

CONTRACT FOR SUPPLIER SERVICES

Section 1 - FORM OF CONTRACT

CONTRACT FOR : Health System Strengthening for Urban Health in Bangladesh

PURCHASE ORDER NUMBER : 6704

THIS CONTRACT is made

BETWEEN : The Secretary of State for International Development at the Department for International Development, British High Commission, Shantipath, Chanakyapuri, New Delhi, 110 021 (DFID);

AND : Options Consultancy Services Ltd ("Supplier")
whose Registered Office is situated at Devon House, 58 St Katherine's Way
London, E1W 1LB, United Kingdom

(together "the Parties").

WHEREAS:

- A. DFID requires the Supplier to provide the services as defined in Section 3 (the "Services") to Government of Bangladesh (the "Recipient"); and
- B. the Supplier has agreed to provide the Services on the terms and conditions set out in this Contract.

IT IS HEREBY AGREED as follows:

1. Documents

This Contract shall be comprised of the following documents:

Section 1	Form of Contract
Section 2	General Conditions
Section 3	Terms of Reference
Section 4	Special Conditions
Section 5	Schedule of Prices

This Contract constitutes the entire agreement between the Parties in respect of the Suppliers obligations and supersedes all previous communications between the Parties, other than as expressly provided for in Section 3 and/or Section 4.

2. Contract Signature

If the Original Form of Contract is not returned to the Contract Officer (as identified in Section 4) duly completed (including the applicable Purchase Order Number at the top of Section 1), and signed and dated on behalf of the Supplier within **15 working days** of the date of signature on behalf of DFID, DFID will be entitled, at its sole discretion, to declare this Contract void.

No payment will be made to the Supplier under this Contract until a copy of the Form of Contract, signed on behalf of the Supplier, is returned to the Contract Officer.

3. Commencement and Duration of the Services

The Supplier shall start the Services on 01 April 2015 (the "Start Date") and shall complete them by 30 May 2018 (the "End Date") unless this Contract is terminated earlier in accordance with its terms and conditions.

4. Financial Limit

Payments under this Contract shall not, in any circumstances, exceed **£2,537,869** (UK Pound Two Million Five Hundred Thirty Seven Thousand Eight Hundred Sixty Nine only) exclusive of any government tax, if applicable (the "Financial Limit").

5. Time of the Essence

Time shall be of the essence as regards the performance by the Supplier of its obligations under this Contract.

For and on behalf of
The Secretary of State for
International Development

Name:

Position:

Signature:



Date:

13 March 2015

For and on behalf of
Options Consultancy Services Ltd

Name:

Position:

Signature:

Date:

Section 2 - GENERAL CONDITIONS CONTENTS

Clause Title

1. Definitions
2. Interpretation
3. Obligations
4. Personnel
5. Sub-Contractors
6. DFID Data
7. Protection of Personal Data
8. Freedom of Information
9. Confidentiality
10. Warranties
11. Security Requirements
12. Malicious Software
13. Disclosure of Information
14. Intellectual Property Rights
15. Official Secrets Acts
16. Access and Audit
17. Corruption, Commission, Discounts and Fraud
18. Conflict of Interest
19. Discrimination
20. Environmental Requirements
21. Insurances
22. Indemnity
- 23.. Procurement
24. Use of and Responsibility for Equipment
25. Applicable Provisions and Financial Limit
26. Fees
27. Expenses
28. Invoicing Instructions
29. Payments
30. Force Majeure
31. Suspension or Termination without Default of the Supplier
32. Suspension or Termination with Default of the Supplier
33. Variations
34. Assignment
35. Limit of Liability
36. Retention of Rights
37. Law and Jurisdiction
38. Amicable Settlement
39. Transparency of UK Government Spend
40. United Kingdom Income Tax and National Insurance Contributions

DEFINITIONS AND INTERPRETATION

1. Definitions

"Commercially Sensitive Information" the information listed in Section 4 comprising the information of a commercially sensitive nature relating to the Supplier, its intellectual property rights or its business of which the Supplier has indicated to DFID that, if disclosed by DFID, would cause the Supplier significant commercial disadvantage of material financial loss;

"Confidential Information" means all Personal Data and any information, however it is conveyed, that relates to the business, affairs, developments, trade secrets, know-how, personnel and suppliers of either party, including all intellectual property rights, together with all information derived from any of the above, and any other information clearly being designated as being confidential (whether or not it is marked "confidential") or which ought reasonably be considered to be confidential;

"the Supplier" means the person(s), partnership(s) or company(ies) with whom this Contract is placed.

"the Supplier's Personnel" means any person instructed pursuant to this Contract to undertake any of the Supplier's obligations under this Contract, including the Supplier's employees, agents and sub-contractors.

"the Contract Officer" means the person named in Section 4 who is responsible for all contractual aspects of the Contract.

"Contracting Authority" any contracting authority as defined in Regulation 5(2) of the Public Contracts (Works, Services and Supply) (Amendment) Regulations other than DFID;

"Crown Body" any department, office or agency of the Crown;

"Data Controller" shall have the same meanings as set out in the Data Protection Act 1998;

"DFID Data" means (a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are: (i) supplied to the Supplier by or on behalf of DFID; or (ii) which the Supplier is required to generate, process, store or transmit pursuant to this Agreement; or (b) any Personal Data for which DFID is the Data Controller;

"Data Processor" shall have the same meaning as set out in the Data Protection Act 1998;

"Data Protection Legislation" means the Data Protection Act 1998 and all other applicable laws and regulations relating to the processing of personal data and privacy, including without limitation, the guidance and codes of practice issued by the Information Commissioner;

"Data Subject" shall have the same meaning as set out in the Data Protection Act 1998;

"Environmental Information Regulations" means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issues by the Information Commissioner or relevant Government Department in relation to such regulations;

"the Equipment" means any equipment, computer hardware or software, materials, goods and vehicles and associated services necessarily required for the implementation of the Services, which the Supplier cannot reasonably be expected to provide, which are financed or provided by DFID for use by the Supplier.

"the Financial Limit" means the amount specified in Section 1 and is the maximum amount payable by DFID under this Contract.

"FOIA" means the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government Department in relation to such legislation;

"Information" has the meaning given under Section 84 of the Freedom of Information Act 2000;

"Law" means any applicable law, statute, bye-law, regulation, order, regulatory policy, guidance or industry code, rule of court or directives or requirements of any Regulatory Body, delegated or subordinate legislation or notice of any Regulatory Body;

"Personal Data" shall have the same meaning as set out in the Data Protection Act 1998;

"Process" has the meaning given to it under the Data Protection Legislation but, for the purposes of this Contract, it shall include both manual and automatic processing;

"the Project Officer" means the person named in Section 4 who is responsible for issuing instructions and dealing with all correspondence in connection with the technical aspects of the Contract;

"Regulatory Bodies" means those government departments, regulatory, statutory and other entities, committees and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in this Contract or any other affairs of DFID and "Regulatory Body" shall be construed accordingly;

"Request for Information" a request for information or an apparent request under the FOIA, the Environmental Information Regulations and associated codes of practice;

"the Security Policy" means DFID's security policy, which can be accessed on DFID's website at <http://www.dfid.gov.uk/work-with-us/procurement/dfid-information-security-policy-for-contractorsconsultants/> or as notified to the Supplier from time to time;

"the Services" means the services set out in the Terms of Reference (Section 3).

2. Interpretation

2.1 In the event of any inconsistency between the Form of Contract (Section 1), these General Conditions (Section 2) and the Special Conditions (Section 4), the Special Conditions shall prevail.

2.2 Except as expressly provided in Clause 23 the Supplier is not the agent of DFID and has no authority to represent and shall not purport to represent or enter into any commitments on behalf of DFID in any respect.

