

GUIDELINE REFERENCE: 3.5

INVITING EXPRESSION OF INTEREST**Procurement of a Local Consultant to the Ministry of Health to Conduct Awareness Programmes on Sri Lankan Hospital Accreditation Standards and to Conduct Gap Analysis***DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA*

MINISTRY OF HEALTH

Name of Procuring Entity: Patient Safety and Accreditation Bureau, Ministry of Health**Name of Project:** Procurement of a local consultant to Conduct Awareness Programmes on Sri Lankan Hospital Accreditation Standards and to Conduct Gap Analysis**Grant:** Health information for Quality improvement (HiQi) Project of the Global Fund

The Democratic Socialist Republic of Sri Lanka has received a grant from the Global Fund and intends to apply part of the proceeds of this grant to Conduct Awareness Programmes on Sri Lankan Hospital Accreditation Standards and to Conduct Gap Analysis.

The Consultancy Procurement Committee of the Department of Health, on behalf of the Patient Safety and Accreditation Bureau, now invites eligible consultants to express their interest in providing services for the aforementioned activity.

The services to be undertaken by the consultant include;

1. To design and conduct four (4) awareness programmes using audio visual aids on Sri Lankan hospital accreditation standards developed by the Patient Safety and Accreditation Bureau (PSAB), Ministry of Health.
2. To conduct a gap analysis in 4 selected hospitals in consultation with the PSAB, and with the assistance of surveyors (trained by a foreign consultancy) to identify areas for improvement
3. To provide detailed reports on gap analysis findings, including recommendations for addressing identified gaps
4. The applicant should hold regular meetings with the Director and the PSAB team to discuss each step before initiation and to provide updates on the progress of activities.
5. The consultant should do the preparatory work necessary for conducting the awareness workshops. This includes activities such as familiarization with the standards developed during Phase I of the project and liaising with the consultant responsible for the development of these standards.
6. The consultant should attend the five-day surveyor training program conducted by a foreign consultancy firm specialized for hospital accreditation as an observer.

Deadline for project completion is 15th August 2026.

The consultant should possess the following qualification and experience;

Qualifications

- A bachelor's degree in Medicine & Surgery (MBBS or equivalent), Dental Surgery & Dentistry, Management, Commerce, Science. (Evidence should be provided)
- An advanced degree (Master's or PhD, MD) specialized field of medicine, medical administration, healthcare administration, business administration & public health or in a specialized field relevant to healthcare quality and accreditation (Evidence should be provided)
- Experience in healthcare quality management (Evidence should be provided)
- At least [10] years of experience in hospital/medical administration (Evidence should be provided)
- At least [10] years of experience working in hospitals and healthcare institutions, understanding their operational and clinical workflows (Evidence should be provided)
- Proven experience in conducting healthcare evaluation /gap analysis projects (Evidence should be provided)
- Experience as a trainer in Healthcare Quality and Safety Training programmes (Evidence should be provided)
- Previous experience in similar healthcare improvement projects (Evidence should be provided)
- Demonstrated ability to work collaboratively with diverse professional groups (Will be assessed during the interview, case study will be given)
- Excellent verbal and written communication skills in English & Sinhala.
- Skilled in MS Word, PowerPoint, Excel and ability to work with web based meeting platform.
- Ability to manage timelines, particularly those involving multiple stakeholders and complex deliverables ensuring completion of successful project

Interested candidates are invited to go through the websites of the **Ministry of Health: <https://www.health.gov.lk>** and the **Patient Safety and Accreditation Bureau, Ministry of Health: <https://www.quality.health.gov.lk>** for the terms of reference and for the application. A consultant will be selected in accordance with the procedures set out in Selection & Employment of Consultants Guidelines 2007.

Expressions of interest should be submitted with the completed application & Curriculum Vitae (CV), by the local consultant indicating that they are qualified to perform the services to the Patient Safety and Accreditation Bureau **by email (dhqualitys@gmail.com)** addressed to Chairperson, Departmental Consultancy Procurement Committee, **on or before 20th April 2026.**

Shortlisted consultants will be called for request for proposals (RFP) and Quality Cost-Based Selection (QCBS) method will be followed in the procurement process.

For further information and clarification please contact, the Director, Patient Safety and Accreditation Bureau, Premises of Castle Street Hospital for Women, Colombo 08

Tel: 0112 678598

Email: dhqualitys@gmail.com

Application for selection of a Local Consultant to conduct Awareness Programmes on Sri Lankan Hospital Accreditation Standards and to Conduct Gap analysis

1. Full name:.....
.....

2. Date of Birth:

3. Residential address:
.....
.....

4. Contacts: Land line: Mobile:
Email address:.....

5. Current working place (If relevant):.....

6. Professional Qualifications (List from the highest qualification to the least)

Professional qualification	Year of graduation	Institution

7. Years of experience in quality management in healthcare institutions-.....

8. Years of experience in hospital/institution/ programme administration-.....

9. Years of experience working in hospitals and healthcare institutions-.....

10. Work experience: (List from the most recent to oldest)

Designation	Place of work	Starting year	Ending year

11. Experience in conducting programme evaluation/ gap analysis: (Provide details)

12. Please attach the following documents: Please mark if the document is attached.

1. CV	<input type="checkbox"/>
2. Copies of the supporting documents (Please specify)	<input type="checkbox"/>

13. References (Please provide two non- related referees)

Referee 1 Name:

Designation:
 Institution:
 Contact Number:
 Email:

Referee 2 Name:

Designation:
 Institution:
 Contact Number:
 Email:

Declaration

I hereby declare that the information provided in this application is true and accurate to the best of my knowledge.

