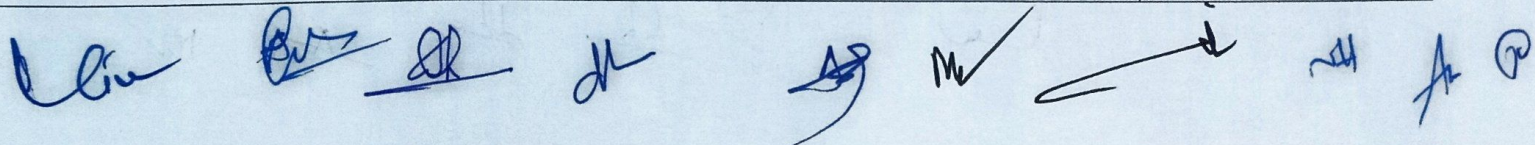


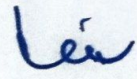




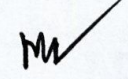
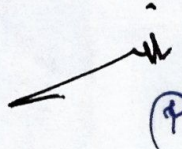


Pre Bid Queries for Operationalization of Mobile Medical Unit in selected district of Chhattisgarh

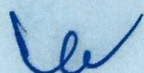


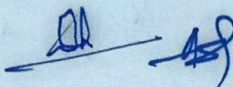
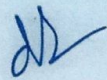

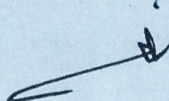
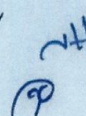

Name and Address of the Organization submitting request			EMRI GREEN HEALTH SERVICES, Devar Yamzal, Medchal Road, Secunderabad - 500078, Telangana State.	
S. No.	RFP Reference & Page number	Clause Details	Queries with Justification	Response/Clarification
1	3.1 Eligibility Criteria, Page No 26	<p>The Bidder(s) interested in participating in the Selection process must be a duly registered legal entity in India, under any one of the following categories: -</p> <ul style="list-style-type: none"> • a Limited Liability Partnership ("LLP") registered under the LLP Act, 2008; • an Indian Company ("Company") registered under the Companies Act, 1956/2013; • a Partnership Firm registered under the Indian Partnership Act, 1932 	<p>It is requested to add one more category of legal entity to participate for the said bid which is as:</p> <ul style="list-style-type: none"> • Registered Society registered under any State Specific Societies Registration Act. 	As per RFP
2	4.2.10 Other Important Instructions, Page no 40,41	The vehicles provided shall be new and compliant with recent motor vehicle guideline with following minimum standard.	It is requested to the Authority to kindly provide the MMUs fully fabricated along with equipment's alternately provide an advance for the selected service provider to procure the MMUs.	As per RFP
3	7.2 Performance	The Performance security equivalent to 5%	It is requested to kindly amend the said clause and	As per RFP



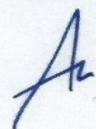

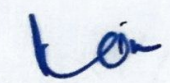



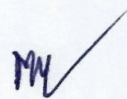


	Bank Guarantee, Page No 48	(five percent) of the total Project cost ("Performance Security") shall be furnished from a Nationalized/ Scheduled Bank, before execution of the Contract, in form of a Bank Guarantee substantially in the form specified in this RFP.	have the performance security to be as 5% of the annual cost of Project.	
4	7.1 Period of Contract, Page No 48	The Contract will be signed with the selected bidder (the "Selected Bidder") for a period of 03 (three) year ("Contract Period").	It is requested to have the contract period for a minimum period of 5 years instead of 3 years as a huge capital expenditure is required in this tender and the apportioned cost for 3 years will be very high compared to 5 years and this will lead to increase Operational Cost.	As per RFP
5	EMD, Page no 8	EMD: INR 1,32,00,000- (INR Once crore Thirty two lakh only) in the form of Bank Guarantee/Demand Draft in favor of MD,CGMSC.	It is requested to reduce the EMD amount as already a huge capital expenditure is required to execute this project, requested to kindly have the EMD amount as Rs 50 lakhs.	As per RFP
6	Clause no 3.3.6 Page No 30 to 34	Remarks and Supporting Documents	Along with Contract/ Agreement/ work order the client Certificate Should also be Considered.	As per RFP
7	Evaluation Method, Point no's, 2, 3 & 4 on Page no 32, 33	The bidder should have experience in managing Mobile Medical Vans (MMV), Mobile Medical Units (MMU), Mobile Health Units (MHU), Mobile Health Teams (MHT), Mobile Van Clinics (MVC), or Basic/Advanced Life Support (BLS/ALS) Mobile Teams within the last seven (07) years from the date of bid	It is requested to amend the clause and remove Mobile Health teams and Mobile Van Clinics. Kindly add a note that experience pertaining to animal ambulances/ Animal Clinics shall not be considered.	This RFP is indented to provide human health services, hence any other experiences shall not be considered.

