

Letter No.: 2812 /NHM Keonjhar/2023

Response to Queries received for 2345 /2023 dtd. 26.05.2023 for 'Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar in Keonjhar District, Odisha.

**Section I: Letter of Invitation and Factsheet**

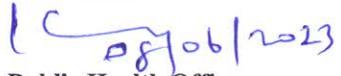
**2. Bidder Data and Factsheet**

Sr. No.	Particular	Details
1	Name of the Client	Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, District Headquarter Hospital, Keonjhar – 758001 Email: <a href="mailto:dpmu.nhmkeonjhar@gmail.com">dpmu.nhmkeonjhar@gmail.com</a>
2	Method of Selection	Quality and Cost Based Selection (QCBS) Method (60:40)
3	Availability of RFP Document	<a href="https://kendujhar.nic.in">https://kendujhar.nic.in</a>
4	Date of Issue of RFP	26.05.2023
5	Deadline for Submission of Pre-Proposal Query	05.06.2023 via email on <a href="mailto:dpmu.nhmkeonjhar@gmail.com">dpmu.nhmkeonjhar@gmail.com</a>
6	Issue of Pre-proposal Clarifications	08.06.2023 via online mode on <a href="https://kendujhar.nic.in">https://kendujhar.nic.in</a>
7	Last Date for submission of Proposal	27.06.2023 before 05.00 PM
8	Date of opening of Technical Proposal	28.06.2023 at 11.30 AM
9	Date of Technical Proposal Presentations (of only those Bidders who become qualified in the Stage I of the evaluation {Pre-qualification Criteria})	29.06.2023 at 11.30 AM of only those Bidders who qualify in the Stage I of the evaluation {Pre-qualification Criteria})
10	Date of opening of Financial Proposal	Will be communicated to the qualifying bidders via email
11	Contact Person / Address for Submission of Proposal	Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar, District Headquarter Hospital, Keonjhar, At/Post: District Keonjhar, Odisha – 758001 Email: <a href="mailto:dpmu.nhmkeonjhar@gmail.com">dpmu.nhmkeonjhar@gmail.com</a>
12	Place of Opening of Proposal	NHM Conference Hall, District Headquarter Hospital, Keonjhar – 758001
12	Mode of Submission	Speed Post / Registered Post only to the address as specified above during the office hour only. Submission of bid through any other mode and late bid will be rejected
13	Bid Processing Fee (Non-Refundable)	INR10,000/- (Rupees Ten Thousand only) (including GST) in the form of demand draft (DD) drawn in favour of "CDMO, Keonjhar, DMF" drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The bid processing fee shall be submitted along with the 1 <sup>st</sup> Inner Envelope of the Technical Proposal.

14	Earnest Money Deposit (EMD) (Refundable)	INR 10,00,000/- (Rupees Ten Lakhs only)) in the form of demand draft drawn in favour of "CDMO, Keonjhar, DMF" drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The EMD shall be submitted along with the 1 <sup>st</sup> Inner Envelope of the Technical Proposal.
15	Performance Bank Guarantee	3% of the entire contract value
16	Name of the Project	Selection of Agency for Setting Up & Operation of Digital Dispensaries in Keonjhar District under District Mineral Foundation Keonjhar
17	Method of Selection	Quality cum Cost Based (QCBS)

NOTE:

- The Client reserves the right to change any schedule. Please visit the website '<https://kendujhar.nic.in>' regularly for the same.
- Proposals must be submitted before the date, time and venue mentioned in the Factsheet through Speed/Registered Post. Proposals that are received after the deadline will not be considered.

  
Chief District Medical and Public Health Officer,  
Keonjhar

**Section IV: Technical Proposal Submission Forms**

**TECH 5: Bidders Past Experience Details**

Details of the Projects

Sr. No	Name of the Project*	Location & address	Project Start Date (DD/MM/YYYY)	Project End Date (DD/MM/YYYY)	Total Number of Telemedicine Centres / Digital Dispensaries etc	Project Costs / Funds Received in INR (In Crores)	Name of the Client and Address	Brief Scope of Work	Page no of the Attached Work Order / Experience Certificate**
1	2	3	4	5	6	7	8	9	10

Authorized Signatory with :  
Date and Seal

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Address of Bidder : \_\_\_\_\_

Contact Number of Bidder : \_\_\_\_\_

Email id of Bidder : \_\_\_\_\_

**Section IV: Technical Proposal Submission Forms**

**TECH 13: Format of Bid Security Declaration from Bidders In Lieu of EMD**

(On Bidders Letter head)

Bid Security Declaration Form

Date:

Tender No:

To,

**Chief District Medical & Public Health Officer (CDM&PHO), Keonjhar,  
District Headquarter Hospital, Keonjhar – 758001  
Odisha**

I/We, The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We:

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
  - i. fail or reuse to execute the contract, if required, or
  - ii. fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- (i) the receipt of your notification of the name of the successful Bidder; or
- (ii) thirty days after the expiration of the validity of my/our Bid.