2.3 Nothing in this Contract is intended to make nor shall it make DFID the employer of the Supplier or any of the Supplier's Personnel.

2.4 All communications by the Supplier relating to notifications or applications for consents or instructions must be addressed to the DFID Contract Officer whose name and address are given in Section 4.

OBLIGATIONS OF THE SUPPLIER

3. Obligations

3.1 The Supplier shall perform all its obligations under this Contract (including the provision of the Services) with all necessary skill, diligence, efficiency and economy to satisfy generally accepted professional standards expected from experts.

3.2 If the Supplier is a joint venture then each of the joint venture parties shall have joint and several liability in respect of the Supplier's obligations under this Contract.

4. Personnel

4.1 All members of the Supplier's Personnel shall be appropriately qualified, experienced and in a suitable physical condition so as to ensure that the Supplier complies with all the Supplier's obligations under this Contract.

4.2 No changes or substitutions may be made to members of the Supplier's Personnel identified as key personnel in Section 4 of this Contract without DFID's prior written consent.

4.3 If DFID considers any member of the Supplier's Personnel unsuitable, the Supplier shall substitute such member as quickly as reasonably possible without direct or indirect charge to DFID with a replacement acceptable to DFID.

4.4 The Supplier is responsible for all acts and omissions of the Supplier's Personnel and for the health, safety and security of such persons and their property. The provision of information by DFID shall not in any respect relieve the Supplier from responsibility for its obligations under this Contract. Positive evaluation of proposals and award of this Contract (or any subsequent Contract Amendments) is not an endorsement by DFID of the Supplier's security arrangements.

4.5 The Supplier shall comply with the Staff Vetting Procedures in respect of all Supplier's Personnel employed or engaged in the provision of the Services. The Supplier confirms that all Supplier's Personnel employed or engaged by the Supplier by the agreed start date of this contract were vetted and recruited on a basis that is equivalent to and no less strict than the Staff Vetting Procedures, as provided within DFID's Security Policy.

4.6 The Supplier shall provide training on a continuing basis for all Supplier Personnel employed or engaged in the provision of the Services in compliance with the Security Policy and the Security Plan.

5. Sub Contractors

5.1 The Supplier shall not sub-contract any of its obligations under this Contract without the prior written consent of DFID.

5.2 If, having obtained DFID's consent, the Supplier sub-contracts any of its obligations, the sub-contract shall:-

(a) provide that payments due to the sub-contractor shall be made not more than 30 days after provision to the Supplier of a valid invoice; and

(b) include rights for the Supplier and obligations on the sub-contractor to ensure that DFID's rights to require replacement of personnel (as set out in Clause 4.3) and DFID's rights and the Supplier's obligations (as detailed within this contract) can be enforced against the sub-contractor.

6. DFID Data

6.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to DFID Data.

6.2 The Supplier shall not store, copy, disclose, or use DFID Data except as necessary for the performance by the Supplier of its obligations under this Contract or as otherwise expressly authorised in writing by DFID.

6.3 To the extent that DFID Data is held and/or processed by the Supplier, the Supplier shall supply that DFID Data to DFID as requested by DFID in the format(s) specified by DFID.

6.4 Upon receipt or creation by the Supplier of any DFID Data and during any collection, processing, storage and transmission by the Supplier of any DFID Data, the Supplier shall take responsibility for preserving the integrity of DFID Data and preventing the corruption or loss of DFID Data.

6.5 The Supplier shall perform secure back-ups of all DFID Data and shall ensure that up-to-date back-ups are stored off-site in accordance with the Security Policy. The Supplier shall ensure that such back-ups are available to DFID at all times upon request, with delivery times as specified by DFID.

6.6 The Supplier shall ensure that the system on which the Supplier holds any DFID Data, including back-up data, is a secure system that complies with the Security Policy.

6.7 If DFID Data is corrupted, lost or sufficiently degraded as a result of the Supplier's Default so as to be unusable, DFID may:

6.7.1 require the Supplier (at the Supplier's expense) to restore or procure the restoration of DFID Data to the extent and in accordance with the Business Continuity and Disaster Recovery Provisions specified in the Security Policy and the Supplier shall do so as soon as practicable but not later than three days following written request from DFID; and/or

6.7.2 itself restore or procure the restoration of DFID Data, and shall be repaid by the Supplier any reasonable expenses incurred in doing so to the extent and in accordance with the requirements specified in the Business Continuity and Disaster Recovery Provisions specified in the Security Policy.

6.8 If at any time the Supplier suspects or has reason to believe that DFID Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Supplier shall notify DFID immediately and inform DFID of the remedial action the Supplier proposes to take.

7. Protection of Personal Data

7.1 With respect to the parties' rights and obligations under this Contract, the parties agree that DFID is the Data Controller and that the Supplier is the Data Processor.

7.2 The Supplier shall:

7.2.1 process the Personal Data only in accordance with instructions from DFID (which may be specific instructions or instructions of a general nature as set out in this Contract or as otherwise notified by DFID to the Supplier during the Term);

7.2.2 process the Personal Data only to the extent, and in such manner, as is necessary for the provision of the Services or as is required by Law or any Regulatory Body;

7.2.3 implement appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;

7.2.4 take reasonable steps to ensure the reliability of any Supplier's Personnel who have access to the Personal Data;

7.2.5 obtain prior written consent from DFID in order to transfer the Personal Data to any Sub-contractors or Affiliates for the provision of the Services;

7.2.6 ensure that all Supplier's Personnel required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this clause 7;

7.2.7 ensure that none of Supplier's Personnel publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by DFID;

7.2.8 notify DFID (within two Working Days) if it receives:

7.2.8.1 a request from a Data Subject to have access to that person's Personal Data; or

7.2.8.2 a complaint or request relating to DFID's obligations under the Data Protection Legislation;

7.2.9 provide DFID with full cooperation and assistance in relation to any complaint or request made, including by:

- 7.2.9.1 providing DFID with full details of the complaint or request;
- 7.2.9.2 complying with a data access request within the relevant timescales set out in the Data Protection Legislation and in accordance with DFID's instructions;
- 7.2.9.3 providing DFID with any Personal Data it holds in relation to a Data Subject (within the timescales required by DFID); and
- 7.2.9.4 providing DFID with any information requested by DFID;

7.2.10 permit DFID or its representatives (subject to reasonable and appropriate confidentiality undertakings), to inspect and audit, in accordance with clause 16 (Access and Audit), Supplier's data processing activities (and/or those of its agents, subsidiaries and Sub-contractors) and comply with all reasonable requests or directions by DFID to enable DFID to verify and/or procure that the Supplier is in full compliance with its obligations under this Contract;

7.2.11 provide a written description of the technical and organisational methods employed by the Supplier for processing Personal Data (within the timescales required by DFID); and

7.2.12 not Process Personal Data outside the United Kingdom without the prior written consent of DFID and, where DFID consents to a transfer, to comply with:

- 7.2.12.1 the obligations of a Data Controller under the Eighth Data Protection Principle set out in Schedule 1 of the Data Protection Act 1998 by providing an adequate level of protection to any Personal Data that is transferred; and
- 7.2.12.2 any reasonable instructions notified to it by DFID.

7.3 The Supplier shall comply at all times with the Data Protection Legislation and shall not perform its obligations under this Contract in such a way as to cause DFID to breach any of its applicable obligations under the Data Protection Legislation.

8. Freedom of Information

8.1 The Supplier acknowledges that DFID is subject to the requirements of the FOIA, the Environmental Information Regulations and associated codes of practice shall assist and cooperate with DFID to enable DFID to comply with its Information disclosure obligations.

