

Terms of Reference for pharmacies

a. Objectives

The aim of this Request for Proposal (RFP) is to contract Service Providers (Pharmacies) for provision of Medicines and Medical supplies for IOM Beneficiaries in Sana'a, Republic of Yemen on a long-term basis. For the purpose of this RFP the term “**Medicines and Medical Supplies**” will be used as a reference to all type of services listed in the Scope of Services of this Terms of Reference.

Medicines and Medical Supplies will be provided throughout the term of contract signed between IOM and the selected Service Provider. The contract may be extended subject to satisfactory performance of the Service Provider. The Service Provider will abide by all applicable laws of Yemen Supreme Board of Drugs (SBD) and international standards to ensure the Services are provided in a safe and professional manner.

b. Scope of the Services

IOM intends to hire provision of Medicines and Medical supplies under this RFP and the Service Providers are required to quote for all the Services preferably. Conditions for applying to parts or sub-parts of the RFP are allowed but not encouraged. IOM will give a preference to Proposals which offer full or more spectrum of the Services.

The Service Provider will be responsible for Dispensing Medicines and Medical Services to IOM Beneficiaries through IOM staff and according to the Medical Prescription issued by the referral hospitals' Medical Doctor and verified by IOM Medical doctor or by IOM Medical Doctor alone. The medical items dispensed should be registered at SBD, from the agreed items agreed with IOM, and with validity more than six months unless approved by IOM Doctor.

Service Provider should provide services to IOM's beneficiaries through IOM staff based on prior verification of their identities. In case of doubt of identity switch, IOM must be notified immediately, and dispensing the medical prescription should be discontinued until further notice by IOM.

The Services provided by the Service Provider shall be performed by fully trained, qualified and insured medical pharmacists in accordance with applicable national medical standards of SBD. Upon request, the Service Provider will make available for IOM's inspection licenses and certificates which indicates that the medical personnel performing the Services under this RFP are duly licensed as well as documentation related to all required government permits (Commercial card, Tax card, Zakat cart , MoH permit ...etc.).

All services under this RFP shall be performed with confidentiality, in accordance with IOM's Data Protection Principles. Communication of any information regarding the patient needs to be coded by the Beneficiary Reference Number as provided in the Beneficiary Medical Assistance Voucher Form. IOM shall share a master list to link the beneficiary to her/his reference number to the Service Provider and update such list as required. The actual name of any beneficiary must not be used in any other communication between the Parties.

IOM doesn't warrant that any quantity of Services will be purchased during the term of Agreement reached under this RFP.

Prices quoted by the Service Provider should be fixed during the Service Providers performance of the Contract and shall not be subjected to price escalation and variation on any account, unless otherwise approved by IOM. A submitted Proposal with an adjustable price will be treated as non-responsive and will be rejected.

IOM reserves the right to cross check the prices at any time at its discretion, with any other entities to ascertain the price advantage of the Service Provider. Furthermore, IOM may procure the Services from any other sources at any quantity needed at any time during the performance of the Contract with no obligation to loss of profit or other entitlements of the Service Provider.

c. Location and characteristics of the Pharmacies:

The Service Provides submitting their Proposals must have their pharmacies located in Amanat Al-Asimah Governorate. The Pharmacies should be open 24 hours/7days a week and must have branches in different locations especially in front of the main governmental hospitals. They must have all required Medicines and medical supplies, Electronic System, and provide quotation for all items and IOM will select the suitable brands for each scientific name. furthermore, the service providers must not provide smuggled medicines and supplies to IOM Beneficiaries.

Any Proposal submitted with location of pharmacies outside Amanat Al-Asimah will be rejected.

d. Documents Required for Submission under this RFP

1. Technical Proposal including all forms mentioned in this RFP;
2. Financial Proposal including all forms mentioned in this RFP;
3. License/Permits (Commercial card, Tax card, Zakat cart, MoH permit) issued by the relevant Government Authorities certifying rights and eligibility of the Service Provider to operate in the area of activities required under this RFP;

e. Evaluation of Proposals

Evaluation of bids will be conducted per LOT in accordance with Clause 10 and 11 of the RFP. However, IOM reserves the right to apply any of the evaluation option to award contract to one or more Service Providers, and/or any other solution that best suits IOM needs and requirements.

For the purpose of price evaluation, total average will be taken into account to establish average price of the Service Provider. The following calculation modality will be applied: Total of costs / by total line item number (#) – offered discount (if any). Preference will be given to the Service Providers who quoted price for all or most line items.

f. Payment Modality

The payments shall be made on a monthly basis upon completion of the services. No later than the 15th of the following month, the Service Provider will invoice IOM for actual services completed. The invoice must be electronic, signed the receipt by IOM staff, contain all detail of drug or supplies dispensed (Scientific name, Brand, QTY, price, Expiry date), supported with the Medical prescription and signed and Monthly Report for Medicines and Medical supplies Provided (template provided by IOM).

Invoices will be processed by IOM in accordance with payment terms and conditions set forth in the contract signed by parties.

g. Commencement date & duration of the Services

The date for commencing of the Services shall be date of signature of the contract by both parties. Initial duration of Services is intended to be one year.

IOM may, at its own discretion, extend the contract duration for up to one year with the same price and terms and conditions.

h. Training (when appropriate)

Not applicable to this assignment

i. Reports and Time Schedule

The Service Provider shall submit reconciliation reports to IOM on a monthly basis not later than the 5th date of the next month. The reports shall cover all transactions completed during the reporting period.

Reports can be submitted in a standard template of the Service Provider or template provided by IOM.

Reports must be prepared every month during the period of execution of the contract. They must be provided along with the corresponding invoice, describing the services completed for that correspondent month. The designated staff of IOM may request specific content of the reports by issuing an administrative order.

IOM may also request reports on ad-hoc basis which should be submitted by the Service Provider in due course.

j. Data, Local Services, Personnel and Facilities to be provided by IOM and/or other parties

IOM will provide the Service Provider with any necessary counselling regarding its rules and regulations, including invoicing, confidentiality, reporting and etc. when deemed necessary.