



LIST OF KEY MODIFICATIONS

RFP FOR SELECTION OF CT SCAN OPERATIONS & MAINTENANCE SERVICE PROVIDERS FOR SELECT LOCATIONS IN UTTAR PRADESH (Category 2)

RFP Reference: SPMU/NHM/Procure/CT Scan/2016-17/27/02

National Health Mission, Uttar Pradesh

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16th September 2016

List of Key Modifications in
Revised RFP for Selection of CT Scan Service Providers in Select Locations of Uttar Pradesh

| S. No. | New Clause No. | Clause Name / Category / RFP Requirement | Brief description of Change in Clause / RFP Requirement |
|--------|----------------|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | | General | RFP document split into document parts: Part I – Instruction to Bidders Part II – Draft Contract Agreement |
| 2. | | General | Glossary of terms is added to the Bid Document |
| 3. | 1.1 | General | Disclaimer is added |
| 4. | 1.2 | Notice Inviting Bid and Bid Data Sheet | <ul style="list-style-type: none"> • Revised Bid Data Sheet (BDS) with new bid timeline dates and EMD requirement values. • Removed bidder's Turnover requirements from BDS and placed it at Section 1.6.1.1. • The date has been revised to 16 Sep 2016 • Performance Security Requirements details added |
| 5. | 1.3 | Structure of the RFP | Introduced a new section to present the RFP layout so as to make it easier to read/follow |
| 6. | 1.4 | Background Information | Added details on the project background, Nodal Authority and end objectives |
| 7. | 1.5 | Instructions to the Bidders | <ul style="list-style-type: none"> • Restructured the instructions into logical groups • Laid out requirements for bid compliance for bidders • Updated cross referencing with other Clauses • Revised EMD requirement values • Changed of the document requirements from three years to two years for the following, <ul style="list-style-type: none"> ○ Copy of the Income Tax Returns Acknowledgement for last two (2) Financial Years ○ Copy of Audited Accounts Statement for the last two (2) Financial Years ○ A statement of experience regarding similar services performed by them in last two years |
| 8. | 1.5.2 | Compliant Bids / Completeness of Response | New Clause is added to provide more clarity to the bidding process |
| 9. | 1.5.3 | Pre-bid Conference | New Clause is added to provide decision taken basis Pre-Bid Meeting |
| 10. | 1.5.5.11 | Bid Scrutiny | Re-organized details documented on evaluating the responsiveness Technical bid submitted |
| 11. | 1.6 | Criteria for Evaluation | The following changes are made, <ul style="list-style-type: none"> • Updated the Bidder's Cluster-wise Turnover Requirements |

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| | | | <ul style="list-style-type: none"> • Revised the requirement of - 50% of Average annual turnover during last two years should be from Radiology Services • Revised the Experience Criteria as - The Bidder shall have minimum experience of two (2) years in carrying out similar type of assignment / service in private or public sector • The Bidder shall have <ul style="list-style-type: none"> ○ Managed at least two CT Scan Service Centers (with fully trained service personnel) (proof of locations to be attached) and provides reports for a minimum of 6,000 radiology images per annum across any state/UT of India <li style="text-align: center;">“OR” ○ Managed at least one CT Scan Service Centers (with fully trained service personnel) (proof of locations to be attached) and provides reports for a minimum of 10,000 radiology images per annum across any state/UT of India |
| 12. | 1.7 | Appointment of the Successful Bidder as Service Provider | <ul style="list-style-type: none"> • Added a new section and re-grouped all post bid evaluation activities and events under this to present a clear path to bidder selection and appointment • Included Clause on failure to Agree with the Terms and Conditions of the RFP and its Contract Agreement • Performance Security Validity was extended by the following revision, <ul style="list-style-type: none"> ○ The Bank Guarantee shall be as per proforma at “Appendix G” and will remain in force up to and including 180 (One Hundred and Eighty) days after the period of contract validity |
| 13. | 1.8 | Scope of Work | <p>The following changes are made,</p> <ul style="list-style-type: none"> • Operational Hours revised to: The CT Scan Services will be provided Monday through Saturday, from 8 am to 6 pm, except on public holidays. In case of critical emergencies, the Service Provider shall ensure CT Scan Services at respective facility within 2 hours on call basis • Submission of reports to District Hospitals was relaxed to address delays in submission of reports due to Internet Connectivity Issues, and hence an additional margin of |