8.2 The Supplier shall and shall ensure that its Sub-contractors shall:

8.2.1 transfer to DFID all Requests for Information that it receives as soon as practicable and in any event within two Working Days of receiving a Request for Information;

8.2.2 provide DFID with a copy of all Information in its possession, or power in the form that DFID requires within five Working Days (or such other period as DFID may specify) of DFID's request; and

8.2.3 provide all necessary assistance as reasonably requested by DFID to enable DFID to respond to the Request for Information within the time for compliance set out in section 10 of the FOIA or regulation 5 of the Environmental Information Regulations.

8.3 DFID shall be responsible for determining in its absolute discretion and notwithstanding any other provision in this Contract or any other agreement whether the Commercially Sensitive Information and/or any other Information is exempt from disclosure in accordance with the provisions of the FOIA, the Environmental Information Regulations and associated codes of practice.

8.4 In no event shall the Supplier respond directly to a Request for Information unless expressly authorised to do so by DFID.

8.5 The Supplier acknowledges that (notwithstanding the provisions of Clause 8) DFID may, acting in accordance with the Department of Constitutional Affairs' Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the Freedom of Information Act 2000 ("**the Code**"), be obliged under the FOIA, or the Environmental Information Regulations to disclose information concerning the Contractor or the Services:

8.5.1 in certain circumstances without consulting the Supplier; or

8.5.2 following consultation with the Contractor and having taken their views into account; provided always that where 8.5.1 applies DFID shall, in accordance with any recommendations of the Code, take reasonable steps, where appropriate, to give the Supplier advanced notice, or failing that, to draw the disclosure to the Supplier's attention after any such disclosure.

8.6 The Supplier shall ensure that all Information is retained for disclosure in accordance with clauses 8.7 and 8.8 and shall permit DFID to inspect such records as requested from time to time.

8.7 The Supplier shall, during this Contract and for a period of at least seven years following the expiry or termination of this Contract, retain and maintain all Information:

8.7.1 in accordance with the requirements of the Public Records Office and in accordance with the exercise of the degree of care that would be expected from a leading company within the relevant industry or business sector;

8.7.2 in chronological order;

8.7.3 in a form that is capable of audit;

8.7.4 at its own expense.

8.8 Wherever practical, original Information shall be retained and maintained in hard copy form.

8.9 The Supplier acknowledges that any Commercially Sensitive Information noted within this contract is of indicative value only and that DFID may be obliged to disclose it in accordance with clause 8.5.

9. Confidentiality

9.1 Except to the extent set out in this clause or where disclosure is expressly permitted elsewhere in this Contract, each party shall:

9.1.1 treat the other party's Confidential Information as confidential and safeguard it accordingly; and

9.1.2 not disclose the other party's Confidential Information to any other person without the owner's prior written consent.

9.2 Clause 9.1 shall not apply to the extent that:

9.2.1 such disclosure is a requirement of Law placed upon the party making the disclosure, including any requirements for disclosure under the FOIA, the Environmental Information Regulations and associated codes of practice pursuant to clause 42 (Freedom of Information);

9.2.2 such information was in the possession of the party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;

9.2.3 such information was obtained from a third party without obligation of confidentiality;

9.2.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of this Contract; or

9.2.5 it is independently developed without access to the other party's Confidential Information.

9.3 The Supplier may only disclose DFID's Confidential Information to the Supplier's Personnel who are directly involved in the provision of the Services and who need to know the information, and shall ensure that such Supplier's Personnel are aware of and shall comply with these obligations as to confidentiality.

9.4 The Supplier shall not, and shall procure that the Supplier's Personnel do not, use any of DFID's Confidential Information received otherwise than for the purposes of this Contract.

9.5 At the written request of DFID, the Supplier shall procure that those members of the Supplier's Personnel identified in DFID's notice signs a confidentiality undertaking prior to commencing any work in accordance with this Contract.

9.6 Nothing in this Contract shall prevent DFID from disclosing the Supplier's Confidential Information:

9.6.1 to any Crown Body or any other Contracting Authority. All Crown Bodies or Contracting Authorities receiving such Confidential Information shall be entitled to further disclose the Confidential Information to other Crown Bodies or other Contracting Authorities on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any Crown Body or any Contracting Authority;

9.6.2 to any person conducting an Office of Government Commerce gateway review;

9.6.3 for the purpose of the examination and certification of DFID's accounts; or

9.6.4 for any examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which DFID has used its resources.

9.7 DFID shall use all reasonable endeavours to ensure that any government department, Contracting Authority, employee, third party or Sub-contractor to whom the Contractor's Confidential Information is disclosed pursuant to clause 9.6 is made aware of DFID's obligations of confidentiality.

9.8 Nothing in this clause 9 shall prevent either party from using any techniques, ideas or know-how gained during the performance of the Contract in the course of its normal business to the extent that this use does not result in a disclosure of the other party's Confidential Information or an infringement of IPR.

10. Warranties

10.1 The Supplier warrants, represents and undertakes for the duration of the Term that:

10.1.1 all personnel used to provide the Services will be vetted in accordance with Good Industry Practice and the Security Policy;

10.1.2 it has and will continue to hold all necessary (if any) regulatory approvals from the Regulatory Bodies necessary to perform the Supplier's obligations under this Contract;

10.1.3 it has and will continue to have all necessary rights in and to the Supplier's Software or the Third Party Software and/or the Supplier's Background IPRs, or any other materials made available by the Supplier and/or the Sub-contractors to DFID necessary to perform the Supplier's obligations under this Contract;

10.1.4 in performing its obligations under this Contract, all Software used by or on behalf of the Supplier will:

10.1.4.1 be currently supported versions of that Software; and

10.1.4.2 perform in all material respects in accordance with its specification,

10.1.5 as at the agreed Contract start date all statements and representations in the Supplier's response to the ITT and any follow up information provided by the Supplier are to the best of its knowledge, information and belief, true and accurate and that it will advise DFID of any fact, matter or circumstance of which it may become aware which would render any such statement or representation to be false or misleading;

10.1.6 as detailed in this contract or at the request of DFID, the Supplier will provide a Business Process Manual and supporting documentation containing all necessary information and explanation required for the purpose of executing the Exit Plan and for suitably qualified employees of DFID or of the Replacement Contractor to be able to use the Software and receive the Services and to perform the Replacement Services on termination or expiry; and

- 10.1.7 the Supplier's system and assets used in the performance of the Services:
10.1.7.1 will be free of all encumbrances [any exceptions must be agreed in writing with DFID]
10.1.7.2 will be Date Compliant; and
10.1.7.3 will be Euro Compliant.
10.1.8 it shall at all times comply with Law in carrying out its obligations under this Contract.

11. Security Requirements

- 11.1 The Supplier shall comply, and shall procure the compliance of the Suppliers Personnel, with the Security Policy and the Security Plan and the Supplier shall ensure that the Security Plan produced by the Supplier fully complies with the Security Policy.
- 11.2 DFID's Security Policy can be accessed on the DFID website at <http://www.dfid.gov.uk/work-with-us/procurement/dfid-information-security-policy-for-contractorsconsultants/> or as notified to the Supplier from time to time. The Supplier shall ensure that they keep up to date with the latest version of the Security Policy on this website.
- 11.3 If the Supplier believes that a change to the Security Policy will have a material and unavoidable cost implication to the Services it may submit a Change Request. In doing so, the Supplier must support its request by providing evidence of the cause of any increased costs and the steps that it has taken to mitigate those costs. Any change to the Charges shall then be agreed in discussion with the Contract Officer.
- 11.4 Until and/or unless a change to the Charges is agreed by DFID pursuant to clause 11.3 the Supplier shall continue to perform the Services in accordance with its existing obligations.

