



Invitation to Tender (ITT)
For
“Appointing Outsourced Human Resources Service Provider”

1st April 2021

Tender Advertisement For “Appointment of Outsourced Human Resources Service Provider.”

Grameen Telecom Trust (GTT) is a social business. **Digital Healthcare Solutions (DH)**, a division of GTT, intends to appoint an Outsourced Human Resources Service Provider that can supply various experienced and professional human resources to DH as per DH’s requirements from time to time (“**Outsourced Human Resources Service Provider**”).

Scope of services of Outsourced Human Resources Service Provider include the following:

1. circulating co-branded job advertisement (based on DH provided job description) and initial shortlisting based on job specification.
2. arranging initial interviews at Service Provider’s office premise (if asked by DH).
3. attracting potential candidates such as General Practitioner Doctor, Specialist Doctor, Nurse, Midwives, Software Engineers, and Business Professional etc.
4. conducting professional background check of candidates selected by DH.
5. Entering employment contracts and providing Contractual/Temporary employment on hourly and monthly basis for the period of 3 months, 6 months, 12 months, 24 months, and 36 months (as per DH’s requirements and in compliance with applicable laws) (hereinafter referred to as “**Selected Candidates**” and “**Selected Candidates – Monthly**” and “**Selected Candidates – Hourly**”).
6. Provide basic salary and other allowances and benefits to Selected Candidates as per applicable laws.
7. maintaining calculation and providing salary to Selected Candidates - Hourly as per DH’s fixed rate.
8. maintaining calculation and providing other payments (festival bonus, performance bonus, night shift, weekend shift, public holiday shift, Eid holiday shift etc.) to Selected Candidates – Hourly as per DH’s fixed rate.
9. providing all necessary documents to the Selected Candidates e.g.: monthly pay slip, salary certificate and other relevant documents.
10. providing entitled leave in a Calendar Year/Standard Service Year as per applicable laws.
11. ensuring monthly on time (on or before 28th of each month) salary payment for Selected Candidates - Monthly.
12. ensuring monthly on time (by 7th of following month) salary payment to Selected Candidates – Hourly.
13. providing Co-Branded ID cards to Selected Candidates.
14. providing online attendance management system for Selected Candidates (work from home/work from office).
15. providing Online leave management system for Selected Candidates through which DH can track work from office and work from home.
16. providing Online information database management system for Selected Candidates.
17. ensuring monthly income tax deduction at source of Selected Candidates as per applicable laws.
18. providing training to every Selected Candidate in every 3 months on email etiquette, time management, leadership, team building, communication skill.
19. providing monthly salary of BDT 60Lac and above to 150 Selected Candidates.
20. providing Laptop on monthly rental basis to DH (if needed), with configurations (8GB RAM, SSD 512, Core i5 8th gen) or (8GB RAM, 256 GB storage, Core i3, Brands: HP, Dell, Lenovo). Service provider should ensure maintenance of laptop along with time-to-time servicing.
21. providing transport facilities to DH (if needed).
22. upon receiving invoice from the service provider, DH will pay within next 60 days.

Response window for suppliers: 04 April 2021 - 28 April 2021

Tender pack/ Tender Schedule can be found at: <https://www.dh.health/News>

Method of Tender submission: Must be submitted to procurement1@dh.health

Query for Tender: Must be sent to queries@dh.health on or before 26 April 2021.

Deadline for Tender submission: On or before 28 April 2021

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1. **Company Overview**

1.1 **Introduction**

The company operates with a vision to ensure access to quality healthcare and health financing to everyone across the world and we are just getting started.

1.2 **Background**

Digital Healthcare Solutions (DH) aims to provide affordable and accessible healthcare on a 24/7 basis. DH not only provides basic care to those in need but also has services which offer 'Premium' health insurance bundles, DH also has 'Pay as you Go' services. Currently, DH's most popular services are as follows:

- 24/7 Doctor Call
- Coverage on Hospital Admission
- Discounts at different health-related outlets
- Outpatient Department treatment coverage

DH seek not only to provide its customers with affordable and high-quality services but also to ensure that our customers are satisfied with our services and entrust us with their health. DH believe in loyalty and trust on both sides which helps to grow as a company and enable customers to reap the benefits.

