**Expression of Interest (EOI) from institutions for empanelment with NHSRC**

**under Quality Assurance Program**

On behalf of the Executive Director-NHSRC, the Indenter are invited Expression of Interest (EOI) for empanelment with NHSRC under Quality Assurance Program. Eligible and interested Individual/ organizations may send their EOI to the Principal Administrative Officer, National Health Systems Resource Centre, NIHFW Campus, Baba Gangh Nath Marg, Munirka, New Delhi -110067.

**About NHSRC-**

National Health Systems Resource Centre (NHSRC) is a technical support wing of Ministry of Health & Family Welfare, Govt. of India. NHSRC acts as a nodal agency for channelising the Technical Assistance (TA) to central and state governments for effectively implementing the NHM, with a specific focus on health system strengthening, capacity development & comprehensive Primary Healthcare. The Key technical areas of NHSRC are Community Processes, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health Administration, and Quality Improvement in Healthcare.

The Quality Improvement (QI) division of NHSRC is responsible to support the MoHFW in developing policies & guidelines for Quality improvement & patient safety initiatives. The key mandate of the QI division is to support all states/UTs in the implementation of NQAS, LaQshya, Kayakalp, Mera Aspataal, & Swachh Swasth Sarvatra programs in public health facilities.

**Brief about the programs under QI-**

* **NQAS-** National Quality Assurance Standards were developed & launched in 2013 keeping in the specific requirements for public health facilities as well global best practices. NQAS are currently available for DH, CHCs, PHCs, UPHC & HWC. These standards are accredited by apex international accrediting Agency ISQUA (International Society for Quality in Healthcare).
* **LaQshya-** To improve Quality of care around birth and ensure respectful Maternity care to all beneficiaries, MoHFW has launched ‘LaQshya’ initiative to strengthen key processes related to the Labour room and maternity Operation Theatre to achieve time bound targets and ensuring desired outcome.
* **Kayakalp Award scheme-** To promote the “culture of cleanliness and hygiene” in the public health facilities, Kayakalp was launched in 2015 under Swachh Bharat Abhiyan. All health facilities DHs, SDHs, CHCs, UPHCs & HWCs go through internal, peer and external assessment process against predetermined criteria. The best facilities are given cash awards and are felicitated at state and National level.
* **Mera Aspataal-** It was launched with an objective of measuring patient’s satisfaction to improve quality of care at public healthcare facilities. This initiative captures patient feedback for the services received at the hospital through user-friendly multiple channels ICT platform such as Short Message Service (SMS), Outbound Dialing (OBD) mobile application and web portal.
* **Swachh Swasth Sarvatra-** It is a joint initiative of Ministry of Health & Family Welfare and Ministry of Jal Shakti to achieve better health outcomes through improved sanitation and increase awareness on healthy lifestyles. This initiative builds on and complements twin programs ‘Swachh Bharat Mission’ and ‘Kayakalp Award scheme’. SSS augment the participation of healthcare service providers in Community Sanitation for making open defecation free and Hygiene Promotion.
* **Quality** **Certification-** Quality certification of health facilities has been launched by MOHFW with aim of recognizing the good performing facilities as well as improving the credibility of public hospitals in the community. Quality certification is provided to public health facilities on meeting pre-determined criteria of National Quality Assurance Standards (NQAS). Under the National Quality assurance program, two types of certification have been provided i.e., State & national level certification. Certified facilities are also provided financial incentives as recognition of their good work. The NQAS Certified facilities also entitled to getting benefits under ABMJY and have been accepted as a benchmark by IRDA for providing TPA services.
* **Current status of certified facilities-** Total 2731 & 717 health facilities are state certified & National certified respectively under NQAS. While total 702 LR & 600 MOT state certified and 281 LR & 247 MOTs are National certified under LaQshya program.

**Context -**

NHSRC is seeking expression of interest (EOI) from academic institutions/ Professional organisations for empanelment with NHSRC to provide support for implementation of Quality standards & Patient safety activities in public health facilities of states/UTs.

**Objectives and scope of work\*-**

**1)** To support the implementation of Quality & Patient Safety activities in public health facilities of States & UTs (especially in Health & Wellness Centres at sub-centre level).

**2)** To document the best practices/ case studies/ innovations pertaining to improving NQAS & Kayakalp initiatives.

**3)** To support NHSRC-QI to design & conduct evaluation studies Quality & Patient safety.

**\*Note-** The empanelled institute may undertake one/two tasks out of above mentioned.

**Empanelment Period-**

1- Collaboration with the institution will be based on an MOU which will be signed between the institution and NHSRC.

2- Selected institution/organization will be empanelled for 12 months in the first instance from the date of signing MOU.

3- Further extension will be considered based on satisfactory performance and feedback.

4- The institution will be on probation period initially for 2 months.

5- Detailed TOR will be provided after empanelment with NHSRC.

6- NHSRC may terminate the MOU if any dispute found of the empanelled institution or NGO.

**Project Fee-**

This EOI is floated for short-listing of the eligible organisations. Project cost of each assignment would be worked-out mutually.

**Documents required from Institute/NGO -**

Institutions should submit the following documents along with application form-

1- Registration certificate of the institute/NGO.

2- Relevant report and documents to demonstrate organization capacity to support, implementation of NQAS, LaQshya or any other quality intervention.

3- A list & CVs of full-time employees /staff who have previous experience of working on Quality Improvement Projects/ assignments.

4- Annual turnover balance sheet of the organization/ NGO per year in the preceding three years

5- The institution will also be required to provide a copy of their PAN/TAN card, service tax registration, and the last three years Income tax returns.

6- An undertaking that the organisation has not been block listed/debarred by any Government/Government organisation.

**JURISDICTION**

Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all action sand proceeding arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in this behalf at NCT of Delhi and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts. Prior to this effort may be made to settlement of dispute through the Commercial Courts, Commercial Division and Commercial Appellate Division of High Court.

**ARBITRATION**

All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Executive Director, NHSRC at NCT Delhi. The award of the arbitrator so appointed shall be final and binding on both the parties

**How to apply-**

Interested institution/organization should fill the form attached as Annexure ‘A’ and email their application to NHSRC at [nhsrc.india@gmail.com](mailto:nhsrc.india@gmail.com) along with supporting documents with the following subject header “EOI for empanelment in QI”.

Application will be accepted only on prescribed format.

**Annexure-A**

**Application form**

**Application for empanelment as external organization with NHSRC**

**Name of Institution -\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Address -\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**Email -\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact detail -\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Registration details -\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Brief summary about the Institution/Organization (Max 200 words)-**

**Head of Institution/Division/Department-**

**Number of employees working with organization-**

**Details of relevant experience-**

**1-**

**2-**

**3-**

**4-**

**5-**

**Any other activities performed by the organization-**

**Currently empaneled with any other organization (if yes -please name of organization and year of empanelment)-**

**Any publication-**

**Declaration-**