

Response to the queries raised by prospective bidders

Sr. No.	Issues raised during pre-bid	Raised by whom	Remarks	Amendment required in the bid document (Yes / No)
1	The project should be based on PPP model as being followed by other state governments and bid parameter should be rates/dialysis. This would ensure greater coverage of patients, quality of dialysis, and minimum capital expenditure by the Government and shall also incentivize the Service Provider to cater services efficiently and economically.	B Braun	Setting up of Dialysis units across all district hospitals are envisaged on self-funding basis for sustenance of the facilities and long term benefits to patients. Only some HR services are outsourced which are presently not available to the Government hospitals.	No
2	Consumables of dialysis should be provided at cost by service providers to ensure uninterrupted supply and quality of dialysis.	B Braun, Sparsh, Deep Healthcare,	Government is capable to procure and provide quality consumables well in time.	No
3	CVs of Nephrologist should not be asked at bidding stage looking into limited availability of qualified Nephrologist in MP/country. This would ensure better negotiation with Nephrologist and avoid their monopoly.	Sparsh and Deep Healthcare	May be agreed as it would not affect the bidding economy/process.	Requirement of CVs of Nephrologist is deleted.
4	Time for two dialysis sessions should be 10 hrs instead of 8 hours as mentioned in the document.	Sparsh, B Braun and Deep Healthcare	5 hrs/dialysis session is required including preparation of machines	Running time of Dialysis unit shall be 10 hours instead of 8 hrs.
5	Bidders requested to have 2 technicians for 2 machines and 3 technicians for 5 machines looking into their work load and leave/absenteeism management.	Deep Healthcare and Sparsh	Our cost would increase and hence may not be accepted.	No
6	To have better management of	Deep and B	Dialysis Units shall be under the	No

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	dialysis units, bidders requested that hospital staff should work under the technicians except doctors.	Braun	overall responsibility of respective health facility incharge and coordination with outsourced technician shall be ensured by the facility incharge.	
7	Periodic Fumigation/disinfection of dialysis room should be ensured by the respective hospitals.	Deep	It shall part of mutually agreed SoPs and shall be taken care of.	No
8	Dialyzer re-processing machine should also be purchased along with machines for all dialysis units. This machine cleans used dialyzer automatically and enhances the life of dialyzer. Manual process is cumbersome, consumes more time, high infection and reduces life of dialyzer for bigger centers.	Deep, Sparsh and B Braun	It's a useful machine for re processing used dialyzers and also prevents infection and improves life of Dialyzers. May be procured for centers wherein 3 or more machines are to be installed.	NO
9	Bidders requested that infrastructure/room of dialysis should be expandable and should have at least 100 Sqft/machine space.	Sparsh, B Braun and Deep Healthcare	Appropriate infrastructure/room shall be provided.	No
10	To ensure RO water quality, provision of monthly test report on AAMI standard may be included in the bidding document.	Sparsh, B Braun and Deep Healthcare	This shall ensure quality of RO water to be used for dialysis.	Add to specs of RO (big and small): RO output water should be of AAMI standard and Service Provider should submit lab test report every quarter to make sure that the RO water is of AAMI standard.
11	It was requested by bidders to include price escalation clause for doctors and technicians.	Sparsh and Deep	There is no price escalation clause. Bidders would jack-up the bid initially to cover the inflation. To avoid payment of higher bid price in initial years of the contract, we may allow 8% increase every year.	8% increase or increase based on corresponding CPI (IW) whichever is lower shall be given every year to the

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				quoted/previous year price of Nephrologist and technicians from the date of deployment of Technician/ Nephrologist.
12	It was informed by prospective bidders that concept of standalone dialysis units is not very old in India and many Service Providers would not be able to meet average annual turnover requirement. In order to increase competition, it was requested either to reduce the turnover requirement to Rs. 1.5 crore or amend the condition of all consortium partners meeting qualification requirement to at least one partner should meet qualification requirement.	Deep and Sparsh	There are some young companies in India which are providing dialysis services. To increase competition, we may relax requirement of all consortium partners to meet qualification criteria.	At page 27 of bid document under Qualification Requirement, at least one consortium partner should meet minimum qualification criteria. Rest conditions remain same.
13	For positive patients, one dedicated machine should also be made available at every dialysis units.	B Braun, Deep and Sparsh	DoPHFW is starting dialysis units with 2 and 5 machines. It would not be possible to dedicate one machine to positive patients, however as the center would grow over time, more machine shall be added later on and the problem may be taken care of.	No
14	Dialysis being a high infection prone activity, vaccination of staff including technicians should be the responsibility of the government hospitals.	Deep and Sparsh	May be agreed	Vaccination of staff including technicians shall be the responsibility of respective health facility.
15	It was requested to increase the contract period to 7 years instead of 5 years to attract bidders and ensure continuity.	B Braun and Deep	May be agreed as it would be competitive.	Contract period shall be 5 years and can be extended further for another 2 years at the same terms and conditions.

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16	It was discussed about the estimated no. of calls to Nephrologist over e-communication.	All bidders	It was suggested that at least one e-call to Nephrologist/patient/month would be sufficient.	Nephrologist shall call / Connect himself to every new patient across all centres and thereafter as & when required. However, every emergency shall also be attended by the hospital staff.
17	Regarding responsibility of medico legal cases, it was suggested that it should be divided according to the duties/tasks of Service Provider and the government hospital authorities.	Deep and B Braun	Medico legal responsibilities may be divided between hospital and Service Provider according to their assigned duties.	Medico legal responsibilities shall be divided between hospital and Service Provider according to their assigned duties. This shall be part of SoPs/protocol.
18	In the technical specification of dialysis machine, it was suggested to have only UF profiling at point no. 3.1 of specs. This would ensure wider participation of equipment manufacturers and Na & bicarbonate profiling is generally not used in dialysis process.	Deep and other bidders during pre-bid	May be considered.	Point No. 3.1 of Technical specs of Dialysis Machine: Requirement of Bicarbonate and Na profiling is deleted.
19	Based on service providers' experience, it was informed to the chair that the hospitals may require to further add machines very soon after start of dialysis units; hence a provision may be made in the document to increase the no. of machines.	All bidders	May be considered in view of no. of dialysis patients in MP.	Purchaser reserves the right to increase another machine and/or technician for every dialysis unit within a year (from the date of handover of site to Service Provider) at the same cost and terms & conditions.
20	Protocol or Standard Operating Procedure for performing	Deep and B Braun	Selected Service Provider shall prepare SoPs/Protocols and will	No

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	dialysis procedure should be spelt out.		submit it to the government for approval.	
21	Doctors, Nurses and other dialysis staff training should be the responsibility of Service Provider and their salaries should be under scope of Service Provider to have better line of control & smooth operations.	B Braun and fresenius	Training shall be arranged by the Service Provider as per bid document conditions.	No
22	Qualification requirement of technicians to be either a diploma holder or a 12 th standard pass with at least 2 years' experience in dialysis center.	Deep and Sparsh	May not be agreed as hospitals need qualified technicians.	No
23	It was suggested by prospective service providers to visit dialysis centers running under PPP mode before making any decision.	All bidders	Bid document was prepared in consultation with subject experts.	No

1 Please refer to the Amendment No. 1.


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