing contracts for IT services.</p> <p>c) Last 3 years audited financial accounts.</p> <p>d) Institutional CV showing the company’s experience in design and deployment of IT solutions in health.</p>
iv) Price and Currency	<p>The pricing mechanism(s), options (such as hosted solutions in home country or in the British Virgin Islands or lease purchase arrangements), conditionalities, discounts, price per year, total price and expected payment schedule should be clearly stated.</p> <p>All prices must be quoted in United States dollars (US\$).</p>
v) Validity Period	<p>For the smooth conduct of contract negotiations, all fees and prices in the Price Proposal should be unchanged for up to 90 days after the opening date for bids.</p>
vi) Clarification and Amendments	<p>Vendors may obtain clarification on any aspect of the NHIS or vendor selection process by sending their queries by fax or email to the address provided below for the administrator. Requests for clarification will be accepted up to [date]. Response to queries will be copied to other invited vendors without identifying the originator of the request.</p> <p>If deemed necessary, the invitation documents may be amended prior to the deadline submission date. Such amendment will be issued as an addendum and may lead to a consequent extension of the deadline submission date.</p>
vii) Contact Details for	<p>Bids containing the Technical and Price Proposals (in separate</p>

Item	Description
Bid Administrator	<p>envelopes as indicated above) should be delivered by hand, posted or couriered to:-</p> <p>Mrs. Antoinette Skelton - Director National Health Insurance Project P.O. Box 698 Road Town, Tortola VG 1110 British Virgin Islands</p> <p>Email: askelton@bvisb.vg cscatliffe@bvisb.vg</p>
viii) Deadline for Submission	The deadline for submission or receipt of Proposals is 1000 hours EST on June 18 th , 2012.
C. Opening and Adjudication of Bids	
i) Opening	<p>Bid envelopes will be opened at 1100 hours EST on June 18th, 2012 for checking of documents.</p> <p>The names of the vendors from whom Proposals were received and their bid price will be announced.</p>
ii) Evaluation and Adjudication	<p>The evaluation of bids will be conducted in 2 stages.</p> <p>Stage 1–Technical Proposals will be assessed by the Evaluation Team. The evaluation criteria, weights and decision rule are set out in (iv) below. Each member will evaluate the Proposals independently and the scores will be noted, discussed and consensus reached on the highest ranked vendor(s).</p> <p>Stage 2–The Price Proposal(s) of the vendor(s) scoring above the threshold will be assessed in terms of the extent to which the prices, charges and fees match or deviate from those estimated by the purchaser.</p>
iii) Clarification of Bids	To assist in examination and evaluation, the administrator may ask bidders for clarification of specific items in their Technical Proposals. This will be done in writing and no change of price or substance of the bid will be entertained arising from these clarifications.
iv) Evaluation Criteria and Decision Rule	The evaluation criteria, weighting and scoring system is shown in Attachment 3 titled ‘National Health Insurance System—

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	<p>Evaluation Criteria Re: Vendors for Supply of IT Services’.</p> <p>The decision rule is that a bidder must score at least 80 points out of the maximum 100 points allotted to Technical and Organisational Criteria for it to be considered as a likely contractor.</p>
v) Contract	<p>Contract negotiations will be undertaken with the winning vendor based on prices shown in its ‘Price Proposal’. If a mutually satisfactory outcome is not achieved, then negotiations will commence with the second placed vendor to reach an acceptable agreement for action.</p> <p>The Social Security Board does not bind itself to accept the lowest price bid nor to defray any costs incurred by vendors in the preparation of bids.</p>

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ATTACHMENT 1

TECHNICAL SPECIFICATIONS

(Enclosed)

BRITISH VIRGIN ISLANDS
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ATTACHMENT 2

SYSTEM FUNCTIONALITIES

(Enclosed)

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ATTACHMENT 3
EVALUATION CRITERIA

In keeping with the Territory’s general guidelines for preparation and evaluation, the following framework will be utilised for assessment of bids from the competing vendors:-

Criteria	Maximum Score	Assessed Score
1. Technical Capability: i.e. a) range and functionality of modules/applications to address specifications (extent to which Proposal is ‘substantially responsive’). b) ability to deliver in required time-frame and implementation schedule (as per submitted implementation/deployment schedule, inclusive of site visit(s) if necessary). c) enhancement capabilities for managing add-on benefits. d) Vendors may be asked for an on-line demonstration of their capability.	40	
2. Relevant Experience of firm (referenced experience in design, implementation and support of health claims adjudication and processing and associated systems)	15	
3. Organisational Capability (depth of managerial, quality assurance and other partner networking resources for support and back-up)	20	
4. Financial Capability (financial strength–audited statements–of firm)	25	
TOTAL	100	