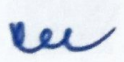




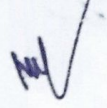
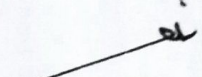



		submission with the central/state government		
8	3.3.6 Evaluation Method Point 5 Experience in Digital Healthcare Technology Solutions## Page no 33	The bidder must have experience in providing digital healthcare technology platform development, implementation, rollout, and support for large-scale State level or National-level public health initiatives undertaken by Government bodies or UN Agencies. The minimum contract value should be of Rs. 1 Crore 1 Solution Platform: 5 marks 2 Solution Platform: 10 marks 3 Solution Platform: 20 marks	The 20 Marks given for this Criteria is exorbitantly High, So this may be Changed to 5 Marks only for One Solution Platform. Kindly Accept Client Certificate issued by any Central/State Government health sector project.	As per RFP
9	3.3.6 Evaluation Method Annual Turnover, Point 6, Page 33	Average annual financial turnover of more than INR 20 Crore (INR Twenty Crores) in the last 03 (three) Financial Years (i.e., 2021- 22, 2022-23 and 2023- 24) INR 20 Crores – 25 Crores: 2 marks >25 Crores: 5 marks	The financial turnover is very Critical Criteria therefore the Marks may be kindly increase to 10 Marks It is requested to amend the clause as below Average annual financial turnover of more than INR 50 Crore (INR Fifty Crores) in the last 03 (three) Financial Years (i.e., 2021- 22, 2022-23 and 2023- 24) Marks : INR 50 Crores – 100 Crores: 5 marks INR 100 Crore and above : 10 Marks	As per RFP
10	3.1. Eligibility Criteria Net	The bidder must have a positive net worth in each of the last 3 financial years (2021-	Since the financial health of the bidder is very important there should be 10 Marks allocated for the	As per RFP



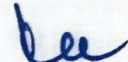

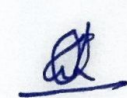

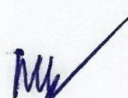


	Worth Page no 27	2022, 2022-2023, and 2023-2024)	Net Worth It is requested add the clause as below Average Net Worth of more than INR 50 Crore (INR Fifty Crores) in the last 03 (three) Financial Years (i.e., 2021- 22, 2022-23 and 2023- 24) Marks : INR 50 Crores – 100 Crores: 5 marks INR 100 Crore and above : 10 Marks	
11	3.3.6 Evaluation Method Page no 34	<p>## Each of Digital Healthcare Solutions and Technology platform shall have any of the five indicative features listed below for being eligible for the award of marks</p> <ul style="list-style-type: none"> • Creation of ABHA ID • Telemedicine Consultation • Gathering Patient Information/Case Registration • Laboratory Management Information System • Surveillance Module • Clinical Decision Support System • Reproductive and Child Health Register • Anti Natal and Post Natal Care Services • Real time monitoring and Dashboard for KPIs • Issuance of Plan of Care/CPOE/E-Prescription 	<p>The Digital Healthcare Solutions and Technology platform indicative features are also given on Page no 40 Point no 4.2.7, which are stated as below</p> <ul style="list-style-type: none"> • Creation of ABHA id • Patient Registration • Capturing patient complaints • Storage and retrieval of patient health records using unique id • Ability to integrate with health care systems available in the state • Referral mechanism and tracking • Issuance of plan of care/ CPOE/ E-prescription • Facility for telemedicine consultation with remote doctors <p>Kindly add the above features also to the Indicative features given in Clause Page no 34</p>	<p>Refer to cause 3.3.6 of the RFP. For ease of reference indicative features mentioned in the clause 4.2.7 should be referred as:</p> <ul style="list-style-type: none"> • Creation of ABHA ID • Telemedicine Consultation • Gathering Patient Information/Case Registration • Laboratory Management Information System • Surveillance Module • Clinical Decision Support System • Reproductive and Child Health Register

				<ul style="list-style-type: none"> • Anti Natal and Post Natal Care Services • Real time monitoring and Dashboard for KPIs • Issuance of Plan of Care/CPOE/E-Prescription
12	3.3.6 Evaluation Method Technical Experience Page no 32	<p>The bidder must have experience in providing Mobile Medical Vans (MMV), Mobile Medical Units (MMU), Mobile Health Units (MHU), Mobile Health Teams (MHT), Mobile Van Clinics (MVC), or Basic/Advanced Life Support (B/ALS) services to any State Government for a minimum period of minimum one (01) year under a single contract with the central/state government.</p> <ul style="list-style-type: none"> • Fleet of 30 to 50 vehicles for MMU/MMV/MHT/MHU/MVC/BLS/ALS: 2 marks • Fleet of 51 to 100 vehicles for MMU/MMV/MHT/MHU/MVC/BLS/ALS: 5 marks • Fleet of more than 100 vehicles for MMU/MMV/MHT/MHU/MVC/BLS/ALS Vehicles: 10 marks 	<p>The Experience of Mobile Health Team (MHT) should not be Considered as a eligibility Criteria and the Mobile Van Clinics (MVC) Should be related to Human only and not to Animals</p> <p>It is requested to amend the said clause as below</p> <ul style="list-style-type: none"> • Fleet of 50 to 100 vehicles for MMU/MHU/BLS/ALS: 2 marks • Fleet of 100 to 200 vehicles for MMU/MHU/BLS/ALS: 5 marks • Fleet More than 200 : 10 marks 	<p>This RFP is indented to provide health services to human, hence any other experiences shall not be considered.</p>
13	3.3.6 Evaluation	The bidder should have an	It is requested to amend the said clause as below	As per RFP

