

RFP for the selection of Telemedicine Services Provider for Setup, Operations, Management and Maintenance of New & Existing Telemedicine Centres (at Sub-Centre, PHC,CHC&CH level)

Response to Pre-Bid Queries

Sr No	RFP Clause	Clause Detail	Queries / Suggestions	Response
1	3.3-Eligibility Criteria	1. The Bidder should be a Health Care Service Provider with minimum 100 beds Hospital and having experience of running Hospital Services for a period of at least 5 (five) years and experience of setting up, operations and management of at least 20 (Twenty) Telemedicine Centres as on 31st March 2018 . The Bidder should have the availability of Specialist Doctors (Obstetrics & Gynaecology, Paediatrics & General Medicine) exclusively for specialised Tele-Consultations to be done with the identified Telemedicine Centres (CVs of Specialist Doctors to be attached / valid documents should be submitted) or 2. The Bidder (in case of non Health Care Service Provider) should have experience of setting up (supply, integration, installation, commissioning) and operations & management of at least 50 (Fifty) Telemedicine Services / Centres / telemedicine stations as on 31st March 2018 & should have the availability /capability of providing Specialist Doctors (Obstetrics & Gynaecology, Paediatrics & General Medicine) exclusively for specialised Tele-Consultations to be done with the identified Telemedicine Centres. (CVs of Specialist Doctors to be attached / valid documents should be submitted)	1. The Lead / Primary Bidder should be allowed to have consortium with other companies / hospitals / firms 2. The condition of setting up of 20 Telemedicine Nodes(in case of Health Care Provider) should be relaxed to 10 Telemedicine Nodes 3. The condition of setting up of 50 Telemedicine Nodes(in case of Non Health Care Provider) should be relaxed to 30 Telemedicine Nodes	1. The consortium of only two companies is allowed. The primary responsibility of compliance shall be with the Lead / Primary Bidder. The Bank Guarantee (in case of consortium of two firms only) shall be 20 % of the total cost of the bid value and shall be paid by the Lead Bidder/Primary Bidder. The Bank Guarantee for the firms bidding without having consortium shall be 10 % of the total bid value. 2. The condition of setting up of 20 Telemedicine nodes by Health care provided has been reduced to 10 Telemedicine Nodes 3. The condition of setting up of 50 Telemedicine nodes by Non Health care provided has been reduced to 30 Telemedicine Nodes

[Signature]

[Signature]

2	3. The Bidder should have experience of setting up & operations & management of Telemedicine Services for at least 3 years as on 31st March 2018. 4. The Bidder should also have a minimum of 2 years of experience with any State or Central Government in implementing / managing the Telemedicine / Tele health related services as on 31st March 2018.(Documentary evidence to be submitted)	1. The Bidder should have experience of setting up & operations & management of Telemedicine Services for at least 2 years as on 30th November 2018 with any organisation or The Bidder should have experience of minimum one years with any State or Central Government in implementing / managing the Telemedicine / Tele health related services as on 30th November 2018	5. Agreed .(Documentary evidence to be submitted)
3.	5. The Bidder should have a minimum 10 seats medical call centre to support and manage Telemedicine services. The Bidder should enclose attested registration copies from statutory authorities such as DOT etc	1. The condition of having 10 seats Call Centre and having registration with statutory authorities such as DOT etc. should be relaxed.	The Bidder shall give the under taking (which shall also be part of Service Level Agreement) to deploy 10 resources / call agents having requisite skills to capture the history of patients and transfer the Calls to the doctors for Tele-consultations. The deployment of 10 resources shall be exclusively for facilitating the tele-consultations under the scope of this RPF.
4	6. The Bidder must have an average turnover of Rs. 50 Crore in the last three financial years as on 31 st March, 2018. Audited statements of last three Financial Years must be attached.	1. The condition of turnover should be reduced from 50 Crore to 10 Crore.	The condition of average turnover for the last three years for Primary bidder has been relaxed from 50 crore to 10 crore
5	7.The Bidder should have the experience of setting up of at least 10 (Ten) Telemedicine centres with the facility of conducting Laboratory Tests and should	1. The STS HIV & Malarial Parasite Tests using POC Kits should be excluded and	The Bidders shall have to conduct BP, HB, Blood Sugar, Urine RE/ME using POC Kits and screening of 18 +

Elby

3 *Elby*

	provide under taking of conducting HB, Blood Sugar, Urine RE/ME, STS, HIV and Malarial Parasite in the identified Telemedicine Centres / Health Facilities (Documentary evidence with Proposal / implementation methodology should be provided)	some other tests / screening may be included..	patients shall be done for Oral, Breast and Cervical Cancer at Tele-medicine centre. The bidders are required to give under taking to conduct the mentioned Lab-tests and screening of patients at Telemedicine centres. The manpower (GNM) should be trained / have the competence for the screening of patients for Oral Cancer, Breast Cancer and Cervical Cancer (VIA)
--	--	--	--

Other Clarifications based on discussions in the Pre-Bid Meeting:

- At least three MBBS Doctors and Three Specialist Doctors (General Medicine, Gynaecology and Paediatrics) shall be exclusively provided at the specialist hub for providing Tele-consultations to 75 locations. If the consultation load increases over a period of time, the implementing agency shall arrange additional MMBS / Specialist Doctors accordingly without any additional cost for providing Tele-consultations. The digital signature of the tele-consulting doctor should be made available on the prescription slip (OPD slip) to be generated online at sub-centre / patient node.
- The selected bidder (L1) shall have to make the provision of dashboard in telemedicine application to measure the uptime/ performance of Telemedicine Centres (with the provision of capturing daily login / logout time / attendance using Geo –Coordinates/ Time Stamping / Aadhaar based Biometric Authentication etc.) . The access of dashboards shall be provided to approximately 10 to 12 users and line listing of patients treated in telemedicine centres shall also be provided. The access shall be provided to State HQ (NHM) conduct video conference with the telemedicine centres / specialist hub for monitoring and follow-up purpose.
- For uptime of less than 85 % to 75 %, 15% of the operational cost for respective Telemedicine centres (for particular month) shall be deducted. Other conditions of penalty for down time shall remain same as mentioned in the RFP document.
- The Tele- Consultations shall be provided on all working days from Monday to Saturday including second Saturday (9:30 AM to 1:30 PM & 2:00 PM to 4:00 PM). The Telemedicine centre shall remain closed on gazetted holidays which are applicable in the State of Himachal Pradesh.
- The implementing agency shall pay the minimum wages (as notified by Govt. of Himachal Pradesh from time to time) to the manpower deployed for the operations and management of Telemedicine operations. The implementing shall have to meet all other statutory requirements like PF, ESI etc.

Dr. Gagandeep Singh
SPO-e-Health

Hem Chand Sharma
Jt. Contoller (F&A)

Devender Sen
Consultant –MIS

Dr. Anuj Gupta
Dy. MD / Chairman