12. Malicious Software

- 12.1 The Supplier shall, as an enduring obligation throughout the Term, use the latest versions of anti-virus definitions available [from an industry accepted anti-virus software vendor] to check for and delete Malicious Software from the ICT Environment.
- 12.2 Notwithstanding clause 12.1 if Malicious Software is found, the parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption of DFID Data, assist each other to mitigate any losses and to restore the Services to their desired operating efficiency.
- 12.3 Any cost arising out of the actions of the parties taken in compliance with the provisions of clause 12.2 shall be borne by the parties as follows:
- 12.3.1 by the Supplier where the Malicious Software originates from the Supplier's Software, the Third Party Software or the DFID Data (whilst the DFID Data was under the control of the Contractor); and
- 12.3.2 by DFID if the Malicious Software originates from the DFID Software or the DFID Data (whilst DFID Data was under the control of DFID).

13. Disclosure of Information

- 13.1 The Supplier and the Supplier's Personnel shall not, without the prior written consent of DFID, disclose to any third party any confidential information obtained during or arising from this Contract (other than in the proper performance of this Contract or as may be required by authority of competent jurisdiction). In addition, no publicity is to be given to this contract without the prior written consent of DFID.

14. Intellectual Property Rights

- 14.1 All intellectual property rights in all material (including but not limited to reports, data, designs whether or not electronically stored) produced by the Supplier or the Supplier's Personnel pursuant to the performance of the Services ("the Material") shall be the property of the Supplier.
- 14.2 The Supplier hereby grants to DFID a world-wide, non-exclusive, irrevocable, royalty-free licence to use all the Material.
- 14.3 For the purpose of Clause 14.2, "use" shall mean, without limitation, the reproduction, publication and sub-licence of all the Material and the intellectual property rights therein, including the reproduction and sale of the Material and products incorporating the same for use by any person or for sale or other dealing anywhere in the world.

15. Official Secrets Acts

- 15.1 The Supplier shall ensure that all members of the Supplier's Personnel are aware that the Official Secrets Acts 1911 to 1989 apply to them.

16. Access and Audit

- 16.1 The Supplier shall keep accurate and systematic accounts, files and records ("the Records"). The Records shall clearly identify, among other things, the basis upon which invoices have been calculated and the Supplier shall keep the Records throughout the duration of this Contract and for six years following its termination.

16.2 The Supplier shall upon request provide DFID or its representatives including the National Audit Office, unrestricted access to the Records in order that the Records may be inspected and copied. The Supplier shall co-operate fully in providing to DFID or its representative's answers to such enquiries as may be made about the Records.

16.3 Where it is found by DFID that any overpayment has been made to the Supplier the Supplier shall reimburse DFID such amount within 28 days of the date of DFID's written demand.

17. Corruption, Commission, Discounts and Fraud

17.1 The Supplier warrants and represents to DFID that neither the Supplier nor any of the Supplier's Personnel:

(a) has given, offered or agreed to give or accepted, any gift or consideration of any kind as an inducement or reward for doing or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of any contract or for showing or forbearing to show favour or disfavour to any person or entity in relation to any contract; or

(b) has entered into any contract in connection with which commission has been paid or agreed to be paid by or to the Supplier or Supplier's Personnel or on their behalf or to their knowledge unless, before such contract was made, particulars of any such commission and of the terms of any agreement for the payment of such commission were disclosed in writing to DFID, whose written consent was subsequently given to such payment.

17.2 Neither the Supplier nor any of the Supplier's Personnel shall accept for or on their own benefit any trade commission, discount or similar payment or benefit in connection with this Contract.

17.3 The Supplier undertakes that neither the Supplier nor the Supplier's Personnel shall attempt or commit any fraud, deception, financial or procedural wrongdoing in relation to the performance by the Supplier of its obligations under the Contract and shall immediately notify DFID of any circumstances giving rise to a suspicion that such wrongful activity may occur or has occurred.

18. Conflict of Interest

18.1 Neither the Supplier nor any of the Supplier's Personnel shall engage in any personal, business or professional activity which conflicts or could conflict with any of their obligations in relation to this Contract.

18.2 The Supplier and the Supplier's Personnel shall notify DFID immediately of any actual or potential conflict together with recommendations as to how the conflict can be avoided.

19. Discrimination

19.1 The Supplier shall not unlawfully discriminate within the meaning and scope of the provisions of the Race Relations Act 1976, the Sex Discrimination Acts 1975 and 1986, and the Disability Discrimination Act 1995 (as revised, amended or supplemented from time to time) or as prohibited by the laws of the place of the performance of any of the Services.

19.2 The Supplier shall take all reasonable steps to secure that the Supplier's Personnel do not unlawfully discriminate as set out in Clause 19.1.

20. Environmental Requirements

20.1 The Supplier shall take all reasonable steps to protect the environment in relation to the performance of the Services and shall comply with all applicable environmental laws, regulations and DFID practice.

21. Insurances

21.1 The Supplier shall maintain professional indemnity insurance cover of an amount not less than the Financial Limit.

21.2 At the request of DFID, or its representatives, the Supplier shall provide evidence showing that such insurance has been taken out and maintained and that current premiums have been paid.

22. Indemnity

22.1 Except where arising from the negligence of DFID or DFID's employees, the Supplier shall indemnify DFID in respect

of any costs or damages howsoever arising out of or related to breach of warranty or representation, contract or statutory

duty, or tortious acts or omissions by the Supplier or the Supplier's Personnel or any claims made against DFID by third parties in respect thereof.

PROCUREMENT AND EQUIPMENT

23. Procurement

23.1 Subject to Clause 23.4 all Equipment to be procured pursuant to this Contract and paid for by DFID shall be procured by a DFID registered procurement agent, acting as agent of DFID ("the Procurement Agent").

23.2 For the purpose of the appointment of a Procurement Agent and for this purpose only, the Supplier shall act as an agent of DFID.

23.3 The Supplier shall provide the Procurement Agent with sufficient details for the satisfactory procurement and delivery of Equipment and shall manage the Procurement Agent on DFID's behalf.

23.4 Where the total value of the Equipment is less than 50% of the Financial Limit or £100,000, whichever is less the Supplier may, subject to DFID's prior written consent, procure such Equipment.

23.5 All procurement of Equipment shall

(a) be undertaken in accordance with DFID Guidance on Procurement of Goods and Environmental Procurement Policy or such other procedures as may be agreed in writing by DFID;

(b) achieve "Value for Money" and be conducted in a fully transparent manner;

(c) be on the basis that the ownership in Equipment shall vest in DFID, and shall be so marked.

23.6 "Value for Money" shall mean procuring at the optimum combination of whole-life cost and quality to meet requirements.

24. Use of and Responsibility for Equipment

24.1 Equipment may only be used in providing the Services and shall be safely kept and maintained. Personal use of Equipment by the Supplier is not permitted unless DFID gives prior written consent.

24.2 The Supplier shall keep an up to date inventory of the Equipment its condition and location and make such inventory available to DFID immediately on request.

24.3 Subject to Clause 24.4 the Supplier shall be responsible for all loss or damage to Equipment other than that caused by fair wear and tear. The Supplier shall notify DFID immediately the Supplier becomes aware of any loss of or damage to Equipment.

24.4 Except as required by law, the Supplier shall not insure Equipment. DFID shall bear the risk in respect of loss or damage provided such loss or damage was not due to the Supplier's negligence and provided the Supplier obtains and pays to DFID such proper compensation as may be due from others.

24.5 The Supplier shall obtain DFID's instructions on the disposal of Equipment and comply with such instructions.

PRICE AND PAYMENT

25. Applicable Provisions and Financial Limit

25.1 Unless different provisions are substituted in Section 4, Clauses 25 to 29 inclusive shall apply in relation to price and payment.