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| | | | <p>10% is being provided for cases of such delays up to a maximum of 72 hours in a particular month</p> <ul style="list-style-type: none"> • Made the Service Provider responsible for accuracy of test reports • Made the Service Provider responsible for accuracy of test reports <ul style="list-style-type: none"> ○ A single radiologist should not be responsible for more than one Cluster ○ Radiation Safety Officer’s minimum qualification updated to RSO Level III • Tele Radiology is now allowed but the service provider has to ensure human resource as per RFP requirements • Round the clock or anytime availability of services the facilities has now been replaced with ‘operational hours availability only, unless required on Emergency basis’ • The following test can be scheduled once in a week: <ul style="list-style-type: none"> ○ C.T. Guided intervention -FNAC ○ C.T. Guided Trucut Biopsy ○ C. T. Guided intervention -percutaneous catheter drainage / tube placement. • Revised the requirement on hardware upgradation of the CT machine to software upgradation • Added the Section Service and Operations & Management Requirements to organize the Service performance parameters in one segment • Updated the Liquidated Damages clause as follows: <ul style="list-style-type: none"> ○ The Liquidated Damage for non-commencement of services for each phase will be applicable at the rate of Rs. 10,000 per day per district. This will be recoverable from the Performance Security, and up to a maximum of 5% of the signed contract value (Maximum Value). Upon reaching the Maximum Value, this contract will be terminated as per termination procedure • Included the Annual Performance Review clause as follows: An Annual Performance Review shall be carried out by the Nodal Authority based upon the feedback from CMO and Patients for the quality of services at respective facilities. The basis of the |
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| | | | <p>performance review for a Facility would be the working condition of equipment (CT Scan Machine and Associated Equipment, Lifesaving and Monitoring Equipment), availability of Human Resources and patient satisfaction. The report of this Annual Performance Review will be used as a circular of suggestive measures for Service Provider</p> <ul style="list-style-type: none"> • For a rescanning requirement from Radiology Department after the plain scan, a Contrast Scan after the Plain Scan will be considered and counted as a separate scan • Maintenance of Daily Patients Register requirement was revised as: <ul style="list-style-type: none"> ○ Daily Patients Register which should include patient name, address, contact number, in-time, services needed, and waiting time. This Patients Register can be referred by Nodal Authority/Paying Authority to audit the operations and investigate disputes, if any • The following point is removed, <ul style="list-style-type: none"> ○ The service provider shall provide a resuscitation room with crash cart for providing lifesaving support if required by patients within the CT scan facility ○ The service provider shall be responsible for storage of images and reports of all CT scan done by the service provider including image retrieval system for a period of ten years. In case of change of service provider for any reason, the stored data and images must be transferred to the new provider for continuation of storage |
| 14. | 1.9 | Payment Terms | <ul style="list-style-type: none"> • As per revised Payment procedures, The Director General Medical and Health, Department of Medical Health & Family Welfare, Government of Uttar Pradesh will be the Paying Authority. CMS will verify the payment claims / invoices of the Service Provider • The invoice generation, review and payment approval process has been updated to bring clarity on the Payment Terms |
| 15. | 1.10 | Other Terms and Conditions of the RFP and Contract | Following Clauses added to provide clarity on bid process outcomes and bidding evaluation process: |

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| | | | <ul style="list-style-type: none"> Downstream Work – clarifies what future work the bidder is eligible for, in compliance with Conflict of Interest clauses Fraud and Corrupt Practices – to embed high standards of ethics on bidders’ part and ensure financial recovery for Nodal Authority should a bidder engage in fraudulent or corrupt practices | | | | | | | | |
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| 16. | 1.11 | Conflict of Interest | New Section of Conflict Interest included to ensure fair and legally sound bidder participation and selection processes to de-risk the Nodal Authority bidding process legalities | | | | | | | | |
| 17. | 1.13 | Termination of Contract | Removed the condition of Termination driven by Inaccuracy of reports that are detected in three occasions at least in a quarter | | | | | | | | |
| 18. | 1.14 | Arbitration | The Arbitration Clause is updated to Arbitral Tribunal which shall consist of three Arbitrators | | | | | | | | |
| 19. | | Appendix A | This Clause is updated to provide more relevant information about Clusters and its respective Districts | | | | | | | | |
| 20. | | Appendix B | This Clause is updated to provide information about Specification of the Whole Body Multi Spiral CT Scanner | | | | | | | | |
| 21. | | Appendix C | Deleted the column requiring details on S/N of CT Tubes replaced during the period with make and s/n of the tube ** | | | | | | | | |
| 22. | | Appendix D | Updated the data required on Service Centers in India (include location and address) to be shared as per below format: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Location</th> <th>Address</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table> | Location | Address | | | | | | |
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| 23. | | Appendix E | Changed the EMD recipient to State Health Society, Uttar Pradesh, Lucknow | | | | | | | | |
| 24. | | Appendix F | Deleted the following points as they were repeated, <ol style="list-style-type: none"> The prices are inclusive of all taxes and duties Any revision of CGHS Delhi-NCR Circle rates for NABL investigations, will be applicable one month after the revision, subject to approval from Authority. There will be no change in the discount percentage The CT Tube will be replaced after the CT Tube has completed the specified number of | | | | | | | | |

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| | | | cycles (Specify the number of cycles of the CT Tube after which it will require replacements. Please submit manufacturers recommendations on letter head of the manufacturer) |
| 25. | | Draft Contract Agreement | A new Draft Contract Agreement is prepared and shared as Part II of the RFP Document |