Name:

Signature of the applicant:

Date:

Submission Instructions:

The application, curriculum vitae, and copies of supporting documents should be enclosed in a larger envelope (24.5 cm x 38 cm) labeled "**Recruitment of Local Consultancy**" on the top left corner. The envelope must be addressed to "**The chairperson, Departmental Consultancy Procurement Committee, Patient Safety and Accreditation Bureau, premises of Castle Street Hospital for Women, Colombo 08**", either by post or submitted in person, **no later than 20th April 2026, before 4.00pm.**

Terms of Reference

Hiring a Local Consultant to the Ministry of Health, to conduct Awareness Programmes on Sri Lankan Hospital Accreditation Standards and to Conduct Gap analysis

1. Background

Despite modest economic growth, Sri Lanka has achieved remarkable health outcomes, with key health indicators comparable to those of developed nations. However, several deficiencies within the hospital healthcare system have significantly affected the overall quality of care, leading to a shortage of amenities and growing patient dissatisfaction. In response, the Ministry of Health is preparing for essential health system reforms.

One of the Ministry's top priorities is the continuous improvement of healthcare quality and patient safety. Establishing an accreditation system for healthcare institutions has been recognized as an important step in this process. Accreditation is a quality management system that evaluates healthcare institutions against established standards, ensuring they provide safe and high-quality care to the people of Sri Lanka.

As part of this effort, the Ministry is establishing the National Healthcare Accreditation Council (NHAC) to serve as the regulatory body for accrediting all healthcare institutions. The NHAC will be responsible for reviewing accreditation standards, registering and certifying surveyors from recognized training institutions, supporting healthcare facilities in achieving and maintaining accreditation, identifying barriers to improvement, and devising strategies to overcome them. The Council will also monitor accredited institutions and conduct periodic re-accreditation to ensure sustained compliance.

Given the Ministry's focus on urgent health system reforms, the accreditation process is essential. A roadmap for developing a sustainable healthcare accreditation program has been outlined by the Patient Safety and Accreditation Bureau, under the leadership of the Secretary of Health, with input from senior Ministry officials, experts, and other stakeholders.

The first phase of this initiative will involve training a pool of surveyors in collaboration with an ISQua (International Society for Quality in Healthcare) accredited organization. These surveyors will acquire the knowledge and skills necessary to drive and sustain the accreditation process. The development and finalization of the accreditation standards will be conducted with input from professional medical colleges and the trained surveyors, under the guidance of local consultants and the PSAB. The Ministry already uses various performance indicators to evaluate healthcare institutions, including some standards developed in 2015. The new accreditation standards will build upon these existing metrics to ensure they are suited to Sri Lanka's unique context.

Following the finalization of the draft standards, they will be piloted in two selected teaching hospitals. Raising awareness among hospital staff about the accreditation process is crucial, as their involvement is essential for identifying gaps and planning improvements toward accreditation. This need for awareness has been recognized and included as a key component in the roadmap.

In the next phase, a gap analysis will be conducted by a local consultant, with support from the surveyors and trained hospital staff, to assess compliance with the newly developed standards. This analysis will identify areas for improvement and guide future action.

To support this initiative, the first phase of the project will involve hiring a local consultant to develop a comprehensive accreditation standards book in collaboration with professional medical colleges and to pilot the standards. In the second phase, a second consultant will conduct four awareness programs and assist in the gap analysis, ensuring the accreditation process is successfully implemented and sustained.

Funding for the activities related to the establishing of an accreditation system for the healthcare institutions in the country is allocated through the Health information and Quality improvement (HiQi) project coordinated by the Global Fund, and the project funding will be concluded by the end of August 2026.

2. Objective

Primary objective of this activity is to hire a local consultancy to conduct awareness programs on Sri Lankan hospital accreditation standards and to perform a gap analysis in four selected hospitals using the Sri Lankan hospital standards book developed during the first phase of the project.

3. Scope of Work

The local consultant will undertake the following tasks:

1. To design and conduct four (4) awareness programmes using audio visual aids on Sri Lankan hospital accreditation standards developed by the Patient Safety and Accreditation Bureau (PSAB) Ministry of Health.
2. To conduct a gap analysis in 4 selected hospitals in consultation with the PSAB, and with the assistance of surveyors (trained by a foreign consultancy) to identify areas for improvement
3. To provide detailed reports on gap analysis findings, including recommendations for addressing identified gaps
4. The applicant should hold regular meetings with the Director and the PSAB team to discuss each step before initiation and to provide updates on the progress of activities.

