



**Invitation to Tender (ITT)
For
“Appointing National Distributor.”**

7th February ,2021

Tender Advertisement for Appointing National Distributor (ND)

Digital Healthcare Solutions (DH) is going to appoint a “National Distributor” for resource management, scratch card management, market cash collections, local DH health hub (rented office) maintain, Field Force (FF) and retail training management etc.

Specific tasks for National Distributor (ND):

- Source & appoint adequate resources in field as per DH’s expansion plan.
- Ensure Corporate SIM/ID Card/Visiting Card/Branded attire for all the resources working in field.
- Responsible for all sort of field operation issue including but not limited to market credit recovery, FF due recovery, street/activation cost, local administrative cost, legal body management etc.
- Daily monitoring of all type of financial transactions [bkash, bank account etc.]
- Ensure 100% due recovery from FF as per activation + days period.
- Ensure dedicated distribution house/office for DH business along with 10~15 FF sitting capacity.
- ND needs to maintain local small shop type space for local team sitting/meeting etc. in different geographies, which DH called DH health hub.
- Responsible for Scratch Card and Gift distribution throughout the country as per DH’s business footprint.
- Ensure end to end tracking of all Scratch Card distribution [Requisition, distribution, activation etc.].
- Ensure on-time incentive & commission disbursement of all channels and FF to respective mobile wallet [within 2 days after campaign completion].
- Ensure FF salary disbursement by 2nd ~5th day of following month.
- ND need to make contact and do formal agreement/enlistment with different third parties to drive sales in alignment with DH Distribution team (if needed).
- ND need to maintain & store appropriate profile for each field force working in field.
- ND need to preserve proper documentation of every procedures.

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

Method of Tender submission: Must be submitted to procurement3@dh.health

Query for Tender: Must be sent to queries@dh.health on or before 18 February 2021.

Deadline for Tender submission: On or before 24 February 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-wherever, 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 before or on **18 February 2021** to queries@dh.health . Please mention “National Distributor” in the subject line for any type of query.

2.2 Last Date of Submission of Tender

The tender document must be sent to procurement3@dh.health on or before the office timing of **24 February 2021**.

2.3 Tenders opening date

25 February, 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

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 procurement3@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: “**National Distributor.**”

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 our standard policies
		Meet minimum specifications.
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 of the requirement

Digital Healthcare Solutions (DH)'s distribution and retail operations run by its National Distributor (ND) which includes resource management, scratch card management, market cash collections, local DH health hub (rented office) maintain, field force and retail training management etc. The whole field operation is directly managed by Sales & Distribution team in commercial and ND support all types of activities.

Objective of the requirement

Appoint a National Distributor for Digital Healthcare Solutions (DH) to look after field operations in more structured way for some pre-defined channels.

Duration and Location

Duration: Contract/agreement for two years from onboarding.

Location: National Operation, need to maintain a separate distribution operation house in Dhaka.

Specific tasks of National Distributor / Scope of Work in details for National Distributor

- Source & appoint adequate resources in field as per DH's expansion plan.
- Ensure Corporate SIM/ID Card/Visiting Card/Branded attire for all the resources working in field.
- Responsible for all sort of field operation issue including but not limited to market credit recovery, Field Force due recovery, street/activation cost, local administrative cost, legal body management etc.
- Daily monitoring of all type of financial transactions [bkash, bank account etc.]
- Ensure 100% due recovery from Field Force as per activation + days period.
- Ensure dedicated distribution house/office for DH business along with 10~15 Field Force sitting capacity.
- National Distributor needs to maintain local small shop type space for local team sitting/meeting etc. in different geographies, which DH called DH health hub.
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- Ensure Field Force salary disbursement by 2nd ~5th day of following month.

- ND need to make contact and do formal agreement/enlistment with different third parties to drive sales in alignment with DH Distribution team (if needed).
- ND need to maintain & store appropriate profile for each field force working in field.
- ND need to preserve proper documentation of every procedures.

Quantity

01

Unit of Measurement

Organization

Payments:

- ND will process all incentives as per DH's distribution team instruction to the respective channel Field Force and retail points or partners.
- ND will deposit all payments to DH by 10th of the following month after deducting channel incentive & others as per total channel wise activation for month, which need to be vetted by DH distribution and Finance team.
- ND will process other payments like salary, training s per DH's PO and submit invoice with adequate transaction proof and other required documents. DH will pay as per invoice after proper checking payment terms mentioned in respective PO.
- ND need to pay all types of the field force (FF)/retail/channel partners training program as per DH guideline and allocated budget or support regional sales team to manage such operations.
- ND need to pay the DH selected rented POS as per DH instruction based on PO.

8. Annex-2

Bidder Response Document

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 Solution's standard requirements stated in Annex-1.

[Yes / No]

Meet Minimum Specifications stated in Annex-1.

[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]

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 specific tasks of ND and payment modality. VAT (Mushok) Challan must be provided by the supplier and AIT will be deducted as per government policy.

Lead time

Tentative date: Starting from April/May, 2021

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)