

**QUERIES RAISED BY AGENCY/AGENCIES AND CLARIFICATIONS WITH REGARD TO “RFP for SELECTION OF AN AGENCY FOR SETTING UP AND RUNNING HEALTHCARE CENTERS IN 20 LOCATIONS ACROSS THE STATE OF MEGHALAYA TO PROVIDE PRIMARY OPD SERVICES” ARE AS FOLLOWS:**

<b>RFP Reference</b>	<b>Clause Details</b>	<b>Queries</b>	<b>Response by MBDA</b>
Duration of services	The State will provide funding for <b>3 years</b> from the date of contract signing to cover operational expenses. Post the 3 years, the Agency is expected to continue operating the health centres without any financial support from the State. (Details in Section C)	There is no mention of CAPEX Cost involved. Kindly clarify us who will bear the cost of Computers, Internet, Tele-Medicine cart, software and lab equipment	CAPEX will not be provided by the State. The firms are expected to spread the CAPEX across the duration of the Project.
Number of Centres	“Selection of an Agency for setting up and running healthcare centres in 20 locations across the State of Meghalaya to provide primary OPD services”	Kindly provide the 20 locations details (With LATS & LONGS), to check internet feasibility for Tele-Medicine	The State is in the process of finalisation of the locations. The internet feasibility is one of the criteria for choosing the location.
	Average no. of tele consultations per month - 500	Is this number for single clinic?	Yes
	Total number of tests as per diagnostic provision - 105	Is this number for single clinic?	Yes
Section -C Terms of Reference	Speciality consultations via Tele-Medicine	What are the specialities required? Kindly mention.	The requirement for “Specialty consultations via Telemedicine/ Teleconsultation” stands cancelled. Please refer to addendum.
Section -C Terms of Reference	Biochemistry & Haematology - Glucose, Haemoglobin, Cholesterol, Uric Acid.	Who will provide the LAB equipment	The firm (vendor).
Scope of work	Pharmaceutical Services (Chargeable)	Who will provide drugs? Vendor has to buy?	The firm (vendor).
Table -2 IT Related services	All associated IT requirements like servers, laptops, tablets, etc.	Already exist or vendor has to procure?	The firm (vendor)

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		Will there be any special/ fast tracked process for getting Pharmacy Licenses for 20 centres in the name of the selected agencies?	The State will provide assistance in obtaining the license.
		Can the agency have some indications on probable Locations/ areas for these 20 centres?	The State is in the process of finalisation of the locations. The internet feasibility is one of the criteria for choosing the location.
		To cater to all the diagnostic tests mentioned in the RFP, can the agency involve a third party outside Meghalaya?	Yes. The firm can submit the technical proposal with a sub-agency with a clearly defined role and services to be provided.
		In Section C, Table 1, Serial No. 4, it is written as Last-mile Services to be provided Free. Does the agency need to dispense medicines in outreach camps free of cost to the patients? If yes, how will these costs be reimbursed?	The medicines will be chargeable to the patient.

Section C - Terms of Reference - 1. Scope of Work, Table-1.2.4, Page No - 11	Cardiac & Inflammation Markers - Cardiac & Inflammation Markers – Troponin I, D-Dimer, C-Reactive Protein and Procalcitonin	We request the authority to kindly clarify on the requirement and need of the Cardiac & Inflammation Markers at primary health centre level. Cardiac Bio Marker test have limited scope of requirement in primary healthcare delivery.	The requirement for the following tests: “Cardiac & Inflammation Markers - Cardiac & Inflammation Markers – Troponin I, D-Dimer, C-Reactive Protein and Procalcitonin” stands cancelled. Please refer to Addendum.
Section C- Terms of Reference - 1 Scope of Work, 1.1.3, Page no - 11	e-prescribe drugs from the approved list of drugs as per the Guidelines provided by the Ministry of Health and Family Welfare, Govt. of India	We request the authority to kindly provide the govt. prescribed list of drugs to be made available at the health facilities.	Please refer to” Telemedicine Practice Guidelines” issued by the Ministry of Health and Family Welfare, Govt. of India via the following link: <a href="https://www.mohfw.gov.in/pdf/Telemedicine.pdf">https://www.mohfw.gov.in/pdf/Telemedicine.pdf</a>