Yours sincerely,

**Authorized Signatory with** : \_\_\_\_\_  
**Date and Seal**  
**Name** : \_\_\_\_\_  
**Designation** : \_\_\_\_\_  
**Address of Bidder** : \_\_\_\_\_  
**Contact Number of Bidder** : \_\_\_\_\_  
**Email id of Bidder** : \_\_\_\_\_

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Sr No.	Page No.	Section No	Content of RFP requiring clarification	Change/clarification requested as on 05.06.2023	Remarks	Response to the Queries by the Client
1	9	Section II: Instructions to the Bidders 1. Pre- Qualification Criteria	Experience of the establishment and operations of minimum 10 numbers of Telemedicine Centres / Digital Dispensaries etc	Please specify the number of years of experience in operating Telemedicine centres/Digital Dispensaries.		Minimum 3 years. Explained in Section-II, Para 1. Pre-qualification Criteria, Sl no 3, page no 9
2	9	Section II: Instructions to the Bidders 1. Pre- Qualification Criteria	The Agency should have an average turnover of minimum INR 1 Crores in the last three financial years (FY 2019-20, 2020-21 and 2021-22)	Since the HR expenditure alone in the project amounts to Rs 8.4 Cr per annum, the minimum eligibility turnover be increased to Rs 8 -10 Cr. Fetching project finance for entities with 1Cr turnover will face difficulty in financing the project. This will ensure the entry of credible and large entities.		No change
3	11	Section II: Instructions to the Bidders 4. Earnest Money Deposit (EMD)	If the bidder is registered with Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) then to avail its benefits related to RFP, necessary documents shall be submitted along with technical bid documents.	MSME Procurement Policy states that Tender shall be free of cost and exempted from payment of earnest money for registered-MSEs - Please clarify if this is applicable for both bid processing fee and EMD		Explained in Section-II, Page no 11, sl no 4. Attached TECH 13 to be filled up during application.



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4	15	Technical Evaluation (2ndStage)	1.1. Experience of the establishment and operations of Tele Medicine Centers/ Digital Dispensaries etc., for Govt/ Private organizations	Request to rationalize as follows: * More than 3 years and less than 4 years: 10 Marks * More than 4 years and less than 5 years: 15 Marks * More than 5 years: 25 Marks What is the process of authenticating certificates and documents of the private organisation since they are not within the purview of RTI. Documents/certificates from Private organisations are not necessarily verifiable.		1. No Change 2. Explained in Section II, Para 9.2, Page 16. Filled-up TECH 5 with attached Photocopies of work orders / experience certificates from the clients / agreement etc shall be mandatorily submitted.
5	24	Section III: Terms of Reference	Consultation with certified doctors (MBBS and Specialist)	Though not specifically mentioned, we assume the online doctors would be deployed by the Agency. Please clarify.		Explained in details in Section III. Para 5. Scope of Work, page no 25.
6	24	Section III: Terms of Reference	To establish and operate 100 Digital Dispensaries, free of cost for the public including video consultation, medication dispensing and pathology tests etc	Since, there will be limited pathological test, waste disposal be made by the Authorities.		Explained in Section III, Para 5. Scope of Work, Page no 26, sl no 7



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7	24, Pt 3.3	Terms of reference	Hematology tests	Haematology tests are included but Annexure V does not indicate the corresponding equipment. LFT and KFT and be done by the specified Semi Auto Analyser but not Haematology.		Basic Haematology tests are required. Details provided in Section III, Para 4: Functioning of Digital Dispensaries, sl no 3 Page no 25; Section-III, Para 8: Project Deliverables, Sl no 2, Page no 28; Section-III, Para 8: Project Deliverables, Sl no 4, Table 1, Page no 37
8	26	Project Duration	The duration of the assignment/contract/project shall be for Three (3) years from the date of effectiveness of the Contract	The project is to be implemented in 5 phases with lots of either 15 or 20. The duration for implementing the entire 100 units is 290 days (about 10 months).How will 3 years be calculated? Will it be 3 years for each lot?		The 100 number of Digital Dispensaries under the project are to be operationalized and established in phased manner over the entire duration of the project. Explained in details for the implementation plan in Section III, Para 7: Steps in Project Implementation, page 26.

