

“Health Benefits Packages Study under the Megha Health Insurance Scheme (MHIS) in Meghalaya”

Responses to the Pre-proposal and written queries raised by Consultancy Firms as on 19th February, 2021

Date of Pre- Proposal Conference: February 19, 2021; 1200 Hrs via Zoom

Attended by:

- 1) Kmenbhalang Khongwir, TTL, MHSSP.
- 2) Sonata Dkhar - State Manager, MHIS
- 3) Dr Seralin Synrem - Medical Officer, MHIS
- 4) Alda Passi - Grievance Manager, MHIS
- 5) Steven Bareh – Claims Officer, MHIS
- 6) Bryan Don – Procurement Officer, MHSSP
- 7) Mamta Rai, Manager – Procurement, MHSSP

Sr. No.	Clause No. & Page No.	Original Clause in RFP	Change Requested/Clarification required	MHSSP Response
1.	Page 33 21.1. Part A: Mandatory criteria S.No.1	The firm must have a minimum of 5 years of continuous experience of reviewing/designing health benefit packages for Insurance Schemes. Experience in government-sponsored health insurance schemes to Government of India or one or more state governments will be an added advantage	To change/revise the experience to minimum of 2 years (instead of 5).	PLEASE REFER TO ADDENDUM
2.	Page 33 21.1. Part A : Mandatory criteria S.No.3	The firm should have an average annual turnover of at least INR 50 lakhs in the last three financial years	To revise the annual turnover limit to say 50 crores (instead of 50 lakhs)	No Change

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3.	Page 32 17.7 and 17.9	The Proposals must be submitted no later than: Date: 2nd March, 2021 Time: 1300 Hrs	We request for the extension of timeline of submission by at least 2 weeks or more from the date of issue of clarifications/addendum to pre-bid queries (from the existing 2 nd March 2021).	PLEASE REFER TO ADDENDUM
4.	Page 35 Part B Evaluation Criteria (C) Key Experts' qualifications and competence for the Assignment:	<p><i>Position K-3 Medical Consultants with competencies for the following Specialities:</i></p> <ul style="list-style-type: none"> • General Surgery • Otorhinolaryngology • Ophthalmology • Obstetrics & Gynaecology • Orthopaedics • Polytrauma • Urology • Neurosurgery • Interventional Neuroradiology • Plastic & Reconstructive Surgery • Burns management • Cardiology • Cardio-thoracic & Vascular surgery • Paediatric surgery and medicine • Surgical Oncology • Oral and Maxillofacial Surgery • General Medicine • Neo-natal Care • Paediatric cancer • Medical Oncology • Radiation Oncology • Mental Disorders Packages • OPD Diagnostic 	<p>More than 22 super-specialist consultants are mentioned.</p> <p>It is requested to revise it to one consultant who has the required experience of designing health benefit package for the specialties.</p>	<p>All 22 specialties consultants are not mandatory. A consultant with knowledge and experience of multiple specialties can also be considered.</p> <p>For example, a Cardiothoracic Surgeon can be consulted for both Cardiology and CTVS.</p> <p>Or Pediatrician can be consulted for Neonatal care and Paediatric medicines.</p> <p>A Specialty with Ophthalmology, Orthopedic, OBG&GYN etc separate consultant is required.</p>

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		<ul style="list-style-type: none"> Other Medical Specialities necessary for package design (Nephrology, Microbiology, Pathology, etc) 		
5.	General	General	Is all the utilisation and claims data for MHIS scheme phases is available with Meghalaya State government?	Yes, MHIS Claims data is available with the office of the State Nodal Agency. MHIS claims report is also available in the mhisp official website www.mhis.org.in
6.	General	General	Is membership data with details such as age, gender, location available for all phases?	Yes, the data is available with several parameters which includes age, gender and others.
7.	General	General	Would vendors be allowed to access the data remotely for analysis?	Yes, vendors may have access to the data remotely. However, the vendors will be expected to make field visits and Hospital Visits for better understanding of the data and services provided. Additionally, there will be a Non-Disclosure Agreement (NDA) that will need to be signed/invoked, while undertaking this project. The same will be signed separately with the shortlisted firm
8.	General	General	Does the data set contain all the associated medical documentation (medical note/ discharge summary and test reports etc) for 'unspecified medical and 'unspecified surgical claims'?	For MHIS-1, II, III (plus RSBY) documents are not available. For MHIS-IV and PMJAY, the documents are available in the Transaction Management System. No physical records are available with the State Nodal Agency.

