



## BRITISH VIRGIN ISLANDS HEALTH SERVICES AUTHORITY

### Request for Proposals for the Development and Implementation of a Comprehensive Five (5) to Eight (8) year Strategic Plan for the British Virgin Islands Health Services Authority.

The British Virgin Islands Health Services Authority (BVIHSA) is inviting prospective individuals or entities to submit a proposal in response to this Request for Proposal (RFP) for consultancy services for the development and implementation of a comprehensive Strategic Plan. This Plan will guide the BVIHSA over the next five (5) to eight (8) years, ensuring a clear and effective path toward future growth and stability.

#### SCOPE OF ENGAGEMENT:

The BVIHSA is seeking consultancy services to develop and implement a comprehensive five (5) to eight (8) year Strategic Plan. The consultant will conduct a detailed SWOT and PESTLE analysis, engaging with a wide range of stakeholders to understand current challenges and opportunities. They will facilitate strategic development sessions and create an action plan with clear, measurable objectives and timelines. The plan will include a marketing strategy, resource needs assessment, and exploration of additional revenue options. Key performance indicators (KPIs) and a monitoring framework will be established to track progress. The consultant will also develop a risk mitigation plan, communication and change management strategies, and a financial sustainability plan. Additionally, they will propose strategies for building partnerships, integrating technology, and enhancing disaster preparedness. Workforce planning, patient experience improvement, and research utilization will be key focus areas. The final deliverable includes a comprehensive strategic plan document, a launch presentation, and initial implementation support. Periodic review mechanisms will ensure the plan's ongoing relevance and effectiveness.

#### INSTRUCTIONS TO TENDERERS/MINIMUM REQUIREMENTS:

Tenderers are required to furnish the following:

- 1. Form of Bid:**
  - 1.1 A completed and signed Form of Bid by an authorized representative.
- 2. Technical Proposal:**
  - 2.1 Detailed methodology for conducting SWOT and PESTLE analyses.
  - 2.2 Stakeholder engagement strategies.
  - 2.3 Facilitation plan for strategic development sessions.
  - 2.4 Proposed timeline for each phase of the strategic planning process.
- 3. Financial Proposal:**
  - 3.1 An itemized Financial Proposal in United States Dollars (USD).
  - 3.2 Inclusive of all duties, taxes, labor, material costs, travel, carriage, insurance, delivery, installation, setup, and other overheads.
- 4. Company Profile:**
  - 4.1 Narrative introduction of the company.
  - 4.2 Background information and general capabilities.
  - 4.3 Experience in strategic planning for healthcare or similar organizations.
- 5. Business References:**
  - 5.1 Three references from institutions served in the past five years.
  - 5.2 Contact information and brief descriptions of services provided.
- 6. Project Team:**
  - 6.1 List of key personnel involved in the project.
  - 6.2 Qualifications and relevant experience of team members.
  - 6.3 Organizational chart illustrating team structure and roles.
- 7. Risk Management Plan:**
  - 7.1 Approach to identifying and mitigating potential risks in the strategic planning process.
- 8. Work Samples:**
  - 8.1 Examples of previous strategic plans or similar documents created by the bidder.
- 9. Compliance Documentation:**
  - 9.1 Proof that the company or individual is in good standing with respect to taxes, duties, social security and national health insurance contributions, company registration, or payments due to the Government of the Virgin Islands. Certificates of Good Standing must be obtained by the Director of Social Security Board and National Health Insurance, and the Commissioner of Inland Revenue.
  - 9.2 Tenderers registered as companies in the British Virgin Islands are required to submit a Certificate of good standing from the Commercial Registry.
  - 9.3 Tenderers operating in the British Virgin Islands are required to submit a Trade License (valid for 2024) related to the provision of the required service.
  - 9.4 Foreign companies must submit a valid business license and other statutory and regulatory documents of the company in its country of origin.

#### Note:

Failure on the part of tenderers to enclose the supporting documentation indicated with each respective tender will render the tender non-responsive on the date of the opening of tenders.