25.2 The components which comprise the Financial Limit are set out in the Schedule of Prices, Section 5. No expenditure may be incurred in excess of the Financial Limit and no variations between components shown in the schedule of prices in Section 5 are permitted without the prior written authority of the Contract Officer.

26. Fees

26.1 Any fees payable are deemed to cover the cost of salary, overseas inducements, leave allowances, bonuses, profit, taxes, insurances, superannuation, non-working days and all other costs including, but not limited to, clothing, passports, visas and vaccinations, overheads and expenses of whatsoever nature that may be incurred except those otherwise specifically provided for in this Contract.

27. Expenses

27.1 Travel and living expenses will be paid at a rate consistent with the Schedule of Prices at Section 5 of the contract. All journeys by Rail or Air will be made by a class of travel that is no more than Standard / Economy.

28. Invoicing Instructions

28.1 Unless otherwise expressly provided in Section 4 or Section 5, invoices should be submitted monthly in arrears to the Accounts Payable Section, DFID Financial Management Group, Abercrombie House, Eaglesham Road, East Kilbride, Glasgow, G75 8EA, and in accordance with the remainder of clause 28.

28.2 DFID shall unless otherwise expressly provided in Section 4 make payments due by direct credit through the UK Bank Clearing Systems (BACS). All invoices must contain details of the UK bank account to which payments are to be made.

28.3 Invoices should include a form of letterhead, the Purchase Order number, bear an original signature and be numbered sequentially and dated. Each invoice should state the period the services were provided using "from" and "to" dates. The final invoice presented in connection with this Contract should be endorsed "Final Invoice".

28.4 All invoices should correspond with the budget lines identified in the Schedule of Prices, Section 5 of this Contract.

28.5 DFID may request proof of payment in respect of any item and shall be entitled to refuse to meet a claim if this cannot be provided.

28.6 Any invoice not presented in accordance with the above may be rejected and in any event shall be liable to query and delay in payment. DFID reserves the right not to pay any amount due in respect of an invoice received by DFID more than 90 days after the day of the Supplier becoming entitled to invoice for the payment to which it relates.

29. Payments

29.1 Subject to DFID being satisfied that the Supplier is or has been carrying out their duties, obligations and responsibilities under this Contract, sums duly approved shall be paid within 30 days of receipt of a valid invoice.

29.2 Payment shall be made in sterling in the UK. Expenses (if any) arising in foreign currency shall be reimbursed at the exchange rate stated in the London Financial Times "Guide to World Currencies" on the Friday immediately preceding the date on which the purchase was made or services acquired by the Supplier or, if this took place on a Friday, at the rate so stated on that day.

29.3 If for any reason DFID is dissatisfied with performance of this Contract, an appropriate sum may be withheld from any payment otherwise due. In such event DFID shall identify the particular Services with which it is dissatisfied together with the reasons for such dissatisfaction, and payment of the amount outstanding will be made upon remedy of any unsatisfactory work or resolution of outstanding queries.

29.4 Should DFID determine after paying for a particular service that the service has not been completed satisfactorily, DFID may recover, or withhold from further payments, an amount not exceeding that previously charged for that service until the unsatisfactory service is remedied to its satisfaction.

FORCE MAJEURE AND TERMINATION

30. Force Majeure

30.1 Where the performance by the Supplier of their obligations under this Contract is delayed, hindered or prevented by an event or events beyond the reasonable control of the Supplier and against which an experienced Supplier could not reasonably have been expected to take precautions, the Supplier shall promptly notify DFID in writing, specifying the nature of the force majeure event and stating the anticipated delay in the performance of this Contract.

30.2 From the date of receipt of notice given in accordance with Clause 30.1, DFID may, at its sole discretion, either suspend this Contract for up to a period of 6 months ("the Suspension Period") or terminate this Contract forthwith.

30.3 If by the end of the Suspension Period the parties have not agreed a further period of suspension or re-instatement of the Contract, this Contract shall terminate automatically.

31. Suspension or Termination without Default of the Supplier

31.1 DFID may, at its sole discretion, suspend or terminate this Contract at any time by so notifying the Supplier and giving the reason(s) for such suspension or termination.

31.2 Where this Contract has been suspended or terminated pursuant to Clause 31.1, the Supplier shall:

(a) take such steps as are necessary to terminate the provision of the Services, (including suspending or terminating any Sub-Contracts) in a cost-effective, timely and orderly manner; and

(b) provide to DFID, not more than 60 days after DFID notifies the Supplier of the suspension or termination of this Contract an account in writing, stating:

(i) any costs, if any, due before the date of suspension or termination;

(ii) any costs to be expended after the date of suspension or termination which the Supplier necessarily incurred in the proper performance of this Contract and which it cannot reasonably be expected to avoid or recover.

31.3 Subject to DFID's approval DFID shall pay such amount to the Supplier within 30 days after receipt from the Supplier of an Invoice in respect of the amount due.

32. Suspension or Termination with Default of the Supplier

32.1 DFID may notify the Supplier of the suspension or termination of this Contract where the Services or any part of them are not provided to the satisfaction of DFID, giving the reasons for such dissatisfaction and, in the case of suspension, the action required by the Supplier to remedy that dissatisfaction and the time within which it must be completed.

32.2 Where this Contract is suspended under Clause 32.1 and the Supplier subsequently fails to remedy the dissatisfaction DFID may terminate this Contract forthwith.

32.3 DFID may, without prejudice to its other rights, including but not limited to the right to claim for costs and losses incurred, terminate this Contract forthwith where:

(a) the Supplier or any member of the Supplier's Personnel, either directly or through their servants or agents, breaches any of their obligations under this Contract; or

(b) the Supplier or any member of the Supplier's Personnel has committed an offence under the Prevention of Corruption Acts 1889 to 1916 or the Anti-Terrorism Crime and Security Act 2001 or in breach of Clause 17 of this Contract; or

(c) the Supplier is an individual or a partnership and at any time:

- (i) becomes bankrupt; or
- (ii) is the subject of a receiving order or administration order; or
- (iii) makes any composition or arrangement with or for the benefit of the Supplier's creditors; or
- (iv) makes any conveyance or assignment for the benefit of the Supplier's creditors; or
- (d) the Supplier is a company and:
 - (i) an order is made or a resolution is passed for the winding up of the Supplier; or
 - (ii) a receiver or administrator is appointed in respect of the whole or any part of the undertaking of the Supplier.
- (e) the Supplier is a partnership or a company and there is a Change in Control. "Change in Control" means that the person(s) (including corporate bodies) directly or indirectly in Control of the Supplier at the time this Contract is entered into cease to be in Control. "Control" means the power of a person to secure that the affairs of the Supplier are conducted in accordance with the wishes of that person.

32.4 Where this Contract is terminated in accordance with this Clause, the Supplier shall without prejudice to DFID's other remedies, take any steps necessary to terminate the provision of the Services in a timely and orderly manner but shall not be entitled to any further payment in relation to this Contract.

32.5 Where this Contract is terminated pursuant to Clause 32.3(b) the Supplier shall pay DFID within 10 days of notification such amount as DFID shall have determined as the amount of any loss to DFID resulting from such termination together with the amount or value of any gift, consideration or commission concerned.

GENERAL PROVISIONS

33. Variations

33.1 No variation in the terms or scope of this Contract shall be effective without DFID's prior written consent and recorded in writing [in the form of a letter entitled "Contract Amendment No. "]. DFID shall have no liability in respect of work performed outside the Services set out in Section 3 .

34. Assignment

34.1 Except where clause 34.2 applies, the Supplier shall not, without the prior written consent of DFID, assign or transfer or cause to be assigned or transferred, whether actually or as the result of takeover, merger or other change of identity or character of the Supplier, any of its rights or obligations under this Contract or any part, share or interest therein.