  
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9	28	Project Deliverables	Equipment, Instruments, Furniture (EIF), and Medicines of each Digital Dispensary	<p>The list includes a 'Video conferencing terminal'. Does this imply a terminal integrated with hardware, medical devices, and CDSS &amp; webRTC software?</p> <p>-The list of deliverables mentions about-Multipara monitor, DG set, but Annexure V does not include them.</p> <p>-Operating cost need to include DG set consumables (Diesel).</p> <p>Since AI based CDSS will be used and EMRs will be generated, the medical equipment be integrated with the CDSS to provide state-of-the-art consultations.</p>		The list of equipment in Annexure-V, Page 69 is tentative. These equipments are not comprehensive and more equipments can be added as per requirement, with mutual discussion with the client and selected agency.
10	29, Pt 3.4	Lab technician	BMLT/DMLT from a recognized institution/ University	Since there is a shortage of DMLTs in Odisha, DMLTs may not be readily available for recruitment. In that case, can a lower qualification be appointed?		No change
11	37, Pt 76	Basic Laboratory services	Sputum tests	Sputum tests for tuberculosis are included but neither micro-biologist nor pathologists are in the scope of work.		Details in Section -III, Para 4:Functioning of digital dispensaries , sl no 2, Page no 25.

  
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12	38	Details of CAPEX of 100 Digital Dispensary	CAPEX of Digital Dispensaries	The budget of CAPEX per unit of 7lacs is too low for all the items to be provided in Annexure V. That too some items are not included in the current list. Moreover, there are high- cost items like semi-auto analyser, power solutions, and interiors with all necessary furniture. It is requested that this amount be increased to Rs 11 lacs per unit.		No change
13	39	Budget and Payment terms	Detail HR cost and requirement	It is presumed, since not specified, that the amount towards HR cost is reimbursable. The amount of HR costs is too low, especially for the post of Manager and Lab Technician.		No change
14	46	Tech 4	Power of Attorney	If the company director is signing the bid, will the "Power of Attorney" be still required, or should a "Board Resolution" be sufficient?		Power of attorney as per TECH 4 is mandatory
15	54	TECH 12	Format of Curriculum Vitae (CV) for Manager only	As mentioned in the tender, a person cannot be recruited for the project before it's awarded. CVs of other people with similar qualifications working in other government projects can be shared. After award of the project, the "Manager" with the stated qualification will be deployed as per process/approval. Hence, flexibility is needed and penalty clause be amended appropriately.		No change

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16	68	Annexure V	List of Equipment, Instruments, Furniture & Fixtures Per Digital Dispensary	Patient bed has been mentioned. Pls clarify the purpose, is it for daycare? Extra Monitor: Does this signify a second monitor or only one monitor? No keyboard has been mentioned. Can a laptop be provided? Digital Medical Devices (i.e. stethoscope, dermatology, otoscope, CT/X-Ray scanner) has not been included instead manual Stethoscope is included while other are missing. Pls specify the tests envisaged with the Semi-auto analyser.		1. Bed is required for the examination of the patients. 2. Extra monitor is mentioned for backup support. Yes, the Laptop can provide instead of the extra monitor. 3. Digital Medical devices like a dermatology, otoscope, CT/X-ray scanner, etc are not required 4. Lab test details are explained in section -III, Para 8 table-1 Page no 37.
17		General		The tender value is quite substantial so requesting that the bid submission be made online. EMD and Bid purchase price can be submitted manually.		No change
18	9	Sec II - Instructions - 1.4	The Agency should have an average turnover of minimum INR 1 Crores in the last three financial years (FY 2019-20, 2020-21 and 2021-22)	Requesting to make turnover as INR 50 lakhs	More bidders will be eligible to apply	No change
19	10	Sec II - Instructions - 1.7	No consortium / JVs / Associations/ Single proprietorship / subcontracting shall be allowed under this project.	Please allow Consortium and JVs	Since there will be technology and manpower involvement JVs/Consortium will better for implementation	No change

  
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20	10	Sec II - Instructions - 1.9	INR 10,00,000/- (Rupees Ten Lakhs only) in the form of demand draft drawn in favour of "CDMO, Keonjhar, DMF" drawn in any Nationalized / Scheduled Bank payable at Keonjhar. The EMD shall be submitted along with the 1st Inner Envelope of the Technical Proposal.	Requesting to reduce the EMD as INR- 5,00,000/- (Five Lakhs)		No change
21	15	Sec II - Evaluation of Proposal 1.1- More than 9 years: 25 Marks		Requesting to make more than 6 years will get 25marks	More than 6 years experience can be considered for project implementation	No change
22	15	Section II- 9.2		Requesting to modify as More than 30 centres as 30 marks	Please allow	No change



**Chief District Medical & Public Health Officer  
Keonjhar**