	Method Specific Experience of Public Healthcare Services# Provision Page no 32	experience in executing one or more projects related to Public Healthcare Services with any Central/State Government 1 project of contract value at least 50 Crore: 2 marks 2 projects of contract value at least 50 Crore: 5 marks ≥ 3 projects of contract value at least 50 Crore : 10 marks	1 project of contract value at least 100 Crore: 2 marks 2 projects of contract value at least 100 Crore: 5 marks ≥ 3 projects of contract value at least 100 Crore : 10 marks	
14	3.3.6 Evaluation Method Technology and Solution Experience page no 32 and 33	The bidder must have provided a GPS-based technology solution for Mobile Medical Vans (MMV), Mobile Medical Units (MMU), Mobile Health Units (MHU), Mobile Health Teams (MHT), Mobile Van Clinics (MVC), or Basic/Advanced Life Support (BLS/ALS) mobile services in any Central/State Government health sector project Fleet of 30 vehicles of MMU/MMV/ MHT/MHU/MVC/BLS/ALS: 5 marks Fleet of up to 31 to 50 vehicles of MMU/MMV/	The Experience of Mobile Health Team (MHT) should not be Considered as a eligibility Criteria and the Mobile Van Clinics (MVC) Should be related to Human only and not to Animals So kindly It is requested to amend the said clause as below Fleet of 50 vehicles of MMU/MMV/ MHT/MHU/MVC/BLS/ALS: 5 marks Fleet of up to 50 to 100 vehicles of MMU/MHU/BLS/ALS :10 marks Fleet of 101 to 200 vehicles of MMU/MHU/BLS/ALS : 15 marks Fleet of >200 vehicles of MMU/MHU/BLS/ALS : 20 marks	This RFP is indented to provide human health services, hence any other experiences shall not be considered.
15	3.3.6 Evaluation Method Technical Presentation and Demonstration of	MHT/MHU/MVC/BLS/ALS: a) Approach and Methodology, and Technical Capacity: The bidder must present and demonstrate their technical	The ABDM M3 level integration should not be made mandatory and hence be omitted. This clause may be changed as Electronic Health Record (EHR) system, Tracking of vehicles, with GPS	As per RFP

	Application Page no 31	<p>capabilities, which include but not limited to</p> <ul style="list-style-type: none"> • Past Experience in similar projects • A detailed work plan and methodology <p>Covering key aspects such as route planning, operating protocols, and strategies for managing special categories of patients(e.g., pregnant women, children, NCD cases).</p> <p>Demonstration of Digital Solutions/Application: The bidder is required to conduct a demonstration of the following digital healthcare solutions</p> <p>Electronic Health Record (EHR) system, including ABDM M3 level integration for seamless data exchange.</p> <p>Tracking of vehicles, with GPS integration for real-time tracking, including features like geo-fencing and a comprehensive dashboard for monitoring operations and key performance indicators.</p>	integrationfor real-time tracking, including features like geo-fencing and a comprehensive dashboard for monitoring operations and key performance indicators.	
16	<p>6.1 KPIs and Penalty page no 46</p> <p>6.1.2 Replacement of MMU after 2.5 Lakhs Km of travel distance</p>	<p>The penalty for such instances of non-replacement shall be charged at the rate of 10% of the invoice raised for the particular MMU per month and 20% for the second month and so on, Till the penalty is 50%, a notice shall be given. After 3(three) such notices the contract agreement will be terminated</p>	<p>It is requested to amend the said clause as below: Replacement of MMU after 3Lakhs Km of travel distance or 6 years whichever is later.</p>	As per RFP

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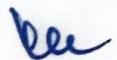
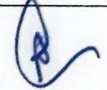



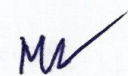


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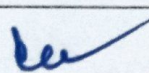
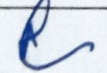
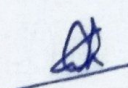
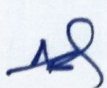

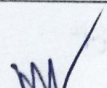
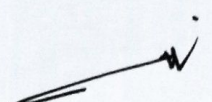



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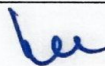







17	6.2 Penalty page no 47 and 48	Non- Compliance to basic minimum qualified staff Penalties Rs. 1000/- per absentee staff per MMU per day shall be deducted from bills. Penalties for doctor- INR 5000/day per MMU shall be deducted	It is requested to amend the said clause as below : Penalties Rs. 1000/ er absentee staff per MMU per day shall be deducted from bills. Penalties for doctor- INR 2000/day per MMU shall be deducted	As per RFP
18	4.1. MMU Operations, Page no 38	To minimize travel time, MMUs should be stationed near healthcare facilities close to the hamlets	It shall be difficult for the manpower deployed in the MMU to periodically be stationed in hamlets hence this clause needs to be amended accordingly.	As per RFP
19	5.1.2 Invoking, Point (e) Page no 45	The vendor has to ensure compliance to the minimum wages as per the act for the human resources employed in the project.	It is requested to kindly reimburse at actuals any upward revision in the minimum wages or any other imposition of a new law related to labour wages to the selected service provider.	As per RFP
20	5.1.2 Invoicing, Point (f) Page no 45	After the Satisfactory and successfully completion of first year(12 month) of the project the revision of reimbursable operational cost annually shall be given as per the clause 3.3. of the RFP (The first month of the project will be the month from which all the 57 MMUs are operational for the purpose of increment). The performance security in the form of bankguarantee shall be revised in accordance with the applicable guidelines.	As there is no mention of any fixed annual increment over the first years operational costs hence it is requested to have a minimum 10% year on year escalation from second year onwards.	As per RFP
21	4.4.Miscellaneous Page no 43	Each Mobile Medical Unit (MMU) will hold habitation level health camps for at least 26 days in a month as provided by CM&HO. The duration of camp(s) in a day will be at	Please confirm if MMU will be functional during National and Festival Holidays	As per RFP