34.2 Notwithstanding clause 34.1, the Supplier may assign to a third party ("**the Assignee**") the right to receive payment of the Contract Price or any part thereof due to the Supplier under this Contract (including any interest to which DFID is liable under the Late Payments of Commercial Debts (Interest) Act 1998). Any assignment under this clause 34.2 shall be subject to:

- (a) reduction of any sums in respect of which DFID exercises its right of recovery under clauses 29.3 and 29.4;
- (b) all related rights of DFID under the contract in relation to the recovery of sums due but unpaid; and
- (c) DFID receiving notification under both clauses 34.3 and 34.4.

34.3 In the event that the Supplier assigns the right to receive the Contract price under clause 34.2, the Supplier shall notify DFID in writing of the assignment and the date upon which the assignment becomes effective.

34.4 The Supplier shall notify DFID of the Assignee's contact information and bank account details to which DFID shall make payment.

35. Limit of Liability

35.1 Except where there has been misconduct, gross negligence, dishonesty or fraud on behalf of the Supplier or the Supplier's Personnel the Supplier's liability under this Contract shall be limited to the amount of the Financial Limit.

36. Retention of Rights

36.1 Clauses 5.2(b),6,7,8,9,11,12, 13, 14, 15 16, 22, 23, 35.1, 37 and 38 of this Section 2 and any relevant clauses listed under Section 4 shall continue in force following the termination of this Contract.

37. Law

37.1 This Contract shall be governed by the laws of England and Wales.

38. Amicable Settlement

38.1 The parties will attempt in good faith to negotiate a settlement to any claim or dispute between them arising out of or in connection with this Contract. If the matter is not resolved by negotiation the parties will refer the dispute to mediation in accordance with CEDR (Centre for Effective Dispute Resolution in London, UK) procedures. If the parties fail to agree terms of settlement within 90 days of the initiation of the procedure the dispute may be referred to an arbitrator as agreed between the parties or failing such agreement as may be nominated by the President of the Law Society of England and Wales upon application of any party. The initiation of the procedure is defined as the written request to CEDR by any party for a mediation provided that such request is copied to the other party (ies).

38.2 The decision of the arbitrator shall be final and binding on both parties.

38.3 The seat and place of arbitration shall be London.

39. Transparency of UK Government Spend

The parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of this Contract is not confidential information. DFID shall be responsible for determining in its absolute discretion whether any of the content of the Contract is exempt from disclosure in accordance with the provisions of the FOIA.

Notwithstanding any other term of this Contract, the Supplier hereby gives their consent for DFID to publish the Contract in its entirety, including from time to time agreed changes to the Contract, to the general public.

DFID may consult with the supplier to inform its decision regarding any exemptions but DFID shall have the final decision in its absolute discretion.

The Supplier shall assist and cooperate with DFID to enable DFID to publish this Contract.

40. United Kingdom Income Tax and National Insurance Contributions

40.1 Where the Supplier is liable to be taxed in the UK in respect of consideration received under this contract, it shall at all times comply with the Income Tax (Earnings and Pensions) Act 2003 (ITEPA) and all other statutes and regulations relating to income tax in respect of that consideration.

40.2 Where the Supplier is liable to National Insurance Contributions (NICs) in respect of consideration received under this contract, it shall at all times comply with the Social Security Contributions and Benefits Act 1992 (SSCBA) and all other statutes and regulations relating to NICs in respect of that consideration.

40.3 For those workers contracted on PAYE terms via the Supplier, their contract with the Supplier, signed in advance of any employment, will specifically state:

“The Temporary Staff shall be engaged by and shall sign terms of engagement with the Supplier and at no stage shall be deemed to have employment or co-employment with DFID. The Supplier shall be responsible for payment of remuneration of the Suppliers Temporary Staff and for making statutory deductions and payment of all statutory contributions in response of earnings in relation to National Insurance and the administration of Income Tax (PAYE) applicable to the Contractors Temporary Staff by Law.”

40.4 Where the Supplier engages a limited company (“The Company”) on behalf of DFID, the contract they enter into sets out that The Company has responsibility for, and indemnifies the Supplier in respect of any tax and NI payments:

“The Company shall indemnify the Employment Business in respect of any tax or employees national insurance together with any interest of penalties, costs or expenses incurred or arising out of or in connection with any such payments.”

Section 3

Terms of Reference

Health System Strengthening for Urban Health in Bangladesh

Introduction

1. The Department for International Development (DFID) is the UK Government department responsible for eradicating poverty in the world's poorest countries. DFID Bangladesh's portfolio in Human Development includes several programmes in health, the newest of which focuses on urban health through the project titled 'Strengthening Care for Poor Mothers and Newborns'. It is one of several government and or donor supported projects in urban health and urbanisation projects more broadly.
2. The purpose of the overall project is to improve access to maternal, new-born and reproductive health services for the urban poor in Bangladesh through integrating and expanding facility based and community outreach services. It supports Marie Stopes Bangladesh (MSB) and the NGO Health Service Delivery Programme (NHSDP) of USAID to provide health services to the urban poor. The project aims to create an expanded and coordinated referral system, from household to facility, for urban health by linking with BRAC's community-based urban health services (Manoshi). DFID also supports the BRAC broader health programme through a separate project titled 'BRAC Strategic Partnership Arrangement'.
3. The Urban Health project started in July 2013 and is expected to run until the end of April 2018. Health system strengthening (HSS), the third component of the project that is covered by these Terms of Reference, is expected to run from the date of signing the contract and subsequent mobilisation of supplier's team until end April 2018.

Objective

4. The objective of the health system strengthening component is to provide focussed support to create a more harmonised and supportive environment for urban health through applying a systems approach as opposed to a project specific one. This will increasingly align the various donor supported urban projects with the Government of Bangladesh systems and relevant initiatives for sustainability.

Recipients

5. The supplier will support DFID funded partners in urban health i.e. Marie Stopes Bangladesh, the USAID-DFID supported NHSDP, and BRAC Manoshi. It will also need to work in close collaboration with other major urban health initiatives and development partners in urban health in Bangladesh.
6. The supplier will provide services to the Local Government Division (LGD) of the Ministry of Local Government, Rural Development and Cooperatives (MoLGRDC) and the Ministry of Health and Family Welfare (MoHFW) of Bangladesh at national, city-corporation and metropolitan levels.
7. The ultimate beneficiary of these services will be the poor urban population of Bangladesh.

Scope

8. The health system strengthening component of the Urban Health project is intended to be a small, focused component to support the implementation of the overall urban health project by strengthening the underlying systems essential for delivery of quality health services, both effectively and efficiently in a sustainable manner.
9. It is expected to ensure better coordination and harmonisation of standards across NGO partners; better alignment of NGO processes and standards to Government; and better alignment and collaboration between different arms of Government, particularly Local Government Division of MoLGRDC and Ministry of Health and Family Welfare.

The scope of activities under this contract will include, but not be limited to:

I. Geographical coverage:

10. In all areas of the project, the supplier will work at both national and local levels in 2-3 priority urban areas (city corporations and municipalities) especially where the other Partners (MSB, NHSDP) are delivering services. The municipalities will be confirmed before the issue of this contract. The scope may expand when accepted processes and systems are developed and will be dependent on inputs of other partners.