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9.			Is their information available on out of state medical, surgical and specialist care use by Meghalaya residents?	Yes
10.	General	General	Is there a dedicated representation and team members available from the state government to assist with stakeholder engagement and interactions – especially access to information and personnel from the state government facilities – PHC, CHC and district hospital and tertiary hospitals?	Yes. The Office of the State Nodal Agency – MHIS will be able to facilitate necessary interactions and engagements. The Stakeholder will also need to have a dedicated onsite manpower.
11.	General	General	Does the state government have any preference for costing methodology to be adopted for developing package rates for new benefits?	The Office of the MHIS, State Nodal Agency does not have any specific costing methodology. and the SNA is open to and looking forward to methodologies proposed which will be most effective for the study
12.			Developing separate rates for PHC and CHC – Is this related to the common services provided at both PHC and CHC? Is the focus more on outpatient and preventive services – as very few inpatient services would be feasible at PHC?	No, it is only for packages that will be part of the MHIS benefits package. Rate can be designed as per the service available at the PHC and CHC level . Services that are common for both PHC and CHC rate can also be identified. The focused is equally distributed for Outpatient, , inpatient and preventive care services as the scheme also caters to Preventive care and selective OPD care.

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13.	General	General	Many of the project activities will be recommendations – is there a local state committee or expert group to sign off on the recommendations?	Yes. The Project Management Unit, State Nodal Agency or Government of Meghalaya.
14.	General	General	Please confirm the package rates to be developed are only for the new benefits or additional benefits identified from the field study and MHIS claims data analysis?	A complete new package rate (inclusive Existing and additional packages)
15.	Page No – 32 Section 2. Instructions to Consultants: E Data Sheet, Point 17.7 and 17.9	The Proposals must be submitted no later than: Date: 2nd March, 2021 Time: 1300 Hrs	Request you to Please allow us 15 working day extension to prepare a competitive bid and also buffer for the transit time required for the hard copy submission	PLEASE REFER TO THE ADDENDUM
16.	Page No – 33 Section 2. Instructions to Consultants: E Data Sheet, Point 21.1 Part A Mandatory Criteria	The firm must have a minimum of 5 years of continuous experience of reviewing/designing health benefit packages for Insurance Schemes. Experience in government-sponsored health insurance schemes to Government of India or one or more state governments will be an added advantage	We request <i>the authority to revise this criterion as</i> The firm must have a at least one project either completed or ongoing on providing management and technical support to government-sponsored health insurance schemes to Government of India or the one or more state governments in the last 5 years	PLEASE REFER TO THE ADDENDUM
17.	Page No – 34 Section2 . Instruction to Consultants: E Data Sheet Point No. 21.1 Part B:	<i>Experience of completing at least two (2) projects of similar nature, each having contract value not less than INR 1 Crore executed in last five (5) years.</i>	We request <i>the authority to revise this criterion as follows:</i> Experience of completing at least two (2) projects of similar nature, each having	PLEASE REFER TO THE ADDENDUM

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	Evaluation Criteria- Point A		<p>contract value not less than INR 1 crore executed in last five (5) years Or in case of ongoing projects, having collected a t least INR 1 crore in the last five (5) years as professional fee excl GST in last 5 years</p> <p>Also please suggest if the bidders can show international experience also to qualify under this criteria??</p>	Yes
18.	<p>Page No – 34</p> <p>Section2 . Instruction to Consultants: E Data Sheet Point No. 21.1 Part B: Evaluation Criteria- Point C</p>	<p><i>Position K-3 Medical Consultants with competencies for the following Specialities:</i></p> <ul style="list-style-type: none"> • General Surgery • Otorhinolaryngology • Ophthalmology • Obstetrics & Gynaecology • Orthopaedics • Polytrauma • Urology • Neurosurgery • Interventional Neuroradiology • Plastic & Reconstructive Surgery • Burns management • Cardiology • Cardio-thoracic & Vascular surgery • Paediatric surgery and medicine • Surgical Oncology • Oral and Maxillofacial Surgery • General Medicine 	<p>We request <i>the authority to revise this criterion as follows</i> <i>Do the bidders need to have one expert per specialty or can propose one expert for more than one specialty?</i></p>	Responded at Sl. No 4 above

