

Response to the queries sent by consultant firm(s) for REOI for Development, Deployment, Management, Training and Capacity Building of Telemedicine Solution, for the identified Health Centres of Government of Uttarakhand under the Uttarakhand Health Systems Development Project using Hub [4] and Spoke [400] Model Published in UNDB Online on February 26, 2021 and Updated on March 4, 2021

**STEP Activity Reference no: IN-UKHFWS-209982-CS-QCBS**

Sr. No.	REOI Reference	Description	Clarification Sought /Queries/Bidders' Submission	UKHSDP Response (including amends from the Bank )
1	Project Components	Project Component 1- This component also focuses on telephonic health information and telemedicine services. Additionally, it also expands financial protection by defining a benefit package of primary care services for child and adolescent health care and for the management of non-communicable diseases.	What do they mean with “financial protection by defining a benefit package of PCS for children and adolescents ...”	This is introduction to the project components and not relevant to the telemedicine TOR specifically.
2	Project Components	Project Component 2- This component strengthens the government’s capacity to engage effectively with the private sector, and therefore, to enable the government to provide effective stewardship to improve the quality of services in the entire health system and particularly in its capacity to effectively pursue the innovations being planned under this project. The component focuses on strengthening the institutional structures for stewardship and service delivery and augmenting the state’s human resource capacity, so that the necessary skill sets required for effective implementation of the project and the state’s health programs are available. The strengthened capacity serves beyond the activities of this project, as it contributes to the government’s stewardship role for the health system.	Is component 2 for the state or is this for us to tender too ? I wouldn’t know how ?	This is introduction to the project components and not relevant to the telemedicine TOR specifically.
3	Scope of Work	<b>Query from</b> - Scope of Work	Are the RMPs to be employed by the JV?	The selected firm which can also be a JV does not

			Or are these GoUK workers?	need to employ RMP at Spokes and Hub. These are appointed by GoUK.
4	Training Phase	Task IV- Training Phase In this phase the consultant/firm shall provide professional and structured training to the employees in 4 Hubs, each Hub shall be occupied by 11 RMP experts (n=11) and RMP/HealthCare worker (n=800) at Spokes at training session on management of systems and backstopping plans developed	4Hubs = 44 RMP, Spokes: n=800	Yes as also mentioned in Para one of training phase of the TOR.
5		Generic Query	Who can perform the technical maintenance 24/7?	Maintenance is the part of deployment and selected firm would be responsible for the same.
6		Generic Query	Is TM solution up to date with HER standard 2016?	The TM platform specification will be part of technical proposal submitted by shortlisted consultants. However please refer to Para 4 : Task III- Maintenance phase of REOI which provides for as follows: <i>“EHR is to be recorded as per the EHR Standard 2016 notified by the MoHFW”</i>
7	Deliverable-Point number 6.	Acceptance of report on details of orientation of CMOs and CMS at Zonal HQ Level	What does they mean with 6? Orientation of CMOs and CMS at zonal HQ level?	Kindly read serial no. 6 as serial no. 5, and serial no. 5 as serial no. 6. of the “ deliverables and timelines for deployments” in the TOR

8			Do we know the committee and Project Director etc.	Although this query is not relevant to the REOI and indicative TOR, relevant details of the Project Director are mentioned in the REOI.
9			Can you send the credential for the TM platform and their expertise on this kind of projects	The TM platform specification will be part of technical proposal submitted by shortlisted consultants.
10	Shortlisting Criteria:2	<p>The Consultant must have a proven capability and demonstrate at least two similar projects in the last five years with regard to development, deployment, Management, Training and Capacity Building of Telemedicine Solution across healthcare facilities or networks of hospitals /healthcare facilities or networks of hospitals/healthcare facilities as on date of submission of Expression of Interest. In case of Joint Venture, the Joint Venture as a whole should demonstrates this capability.</p> <p>Documents:</p> <p>Satisfactory Completion of Works Certificates from the client(s) confirming the year of work, scope of work and work order details; OR Work Order + Phase Completion Certificate from the client(s) for the ongoing “Live” projects with their scope of work</p>	We understand that the Joint Venture (JV) means Consortium between two companies to participate jointly for the project, <b>kindly confirm.</b>	Kindly refer to para number 4 of the REOI that reads as follows " <i>Consultants may associate with other firms in the form of a joint venture or a sub-consultancy to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.</i> "
11	Shortlisting Criteria:	<p>A consultant will be selected in accordance with the Quality and Cost Based Selection [QCBS] method set out in the Consultant Guidelines.</p> <p>The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank’s Guidelines: Selection and</p>	The RFP specifies the Bid evaluation method as <b>QCBS</b> , but we, nowhere could find the Technical evaluation matrix & marking model, <b>kindly share the same.</b>	This is REOI stage and the REOI specifies method of selection and does not include evaluation matrix. The RFP will be issued to

		Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers, January 2011 and revised July 2014 [“Consultant Guidelines”], setting forth the World Bank’s policy on conflict of interest.		the shortlisted consultants after REOI stage under QCBS method. The RFP issued to shortlisted consultants will specify all information including technical evaluation criteria.
12	Shortlisting Criteria:	<p>A consultant will be selected in accordance with the Quality and Cost Based Selection [QCBS] method set out in the Consultant Guidelines.</p> <p>The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank’s Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits and Grants by World Bank Borrowers, January 2011 and revised July 2014 [“Consultant Guidelines”], setting forth the World Bank’s policy on conflict of interest.</p>	<b>Kindly share</b> the techno-financial <b>weightage</b> in <b>QCBS</b> model.	This is REOI stage and the REOI specifies method of selection and does not include details on techno-financial weights. The RFP will be issued to the shortlisted consultants after REOI stage under QCBS method. The RFP issued to shortlisted consultants will specify all information including techno-financial weights.
13		Generic Query	We also could not find the Financial bid format, <b>kindly share the same.</b>	This is REOI stage and the REOI specifies method of selection and does not include formats. The RFP will be issued to the shortlisted consultants after REOI stage under QCBS method. The RFP issued to shortlisted consultants will

				contain all relevant formats, including that for financial proposal submission.
14	Terms of Reference : Scope of work	3. Scope of Work- In order to achieve the above objective, the selected consultant/firm will be responsible for undertaking tasks which include development, deployment (supply and installation of equipment, implementation, operationalization,), design training materials and deploy multiple training strategies including workshops, classroom sessions, audio-visual features, exposure visits and practical work experience to impart effective training, management & maintenance of the telemedicine system for the state of Uttarakhand	What all equipments (both, IT & Medical), devices, tools are required to be supplied at by the selected vendor?, <b>kindly share</b> the required specification & Bill of Quantity, Does Consultant needs to provide the said Infrastructure. Kindly confirm.	The selected firm is expected to make provision for necessary equipment and tools to ensure operationalization of proposed telemedicine solution. However, please note that details are not relevant at the REOI stage and same is to be shared at RFP stage.
15	Deliverables and Timelines for Deployments:	Deliverables and Timelines for Deployments from point 1 to 11.	If, Consultant is required to supply the said Infrastructure & Connectivity, we would request authority to <b>kindly amend the payment terms</b> for this component as, 70% Against delivery, 20% against installation & testing and remaining 10% on the Go-live for the same.	Consultant's request was not found feasible. Hence no change is made.
16	Terms of Reference : Scope of work	3. Scope of Work- The selected consultant/firm shall follow the Hubs and Spokes model to be setup across the state with 4 Medical Colleges (“Hubs”) along with 400 Health Centers, (“Spokes”) in the state for provision of Telemedicine facility on turnkey basis.	We could not find any clarity on the connectivity among Hub & Spoke, <b>kindly specify</b> , how much bandwidth required & who will provide – UKHSDP or Vendor.	The firm would be expected to provide necessary bandwidth to ensure smooth operationalization of telemedicine solution and connectivity among hubs and spoke. The bandwidth would depend on firms proposed IT solution and hardware. Please

				also refer to the deliverables and timelines for deployments at serial number 1 and 2 of REOI for further details,
17	Terms of Reference : Scope of work	3. Scope of Work- Para 4 After installation of software/hardware at Hub and Spoke location sites the different health care workers (different categories) shall be provided training. This shall include content detail, training materials, case studies/examples, as well as the format of delivery, which will differ from topic to topic and should be a combination of classroom-type, workshop-format, real-life empirical examples, other states and country's adopted model of telemedicine, guided practices, role play, group work, implication of telemedicine on concrete examples	Group training to Spoke Staff would be given at central location or distributed, at individual site, <b>kindly specify.</b>	Please refer to task IV page number 9 of REOI. Also, trainings would be conducted as per the agreed training plan and calendar.
18	REOI	Generic Query	Experience. Similar work in five years or network of hospital/healthcare.  Definition of healthcare is not clear. Healthcare includes hospital, diagnostics, pharmaceuticals, medical stores network.	Healthcare facilities means government hospitals in the state of Uttarakhand.
19	REOI	Generic Query	Key member 33 asked to be deployed at once and at 4 district hospital or remote locations. Or as per need	The term Key member 33 is not found anywhere in the REOI.
20	REOI	Generic Query	Training will be done at 4.hubs only for all stake holders.	Kindly refer to the task IV- Training Phase of the REOI
21	REOI	Generic Query	Can patient select rmp as per his wish or will be allocated as per block or district. If patient is not satisfied can he switch to other registered rmp?	Not related to REOI but can be addressed at implementation stage. However, please note that the firm is

				expected to develop and deploy a telemedicine solution which is operational through hubs and spokes and any citizen of Uttarakhand can avail services through any spoke.
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Additional Project Director

UKHSDP