

National Health Insurance Scheme

Corporate Headquarters, Abuja

Submission of Pre-Qualification and Tenders Documents

The National Health Insurance Scheme (hereafter referred to as “NHIS”) is a government parastatal organization mandated to promote, administer and regulate the implementation of social health insurance in

Nigeria as a vehicle for increasing access to, and affordability of healthcare. The organization was established by Act 35 of 1999 and formally launched in 2005 as the country’s main institution to drive the expansion of health insurance in Nigeria towards the realization of Universal Health Coverage (UHC). A central tenet of UHC is that individuals should have easy access to Healthcare services regardless of their ability to pay, thus protecting them from financial risk when ill. All Federal Civil servants and some employees of the Private Sector are covered under the program.

The NHIS has now been mandated to expand insurance coverage to 30% of Nigerians by the end of 2015.

As part of ongoing efforts to transform the administration of health insurance in Nigeria towards the expansion of health insurance, the NHIS is seeking to procure and implement an Integrated Health Insurance Management Information System (HIMIS) through this Request for Information (RFI). This platform will allow for enrolment and improved information management across all stakeholders in the health system including Health Care Facilities, Health Maintenance Organisations, Employers of Labour, State & Local Governments, and indeed all residents in Nigeria.

In compliance with the Public Procurement Act 2007, the Scheme hereby invites interested and reputable firms with relevant experience and good track record to submit documents necessary for consideration.

Description of Projects

Lot 1 – Health Insurance Management Information System

Scope of Work

The selected firm (or consortium) will be required to provide consultancy services, design and implement the integrated Health Insurance Management Information System for the purpose of improving information management capabilities in the health insurance industry towards achieving expanded health insurance coverage. The system will support the following functions:

- Enrollment (30% coverage by 2015)
- Enrollee Eligibility & Verification
- Accreditation Management
- Benefits Plan Management
- Encounter Management
- Records Management
- Complaints Management
- Service Authorization Management
- Payments
- Collections & Contribution Management
- Claims Management
- Reporting

The HIM IS Platform architecture should among other things deliver the following capabilities

- Mobility: – capability for Mobile Direct Data Capture (DDC) biometric system for country wide enrolment
- Scalability: Built on Technology that allows vertical and Horizontal scaling
- Advanced Security: Single Sign on Capabilities, Consent Model approach, Robust Auditing functions
- Built on Global Standards: Built on IHE Integration Profiles, Compliance to HL7 v3 & other IHE Industry Specifications
- Access Channels: utilize basic web and online portal capabilities as the primary access channels for enrollees and other stakeholders to access health information/records (i.e. patients access their health/ enrollee record via the Patient Portal; HMOs/HCFs can access patient benefits / enrolment records via the

dedicated Portals. BI/Reporting/MIS capabilities should be accessible via multiple channels including mobile devices

- Analytics: HIMIS Platform should provide capability for Population Health Business Intelligence & Analytics
- Integration with national payments platforms / switches for online payments of premiums

Infrastructure & Systems

The selected firm (or consortium) will be required to implement, configure and customize all software, hardware and information exchange components required for the implementation of the HIMIS, including licenses. Vendors are therefore required to clearly state:

- All application/ software components of the proposed solution including databases, system software – and associated licensing and pricing considerations.
- Server hardware, peripheral and tools required for the hosting, testing, operations, support and maintenance of the system, and associated licensing and pricing considerations.
- Data storage requirements including data storage solution and related accessories (to cater for a significant expansion in the number of enrolled health insurance beneficiaries) and also for replication between the Production and Disaster Recovery sites
- Connectivity requirements to support the effective functioning of the HIMIS including network traffic generated, minimum network bandwidth requirement for running the HIMIS and for replication between 2 Data Centres.
- Requirements for the upgrade and maintenance of existing NHIS web resources and online portals to support the additional functionalities of the HIMIS
- Details of the analytic capabilities of their proposed solution(s) -explaining how the proposed solution can help the NHIS & related agencies monitor performance and undertake health/disease analytics, to gain useful insights into population health. List of sample reports should also be provided
- Requirements and minimum specifications for enrollee identification and verification cards and associated consumables to work with the proposed HIMIS. Vendors are to also indicate additional means/channels of enrollee identification and verification that the HIMIS supports, other than cards.

Specific Eligibility Requirements

Only vendors/products meeting the following mandatory requirements will be eligible to participate in the procurement of the HIMIS. NHIS reserves the right to reject any proposal that does not meet these requirements.

- The vendor must have been in operation of or a minimum of Three (3) consecutive years
- The proposed main vendor/software vendor must have prior experience implementing the solution in at least one other health insurance program with a minimum of 5 Million enrollees.
- The proposed solution has been in use on a “live”/ production basis for at least one(i)year
- The proposed solution must be an upgradeable, supported and commercially available software solution
- The proposed solution must be highly configurable so as to support customization without requiring modifications to the source code
- The product must allow for additional modules, reports, interfaces, workflows, and extensions to be added on a site-specific basis without changing baseline source code and In a manner that does not complicate the upgrade path

Response Format

The interested firm (consortium) should submit amongst other things, the following:

- Description of your understanding of the scope of work and the entire programme
- Profile of the firm
- Relevant credentials, endorsements, technical certifications and industry awards/rankings
- Profile of key staff
- Description of the product including functional and technical overview, solution version/release number
- List of sample reports
- Evidence of similar assignment and completed projects undertaken by the firm
- Details of 3 sites/client references including client contact details, solution implemented and version/release number start date and end date.

