

BVI NATIONAL HEALTH INSURANCE SYSTEM

TECHNICAL PREQUALIFICATION CRITERIA FOR THE NATIONAL HEALTH INSURANCE INFORMATION TECHNOLOGY SYSTEM

The Government of the British Virgin Islands (BVI) seeks clarification from qualified and experienced firms for the Supply, Delivery and Installation of a modern Information and Communication Technology (ICT) National Health Insurance platform to serve the population of the BVI.

The tender to be issued shall support the introduction of a Government-driven National Health Insurance System. It is expected that vendors will propose solutions that maximize benefit/value with minimal cost and have traceable success in similar types of implementation in the region. The vendors shall prove that they have the technical and financial capability to implement the system in the BVI with ongoing regional and local support for reliable and robust business and technical support.

Since this is by no means a trivial task, vendors capable of responding should satisfy the following criteria:

TECHNICAL PREQUALIFICATION CRITERIA

1. Vendors should have at least three (3) years experience with the supply, installation, configuration and support of a National Health Insurance System.
2. Vendors should have done at least two (2) successful installations that provide National Health Insurance benefits using modern ICT platform with functionality, such as provider payment to their bank account and aggregating of benefits from multiple insurance carriers.
3. Vendors should have technical and support staff, as evidenced by their experience, qualifications and certifications for the application and all underlying technologies that make up the system, including the in-house ability to train all users and all level of system support personnel for the client.
4. Vendors should be able to offer 8x5x4hr technical and/or on-site support for the tendered system after system acceptance and 8x7x2hr before system acceptance.
5. During the warranty period, vendors should have the recommended support resources available locally or accessed from the local implementation, so that downtime associated with any system issue is limited to a maximum of four (4) hours.
6. More than the ability to provide the functionality via the application to customize the system to the business rules of the BVI's National Health Insurance System, vendors

should have the capability to train the users/clients to configure, modify and edit benefit packages using various tiered security access.

7. Vendors should provide a turnkey methodology for data backup and system recovery executable by trained local support technical staff.
8. Vendors should have past and current inherent technical capability to support the system. This should be indicated by providing the organizational structure, including technical support substructure, experience and qualifications of technical staff used on past deployments including the company's project manager for these historic successful deployments and the equivalent information for the proposed resources to be used for this deployment.

SELECTED FINANCIAL PREQUALIFICATION CRITERIA¹

1. Vendors must be in good standing with the Tax and Registry Offices of the country where the business is registered and with the Government of the BVI as applicable.
2. Vendors should be in sound financial standing to be able to:
 - a) Provide a **Bank Guarantee** for 100% of any monies advanced by BVI Government;
 - b) Provide a **Performance Security** to the value of 10% of the total tender price, which will be held by the BVI Government for the defects liability period;
 - c) Provide a **Retention** to the value of 5% of the total tender price; and
 - d) Have sufficient **Liquidity** to order the equipment and purchase license on receipt of the signed contract.
3. The last three (3) years of externally-audited Financial Reports must be provided for evaluation by a financial evaluation team consisting of the head of Finance of the Social Security Board and the designated accountant of the BVI Government or other designated financial officer.

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December, 2011.

¹ The HEU/UWI has suggested some of the core Financial Prequalification Criteria that should accompany the Technical Prequalification Criteria. The determination and compilation of the comprehensive list of Financial Prequalification Criteria is the purview of the BVI Government.