



EXPRESSION OF INTEREST

**CALL FOR EXPRESSION OF INTEREST FOR OUTSOURCED
MANAGEMENT AND OPERATIONS OF THE AMREF OUTPATIENT
MEDICAL CENTRE**

Amref Health Africa in Kenya

EOI NO: AMREF/ 13/02/2024/002

Introduction

The Amref Medical Centre began as a staff clinic in 1984 and has since expanded to serve the general public. The Amref Medical Centre is located on the grounds of the Amref Health Africa Global Headquarters and Kenya Country Office, along Langata Road, adjacent to Wilson Airport. The facility is located in a large, modern building with approximately 2,000 square feet of floor space that comprises a waiting area, reception, records room, two consultation rooms, a counselling room, a treatment room/minor theatre and a pharmacy. The institution is well-equipped and provides a wide range of medical services, including general consultations and travel immunisation services. The Amref Medical Centre is fully registered and licensed by the Medical Practitioners' and Dentists' Board of Kenya.

Amref Health Africa seeks proposals from interested eligible institutions who will take up the management, operation, and strategic growth of the Medical Centre under an outsourcing or lease arrangement. A qualified entity will be selected based on their experience, institutional capacity, and proofed record of quality service delivery. The selected entity will be invited to manage the operations of the facility for a renewable period of five (5) years. The terms of engagement and performance will be evaluated before an extension is approved.

Invitation to Tender

1. Amref Health Africa in Kenya invites bids from eligible bidders for a call for expression of interest for outsourcing of management and operations of the Amref Outpatient Medical Centre.
2. Interested eligible bidders may download a detailed EOI document from the Amref Health Africa website (<http://amref.org/ways-to-give/tenders>).
3. Queries and clarifications must be submitted ONLY via email to EOI.queries@amref.org on or before **TUESDAY, 27TH FEBRUARY 2024** on or before 5PM.
4. Completed proposals for preliminary and technical requirements must be submitted ONLY via email to EOI@amref.org on or before **TUESDAY, 27TH FEBRUARY 2024** with the EOI number and name on the subject line. No bids will be accepted after 5PM on the closing day.
5. Interested eligible bidders are invited for a site visit on from **20th to 23rd February between 9am to 12.30pm and 2pm to 4pm**. The person to be seen is **Emily Gitonga** Mobile Number: **0723 257793**
6. Interested eligible bidders are invited to a virtual Pre-bid conference on **Friday 16th February 2024 starting 9am-10.30am**

To access the pre-bid conference kindly join through **Zoom link**

<https://amref.zoom.us/meeting/register/tZlscOGrrTMrGdfQHxzTIHg1RUoq6frK1zi8>

After registering, you will receive a confirmation email containing information about joining the meeting.

Scope of services and client base

Currently, the Medical Centre predominantly serves Amref Health Africa staff, students and staff of the Amref International University. Other clients are drawn from businesses operating around Wilson Airport. Services currently offered by the Medical Centre include:

1. Routine outpatient medical services.
2. General and travel vaccination services.
3. Pharmacy operations.
4. Front office and general administrative functions.

Amref Health Africa operates a fully equipped clinical laboratory as part of its programmatic and technical work which is accredited with ISO 15189:2012. The laboratory is within the same building and will be available to serve clients of the Medical Centre, at competitive rates to be agreed upon.

Expected performance standards and quality assurance

To ensure delivery of high-quality healthcare services. The contracted institution or entity shall be obliged to abide by the standards below:

1. Ensure that medical diagnoses, treatments, and procedures are accurate, adhere to and comply with established national and international medical standards, medical protocols and guidelines. This will involve monitoring and evaluating patient outcomes to assess the effectiveness of medical interventions provided to clients.
2. Uphold a client centric approach to ensuring customer satisfaction by, amongst other ways, monitoring and minimising patient wait times for appointments, consultations and procedures; and conducting regular surveys to gather feedback on client experience.
3. Retain qualified and licensed medical, pharmaceutical, nursing and support staff at the Medical Centre; regularly verify and update their credentials and provide ongoing training and professional development opportunities to maintain competency.
4. Maintain strict hygiene and infection control protocols and a clean, safe environment for patients and staff.
5. Ensure that medical equipment is regularly maintained and in good working condition.
6. Implement procedures to ensure the safe administration and storage of medications; monitor and minimise errors in prescription writing and dispensing.
7. Develop and regularly update procedures for handling medical emergencies and ensure staff are trained on these procedures.
8. Maintain an electronic system of health records that meets accepted standards.
9. Adhere to and comply with all relevant healthcare regulations, and uphold data security and confidentiality.

Evaluation Criteria

Interested bidders are requested to provide the following details:

a) Mandatory Requirements

PRELIMINARY EVALUATION OF MANDATORY REQUIREMENTS				
Mandatory Requirements				
No.	Particulars	Marks	Compliant	Non-compliant
1.	Copy of certificate of incorporation/certificate of business registration.	1 or 0		
2.	Copy of valid KRA Tax Compliance certificate	1 or 0		
3.	Copy of current business permit	1 or 0		
4.	Must submit copies of 2 audited financial reports (2021 and 2022) and each must be signed and dated by the auditor and firm's directors. (Both reports must have unqualified/unmodified auditor's opinion)	1 or 0		
5.	Site Visit certificate, signed and stamped by Amref Personnel	1 or 0		
Any proposal missing any of the above 5 requirements will be considered as non-responsive and therefore will not move to the next evaluation stage				

b). Technical Evaluation Criteria

Requirement	Max
Details on how the clinic will be operated To be shared on a maximum two-page A4 size	25
Qualifications: <ul style="list-style-type: none"> Medical director or team lead – Share CV/ certificate of registration with professional body (KMPDC) Attach the CVs of any key technical staff or team members 	10
Experience <ul style="list-style-type: none"> Attach evidence to demonstrate capacity to operate an outpatient medical centre for at least 5 years 	15
TOTAL	50
Only bidders who will score 80% shall proceed to the next stage of evaluation	

Amref Health Africa reserves the right to accept or reject any or all bids and is not bound to give reasons for its decision