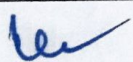

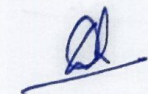


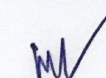




		least for 6 hours with flexible time schedule as per the availability of beneficiary		
22		Medical Officer (MBBS)	Due to scarcity and unwillingness of MBBS doctors to work in MMUs, we request to consider AYUSH doctors in MMUs who will be supported by MBBS doctor from the State Level. This model is working in many states	As per RFP
	Page 85 ANNEXURE 12: STAFF COMPOSITION OF EACH MMU	Name of staff: Community Health Volunteer Qualification : Should be local person from the community residing in project site No. of Staff: 1 in each hamlet	Request to confirm, whether volunteer is required 1 per MMU or 1 in each Hamlet. If the requirement is per Hamlet then the count of total Hamlets is required. Whether this role will be a non-monetary role or salary should be paid to such volunteer	As per RFP
23	General	Change of Law	If there is any change of Law which has an impact on the financials of the project, then such increase should be compensated by the authority	As per RFP
24	6.2 Penalty page no 47	4 Penalty for non-functional GPS Rs. 500/- per day per MMU in which the GPS is non-functional	In case of network issues at certain places for a particular time period, the penalty should not be imposed	As per RFP
25	4.1. MMU Operations Page no 38	Service Hour: MMUs will provide services for at least 6 hours per day or until the last registered patient is examined, excluding travel time	Please provide kms run per day /month for the calculation of operational cost	As per RFP
26	6.1 KPIs and Penalty page no 46	6.1.1 Deployment of MMU As per schedule, Rs.1000 per vehicle per day shall be levied as penalty for non-adherence to the time schedule for deployment of MMU.	The deployment schedule may please be specified.	As per RFP

27	General	General	Do the selected bidder need to setup admin office for this project? If yes where it to be established? Does authority provide the rental free space for it?	As per RFP
28	Clause 4.1 Page 38	Non-motorable Areas: In hamlets inaccessible by motorable roads, MMU staff must arrange alternative transportation to ensure healthcare service delivery at the doorstep.	The MMU with its equipment's and other facilities is required to go to the patient for Health care service delivery, in Non Motorable areas it will not be possible to take the MMU and Provide the service, hence it clause kindly be deleted	As per RFP
29	4.2.10 Page 41	Other important instructions: CM&HO shall decide the weekly off- day on which no service would require to be provided.	The weekly off day kindly be make common across all the districts under MMU project in the state? It helps in organizing manpower and scheduling 26 day services efficiently.	As per RFP
30	4.2.10 Page 41.	Service provider shall communicate the names and addresses of the Team managing aparticular MMU during the period of agreement and any change in the composition ofthe team must be intimated to the authority nominated by CM&HO of the respectedistrict. The names and designation of human resources working in the MMU at any point of time must also be displayed prominently on the MMU.	Can we request exemption to this clause? As interchangeability helps in managing leaves and exigency absenteeism.	As per RFP
31	4.4 Miscellaneous Page 43.	The work done; the State HMIS agency will provide the framework for establishing this system.	Kindly give 24 hour time for sync data	As per RFP
32	Annexure 2 , Page 45	ANNEXURE 12: STAFF COMPOSITION OF EACH MMU	Should replace MBBS doctor with AYUSH doctor? AYUSH DOCTORS ARE TRAINED IN STANDARD	As per RFP

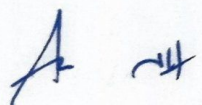
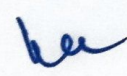
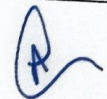
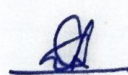
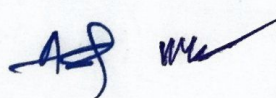













		MBBS doctor	TREATMENT GUIDELINES AND GUIDED BY MBBS DOCTOR FROM STATE LEVEL CENTER	
33	Medical equipment 43 Page 87.	Oral Cancer Screening System	Please clarify? PROVIDE SPECIFICATIONS	NCD screening mechanism/system shall as per the AAM guideline
34	4.1. MMU Operations , page 38	Record Keeping and Documentation: All relevant records, including OPD slips, stock registers, and lab reports, must be maintained by the service provider. Data must be regularly entered into the department's portal or a web portal created and maintained by the agency for MMU monitoring, as directed by the department	Kindly clarify whether the creation of a web portal is required to be done by the agency? This would imply that the bidder would need to invest effort for development.	As per RFP
35	4.4.Miscellaneous , page 43	The Agency will have to develop/ sync data on a system for daily on-line reporting of the work done; the State HMIS agency will provide the framework for establishing this system. The system shall be connected to the website of Department of Health and Family Welfare	Kindly provide more details about the system mentioned here? Does it require any additional infrastructure setup from the bidder's side? Please clarify.	As per RFP
36	4.4.Miscellaneous , page 43	The Service provider shall provide necessary hardware & software like laptop/tablet, internet, Biometric attendance system etc. in the MMU to	What is the expectation from Authority since etc. is mentioned please let us know for seamless operations.	As per RFP

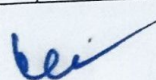
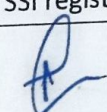
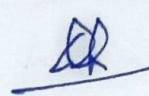
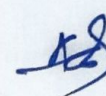

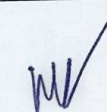
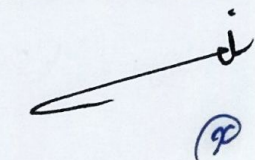