Lot 2 – Connectivity & Data Centre Infrastructure

Scope of Work

The selected firm (or consortium) will be required to design and implement an enhanced architecture for connectivity across the NHIS, and upgrade the existing data centre to meet global standards and sustainably deliver on the organizations' emerging requirements. The selected firm (or consortium) will be required to undertake the following tasks:

- Physical expansion and installation of physical & environmental monitoring system, fire protection, heating, Ventilation, and Air Conditioning (HVAC) Infrastructure at NHIS' Production Data Centre site
- Deployment of Local Area Network (LAN) for the FCT and 38 state locations and zonal offices – in Nigeria
- Implementation of Wide Area Network (WAN) interconnectivity of 14 NHIS State offices nationwide to the centralized NHIS data Centre Abuja
- Provision of aggregated bandwidth and centrally-managed Internet services with appropriate redundancy across NHIS offices nationwide
- Implementation of a nationwide VOIP and internet telephony system for NHIS

Specific Eligibility Requirements

Only vendors/products meeting the following mandatory requirements will be eligible to participate in this process. NHIS reserves the right to reject any proposal that does not meet these requirements.

- The vendor must have been in operations for a minimum of Three (3) consecutive years
- The vendor must have prior experience undertaking work of similar scope and complexity within or outside Nigeria.

Response Format

The interested firm (consortium) should submit amongst other things, the following:

- Description of understanding of the scope of work and the entire programme
- Profile of the firm

- Relevant credentials, endorsements, technical certifications and industry awards/rankings
- Profile of key staff
- Evidence of similar assignment and completed projects undertaken by the firm
- Details of 3 sites/client references including client contact details, work done, start date and end date for each infrastructure component completed in the last 5 years e.g. data centre, LAN, WAN, Internet Services, and VOIP telephony system

Lot 3: Implementation of a scalable, Human Resource and Payroll

Management System

Lot 4: Supply and installation of dashboard monitoring screens for display of Business Intelligence and Analytic information

Lot 5: Upgrade of wireless network infrastructure and access control systems at NHIS

Lot 6: Implementation of a robust biometric time and attendance system for NHIS

Lot 7: Maintenance and management of Microsoft Enterprise productivity tools, collaboration suites, enterprise antivirus solution and license agreements and upgrade/integration of network security Unified Threat Management (UTM) Infrastructure

Lot 8: Procurement and Installation of mid-range servers at NHIS-data

Center Abuja

Lot 9: Supply of enrollee verification cards and consumables

General Edibility Requirements

Prospective bidders are required to submit copies of the following documents:

1. Certificate of incorporation/Registration with Corporate Affairs Commission (CAC)

2. Evidence of Certification/Exemption from PEN COM in accordance with the Pension Reform Act of 2004
3. Tax Clearance Certificate for the last three (3) years (2011, 2012 & 2013)
4. A sworn Affidavit that none of the Directors has been convicted in any court of law of any criminal offence,
5. Evidence of compliance with the amended Industrial Training Fund Act, 2012
6. Evidence of VAT Registration with TIN No.
7. Verifiable list of similar jobs successfully executed in the last three years including letters of award, project cost and contact address of the clients
8. Evidence of financial capability to execute the projects (Bank guarantees from reputable banks will form part of the evaluation criteria)
9. Company profile and Technical qualification of key personnel with evidence of experiences on similar jobs,
10. Company Audited Accounts for the last three years (2011, 2012 and 2013) showing annual turnover xi. Evidence of remittance of Training contributions to the Industrial Training Fund
11. Evidence of registration with Computer Professionals Registration Council of Nigeria.

Collection of bid documents

Interested firms are to collect bid documents from the Head, Procurement **Department, Pent House, National Health Insurance Scheme (NHIS), Plot 297, POW, Mafemi Crescent, Utako District, Abuja, upon** the presentation of a non-refundable payment of N20,000.00 (Twenty Thousand Naira only) bank draft in favour of National Health Insurance Scheme.

Submission of Tenders and Closing date

Two copies of the documents should be submitted in a sealed envelope clearly marked "Pre-qualification Documents" with the appropriate Lot number marked and project title boldly written at the right hand corner of the envelope and addressed to:

The Head, Procurement Department

National Health Insurance Scheme (NHIS) Plot 297, POW Mafemi Crescent Utako District,

Abuja

The sealed envelope should be deposited in the Tender Box in the office of the Head, Procurement Department, Penthouse, National Health Insurance Scheme (NHIS), Plot 297, POW, Mafemi Crescent Utako District, Abuja **not later than 12 noon, June 17th, 2014**

Late submissions will not be accepted.

Signed

Head, Procurement Department

For: Executive Secretary