- 5. The consultant should do the preparatory work necessary for conducting the awareness workshops. This includes activities such as familiarization with the standards developed during Phase I of the project and liaising with the consultant responsible for the development of these standards.
- 6. The consultant should attend the five-day surveyor training program conducted by a foreign consultancy firm specialized for hospital accreditation as an observer.

4. Deliverables with the time line

After signing the agreement, the consultant should deliver the following and the project is to be completed by 15th August 2026: **Following deliverables should be submitted on or before the last working day of the stipulated period.**

Activity	Weeks from the date of signing the contract									
	1	2	3	4	5	6	7	8	9	10
1. Training materials and agenda of the awareness programme, certified by the Director PSAB, recommended by DDG MS I & DGHS and approved by the Secretary of Health										
2. Four Gap analysis reports with recommendations for improvement certified by the Director PSAB, recommended by DDG MS I and DGHS and approved by the Secretary of Health										

5. Duration

The project is to be completed by 15th August 2026.

6. Qualifications and Experience

The consultant should possess the following qualifications and experiences:

Qualifications

- A bachelor's degree in Medicine & Surgery (MBBS or equivalent), Dental Surgery & Dentistry, Management, Commerce, Science. (Evidence should be provided)
- An advanced degree (Master's or PhD, MD) specialized field of medicine, medical administration, healthcare administration, business administration & public health or in a specialized field relevant to healthcare quality and accreditation (Evidence should be provided)
- Experience in healthcare quality management (Evidence should be provided)

- At least [10] years of experience in hospital/medical administration (Evidence should be provided)
- At least [10] years of experience working in hospitals and healthcare institutions, understanding their operational and clinical workflows (Evidence should be provided)
- Proven experience in conducting healthcare evaluation /gap analysis projects (Evidence should be provided)
- Experience as a trainer in Healthcare Quality and Safety Training programmes (Evidence should be provided)
- Previous experience in similar healthcare improvement projects (Evidence should be provided)
- Demonstrated ability to work collaboratively with diverse professional groups (Will be assessed during the interview, case study will be given)
- Excellent verbal and written communication skills in English & Sinhala.
- Skilled in MS Word, PowerPoint, Excel and ability to work with web based meeting platform.
- Ability to manage timelines, particularly those involving multiple stakeholders and complex deliverables ensuring completion of successful project

7. Application Process

Once the applications are called by the Patient Safety and Accreditation Bureau, interested candidates should submit the following:

- Completed application and the Curriculum Vitae
- Detailed Technical and Financial Proposal

8. Submission Deadline

Closing date of application is 20.04.2026. The applications should be submitted via registered post or by hand, addressed to the Chairperson, Consultancy Procurement Committee, Patient Safety and Accreditation Bureau, Castle Street Hospital Premises, Colombo 08.

9. Payment Terms

The applicant should quote payment for the entire piece of work. The payment terms for the local consultant hired will be structured based on the completion of specific deliverables. This ensures accountability and aligns with the project's progress. The payment will be divided into several installments, each tied to the successful completion of predefined deliverables.

9.1 Payment Schedule

The proposed payment schedule is as follows:

9.1.1 First Milestone Payment [one third of the total payment (33%)]: Upon completion of four awareness programmes on accreditation standards

Deliverable: Training materials and agenda of the awareness programme, certified by the Director PSAB, recommended by DDG MS I and DGHS and approved by the Secretary of Health

9.1.3 Final payment [two third of the total payment (67%)]: Upon completion of gap analysis, submission of the final four Gap analysis reports and recommendations

Deliverable: Four Gap analysis reports with recommendations for improvement certified by the Director PSAB, recommended by DDG MS I & DGHS and approved by the Secretary of Health

9.2 Payment Conditions

- **Approval of Deliverables:** Each payment will be contingent upon the approval of the deliverables by the Secretary of Health recommended by Director PSAB, DDG MSI, & DGHS to ensure that the work has met the required standards and project specifications.
- **Documentation:** The consultant must provide detailed documentation and reports for each deliverable, which will be reviewed and validated before payment is released.
- **Invoicing:** The consultant must submit an invoice for each payment installment. The invoice should include a summary of the work completed, corresponding deliverables, and the amount due.

9.2 Reimbursement of Expenses

In addition to the consultancy fee, pre-approved expenses incurred during the project, such as transportation costs for travel between the PSAB and respective hospitals, as well as accommodation expenses during the gap analysis, may be reimbursed in accordance with government circulars.

10. Termination policy

10.1 Termination by Secretary Health: Secretary Ministry Health reserves the right to terminate the contract after giving 30 days notice if the consultant fails to meet the agreed-upon deliverables or deadlines, or if the work is deemed unsatisfactory. In such cases, payment will be made only for the work completed and accepted by the Ministry of Health up to the termination date.

10.2 Termination by Consultant: The consultant may terminate the contract by providing written notice at least 30 days in advance subjected to the conditions in the agreement.

11. Special notes

The applicant selected for the post of local consultancy to Develop Sri Lankan Hospital Accreditation Standards Book, and to Conduct Piloting will not be eligible to apply for this post.