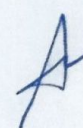











		update this information.		
37	Scope of work, Page no 38	Non-motorable Areas: In hamlets inaccessible by motorable roads, MMU staff must arrange alternative transportation to ensure healthcare service delivery at the doorstep.	Kindly elaborate on what is the scope of the MMU for non motorable roads.in case they need to go Non Motorable areas the authority shall pay for the expenses.	
38	Force Majure, Page no 53	Neither party will be liable in respect of failure to fulfil its obligations, if the said failure is entirely due to acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country.	In case of Force Majure (The payment shall be made to service providers the force Majure is not fault of Service Provider)	As per RFP
39	ANNEXURE 13: SUGGESTIVE LIST OF EQUIPMENT IN EACH MMUpage no 87	Breast Cancer Screening System	Please explain briefly means mamaography or any specific device required for screening only breast cancer? Like LED breast light or any other. Pls specify the exact name	NCD screening mechanism/system shall as per the AAM guideline

Name and Address of the Organization submitting request			M/s Dhanush Healthcare Systems Private Limited, Begumpet, Hyderabad	
S. No.	RFP Reference & Page number	Clause Details	Queries with Justification	Response

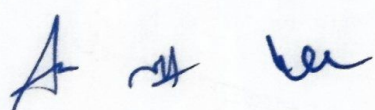




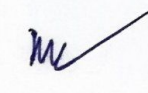









40	Turnover Point # 6 page # 33	Average annual financial turnover of more than INR 20 Crore (INR Twenty Crores) in the last 03 (three) Financial Years (i.e., 2021-22, 2022-23 and 2023- 24)	Average annual financial turnover of more than INR 20 Crore (INR Twenty Crores) in any 03 (three) Financial Years in the last five Financial years (i.e., 2019-20, 2020-21, 2021-22, 2022-23 and 2023- 24	As per RFP
41	EMD Exemption Point # 2.4.4 Page # 20	If a Bidder is Micro, Small and Medium Enterprise ("MSME") /Udyog Aadhar/Small Scale Industry ("SSI") registered bidder of Chhattisgarh, then such Bidder shall be exempt from submitting EMD. However, there is no exemption from payment of the tender processing fee. If a Bidder being an MSME/Udyog Aadhar/SSI registered Bidder of Chhattisgarh wishes to avail above facility, then the Bidder should follow necessary exemption (Online Tab) for EMD. To claim the exemption, relevant valid documents in support of MSME/SSI are required to be uploaded by the Bidder(s). MSME/SSI Bidder from other States are not eligible for exemption from payment of EMD. If any Bidder, other than MSME/SSI Bidder of CG., does not submit EMD, then such Proposal shall be rejected. Exemption documents of MSME /Udyog Aadhar/ SSI registered bidder	Request to accept the MSME Certificate of Bidders who have Registered in Udyog Aadhar Portal of Government of India for EMD exemption	As per RFP

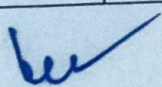
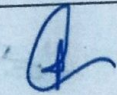
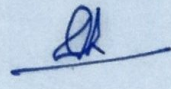
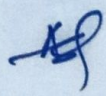
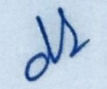
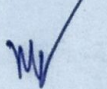
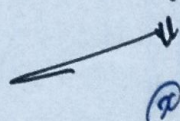
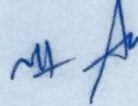










		of any other state would not be accepted in lieu thereof, and Proposal of such Bidders would not be evaluated further	
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Name and Address of the Organization submitting request			M/s Aurobindo Emergency Medical Services	
S. No.	RFP Reference & Page number	Clause Details	Queries with Justification	Response
42	3.1 Eligibility Criteria, Page no. 26 Existence of the firm	The Bidder(s) should be in the business and operating in the field of healthcare services for at least last 05 (Five) Financial Years including current financial year (i.e., 2019-20, 2020-21, 2021-22 and 2022-23, 2023-24) and also at the time of bid submission	Request you to reduce 3 years as the financials and turnover has been asked for 3 years in Page no. 27 in 6 & 7 point.	As per RFP
43	Section 4 Scope of Work 4.1 MMU Operations Pg No. 38	Health Camp: Each MMU will conduct health camps at the hamlet level for a minimum of 26 days per month. A pre-agreed roster covering all hamlets each month will be jointly drawn by the selected agency and the concerned district nodal officer, nominated by the CM&HO of the district.	Request you to reduce minimum 24 days of operations as the MMUs used for preventive maintenance.	As per RFP




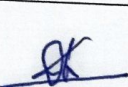
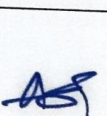
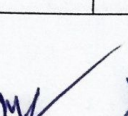
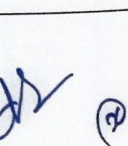








Name and Address of the Organization submitting request			M/s Sai Ram Techno Management Solutions Pvt. Ltd.	
S. No.	RFP Reference & Page number	Clause Details	Queries with Justification	Response
44	Evaluation method clause 3.3.6 point 5 of Experience in Digital Healthcare Technology Solutions ## (Page No. 33)	The bidder must have experience in providing digital healthcare technology platform development, implementation, rollout, and support for large-scale State level or National-level public health initiatives undertaken by Government bodies or UN Agencies. The minimum contract value should be of Rs. 1 Crore	Delete	As per RFP
45	Mobilization Advance clause 3.3.5.1 (page No. 30)	The mobilization advance shall be recovered in six (6) equal monthly from the monthly payments due to the bidder.	The mobilization advance recovered monthly from the monthly payments due to the bidder shall be during the project period	As per RFP
46	Evaluation method clause 3.3.6 point 3 of Specific Experience of Public Healthcare Services# (Page No. 32)	<p>The bidder should have an experience in executing one or more projects related to Public Healthcare Services with any Central/State Government</p> <ul style="list-style-type: none"> 1 project of contract value at least 50 Crore: 2 marks 2 projects of contract value at least 50 Crore: 5 marks 	<p>The bidder should have an experience in executing one or more projects related to Public Healthcare Services with any Central/State Government</p> <ul style="list-style-type: none"> 1 project of contract value at least 10 Crore: 2 marks 2 projects of contract value at least 10 Crore: 5 marks ≥ 3 projects of contract value at least 10 Crore : 	As per RFP