#### APPLICATION FOR BID DOCUMENTS

Tender documents will be available from **Monday, 08<sup>th</sup> July, 2024**, on weekdays between 9:00 am to 4:00 p.m. Tender documents will be sent to Tenderers electronically upon request to [tenders@bvihsa.vg](mailto:tenders@bvihsa.vg) with the subject title "Application for tender documents: Consultancy Services for the Development and Implementation of a Strategic Plan for the BVIHSA" Tenderers are advised that the destination mailbox is not automated to send Tenderers a dated and time acknowledgment of receipt and delivery of their message. Therefore, Tenderers should not assume that their email has been safely received and it is the responsibility of the tenderer to follow up with using the contact information below if any acknowledgement of receipt is not received within two (2) working days of submission of their email. Under no circumstance will BVIHSA be responsible for non-receipt of documents by tenderer. Contact information:

**Mrs. Denelle Nibbs-Liverpool**  
Administrative Assistant to Legal Counsel  
BVI Health Services Authority (BVIHSA)  
Peebles Hospital Annex, Road Town  
Tortola, Virgin Islands VG1110  
Telephone Number (284) 852-7500/7636

#### SUBMISSION OF TENDERS:

**Electronic copies of the Proposal must be received no later than 4:00 p.m. (local time) on Monday 12<sup>th</sup> August 2024. Late tenders will not be received.** The submission must be a non-editable format and not exceeding 10 MB. The body of the email submission should include the name and address of the applicant and the subject of the email shall be "BVIHSA001of2024Consultancy services for the Development and Implementation of a Strategic Plan for the BVIHSA"

Please contact 1-284-852-7526 in the event of any technical difficulty with email communication.

Tenders will be opened on **Tuesday 13<sup>th</sup> August 2024 at 1:00 p.m.** at the CEO's office, BVIHSA 32 Main Street, Road Town, Tortola, Virgin Islands VG1110. Tenderers are invited to witness this process via "Microsoft Teams". Tenderers will be provided with the access code and password prior to the opening.

The BVIHSA does not bind itself to accept the lowest or any other tender and will not defray any costs incurred by the Tenderer.

#### PROPOSAL FEE

A non-refundable fee of \$250.00 is payable to BVIHSA by cash, banker cashier's cheque or credit card for the Bid documents.

Tender documents, once submitted, will remain the property of the BVIHSA.

#### ADDITIONAL INFORMATION

- ❖ Proposals will be opened publicly then sent to the Authority's selection committee for evaluation. The decision of the Authority's selection committee shall be final and conclusive, subject to approval by the British Virgin Islands Health Services Authority Board. Following Authority approval, the successful firm shall receive a written Notice of Award.
- ❖ All cost related to the preparation of the proposals and any related activities are the sole responsibility of the proposed bidder. The Authority assumes no liability for any costs incurred by proposers throughout the entire selection process.
- ❖ All proposals, including attachments, supplementary materials, addenda, etc. shall become the property of the Authority and will not be returned.
- ❖ The proposed bidder must sign his/her proposal correctly. If an individual offers the proposal, his/her name, office and Post Office address must be provided. If offered by a corporation, the person signing the proposal must give the name of the business, and address of the President, Secretary and Treasurer. Anyone signing a proposal as agent must file legal evidence of his/her authority to do so, and that his/her signature is binding upon the firm or partnership.
- ❖ Each proposal shall be emailed to [tenders@bvihsa.vg](mailto:tenders@bvihsa.vg) on or before the aforementioned deadline. No proposals shall be entertained after the stated deadline.
- ❖ Proposals shall be provided to the Authority and included as part of these documents. The required proposal forms shall not be separated from the remainder of these documents. The person signing the proposal shall initial any correction on the proposal form. No proposed bidder shall stipulate in his/her proposal any condition not contained in the Bid Documents.
- ❖ The Board of Directors of the BVIHSA does not bind itself to accept the lowest bid and will not defray any costs incurred by the Bidder.

British Virgin Islands Health Services Authority  
#32 Main Street, Road Town,  
Tortola, British Virgin Islands