1.3 **Objectives**

Doctors-whenever, whatever:

- Medical advice, anywhere a patient wants- Call, Chat, Video Call
- International Clinical Standards, for everyone
- Empathy, warmth & human touch, every time

Integrated Healthcare:

- Digital Tools, Community Health Workers, & Micro Clinics as the 'New Front Door'
- Portable Health Passport, empowering the patients.
- Hospitals & Specialists that focus on Holistic Care, Disease, Prevention & Management

Date Driven Healthcare:

- Integration of Online Medical Records, Tools for Community Health Workers & Consumer Health Apps
- Predictive Proactive Support to manage Diabetes, Heart Disease, or a Healthy Heart
- Mapping Population Health Opportunities, Challenges & Solutions

2. Procurement Schedule

2.1 Query for tender

Please confirm consolidated queries regarding this tender to queries@dh.health on or before **26 April 2021**. Please mention “Outsourced Human Resources Service Provider” in the subject line for all queries.

2.2 Last Date of Submission of Tender

The tender document must be sent to procurement1@dh.health on or before **28 April 2021**.

2.3 Tenders opening date

29 April 2021 onwards.

2.4 Validity Period for the tender

The quotation must remain valid 60 days after the closing date.

3. Requirements for Tender Documents

3.1 Tender content (Application pack)

Tender documents must be submitted with following:

- A technical proposal: Letter of interest, stating why you consider your service suitable for this operation, a brief on the approach and implementation of this operation, your detail profile of existing business. [Should be supplier’s company letterhead paper and with sign]
- Bidder Response Document in Annex-2 [Should be supplier’s company letterhead paper and with sign]
- Financial offer for this operation [Should be supplier’s company letterhead paper and with sign]
- Work references- Contact details (e-mail addresses) of referees
- Documents mentioned in “Bidder Response Document.” (in Annex-2)

3.2 Format and Marking

The Quotation shall be submitted by e-mail to procurement1@dh.health . The preferred data file format is Microsoft Word for the tender response while all supporting documentation can be in any other Microsoft format or Adobe PDF.

The quotation and all communication related to this tender shall be marked with the following reference: **“Outsourced Human Resources Service Provider.”**

4. Evaluation criteria

Digital Healthcare Solutions intends to select a service provider that submits the most economically favorable quotation that meets requirements and objectives of Digital Healthcare Solutions.

The evaluation criteria are Essential, Commercial and Capability. The weightage distribution is as below-

Criteria	Weightage	Breakdown
Essential	Yes/No/Partially	Supplier has legitimate business/official premises, or they are registered for trading and tax as appropriate.
		Compliance with Digital Healthcare Solutions's standard policies mentioned in Annex-1 & Annex-2
		Meet specifications stated in Annex-1 (ToR)
Commercial	40%	Description of Goods / Services
		Quantity
		Cost
		Lead Time/Availability Date
Capability	60%	Previous experience
		Quality protocols and international certifications
		Reliability & experience (through identifying their customers, speaking/seeing references).
		Number of staff members (consultants in case of services)
		Financial health
		Their capacity to meet our supply needs
		Geographic coverage / No. of territories that can be served or no of territories with a physical presence in.
Total scores	100%	

5. Acceptance Criteria

Digital Healthcare Solutions will accept the quotation based on the following criteria which are obvious based on the requirements specified in **ANNEX-1 (ToR)**

1. Essential criteria to be met for entering evaluation.
2. Ability to comply with the compliances of DH.
3. Ability to meet the overall objectives of this tender.

6. Tendering procedures

6.1 Costs

All the relevant cost of the assignment needs to be included in quoted price. Vat & Tax will be deducted as per Government Policy. The Respondent's participation in the tendering process is at Respondent's sole risk and expense. Digital Healthcare Solutions shall not cover any of the Respondent's costs incurred in relation to the preparation of the quotation, negotiations, testing of equipment etc.

6.2 Conflict between various tender documents

If the provisions of any of the documents of the tender conflict with each other, Respondent shall without delay ask Digital Healthcare Solutions which of the provisions shall prevail.