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Section C - Terms of Reference - 1. Scope of Work, Table-1.4.2 & 1.4.3, Page no - 11	Last-mile Services (Free)	We request the authority to kindly clarify on the requirement of medicines for Last-mile Services; whether patient will be ordering the medicines from their home's over toll free number or should an APP be deployed for this?	Over the Toll-Free Number.
Section C - Terms of Reference - 1, Scope of Work, Table 1.4.2 & 1.4.3, Page no -11	Last-mile Services (Free)	We request the authority to kindly clarify if patients will be ordering only OTC medicines or prescriptions medicines also	Both OTC and Prescription medicines.
Section C - Terms of Reference - 1, Scope of Work, Table 1.4, Page no -11	Last-mile Services (Free)	We request the authority to kindly clarify if the medicines that are home delivered are to be charged or provided free of cost, as last mile services are mentioned under free of cost category in the RFP.	Medicines are chargeable to the patients but delivery cost should be free.
Section C - Terms of Reference - 1, Scope of Work, Table 1.4, Page no -11	Last-mile Services (Free)	We request the authority to kindly clarify if the cost of medicines and lab tests are to be furnished along with the tender documents or will the tender winning company submit the cost separately after the award of contract.	The idea is for Rural Health care services at an affordable price. All pricings should be done accordingly. A range of pricing can be mentioned during the presentations that would be done post the submission of proposals.
Section C - Terms of Reference - 2) HR & Staffing to be provided by the Agency; Table - 3, Page no - 12	Registered Medical Practitioners required for 20 Locations via Telemedicine	We request the authority to kindly clarify if the 04 doctors providing tele consultations are to be stationed at Meghalaya or they can be stationed anywhere PAN India	The doctors providing teleconsultation and telemedicine can be stationed anywhere PAN India.

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Section C - Terms of Reference - 2) HR & Staffing to be provided by the Agency; Table - 3, Page no - 12	Registered Medical Practitioners required for 20 Locations via Telemedicine	We request the authority to kindly state the timeline for the 20 doctors to be deployed on ground it is difficult to deploy 20 doctors in rural parts of the state. Please state the alternatives if the service provider fails to deploy doctors on ground.	The State will reimburse only when an MBBS doctor joins the health centers physically and provides services. Telemedicine should be present for all locations. Please refer to RFP document: Section -C Terms of Reference. 1. Scope of Work, 2) HR and Staffing, Table 1, Note to firms and Table 3, Note to Firms.
Section C - Terms of Reference - 1. Scope of Work, Table-2.2, Page No - 12	24X7 Integrated Helpline Service	We request the authority to kindly elaborate on the scope of services to be delivered through the toll-free number	24X7 Integrated Helpline Service: 1.The patients should be able to enquire about the operations of the healthcare centers through the Helpline no. For example, if the clinic is open, or booking of follow-up appointment with a specific doctor etc. 2.Existing patients should be able to order drugs as refill through the Helpline no.
Section C - Terms of Reference - 2) HR & Staffing to be provided by the Agency; Table - 1.2, Page no - 12	AUYUSH Doctor	We request the authority to kindly clarify about the expected scope of work to be delivered by AUYUSH doctors.	To provide primary healthcare services for patients that opt for AUYUSH treatment.
Section C - Terms of Reference - 2:	Reimbursable for monthly remuneration of MBBS doctors posted in the health centre	We request the authority to kindly clarify whether the cost per consultation has to be	Remuneration per location per month to be quoted by the Firm. Refer to

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Financial Terms, Part - B, Page no - 13		quoted in because it is stated that per consultation fees has to be quoted per specialist, MBBS doctors and AYUSH doctors under the heading 'Expense Item but under Reference heading the quote being asked is per month. Kindly clarify if cost per consultation should be quoted or per location apportioned cost per month for doctor has to be quoted arriving at per consultation cost is difficult without knowing the current trend of footfalls.	Addendum.
Annexure IV, FIN 2, BREAKDOWN OF COSTS, Page no - 19	Account for Operational Expenses (Monthly)	With reference to aforesaid question kindly clarify what needs to be quoted under point 7,8, 9 & 10 of FIN - 2 table as a total of these line items may not help in arriving at Total Cost of the Financial Proposal: (B) of the same table.	Remuneration per location per month to be quoted by the Firm. Refer to Addendum.
General	COVID CARE	Kindly elaborate on the services to be delivered for covid care	By Covid Care, the State means advising the patients displaying relevant symptoms to undergo a COVID test and reporting the said patients to the State.
General	Current volume of tele consultation	We request the authority to kindly provide details on the current footfalls being register for the consultations being done at the respective centres. This will help in understanding the manpower planning and determining the consultation cost to be charged.	The firm will set up new centers and hence data on footfalls do not exist accurately. However, a minimum of 20 per day is expected to be the footfall. The footfall is expected to increase when the centers carry out mobilization activities.
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		We would like to bring your kind attention to the certifications are required of the platform	Please refer to the Information Technology (Reasonable security

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		<p>used: ISO/IEC 27001:2013, ISO/IEC 27017:2015, MU3 Certification. Our telemedicine solution is fully compliant with the Telemedicine Practice guidelines from the Government of India notifications, there for we would like to if the same can be considered in the course of evaluation of the RFP.</p>	<p>practices and procedures and sensitive personal data or information) Rules, 2011 (Link: <a href="https://www.meity.gov.in/sites/upload_files/dit/files/GSR313E_10511(1).pdf">https://www.meity.gov.in/sites/upload_files/dit/files/GSR313E_10511(1).pdf</a>) stated in the Telemedicine Practice Guidelines – “The international Standard IS/ISO/IEC 27001 on "Information Technology – Security Techniques - Information Security Management System - Requirements" is one such standard referred to in sub-rule (1) - Reasonable Security Practices and Procedures”</p>
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