II. Coordination and collaboration between partners

11. There are several organisations currently involved in providing urban health care in Bangladesh which have plans to improve one or other aspect of health system strengthening. Although there has been some coordination and collaboration to date between the various players, this co-ordination needs to be strengthened and more formalised by the supplier through:
 - (i) Strengthening coordination between the two most relevant line ministries i.e. Local Government Division of MoLGRDC and Ministry of Health and Family Welfare, using a systems approach that focuses on ensuring effective planning, information management, procurement and distribution of logistics, setting protocols, licensing of clinics, reporting systems etc.
 - (ii) Facilitating alignment of DFID project partners with Ministry of Health approved service standards e.g. for logistics (particularly family planning commodities) and national campaigns (e.g. measles, Vitamin A), and facilitate mutual learning.
 - (iii) Strengthening coordination among major urban projects (ADB supported Urban Primary Health Care Sector Development project, NGO Health Service Delivery Programme, BRAC Manoshi, the new urban health project of the EC) to help reduce gaps and minimise overlaps in service delivery, identify commonalities e.g. in voucher provision and data reporting, and harmonise approaches.
 - (iv) Identifying and reviewing existing coordination mechanisms amongst all key stakeholders (government, non-government, private sector) at national and local levels and where necessary strengthen them to ensure that they are effective and efficient, and confirm that there are appropriate linkages between the tiers that facilitate effective lesson learning.

III. Data management

12. The MOHFW currently collects health data through two main channels i.e. the Directorate of Health Services and the Directorate of Family Planning from the rural areas of the country and tertiary hospitals. In contrast urban health data is mainly collected by individual projects' health management information systems and planned health surveys. As a result there is insufficient harmonisation of urban health data collected by projects with the health management information system of the MoHFW resulting in a lack of consolidated health information in the country. In addition, the data that is available is not adequately utilised for planning and management purposes. To improve this situation the supplier is expected to:
 - (i) Support the Local Government Division to develop a common health management information system across the cities, incorporating data from various implementing partners.

- (ii) Facilitate a mechanism for urban health data transfer on an ongoing basis to the existing health management information system of the Ministry of Health and Family Welfare.
- (iii) Liaise with partners involved in conducting surveys (e.g. USAID, icddr,b) and mapping (e.g. GiZ), to help ensure that the different tools currently in use are complementary, and to provide technical support to government to agree on common platforms to ensure that all health information is incorporated into government and project data management systems.
- (iv) Build capacity of government officials working in urban areas to more effectively analyse and utilise data for managing projects.

IV. Harmonisation of demand-side financing

13. In urban areas, several health projects include schemes to support the poor to access health services e.g through the use of maternal-newborn vouchers. However the inclusion criteria for voucher recipients and the services provided against these vary considerably from location to location. As the urban poor are frequently mobile, they may be unable to utilise the project specific vouchers when changing residing areas. The supplier will:
 - (i) Review and analyse the different redeemable maternal-newborn voucher schemes for the urban poor to identify potential for harmonisation of the schemes or of some of their components e.g. criteria for identification of the poor.
 - (ii) Facilitate policy dialogue between the two Ministries, donors and partners on strengthening demand side financing and facilitate alignment of various urban voucher schemes with the aim of incorporating them into a common government owned demand-side financing strategy.
 - (iii) Work with the urban wing of the Local Government Division to ensure the development of vouchers/demand-side financing aligns with relevant national policies and strategies e.g. national social protection strategy, broader health financing policy and strategy.

V. Institutional strengthening and capacity building

14. Strengthen capacity of key urban actors i.e relevant government officials, development partners and NGOs at various tiers on project management issues such as joint planning, monitoring and oversight, interpreting and use of health data etc. The use of relevant public and private training institutions should be encouraged.
15. Ensure urban health issues and 'lessons learnt' are included in broader health sector and urban-specific policy and strategy discussions among the public officials, academia, research organisations, NGO implementers, urban health network members, donors.

Requirements:

Methodology

16. It is expected that this small, focused health system strengthening component will be managed by a supplier identified through international competition using the OJEU process. The key personnel of the winning supplier/s will be required to work at national and local levels i.e in Dhaka and other cities as the work plan and methodology require.
17. The supplier's team will provide direct technical assistance primarily to the concerned line ministries and partners of DFID's urban health project, capacity building, strategic analytical thinking and strong networking and collaborative support. Donors and implementers of other urban projects will benefit as well.
18. The supplier will support and work closely with the Local Government Division of MoLGRDC, the MoHFW and concerned Development Partners building on their implementation strategies to develop appropriate consolidated and overarching systems, policies and enabling environments. Underlying principles include alignment with government policies, harmonisation with other programmes, and building on existing structures following thorough analysis of the current situation.

Where necessary, the supplier will link with other relevant ministries like Ministry of Finance, Ministry of Women and Children's Affairs and Ministry of Social Welfare etc.

19. All work should be seen as complementary and contributing to broader policy and programme and no work should be done in isolation. Relevant areas include, but are not limited to:
 - (i) Government policy on urban health and urbanisation
 - (ii) Other urban health projects
 - (iii) Health financing, demand side financing in health
 - (iv) Social protection schemes
 - (v) Other urban livelihood projects
 - (vi) Data management and new technology
20. Initiatives should support DFID's broader strategic objectives in health and other DFID-funded health programmes in Bangladesh.

Deliverables

21. The proposal should include a detailed two year work plan and Financial Plan. Indicative milestones should also be proposed for year three onwards, to be refined and agreed with DFID at the end of year two before progressing. Detailed deliverables for the inception phase and the remainder of the first two years of the implementation phase will be reviewed by DFID in collaboration with the supplier before progressing from the inception to implementation. The following deliverables are indicative and suppliers should consider these when proposing a workplan:

	Key Results	Deliverables/ Outputs
1	Strengthened coordination between the government ministries and key urban actors/ implementing agencies	<p>Report on situation analysis of current coordination and collaboration mechanisms completed by end of seven months of signing the contract;</p> <p>Action plan for strengthening coordination and collaboration between the two ministries and key actors in urban health with a focus on planning, information management, monitoring and supervision agreed by key actors available by end of first year of contract signing;</p> <p>Effective and efficient coordination mechanism developed as evidenced by feedback from key users and stakeholders;</p> <p>Evidence of coordination mechanisms for major HSS components working effectively e.g improved FP logistics distribution, meeting the service protocols set by MoHFW (quality assurance), joint campaigns, timely licensing of urban clinics etc.</p>
2	Data management	<p>Outline of current data management including routine government data, non-government routine data, mapping, surveys etc by end of eight months of contract signing.</p> <p>Agreement among key stakeholders on set of key data and reporting mechanisms in line with that of MoHFW by end of first year of contract signing;</p> <p>Urban health plans of the LGD bodies at the various tiers informed by data generated through the improved system;</p> <p>Ministry of Health data incorporating data from Local government database by end of two years of contract signing;</p>
3	Harmonising vouchers for increasing access to health services by the poor	<p>Analytical report on voucher schemes of various urban health projects highlighting the similarities and dissimilarities and potential points of harmonisation produced and shared with all concerned by the end of ten months of contract signing;</p> <p>Key set of criteria for identifying the poor and the services provided through vouchers based on evidence agreed among the key actors by the end of the first year of contract signing;</p> <p>Government owned common voucher for use by the identified poor across urban projects developed and utilised by the end of 18 months of contract signing;</p> <p>Access to health services increased by the poor utilising the government vouchers as applicable;</p>
4	Institutional strengthening and capacity building	<p>Capacity assessment of relevant government officials especially LGD, at various tiers in line with existing policies and strategies with regards to managing urban health projects completed by the end of nine months contract signing;</p>

		Plan for effectively strengthening capacity of relevant government officials utilising local public training institutions by the end of ten months of contract signing ;
		Local public institutions supported for providing quality training on health service management;
		Evidence of improved planning, data management, monitoring and supervision;

Project Management

22. The supplier will provide programme, financial and staff management functions to ensure a high level of oversight and quality control for all the activities under this health system strengthening component.
23. By the end of the inception phase i.e. 6 months from the date of signing the contract, the supplier will need to:
 - a. Set up the project including filling up of all key project positions that had not been identified at tender stage by appropriately experienced staff
 - b. Finalise activities and budget for implementation phase till project end.
 - c. Procurement plan for the full project period
 - d. Develop and submit a results framework - Identify Key Performance Indicators to be used in the Performance Management of the Contract. These should be closely linked to the work-plan and intended outcome of the programme, and must be agreed by DFID to proceed
24. The supplier will submit a detailed annual work-plan, procurement plan and budget to DFID by the last month of each subsequent year (DFID financial year) for approval by Project Team. All work-plans must include time-bound deliverables. Timing of reviews and reports will be aligned with other components of the Urban Health project.
25. The supplier should be prepared to amend the strategy, work plans and budgets should any circumstances arise in which DFID decide to scale up or down on the programme, and the Service Provider should be aware of the need for a contract amendment this being the case. If DFID should decide to scale up or down, contract performance to date will be taken into consideration.

