NATIONAL HEALTH INSURANCE MANAGEMENT AUTHORITY

NHI/CS/1/2021: REQUEST FOR EXPRESSION OF INTEREST FOR THE PROVISION OF CONSULTANCY SERVICES TO CONDUCT A STAKEHOLDER SERVICE SURVEY

The National Health Insurance Management Authority (NHIMA) is a body corporate that was established under the National Health Insurance Act No.2 of 2018. The primary mandate of NHIMA is to provide innovative financing in pursuit of Universal Health Coverage (UHC) for access to quality health services for all Zambians.

To achieve this mandate and some of the goals set out in its Strategic Plan, NHIMA has reserved funds through the 2021 budgetary allocation and intends to apply part of these funds towards payment under the contract for the provision of consultancy services to conduct a Stakeholder Service Survey.

The role of the consultant will be but not limited to determine the level of Stakeholder Satisfaction, to identify critical gaps in the service delivery system and recommend interventions, to determine Satisfaction with adherence to the Commitments set out in the service agreements with the Health Care Providers (HCPs) , to determine the level of satisfaction with respect to NHIMA's Complaints Management System, to determine the effectiveness of Member feedback mechanisms, to determine the adequacy, relevance and access to information provided by NHIMA through its website, telephone, and Emails and to determine an overall external Stakeholder satisfaction index.

NHIMA now invites eligible Consultants to express their interest in providing the services. Interested Consultants must provide information indicating that they are qualified to perform the services which should include but not limited to the following

1. Certificate of Incorporation/Registration;
2. PACRA form V or III indicating Information on the firm(s) i.e. name, address, telephone, Facsimile and Email;
3. NHIMA Compliance Certificate;
4. Valid 2021 ZRA Tax Clearance Certificate;
5. Demonstrate availability of appropriate skills among staff;
6. Should be able to attach description of similar assignment with references including names of clients, contract sums, and contacts;

7. Should have at least 5 years of experience in the specified field;
8. Should have Experience in similar conditions/assignments; and
9. Adequacy of technical and financial resources to undertake the assignment.

The short-listing and selection of Consultants will be in accordance with the Public Procurement Act No. 12 of 2008 and the Public Procurement Regulations, 2011.

Interested Consultants may obtain further information from the undersigned, during office hours, 08:00 hours to 17:00 hours, local time. The telephone number is: +260-211-356427, and email address is msakala@nhima.co.zm. **HOWEVER, TELEFAX OFFERS WILL NOT BE ACCEPTED.**

The Expressions of Interest should be deposited in the tender box at the National Health Insurance Management Authority **First Floor, Levy Mwanawasa Medical University, Commercial Hub, Great East Road Lusaka Zambia** clearly marked *"NHI/CS/1/2021: REQUEST FOR EXPRESSION OF INTEREST FOR THE PROVISION OF CONSULTANCY SERVICES TO CONDUCT A STAKEHOLDER SERVICE SURVEY"* in sealed envelopes and addressed to the Director General, National Health Insurance Management Authority, **First Floor, Levy Mwanawasa Medical University, Commercial Hub, Great East Road Lusaka Zambia** not later than *Friday, 26th February 2021* **at 10:00 hours local time.**

The closing date for the receipt of Expressions of Interests is *Friday, 26th February 2021* **at 10:00 hours local time.** The Expressions of Interest shall be opened immediately thereafter in the Boardroom of the National Health Insurance Management Authority on **First Floor, Levy Mwanawasa Medical University, Commercial Hub, Great East Road Lusaka Zambia** in the presence of bidders or their representatives who choose to attend. **LATE SUBMISSIONS WILL NOT BE ACCEPTED.**

Moses Sakala

Senior Procurement and Supplies Officer
For /Director General
NATIONAL HEALTH INSURANCE MANAGEMENT AUTHORITY