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		<ul style="list-style-type: none"> • Neo-natal Care • Paediatric cancer • Medical Oncology • Radiation Oncology • Mental Disorders Packages • OPD Diagnostic • Other Medical Specialities necessary for package design (Nephrology, Microbiology, Pathology, etc) 		
19.	Page No – 72 Section 7. Terms of Reference:	<i>Reference – Mandatory Requirements</i>	We request the client to explain the process of registration with the Autonomous District Council of Meghalaya and how does this registration be helpful to the bidders.	This is only applicable for the shortlisted consultancy firm. Before initiating the assignment, the firm needs to register themselves with the District Council by paying a nominal fee. The client will provide necessary documents to expedite the process.
20.	Page No – 72 Section 2: E. Data Sheet C. Submission Opening and Evaluation 17.7 & 17.9	The Proposals must be submitted no later than: Date: 2nd March, 2021 Time: 1300 Hrs	we are very interested in this opportunity and possess the required expertise and experience for executing large scale projects of similar nature and therefore we wish to submit our Bid. However, due to the specific requirement of key personnel for implementing this project we require some time therefore, we would request you to consider for an extension of the deadline by 14 days to 16th March 2021 (till 1300 Hours). This will allow us to provide the necessary documentation and submit a strong competitive bid.	PLEASE REFER TO THE ADDENDUM
21.	Page No – 36 Section 2: E. Data Sheet	Relevant experience in the northeast region (working level fluency in local language(s) / knowledge of local culture or administrative	The requirement is very limiting therefore, request you to kindly reconsider and omit the current requirement and evaluation score associated to the requirement.	PLEASE REFER TO THE ADDENDUM

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	C. Submission Opening and Evaluation 21.1 Part B: Evaluation Criteria	system, government organization, etc.): 15%		
22.	Page No – 48 Form Tech 6 (FTP)	Full Time Input Part Time Input	Request clarification on the deployment of the key personnel. From the RFP we understand that there will be minimal onsite requirement of key personnel (except on some occasions visits during field work) and therefore no physical deployment of key personnel required. Kindly confirm as this will help us apportion the cost and identify the key personnel according to the location.	As per the requirement in the Terms of Reference, the Key-Experts are expected to be stationed in Shillong for approx. 6 months (including field visits in all districts) which is only the estimation provided by the project. The Firm can accordingly propose their availability of each of the key or non-key experts for the duration of the assignment
23.	Page No – 33 Section 2: E. Data Sheet C. Submission Opening and Evaluation 21.1 Part A: Mandatory Criteria Point 2	The firm must have a minimum of 5 years of continuous experience of reviewing/designing health benefit packages for Insurance Schemes. Experience in government-sponsored health insurance schemes to Government of India or one or more state governments will be an added advantage	Request you to kindly reconsider and relax the mandatory experience requirement from reviewing / designing health benefit packages for Insurance Schemes to experience in Health Insurance Schemes	No Change PLEASE REFER TO THE ADDENDUM
24.	Page No – 34 Section 2: E. Data Sheet C. Submission Opening and Evaluation 21.1 Part A: Evaluation Criteria	Experience of completing at least two (2) projects of similar nature, each having contract value not less than INR 1 Crore executed in last five (5) years	Request clarification on the requirement “projects of similar nature”. From the RFP we understand that Project Management Units for Health Insurance Schemes will be considered. Please confirm.	If the PMU/Firm meets all the requisites as mentioned in the Mandatory Criteria of the RFP document for this assignment, it qualifies.

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	Point A		Request you to kindly reconsider and relax the requirement of complete project to ongoing or complete project.	
25.	Page No – 36 Section 2: E. Data Sheet C. Submission Opening and Evaluation 21.1 Part B: Evaluation Criteria	a. General qualifications (general education, training, and experience): 20% b. Adequacy for the Assignment (relevant education, training, experience in the sector/similar assignments): 65%	Request clarification over the two points and how one is different from the other. The ambiguity in the above two points may lead to unsubstantiated marking. Request to please quantify the requirement for both the points and allocate marks for each	a. Point (a) will fetch 20% if the educational qualification of the Key Experts matches or supersedes the expectations mentioned against each expert in the ToR at Section 7 whereas b. Point (b) relates to the educational and professional background of the proposed key-experts by the firms relevant to the assignment
26.	Page No – 30 Section 2: E. Data Sheet 11.1	Participation of Sub-consultants, Key Experts and Non-Key Experts in more than one Proposal is permissible: Yes.	If a consultant wins multiple projects out of the total 8 RFPs, this clause allows the consultants to have same key personnel work across multiple Meghalaya Health System Strengthening projects that consultant won. Please confirm.	Each proposal is independent of each other hence it is upon the discretion of the firm how they would like to propose their manpower for each proposal taking into consideration that all key-experts has to meet the required mandates mentioned in each of the proposal.

Sd/-
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