

Clarifications of Pre-bid queries in form of F.A.Q

PN : 12.1003.8-231.01

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This clarification is intended to all interested tenderers, consolidating the queries Of all bidders for information of all.

We would like to have certain changes / modification some clauses of General Terms & Conditions?

The General Terms & Conditions (GTCC) of the contract is binding documents and are non-negotiable, and it will be integral part of Contract. Except modifications in place of jurisdiction, no other changes are possible. Participation in tender will construed as the acceptance of our GTCC.

Scope of services in TOR mentions about providing medical advice and assistance to “a staff” does this refer to rendering support to staff working from offices as well or only while travelling?

Medical emergency can occur any time – be it a staff working in office, or while travel.

Medical advise will be rendered over telephone but if video calling is desired then this needs to be activated through our third-party providers which shall be chargeable and paid by GIZ staff. We will clarify this further in our submission.

This is situation based. Can be discussed on case to case basis. In certain cases, tele-counselling is sufficient, but in some cases video calling may also be required. The operational modulaties can be discussed and agreed upon with winning company

We don't provide travel insurance however we can certainly provide assistance. What is the expectation here?

This again may be required only in the case of an emergency, not on a routine basis, as GIZ also has a standard travel insurance service provider.

Can the Medical Assistance Company perform patient triage by providing consultation With their own doctors using Telemedicine facilities (including specialists) based on the need?

Yes

Can the cost for providing the above consultations be reimbursed by GIZ?

Tele-Consultation charges to be included in the retainership charges.

Can the Medical Assistance Company be a parent company registered in any one of the cities in India (Head/Corporate office) with its branch registered in Delhi/NCR and across various locations in India?

Yes, the interpretation is correct.

Can such parent company/organization with its branch in Delhi/NCR be the bidder and leverage its expertise across India for delivering on the Scope through its other branches or group entities?

Yes, however the branches or other station etc shall be within the legal entity of the bidder. However sub-contracting is not permissible in this case.

Does the requirement of providing requested services to minimum 10 organization is applicable to the branch registered in Delhi/NCR or for the entire parent company as a single entity? Can you consider Parent company's qualification to meet the required criteria

Yes

Request you to share the details of the insurance companies / TPAs empaneled with them so that the Medical Assistance Company can try and engage with them for smooth payment system for the services. This will also be helpful in liaisoning with the insurance / TPAs wherever necessary, as the case maybe.

Due to the personal data protection laws of Germany and European Union (General Data Protection Regulations) this information unfortunately cannot be shared. In case, we would need your support, you would be informed about the insurance company details.

Regarding point "Liaison with Insurance companies for cashless service OR provide inhouse TPA service", this can be arranged only if there is a DBA (Direct Billing Agreement) in place which works well for international arrangements, however, at the domestic country level almost all the domestic insurance companies have their own TPAs. In our experience, it would be best for GIZ Office to approve the expenses and employees get it reimbursed from their insurer as liaison with Insurer/TPAs involves lot of administrative work that may delay the medical assistance. We would like to have GIZ office thoughts on this piece

We expect that the medical assistance company should have some kind of expertise here, if required in an emergency situation. You may be asked to provide some administrative support or provide suggestions as per the situation. The rest is dealt by the staff members directly.

Is there any identified list of hospitals that GIZ office has in mind for providing such guarantee of payment? Please specify. We ask this as we may not be able to render GOPs with all hospital/clinic providers in India but are able to do so with most of the reputed ones. We will clarify this further in our submission.

We understand that you may not have a GoP with every hospital/clinic on a pan-India basis. Our experience is that medical assistance companies in an emergency situation pays upfront for staff and then the staff member or GIZ reimbursed the company.

The qualifications and CVs of relevant resource members can be shared. However, request GIZ to clarify the following:

- 1. CVs of the parent company's promoter?**
- 2. The CVs of the personnel of the unit/company or the division which will provide the services?**
- 3. CVs of functional/operational experts?**
- 4. CVs of the clinical team?**

Does the Medical Assistance Company have to provide supporting documentation for proving the expertise of the senior most personnel, other than CV? If yes, will this be counted towards the number of pages for Technical Proposal?.

In case of sharing CV's of Managing Director or Board Members/ Promoters are not possible, then at least 4 to 5 CV's of Senior Management team , such as CEO, Administrator, HOD, MS shall be shared along with the main contact person (SPOC) whom GIZ is going to deal with. The objective of asking CV's are to check the expertise of the competent professional in order to meet our level of expectations.

Other from CV's no other documentation are required at this stage. We assume all the information provided will be correct and corroborated at any later stage (if required)

Will all additional costs which are incurred while assisting the GIZ employees or their family members, other than retainership charges mentioned in the Financial Bid and costs that GIZ employees or family members or associates are liable for, be reimbursed on actuals? If yes, will these payments be released on a quarterly basis?

Yes, all costs shall be reimbursed on actuals as an when used.

However, Retainership charges will be paid on quarterly basis as per the indicated timeline in TOR. You are expected to provide the medical assistance services. Any cost being incurred during the treatment shall be borne by staff directly / insurance company.

