



## Responses to Questions Received on the Accreditation Survey RFP No. RFP-IREMERW-2023-01

1. Does MSH expect the surveyors to sign exclusive letters?
  - a. In other words, can the surveyors commit to work with more than one organization provided the assessments are planned on different dates in case more than bidders are selected to do the assignment?

**NB:** This is a very serious concern based on the scarcity of surveyors because they are only allowed to carry out the survey assessment when they are on their annual leave! From the practical point of view, it is very unpredictable to assume that 30 employees, who are all surveyors, will be on annual leave at the same time. This is why surveyors should be allowed to give commitment letters to more than one organization provided the timetables of assessment dates are different from one cluster to another to avoid conflicts of planning to use one surveyor to do the assessment in two different organizations in the same dates!

**Answer:** No MSH, does not expect surveyors to sign exclusive letters. The requirement to include a letter of commitment from each expected surveyor (page 6 of the RFP) is simply to confirm their commitment to participate in the assessment, but it is not required to include an exclusivity clause.

2. We would like to know if budget for this whole assignment of accreditation assessments can be provided or at least a cluster budget ceiling to guide determining consultancy rates or budgeting in general. Example, if the previous surveys used the same surveyors, how much were they paid daily as a consultancy rate?

**Answer:** The bidder is encouraged to budget for the activity based on their knowledge of the market and the costs associated with completing the work. See “Section 3: Budget Narrative” of the RFP (on page 13) for budget guidance.

3. Is MSH conditional on the number of surveyors to do an assessment per health facility and per cluster or will the number depend on the bidder’s judgment?

**Answer:** See “Section 3: Budget Narrative” of the RFP (on page 13) for budget guidance.

4. The introduction page of the bid document indicates that MSH intends to engage local organizations, and we would like to know if this means that partnership with international organizations is not accepted!

**Answer:** MSH is interested in working with a local organization for future sustainability of the program. Therefore, eligibility is limited to only local organizations.

5. If not, can the local organization include the expert skills of the external partner as the available skills in the local organization?

**Answer:** Refer to the above answer to this question.

**6.** Can international surveyors be part of the surveyors on the provided list?

**Answer:** No because MSH is interested in building capacity of in-country surveyors (see the list of surveyors in Attachment E of the RFP).

**7.** Has MSH determined the number of survey days for each health facility?

**Answer:** See “Section 3: Budget Narrative” of the RFP (on page 13) for budget guidance.

**8.** Can the number of days vary from one HF to another, especially if they fall into different levels of accreditation standards compliance?

**Answer:** We expect the number of days per hospital to be the same, as the number of standards to be assessed are the same, and the levels of effort for standards compliance are the same. See “Section 3: Budget Narrative” of the RFP (on page 13) for budget guidance.

**9.** Are the surveys expected to follow the standard methodology used in the past? Or is it acceptable to follow a different format?

**Answer:** Yes, surveys are expected to follow the standard methodology used. Please refer to the Rwanda Hospital Accreditation Standards Performance Assessment toolkit, 3rd Edition, August 2022, Ministry of Health that was included among the RFP documents on MSH’s website.

**10.** Is there a maximum number of clusters that each bidder can apply for?

**Answer:** All clusters are open to bidders and there is no maximum number.

**11.** On previous experience sharing, do you expect bidders to provide some testimonials/written letters and signed by those we gave services or a description of what was done in the experiences would be sufficient?

**Answer:** MSH expects the bidders to share their past experience regarding their assignments by providing a brief description of the services provided, the duration of the assignment, the cost of the services provided, and contact information (email address and phone number) for the client / funder.