

## Terms of Reference: Consultancy Company for Rehabilitation of Primary Health Facilities in Different Provinces of Iran

<b>Duty Location</b>	5-7 Provinces in Iran
<b>Title</b>	Light Rehabilitation Consultancy Company
<b>Reports to</b>	INTERSOS Logistic and Medical Departments
<b>Type of Contract &amp; Contract Duration</b>	Temporary - One year
<p><b>About INTERSON:</b>            INTERSON is a humanitarian organization on the front-line of emergencies, bringing assistance to victims of armed conflicts, natural disasters, and extreme exclusion with particular attention to the protection of the most vulnerable people. Since 1992 our humanitarian workers have been helping people affected by humanitarian crises: we provide first aid, food, shelter, medical assistance, and basic goods. We ensure that basic needs, such as education, access to clean water, and health assistance are met.</p> <p><b>INTERSOS in Iran:</b>            Following the Taliban retaking power in Afghanistan in August 2021, which has created a sudden high influx of Afghan nationals in Iran, INTERSON decided to assess opportunities to establish its presence in Iran. INTERSON obtained approval from the Government of the Islamic Republic of Iran for the establishment of its presence in Tehran - Iran in October-November 2021 and started conducting its joint activities in June 2022. INTERSON activities in Iran mainly focus on the health/medical sector and how to support the existing health system in coping with the high number of new refugees and its impacts on local Iranians. In addition, some social activities around people with disabilities and children were linked to medical activities.</p>	

### 1. Definition of Terms:

In order to understand the concept clearly, some keywords are explained below:

- Consultancy Company: Provides INTERSON with technical engineering rehabilitation consultation services for nominated Primary Health Facilities.
- Service Provider: Implements the rehabilitation of Primary Health Facilities to deliver the services.
- INTERSON: Contracting organisation for both consultancy company and service provider.

### 2. Introduction:

INTERSON is seeking a qualified and experienced construction consultancy company to support INTERSON Iran mission program team. The consultant(s) will play a vital role in assessing the structural

light rehabilitation needs of Primary Health Facilities, preparing the Bill of Quantities (BoQ) with specifications, participating in the hiring of competent service providers, monitoring the rehabilitation progress, and to ensure the quality of services delivered by service provider. The consultancy company will work closely with the INTERSONS program team to achieve the successful implementation of the light rehabilitation activities.

### 3. General Anticipated Scope of Work for Rehabilitation of Primary Health Facilities:

#### 3.1. Geographical Scope:

No.	Geographical Scope	Number of Primary Health Facilities to assess & rehabilitate	Delivery Deadline (considering approximate maximum one months for each health centre since the beginning of the rehabilitation)
1	Kerman Province (Rafsanjan, Kaboutar Khan, Zarand and other possible cities of Kerman)	5	May 2024
2	Tehran/Alborz Province (counties within the province)	2-3	June 2024
3	Semnan Province (capital city and/or counties within the province)	3-4 (To be defined in near future)	June 2024
4	Qom Province (capital city and/or counties within the province)		
5	Markazi Province (capital city and/or counties within the province)		
6	South Khorasan Province (capital city and/or counties within the province)		
7	Hormozgan (capital city and/or counties within the province)	1-2 (To be defined in near future)	June 2024

### 3.2. Functional Scope

The functional scope includes the overall rehabilitation works that INTERSON intends to conduct in the selected Primary Health Facilities.

#### 3.2.1. Inclusion Criteria

- Renovating/repairing of building and infrastructure in health care facilities
- Repurposing of available rooms/spaces (making them more user-friendly for healthcare professionals and patients)
- Enhancing the climate resilience and energy saving systems
- Optimising Primary Health Facilities access for people with disabilities (building ramps, accessible toilets, etc.)
- Optimisation of ventilation systems installation and operation
- Rehabilitation of the water supply and wastewater system (rehabilitation of the toilets/bathroom, washing hand basin, sanitary systems and piping)
- Repairing electrical systems and panels.
- Building painting services, if applicable
- Repairment/renovation for walls, floors, windows and doors of building to ensure the safety principles to be carried out
- Isolation design for rooftop building
- Design an outdoor/indoor child-friendly spaces (this environment gives kids space for walk and play once their parents receiving medical services )

*Note: An example of an indoor child-friendly space could be a waiting room equipped with toys, books, and appropriate supervision. This setup not only ensures the safety of the children but also aims to make their stay more comfortable and less stressful while their parents or guardians are attending to their healthcare needs. It's essentially a designated area within the facility where children can be looked after in a manner that is both secure and accommodating.*

And other technical relevant activities, in case of needs.