Financial Management and Reporting

26. The supplier will provide a report of progress and results on a quarterly basis, relating activities to the programme outputs as defined in the results framework. Attention will be drawn to any significant departures in original plans or major changes in forecast activities at least one month earlier.
27. The supplier will provide quarterly procurement and expenditure reports drawing attention to changes in forecasts at least one month earlier.
28. The supplier proposal will include **performance based payment modality for the inception and implementation phase**. Suppliers are required to propose clear deliverables in the work plan to be submitted in the Technical Tender and the financial plan submitted in the Commercial Tender. Payment of actual reimbursable expenses will be made quarterly, and all remaining payments (Fees) should be linked to performance in the contract, therefore all deliverables should be linked to payments within the Financial Plan, also for quarterly payment.
29. The supplier will take responsibility for the fiduciary oversight of all funds it expends directly or indirectly and will be responsible for undertaking due diligence management of any sub-contractors or funding recipients.
30. The supplier will appoint and fund an accountancy firm acceptable to DFID to undertake annual audits of this health system strengthening component within three months of each financial year and will make the report available to DFIDB.

31. The supplier will hold regular meetings with DFID Bangladesh programme staff on a monthly basis initially and then quarterly as the project settles down.
32. DFID Bangladesh will provide guidance on narrative and financial reporting requirements and formats. No changes to the approved contract, work plans, staffing and budgets should be made without prior DFID approval and in the case of significant changes revision to contract documents.
33. A performance review of the Urban Health project will be conducted on an annual basis including a review of this health system strengthening component.

Timeframe

34. The overall project will run from July 2013 until end April 2018. This health system strengthening component is expected to run from the date of signing the contract (expected February 2015) until April 2018, with the possibility of an extension of up to one year. Any extension would be based on a needs assessment by DFID and based on satisfactory performance by the supplier. .
35. Due to the long duration of the programme, the contract will have adequate provision for variation to adapt to changes that occur during the life of the programme. To support this, there will be a break point after the inception, and at the end of year two. DFID will have the right to request changes to the contract, including services, the terms of reference and the contract cost to reflect lessons learned, or change in circumstances, policies or objectives relating to or affecting the programme. DFID will also have the right to terminate the contract at any point where it has strong justification that the programme is not delivering the intended results and/ or does not offer value for money to DFID.

DFID Coordination

36. DFID programme manager will ensure that the updated Duty of Care (DoC) matrix is shared with the supplier time to time and ensure that the supplier has taken necessary actions to minimise any risks.

Background

Bangladesh is under-going rapid urbanisation with around 30% of the population residing in urban areas. However provision of primary health care services largely lie in the hands of the Local Government ministry rather than the Ministry of Health. There is lack of financing, infrastructure and skilled human resources for providing the required services especially for the poor and the current gap is largely filled by private sector initiatives.

Non-state actors have been providing primary health care services in support of the Local Government division of MoLGRDC through an ADB managed public-private-partnership model in poor urban areas with financial support from the government of Bangladesh, ADB, SIDA, DFID, and UNFPA for more than a decade. USAID also funds urban PHC services through parallel NGO implemented projects.. However ability to expand coverage, scale-up emergency facilities and harmonise systems and standards has been limited due to a number of factors across the public and non-state sectors including inadequate resources, skilled human resources and coordination. Rapid urbanisation and equitable access to health service especially by the poor is a major challenge which could be overcome by enhanced and effective strategic coordination and collaboration. The Ministries (MOHFW & MoLGRDC) and NGOs are calling for more support and expanded implementation to reach MDG 4 and 5. The key aspects of the current scenario are highlighted below:

- Urban slum population is growing at an alarming rate;

- Urban slum dwellers have the worst national health indicators (BDHS 2012).The situation is particularly bad for women and children;
- Compared to the rural poor access to health services is very restricted for the urban poor. Government tertiary institutions are overloaded with demand for primary health care;
- There are established non-governmental partners with good track record for serving the urban poor;
- The Government of Bangladesh recognises the urgency and have, in their plans (sixth five year plan, poverty reduction plan, vision 2021), committed to do something about it. (HPNSDP PIP 2012-2016)
- The role of City Corporations and municipalities need strengthening as part of this response. (Draft- Bangladesh Urban Health Strategy 2012)
- Health care information systems are weak in the urban areas, and city contributions to health financing are only 2 % of their total budget.
- The urban health system has been neglected until relatively recently, and information systems are currently weak and unconnected.
- NGOs and Ministry of Local government implement various different voucher systems for the poor mother but these are not harmonised.

The aim of DFID's new urban health project, started in 2013, is to improve maternal, new-born and reproductive health services for the urban poor in Bangladesh by expanding evidence-based clinical and community outreach services thereby creating the largest referral system of care from household to comprehensive facilities. The project approach is based on working with a small number of 'proven partners' to scale up the effective services. The project interventions can be grouped into two major categories: i) direct service delivery by partners and ii) health system strengthening to increase effectiveness of the service delivery component.

The project is supporting USAID's funded NHSDP project and Marie Stopes Bangladesh with links to BRAC for service delivery. DFID supports expanded services for the urban poor through funding the creation of 65 new and up-graded clinics providing maternal and new-born care. These include 27 new comprehensive facilities opened 24 hours 7 days and equipped to manage complicated deliveries. This could expand services and provide assistance to a considerable proportion of births among the urban poor.¹ The project will also provide 48 mobile and satellite clinics each month for homeless, street dwellers and factory workers. The clinics will adhere to WHO standards and provide a full range of essential maternal and primary services including:

- ✓ maternal nutrition: control of anaemia and distribution of Vitamin A
- ✓ Training of 2500 health workers in nutrition messages and intervention,
- ✓ ANC services including tetanus toxoid,
- ✓ neo-natal and post-natal care within 48 hours of giving birth,
- ✓ modern and long acting family planning methods,
- ✓ hygiene promotion for all, with focus on birth attendants and new mothers,
- ✓ adolescent reproductive health services,
- ✓ emergency support to victims of gender based violence,
- ✓ menstrual regulation services (through Marie Stopes)

The project provides free quality services to the poorest through vouchers redeemable at any of the programme's clinics. Identification of the poorest is done in partnership with BRAC (Manoshi) and UPPR, working with the largest community networks in urban Bangladesh. Overall, the project could be transformative by creating the largest network of maternal and primary health care services in urban Bangladesh by building a referral chain of quality home-based care (BRAC) through to comprehensive clinic-based care (USAID and Marie Stopes Bangladesh).

The scale and complexity of the programme require systematic monitoring and a review system in place to track the progress. To ensure progress on building a systemic approach and to improve coordination and collaboration in this area,DFID is seeking to engage a provider for Health Systems Strengthening.

¹ 46,000 babies are born in the slums each year; DFID's resources will assist approximately 19,600 (or 98,000 over 5 years)