		<ul style="list-style-type: none"> ≥ 3 projects of contract value at least 50 Crore : 10 marks 	10 marks	
47	Miscellaneous in Clause 4.4, page no. 43	Each Mobile Medical Unit (MMU) will hold habitation level health camps for at least 26 days in a month as provided by CM&HO.	Each Mobile Medical Unit (MMU) will hold habitation level Health camps for at least 24 days in a month as provided by CM&HO.	As per RFP
48	Period of Contract (clause 7.1) Page No. 48	The Contract will be signed with the selected bidder (the "Selected Bidder") for a period of 03 (three) year ("Contract Period").	The Contract will be signed with the selected bidder (the "Selected Bidder") for a period of 03 (three) year ("Contract Period") the contract post 03 (three) years may be extended further period of 02 (two) years based on the performance of the agency.	As per RFP
49	ANNEXURE 12: Staff Composition of Each MMU (Page No. 85)	Pharmacist (Optional)	Pharmacist	As per RFP
50	ANNEXURE 12: Staff Composition of Each MMU (Page No. 85)	Community Health Volunteer - 1 in each hamlet	Please define the hamlet or specify the number of community health volunteer in each MMU.	As per RFP

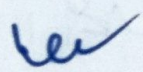

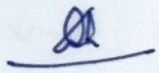

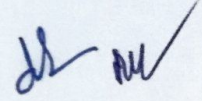
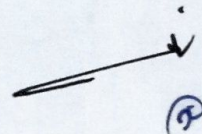
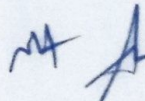
Name and Address of the Organization submitting request			M/s Accuster Technologies Private Limited	
S. No.	RFP Reference & Page number	Clause Details	Queries with Justification	Response

51	Annexure 13, Suggestive List of Equipment In Each MMU	Suggestive List of Equipment In Each MMU	Suggestive List of Equipment In Each MMU has 6 equipment's namely Sr no. 8,9,10, 11,19,37 Semi auto analyser, incubator, Centrifuge machine, Haemoglobin meter (manual & digital) Glucometer & micro typing centrifuge are not feasible for MMU Suggested specification in respect of portable mobile lab may be please included in your bid for the mobile medical units	As per RFP
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Name and Address of the Organization submitting request			M/s Shubham Sarvam Medical Projects LLP	
S. No.	RFP Reference & Page number	Clause Details	Queries with Justification	Response
52			Eligibility criteria mandate prior experience in operating MMUs/Ambulances for "State Government" while we understand the importance of such criteria to ensure capable service providers we humbly request that the clause be expanded to also consider relevant experience from the Private Sector.	As per RFP

Name and Address of the Organization submitting request			M/s UKSAS INDIA	
S. No.	RFP Reference &	Clause Details	Queries with Justification	Response

	Page number			
53	Page No. 15, 2.1.8, Consortium/ Joint Venture	for the purpose of this project consortium or subletting of the work in not allowed.	Request to modify Consortium with maximum of 3 companies is allowed we have a consortium partners who bring the best of companies strength of domain experience, finances and quality of management to the project execution and maximize the value of the state	As per RFP

Name and Address of the Organization submitting request			M/sHLFPPT	
S. No.	RFP Reference & Page number	Clause Details	Queries with Justification	Response
54	Page 26	Clause 3.1.1 The Bidder(s) interested in participating in the Selection process must be a duly registered legal entity in India, under any one of the following categories: - <ul style="list-style-type: none"> • a Limited Liability Partnership ("LLP") registered under the LLP Act, 2008; • an Indian Company ("Company") registered under the Companies Act, 1956/2013; a Partnership Firm registered under the Indian Partnership Act, 1932	Is an NGO registered under the Societies Registration Act eligible to apply for this tender?	As per RFP

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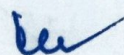
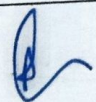
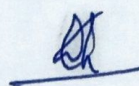
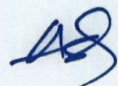


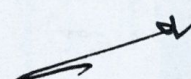


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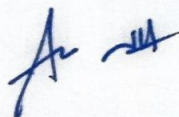
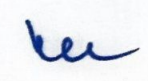




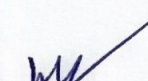
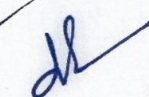