#### 3.2.2. Exclusion Criteria:

The below activities would be restricted to implement through the current project.

- Building any new room or adding any parts/components to the existing buildings
- Relocating/resettlement an existing building to a new site over rehabilitation
- Major redesigning of spaces

*Note: The workflow of the project has been attached in Annex 1.*

## **4. Duties for the Consultancy Company:**

### 4.1. Technical Assessment of Pre-selected Primary Health Facilities:

- Visit the pre-selected Primary Health Facilities (field visit).

- Identify the bottleneck and requirements in terms of renovation and repairing of building and its infrastructure based on the initial need assessment performed by INTERSONS.
- Formulating the suggestive plan connected with priorities were raised by Primary Health Facilities.
- Prepare and present the budget breakdown based on the INTERSONS allocated budget.
- Prepare the technical assessment reports for selected Primary Health Facilities.
- Provide and submit detailed and comprehensive Bill of Quantity (BoQ) mentioning:
  - The list of required items with quantities and specifications which includes the essential products details.
  - Estimated cost for each BoQ line.
  - Create a time table for different projects in each facility in coordination with the service provider.
- Provide a general list of items as a reference document for each health facility (including the brands and alternatives items in case of needs) enabling to evaluate the offers received by service providers.

#### 4.2. Assist in the Service Provider Selection Process

- Brief and continuous collaboration to participating service providers' inquiries before the tender deadline.
- Accompany with service providers to jointly visit the Primary Health Facilities before the tender is closed.
- Participate in the Evaluation Committee Meeting for concluding the evaluation results and selecting the right service provider .

#### 4.3. Monitoring, Evaluation, and Reporting:

- Monitoring the progress of the project through a weekly mission to determine if work is on task, on budget and delivered on time.
- Monitoring and control process, identify any risks and deviations from project plan and then address, to ensure the project stays on track.
- Provide progress reports to the INTERSONS program team during the project, including:
  - Weekly report: day-to-day progress of work performance.
  - Incident report: monitoring unexpected issues, events and complaints encountered during the project that needs to track and manage as quickly as possible (to inform the case to INTERSONS within a short time). In addition, the document should provide details of collaboration with partners; INTERSONS medical team, provincial authorities (NOM<sup>1</sup> / MoHME<sup>2</sup>, etc.), and all related technical experts.
- Handover the renovated building first to INTERSONS and then to the target the health facility's authorities. It is worth mentioning that the consultancy company shall deliver the final report to INTERSONS by end of project (please see section 8). The final report may include all achievements, challenges, lessons learned and recommendations for the future projects.
- Close supervision that Health, Safety and Environment (HSE) standard is being applied by the service provider during the project. Any deviation from HSE standards should be immediately reported to INTERSONS.

<sup>1</sup> NOM: National Organization for Migration

<sup>2</sup> MOHME: Ministry of Health and Medical Education

#### 4.4. Training:

Building capacity (through training and workshops) for INTERSOS technical team and local partners, to get familiar with technical aspects of needs assessments enabling team members to conduct efficient assessment visits (for example parameters/criteria should be investigated during the assessment of WASH facilities).

### **5. Mandatories**

During all project steps, the consultancy company must ensure:

- Implementing quality control measures to ensure that the rehabilitation works meet the pre-defined standards and specifications (for example by conducting inspections at various stages of the rehabilitation process to verify the quality of materials, workmanship, and adherence to specifications).
- Respecting safety guidelines for the Engineering Organization and Government of Iran during project implementation.
- The validation of the quality and quantity of purchased equipment/items by verification of the invoices provided by the service provider.
- Liaising, as necessary, with INTERSOS logistics and medical team to ensure the proper management of the rehabilitation process.
- Committing to INTERSOS code of ethics – to be signed by the hired company.