RFP mentions that retainership charges will be paid on quarterly basis (arrears). However, our subscription model charges clients upfront annually. However, considering GIZ office RFP requirement we would like to ask for payment terms of quarterly payment in advance of quarter with payment being made within 30 days of raising correct invoice.

As per the GIZ rules, we do not pay advance for any long-term framework agreement for services. In this case, retainership payment will be only paid in arrears as per the quarterly

schedule (timeline) indicated in TOR. However other charges as an when utilized by any staff will be paid immediately on actuals or reimburse through his/her individual insurance policy.

This mentions financial proposal being considered only if technical proposal meets obtaining minimum score of 500 points as set by evaluation committee.

Can you share with us the weightage of the various parameters being considered here which sums upto 500 for this exercise as the assessment grid (in excel) shared with us totals to only 100?

Technical evaluation is done in two stages. First stage is assessment of eligibility of the firms for which we have provided the excel sheet. Maximum score which can be given against each point of technical and regional experience is 10. After multiplying the score with weightage (I x J) every firm has to score 500 points minimum to qualify for second stage of technical assessment. Second stage comprises of 4 questions, the details are mentioned in TOR, its assessment will also be done in same manner, just the weightage here is 10% for each point. Here also every firm has to score minimum 500 points to qualify for financial evaluation.

Considering the technical documents that have to be furnished in accordance with the technical bid along with the technical proposal detailing the methodology of service delivery, we request GIZ to kindly consider the extension of page limit to 100 pages.

On request we are keeping the number of pages open for technical proposal, however GIZ expect that the interested company will stick to the questionnaire asked specifically in our tender proposal. Please keep the proposal short, crisp and precise as much as possible. It is also recommended to place **Index** in the starting, so evaluators can easily review the proposals without any difficulties.

Are the representatives and experts of multilateral organizations and other GIZ associates covered under the scope of said healthcare services? If yes, will the same payment mechanism be applicable in these cases?

Yes, all visitors and technical experts being invited by GIZ to India for implementation of projects are covered under the same scope of healthcare services.

Payment mechanism remains again the same. You are expected to provide the services and payment to be made by the respective user. If you are making any upfront payment on behalf of our staff, you would be either paid by staff directly, or by GIZ

Requesting GIZ to kindly provide a broad list of projects or programs that could fall under conflict of interest for GIZ.

We do not expect that any projects or program of GIZ India working directly with various Govt. Organization, Ministry of External Affairs or Ministry of Finance can pose any conflict of interest in this particular tender.

However, in your best interest please specify in tender-

- In case any of your respective employee is associated with any GIZ employee via blood or legal relation.
- You are working with GIZ in any other professional capacity.
- You worked with GIZ in the past.
- In case you are receiving funds/grants from any specific Ministry in India.

The GTCC document is under review with our regional legal team and we will share any comments on the same along with bid submission

As reiterated earlier, The General Terms & Conditions (GTCC) of the contract is binding documents and are non- negotiable, and it will be integral part of Contract. Except modifications in place of jurisdiction, no other changes are possible. Participation in tender will construed as the acceptance of our GTCC.

Scope of service - Liaison with Insurance companies for cashless service OR provide inhouse TPA service;

Liaison with insurance company, if required and asked by staff/visitor.

Do we need to provide the Policy for the staff of GIZ or do you already have an insurer that provides insurance policies, and we act as a third-party service provider?

You do not need to provide the policy for staff. All staff members take it on their own.

We are a medical assistance company servicing our clients for over 52 years now, the grid of assessing consulting firms- we do not understand as we are not associated with any consulting firms. Is it a mandatory document to be filled?

Yes, it is mandatory documents to submit as per GIZ rules. Please note that Grid of assessing eligibility is more of a commercial checklist such as legal status, annual turnover, number of employees etc. along with parameters of technical part. It is not very difficult and can be filled easily.

What is the ground basis of quoting the retainership charges?

Retainership charges are committed and guaranteed professional charges towards providing the services to GIZ as per the contractual terms and conditions. There might be instances where GIZ does not avail any services in any period/quarter but GIZ is committed to pay the professional charges irrespective of such cases. Similarly, there may be instances, where due to some emergency situations/crisis (e.g. Tsunami, Earthquake, Pandemic) the number of medical support and advisory increase manifold, however in such situation as well, GIZ will pay the committed retainership charges without any increase.

How many states and which states your offices are located in?

GIZ is working in 21 different states of India. Due to data security reasons, this list cannot be provided. You may refer to GIZ India website to get an idea on it.

Does the retainership charges apply to Delhi Based services?

GIZ operates pan India. Most of our staff work in Delhi but the services maybe required in any part of India.

How many medical emergencies do you have in a year?

Medical emergencies cannot be anticipated and can happen any time. Based on the actual numbers from past 5 years, we have faced very limited cases of real medical emergencies (2 in last 5 years), but there is often requirement for medical assistance requests, when our staff is travelling, or our expatriate staff needs to be referred to a specialist doctor, which were roughly 20-30 in a year. In COVID scenario, there were about 40 requests for tele-counselling in past 1 year.