

**SUB: Reply to Pre Bid Queries on Tender for outsourcing Dialysis.**

During the pre bid meeting held on 1/10/2020 at 11.30 a.m. in the O/o Addl. Commissioner (H) interested vendors were present. Certain queries were raised by the vendors. The Department considered the representations that were received in time so as to address their concerns and took a decision which is as under:

1.

S . N O	Tender Reference (section No.)	Content of Tender requiring clarification	Points of clarification required	Department decision
1	Evaluation Criteria	SN 1- (Manufacturers will get 2 marks vs service provider/ consortium gets 1 mark):	Since this is a contract for delivery of dialysis services and not equipment procurement, why are manufacturers so highly favored while penalizing the service providers. The RfP already mentions that the bidder has to procure brand new equipment, maintain the same and ensure upto 90% uptime, hence, the concerns around equipment are already addressed. We view this is an unfair clause which penalizes service providers for no fault of their own and hence request you to remove this clause or give equal marks to all.	Department stands by T&C of the tender.
		If 2 bidders get same marks, the firm with more turnover will be given preference:	Only India turnover should be calculated for the services business of manufacturers since it is service contract. Manufacturers can have a very high percentage of their revenue coming from consumables, equipment selling etc. which doesn't have any relationship with the revenue they generate by actually providing dialysis services to patients. This effectively decides the bid in the favour of large global manufacturers without considering their ability to deliver on services in India.	As per T&C of the tender.
		Global Presence:	Please clarify how many countries does the bidder has to have presence in for Global presence. Please also let us know what documents are required to be submitted here.	Presence in any country /countries other than India specifies global presence.
2	Terms & Conditions (Section VII)		Please clarify if any of the documents have to be submitted offline apart from uploading the same. Please specify the bid validity period (as per section VII - Terms & Conditions)	All documents are to be uploaded online.

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3			RFP only mentions Rs.1400/- price point, we request you to clarify if the rates for seropositive patients is Rs.1650/- (as per CGHS pricing for Non NABH Hospital for seropositive dialysis session). Also, are private patients allowed to use the services by paying the same price?	<b>As per T&amp;C of the tender</b>
4			Globally, measuring Fibre Bundle Volume is the most widely accepted scientific and accurate methodology to determine the number of reuses for a dialyser. We would suggest that the service provider should be allowed to reuse the dialyser as long as the fibre bundle volume(FBV) is greater than or equal to 80%. The government may ask service providers to maintain a log of FBV print outs after each dialysis session to ensure no misuse of this criteria. Request you to implement reuse of dialysers since this will make this bid commercially viable while having no significant impact on overall quality.	<b>Only single use dialyser as per T&amp;C of tender.</b>
5			We request that the Duty Medical Officers be provided by the authorities.	<b>Not acceded to</b>
6		Proof of having officer in Delhi NCR (Clause 4.1 - Preparation of Tender under Technical Bid):	Please specify the documents that would be accepted to show the office presence in Delhi NCR.	<b>Enclosure: any or all of</b> <b>1. Rent agreement</b> <b>2. Ownership document</b> <b>3. Aadhar card of company</b> <b>4. Electricity bill</b> <b>5. Telephone bill</b>

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2.

S · N O	Tender Reference (section No.)	Tender Reference (Page No.)	Content of Tender requiring clarification	Points of clarification required	Departments Decision
1	Section - III Instructions to Bidders 1.	3	<p>The prices fixed shall be firm and shall include all applicable taxes and duties. This shall be quoted in the format as per attached Appendix 'F' only. {Tariff rate provided above</p> <p>include lump sum cost of treatment/procedure, diagnostic investigations, registration charges, admission charges, bed charges, procedure charges, injection charges, dressing charges, doctor's consultation and visit charges, monitoring charges, transfusion charges, cost of disposables, including catheters and all sundries required as a part of the procedure, cost of medicines required during the procedure,</p>	<p>The dialysis service provider should be held accountable for providing quality dialysis services only and not the entire gamut of the services as listed under this Point No. D. Patient will be referred by the MC</p> <p>for the dialysis services to the center and service provider will provide dialysis services to the patient and will not charge admission or bed charges. Injections, transfusions, catheter, laboratory investigations and procedure charges shall not be included in the dialysis charges as it cannot be financially viable for the service provider.</p>	As per T&C of tender

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			related routine and essential investigations, nursing care and charges for its services).		
2		7	Maximum Marks ** Manufacturer & or its subsidiary : 2 Consortium/Sole Provider :1	This regarding should be revised as the machine manufacturer may not have experience in providing dialysis services. But just on the basis of being a machine manufacturer, they will be assigned 2 points, whereas the service provider having extensive experience in providing dialysis services will be assigned 1 point. This tender is for dialysis services and requires service provider to be experienced in providing quality services to dialysis patients, which is the basis of inviting this tender.	As per T&C of tender
3	Section - VII Terms and Conditions Point No.20	17	The concessionaire shall be responsible for the power back-up system (Inverter etc.) of dialysis centre.	We request the tender inviting authority to provide power back-up facility through the hospital's generator/power back-up system.	Power backup will be provided by concessionaire as per T&C of the tender.
4	E. Recommendations for dialyzer use	30	Dialyzer will be single use for both Seronegative as well as seropositive cases	We hereby request the tender inviting authority to allow the service provider to reuse the dialyzer upto 8 times for seronegative patient as it is not financially viable to provide single use dialyzer at the CGHS rate of	As per T&C of tender

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	in HD: Point No.6		1400 per dialysis, as the cost of the dialyzer itself would be 45% to 50% of the dialysis cost. Also the tender inviting authority should factor in the amount of biomedical waste generation it will lead to.	
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