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55	Page 28	Clause 3.3.3 Information provided in the form shall correspond to the Technical Presentation. Colour print-out of the PPT also shall be submitted along the Technical Bid.	Is the agency expected to submit a detailed word proposal along with a presentation? Or only presentation?	As per RFP
56	Page 20	Clause 2.4.4 If a Bidder is MSME registered bidder of Chhattisgarh, then such Bidder shall be exempt from submitting EMD	Request to make this flexible and exempt EMD for all MSME registered bidder of other states as well.	As per RFP
57	Page 38	Clause 4.1- To minimize travel time, MMUs should be stationed near healthcare facilities close to the hamlets	Parking of vehicles will be provided by donor or is it to be budgeted by the agency?	As per RP
58	Page 38 & 39	Under multiple clauses of Section 4 Scope of Work, distribution of medicines and administration of injections are mentioned.	Will agency be liable to procure and distribute medicine and administer injection or it would be provided by the donor?	As per RFP. Refer to clause 4.3
59	Page 39	Clause 4.2.4- Diagnostic Services	Provide the list of all tests that is to be done by the MMU team.	As per RFP. Clause 4.2.4 delineates diagnostic services. Revised Annexure 13 has been attached.
60			For tests, do you want lab setup or a point of care diagnostic service?	
61			For cancer screening, device has to be taken or clinical examination will be done?	
62			For Sickle cell POCT- Rapid Device or any particular	

			preferred PoC device?	
63	Page 52	Clause 7.11 says that the contract should be executed within 1 month from the date of work order.	However, the fabrication and other preparatory work takes about 60-90 days. Hence, we request to increase this time to 60-90 days.	As per RFP

Name and Address of the Organization submitting request			M/s BVG India	
S. No.	RFP Reference & Page number	Clause Details	Queries with Justification	Response
64	Page 26	2.5.9 (g)& 22: The Financial Proposal should be a Proposal inclusive of all the costs including but not limited to all taxes associated with the Project.	Kindly ask financial proposal excluding GST. As per the Manual for Procurement of Works as published by the Department of Expenditure, Ministry of Finance, Government of India (updated June 2022), pg. no. 68 (pdf pg. no. 91) "Asking for a bid-price inclusive of taxes/ GST would be a violation of the GST Act. Bid format may be suitably modified accordingly". Hence, abiding the said guidelines, we request the department to kindly ask the bids exclusive of GST. Also, a service provider cannot anticipate in case the government levies any new tax. Thus requesting you to kindly reimburse such new tax is levied by the government.	As per RFP
65	Page 23	2.5.9 (j) Prices quoted in the Proposal must be firm and final and shall not be subject	Since the contract is for 3 years, minimum wage hike is bound to happen and being a principal employer, it	As per RFP

		to any modifications, on any account whatsoever and shall remain the same throughout the Contract Period or any extension granted thereof.	would be the responsibility of your good office to ensure that the minimum wages are paid to the employees along with statutory compliances. Hence we request you to kindly incorporate a suitable price variation clause which will take care of the actual increase in the minimum wages and the same can be reimbursed to the service provider. Similarly, price variation (PV) for material, fuel and consumable escalation may be incorporated. In absence of such clause the bidder may load the price bid incommensurately, as the same cannot be anticipated by the bidder in advance and hence the bid will be unrealistically burdened.	
66	Page 24	Clause 2.6.1 The Proposal shall be submitted through eproc portal. The procedure for filing of tender is provided on the portal.	Since the EMD is allowed in the form of BG, kindly let us know how we submit the same. 2. Also, we would like to bring to your notice that the tender document uploaded on https://eproc.cgstate.gov.in/ , is a wrong document (of a different tender, having tender number 183). Kindly rectify the same.	Correct document has been updated on the portal.
67	Page 24	Clause 2.6.2- The Authorized Representative of the Bidder should authenticate EMD details, Technical and Financial Proposal.	Does authentication mean self-attestation? Kindly clarify.	As per RP
68	Page 4 & 27	The bidder should have experience in providing healthcare services using technology for screening in at least	Sir, we at BVG India Ltd., are successfully operating and managing emergency medical services in Maharashtra	As per RFP.

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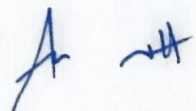
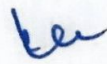
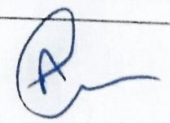

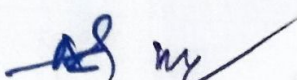
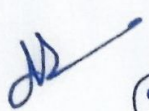
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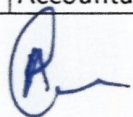
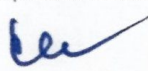

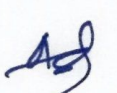



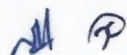
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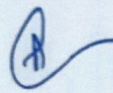
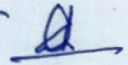
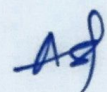
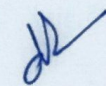

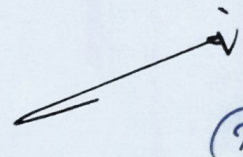

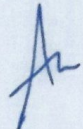
		one of the following areas in the government sector: Maternal Health, Child Health, Communicable Diseases, Non-Communicable Diseases and other diseases in government sector	<p>since 2013, in J&K since 2019, MMUs in Maharashtra since 2018 and have successfully completed operations of 265 ambulances for CATS Delhi and for AP government with 439 ambulances. We would like to impress upon you that we have ample experience in healthcare sector in terms of other services also like O&M of MVUs and other facility projects in top hospitals, government hospitals, etc. Hence, we request your good office to kindly relax this condition and enable companies like us to bid. In lieu of this, kindly allow to form consortium or JV or bids in the form of an associate for fulfilling this criteria.</p>	
69	3 & 32	Specific Experience of Public Healthcare Services Provision The bidder should have an experience in executing one or more projects related to Public Healthcare Services with any Central/State Government		
70	5 & 33	Experience in Digital Healthcare Technology Solutions The bidder must have experience in providing digital healthcare technology platform development, implementation, rollout, and support for large-scale State level or National-level public health initiatives undertaken by Government bodies or UN Agencies.		
71	4.1 & 38	IEC: The service provider must display approved IEC materials through audiovisual aids during camps.	However, the fabrication and other preparatory work takes about 60-90 days. Hence, we request to increase this time to 60-90 days.	As per RFP
72	Section 6 & 46 6.1.2	Replacement of MMU after 2.5 Lakhs Km of travel distance. The penalty for such instances of no replacement shall be charged at the rate of 10% of the invoice raised for the particular MMU per month and 20% for the second month and so on,	Sir, you will agree that in any contract Performance Security Deposit/Performance Bank Guarantee which is to the tune of 5%. This is actually an indicator for the extent of the maximum liability of a contractor for any default he can commit and which the department can recover from the contractor's deposit. This practice is	As per RFP