### **6. Selection Criteria and Scoring Table**

#### 6.1. Selection Criteria:

- Authorised and registered company (mandatory).
- A strong understanding of the local context, relevant regulations, and community dynamics.
- Minimum three years' work experience and tracked reports in construction and rehabilitation/ renovation of projects, preferably in the health sector, is essential.
- Expert in providing Bills of Quantities, specifications and monitoring/assessing the project implementation.
- Excellent communication skills and the ability to collaborate effectively with various stakeholders (local governmental and non-governmental authorities, etc.).
- Attention to detail and a commitment to delivering high-quality results.
- Being fluent in Farsi language is mandatory. Good knowledge of English is an asset.
- Flexibility in visiting Primary Health Facilities according to suppliers and Primary Health Facilities' working hours.
- Ability to deliver soft copy documents and reports.
- Good computer skills within Microsoft Office.
- Past experience working with international organisations and UN agencies is a plus.

## 6.2. Selection Process

The procedure of selection is based on a set of predetermined criteria mentioning though Scoring Table:

- Applicants will be asked to submit the financial proposal and technical proposal (solving a case study proposed by INTERSOS) in separate documents.

*Note: a case study is a scenario of a health facility to be rehabilitated with the aim of evaluating the consultancy company's technical competencies to deliver similar projects. Consultancy company applicants need to analyse the showcase and provide a proposal based on the predefined criteria by INTERSOS.*

- Applicants meeting the minimum 50% of overall scoring will be considered for the financial proposal.
- Applications will be evaluated based on 60% technical and 40% financial criteria.
- The selected applicant will be invited for an interview (in Tehran).
- The selected applicant would not be eligible to apply as the rehabilitation service provider for ongoing projects.

## 6.3. Scoring Table

Criteria	Score (%)
<b>Technical</b>	<b>60</b>
Working experience in the target provinces	10
Proven experience in construction, rehabilitation, or renovation projects	20
Working experience in healthcare facilities	10
Past experience working with international organisations and UN agencies.	5
Case study	15
<b>Price</b>	<b>40</b>
<b>Total</b>	<b>100</b>

## 7. Terms and Conditions:

- The consultancy company's financial proposal needs to be formulated based on location, and the scope of work (depending on the size of the building, to be specified in the Request for Quotation form).
- The contract duration will be for the duration of the rehabilitation project, with the possibility of extension based on performance and project needs.

## 8. Terms of Payment

Deliverables (per health facility)	Payment %	Payment Condition
Assessing the Primary Health Facilities and submitting the assessment report, and final BoQs	40%	Upon INTERSOS approval
Briefing and evaluation of the service provider through meetings and visiting the Primary Health Facilities	10%	Upon INTERSOS approval
Monitoring and reporting the project progress during rehabilitation (Maximum 3 days after service completion)	10%	25% of work progress Upon INTERSOS approval
	10%	50% of work progress Upon INTERSOS approval
	10%	75% of work progress Upon INTERSOS approval
Submission of final report (Maximum 15 days after service completion)	20%	100% of work progress, upon INTERSOS approval

## 9. How to Apply

The INTERSOS Country Office seeks offers for "**Light Rehabilitation Consultancy Company**".

**Closing date:** Sunday December 24 2023

**SUBMISSION OF OFFER:**

Offer must be submitted in the attached PDF form signed/ stamped along with other requested documents mentioned in article 6.2, through e-mail [tenders.iran@intersos.org](mailto:tenders.iran@intersos.org) no later than December 24, 2023, by (23:59) Tehran time.

## Annex 1-Workflow

Step	Task	Responsibility by
1	Health facility assessment and selection	INTERSOS
2	Conducting technical assessment through field visits	Consultancy Company
3	Submitting the BoQ, technical reports and list of required equipment (considering as reference document) for the assessed Primary Health Facilities	Consultancy Company
4	Tender advertisement for hiring service provider	INTERSOS
5	Briefing session for applicants (service providers) before tender deadline	INTERSOS + Consultancy Company
6	Accompanying with applicants for visiting target Primary Health Facilities	Consultancy Company
7	Selection of service provider	INTERSOS (with the assistance from the Consultancy Company)
8	Implementation of health facility rehabilitation	Service provider
9	Monitoring, evaluation and reporting	Consultancy Company
10	Submit the Final report	Consultancy Company