6.3 Alternative solutions

The Respondent is encouraged to offer alternative solutions (activities) to meet the overall service objectives.

Where the Respondent thinks that a specific activity (or requirement) requested in the tender Response Form is not required to deliver the Service, they should state this clearly and provide explanation as well as alternatives (if applicable).

6.4 Rejection of quotations

Digital Healthcare Solutions reserves the right to reject:

- Any quotations that do not comply or lack of completeness to the tender.
- Any quotations delivered after the last date of submission of quotation.
- Any or all quotations completely or partially without stating any reason.

6.5 Confidentiality and property of the ITT

The Respondent shall not disclose information from the Request for Quotation to third parties without the written consent from Digital Healthcare Solutions.

The Respondent shall not discuss and disclose the Quotation or proposal that it submits to Digital Healthcare Solutions with other potential respondents or any third party.

6.6 **Miscellaneous**

This tender response document does not in any way create any obligation on Digital Healthcare Solutions to consider or select Respondent for the Services or for any other services or to make any payment to Respondent in any way for any reason.

7. Annex-1

Terms of Reference (ToR) or Specification and requirements of this tender

Background

Digital Healthcare Solutions (DH) hires various skilled resources for various departments and functions under the employment of outsourced human resources service provider.

Objective

Appoint a new outsourced human resources service provider for Digital Healthcare Solutions.

Duration and Location

Duration: Contract/agreement for 02 (two) years from onboarding date.

Location: Nationwide

Outsourced Human Resources Service Provider will be responsible for

1. circulating co-branded job advertisement (based on DH provided job description) and initial shortlisting based on job specification.
2. arranging initial interviews at Service Provider's office premise (if asked by DH).
3. attracting potential candidates such as General Practitioner Doctor, Specialist Doctor, Nurse, Midwives, Software Engineers, and Business Professional etc.
4. conducting professional background check of candidates selected by DH.
5. Entering employment contracts and providing Contractual/Temporary employment on hourly and monthly basis for the period of 3 months, 6 months, 12 months, 24 months, and 36 months (as per DH's requirements and in compliance with applicable laws) (hereinafter referred to as "**Selected Candidates**" and "**Selected Candidates – Monthly**" and "**Selected Candidates – Hourly**").
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21. providing transport facilities to DH (if needed).
22. upon receiving invoice from the service provider, DH will pay within next 60 days.

Quantity

01

Unit of Measurement

Organization

Payments

1. After disbursing the monthly salary, invoice will be submitted to DH for processing the payment. DH will process the payment within 60 days of receiving the invoice.
2. Vendor should provide all necessary documents needed by DH to process any Bill e.g.: Mushak chalan and other relevant documents.
3. Bill will be paid through account payee cheque or BFTN after submission and process of bill/invoice.
4. Given rates should be inclusive of all kinds of regularly charges and would be applied on total payroll. DH will ensure the applicable deductions and deposits of those deducted amounts in Govt. Treasury. The deposit certification will provide based on periodic interval.
5. Service charges should be inclusive of all charges.

8. **Annex-2**

Bidder Response Document

(On company letterhead paper)

SECTION 1 (GENERAL INFORMATION)

Confidential Business Questionnaire

(Please note that giving false information under this section will result in your application being disqualified automatically)

1. The questionnaire must be fully and comprehensively completed in all respects.
2. Information given by the applicant shall be treated in strict confidence.
3. Digital Healthcare Solutions reserves the right to visit and inspect the business premises of the company/firm that will participate.
4. Any information given under and later found to be incorrect shall lead to disqualification from the tendering process.

Corporate Information

No.:	PARTICULARS	RESPONSE
1.	Full name of organization Firm:	
2.	Is your Organization (please tick as appropriately) <ol style="list-style-type: none"> a. A Public limited company? b. Public listed company? c. A limited company? d. A partnership? e. A sole trader? f. Other, (please specify) 	
3.	Date of Registration:	
4.	Full physical address of principle place of business: Full postal address:	
5.	Telephone No.:	



6.	Email Address;	
7.	Website address (if any)	
8.	Business started year	
9.	Associated company (if any)	

Contact Point between buyer and supplier

Please list your employees who would be involved with Digital Healthcare Solutions. One employee should be the key point of contact for Digital Healthcare Solutions.