			<p>followed keeping in mind that the contractor actually earns a profit margin not more than 5% to 7% and which the department can recover keeping the contractor's expenses intact allowing him to run the operations smoothly.</p> <p>Thus there should be some limitation of liability for penalty say up to 5% maximum of the monthly contractual receivables. In short, the penalty amount put together in total should logically not exceed the contractor's profit margin.</p> <p>Kindly amend the same.</p>	
73	47	Clause 6.2 (1): Default on route chart without approval of CM&HO	Penalty is very high. Kindly reduce the same.	As per RFP
74	48	Clause 6.2 (1) Default on minimum run of 26 days a month		
75	48	Clause 7.2.1 : The Performance security equivalent to 5% (five percent) of the total Project cost ("Performance Security") shall be furnished from a Nationalized/ Scheduled Bank, before execution of the Contract, in form of a Bank Guarantee substantially in the form specified in this RFP.	Kindly ask Performance Security of an amount equal to 5% of the yearly contract value which shall be valid for 1 year initially and to be renewed every year before the expiry of the earlier Performance Security and final validity to be kept 45 days beyond the end of contract period.	As per RFP
76	65	Annexure 2: To be submitted on the letterhead of the Statutory Chartered Accountant of the Bidder.	Kindly allow certificate from Chartered Accountant also in lieu of Statutory Auditor.	As per RFP

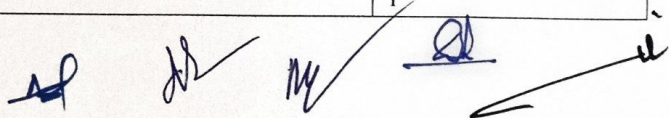









77	66,88,97	FORMAT FOR TECHNICAL PROPOSAL, REPORTING FORMAT, MASTER SERVICE AGREEMENT	Do we have to submit this along with technical bid? We feel that these are the annexures applicable post award of the work to a service provider instead of a bidder.	This shall follow standard bid process.

ANNEXURE 13: SUGGESTIVE LIST OF EQUIPMENT IN EACH MMU

S.no	Equipment Name	Quantity
	Medical Equipment's	
1	Microscope with Light Source (Binocular)	1
2	Sterilizer 30 cm. with electric drums	1
3	Dressing Drums (11 X 9)	2
4	Weighing machine adult simple	1
5	Weighing machine baby simple	1
6	Stethoscope	2
7	B.P. Apparatus	2
8	Hemoglobinometer (Manual & digital)	1 each
9	Centrifuge machine mini	1
10	Incubator	1
11	Micro typing centrifuge	1
12	Nebulizer	1
13	Ambu bag adult	2
14	Ambu Bag Pediatric	2
15	Laryngoscope adult	1
16	Laryngoscope Pediatric	1
17	Suction apparatus with accessories	1
18	Torch & spotlight	1
19	Glucometer	1
20	Needle cutter (Manually operated)	1
21	Laboratory Table (Portable)	1
22	Waste Collecting bins, as per Biomedical waste Management specifications	1
23	Cot	1
24	Examination Table	1
25	Brackets for Oxygen cylinder with adjustable straps & Oxygen cylinder	1
26	Detachable stretcher	1
27	Hooks for intravenous bottle	4
28	Transfusion Bottle Hook	2
29	Fire extinguisher	1
30	View Box	1
31	Semi Auto Hematology Analyzer (3 part)	1
32	Test Tubes	1
33	Auto pipettes	1
34	Ophthalmoscope Digital	1
35	Otoscope	1



S.no	Equipment Name	Quantity
36	Examination Torch	2
37	Portable Laboratory Unit /Bio- chemistry Auto Analyzer	1
38	Non Invasive Hemoglobinometer	2
39	12 Lead ECG machine with body belt	1
40	Tonometer	1
41	Pulmonary Function Test Spirometry Kit for COPD	1
42	Breast Cancer Screening System	1
43	Oral Cancer Screening System	1

Non-Medical Equipment's

1	Tablet/ Laptop /Mobile Phone	2
2	Broadband Internet data card	1
3	Digital camera/Mobile Phone	1
4	Speaker	2
5	Amplifier	1
6	LCD Projector	1
7	Water Purifier	2
8	Foldable Half Bench	2
9	Foldable seats for staff	4
10	Stool	4
11	Chairs	5
12	Fan	1
13	DVD player	1
14	Digital clock	3
15	Stainless Steel Cabinet	1
16	Water Storage Tank	1
17	Extension Box	2
18	Screen (For Privacy)	2
19	Emergency light	2
20	Soap Container	3
21	Towel holder	2

[Handwritten signatures and initials]