Name	Job Title	Role for Digital Healthcare Solutions	Direct telephone number	Email address

Business activities and Compliance

Please mention the following things:

- a. State your organization’s main business activities.
- b. Can your company meet our expectations and requirements specified in “ANNEX-1”?
- c. How much does your company comply with the requirements?

a) Ans:

b) Ans:

c) Ans:

SECTION 2 (EVALUATION CRITERIA)

Required Essential Qualifications of the Vendor:

Supplier has legitimate business/official premises, or they are registered for trading and tax as appropriate.

[Yes / No]

Compliance with Digital Healthcare Solutions's standard requirements stated in Annex-1 and Annex-2

[Yes / No]

Meet service specifications stated in Annex-1 (ToR).

[Yes / No]

Required Capability Qualifications of the Vendor:

Previous Experience in this field or this type of work.

Total = _____ Years

[Send scanned (supporting) documents]

Quality Protocols & Certificates

How many certificates = _____ Nos

[Send scanned documents]

Are you registered with the Government as a Contracting Agency as per provisions of Bangladesh Labor Act? Can you provide proof of such registration?

[Yes / No]

[If Yes then provide the scanned document]

Reliability & Experience

(through identifying their customers, speaking/seeing references) / No of Customers & PO references from your customers/clients.

Number of customers deal with = _____ Nos



No.;	Customer Organization (Name)	Customer Contact name & Phone no.:	Brief description and contact amount	Date contract awarded	Period of contract
1.					
2.					
3.					

[Send 3-5 scanned PO references]

Number of staff members (consultants in case of services)

Permanent Employees = _____ Nos

Number of Temporary Employees = _____ Nos

Number of Field Employees = _____ Nos

Number of consultants (in case of services) = _____ Nos

Financial Health

[revenue and net profit for last three years]

Classification	2018 BDT amount	2019 BDT amount	2020 BDT amount
Revenue			
Net Profit			

[send Audit report for the years of 2018 & 2019]

Capacity to meet our supply needs.

[output for last three years]

Classification	2018 PO/WO Quantity	2018 Business Volume (BDT)	2019 PO/WO Quantity	2019 Business Volume (BDT)	2020 PO/WO Quantity	2020 Business Volume (BDT)
Business capacity						

Geographic Coverage

Number of districts with physical presence = _____ Nos

Number of districts covered = _____ Nos

Required Commercial Qualifications of the Vendor:

Description of your service and the way you like to provide the service.

Ans:

Price Quotation

Please provide your monthly **Service Charge in percentage (%)** inclusive of VAT and AIT against responsibility and payment modality stated in Annex-1. VAT (Mushok) Challan must be provided by the supplier and AIT will be deducted as per government rule.

Lead time

Tentative date: Starting from May/June 2021 onwards.

Will you able to okay with this time frame?

[Yes / No]

SECTION 3 (OTHER FACTORS)

Dependencies on Digital Healthcare Solutions

Please mention below all dependencies that you would have on Digital Healthcare Solutions to ensure proper establishment of this assignment. Please expressly mention all activities and deliveries that you would need from Digital Healthcare Solutions to ensure optimum service delivery.

Please specify any assistance need from DH for accomplishing the project. If yes, please describe therefor user department will be aligned.

Required Documents

The following documents and items **MUST** be included as bid Document:

- a) Copy of Trade License (Updated)
- b) Incorporation certificate (if applicable)
- c) Copy of utility bill (latest)
- d) Copy of TIN.
- e) Copy of NID against Trade License
- f) Copy of VAT registration Certificate (BIN)
- g) Tax exemption certificate (if applicable)
- h) Copy of cheque's void leaf.



Declaration, acceptance by the Bidder-

I declare that to the best of my knowledge the answers submitted in this tender questionnaire (and any supporting documentation) are correct. I understand that any misrepresentation will render my organization ineligible to participate in any future business activities with **Digital Healthcare Solutions**.

.....

Signature

.....

Name

.....

Job Title

.....

Company

.....

Date

.....

Official Stamp (Here)