

Minutes of the Pre-bid meeting held on November 10, 2020
RFP-BD-2020-041 for Hiring a firm for enhancement and modification of Telehealth Services Platform for the COVID-19 and suspected Covid-19 patients' Services in Bangladesh

Date: November 15, 2020

Members attended the meeting:

Name	Designation
Shamsun Nahar Airin	Procurement Associate, UNDP
Md. Golam Sarwar	National Consultant- Service Design Analyst
Bidders	

With reference to the subject RFP issued on November 03, 2020, please find below the queries raised by Invitees and answers thereto from UNDP Bangladesh:

SL	Queries	Answers
1	<p>SECTION 4. EVALUATION CRITERIA: Must have experience of running health related call center whereas minimum 25 Medical Doctors (Registered) must be in company payroll;</p> <p>Technical Evaluation Criteria: 2. Expertise of Key Personnel 2.4: Relevant experience of the Medical Doctors (The firm needs to provide the complete curriculum vitae of 50 doctors are in the company payroll along with their BMDC registration numbers)</p> <p>Please mention the exact number of Doctors (who are in the company payroll along with their BMDC registration numbers) for whom we need to provide the complete curriculum vitae/proof of experience?</p>	<p>In the sub-section 'Minimum documents provided of SECTION 4' it is mentioned clearly that minimum criteria 25 doctors and, in the SECTION, 'Technical Evaluation Criteria: 2' mentioned the total doctors' CV with BMDC certificate have to submit and the number will be distributed 25-50 doctors rationally.</p>
2	<p>Operational Team Members: Medical Doctors, No. 105</p> <ul style="list-style-type: none"> • MBBS degree with BMDC certificate. • Minimum 01 year of practical experience. • Experience in working for telehealth <p>Do we need to provide CV for all the 105 doctors?</p>	<p>In the section Operational Team (page 41) it is explained that during operation period you have to 105 doctors. [note: Medical Doctors (Considering 35 doctors/shift. Here total # of Doctors are 105 as total number of duty days in a month are 30)]</p>
3	<p>Amendment in RFP Document</p>	<p>Page 15: BDS no. 3, kindly consider Alternative Proposals: <u>Shall not be considered</u>;</p> <p>Page 18: under Preliminary Examination Criteria, kindly consider <u>"Bid Security submitted as per RFP requirements with compliant validity period"</u> as NOT required.</p>

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4	<p>Currency of Proposal</p> <ul style="list-style-type: none"> • United States Dollar • Local currency BDT. <p>Please confirm which one to use for submitting the financial proposal?</p> <p>If required, what would be the dollar rate to consider?</p>	<p>Bidder may submit proposal either BDT or USD.</p> <p>In the case of USD proposal kindly consider USD conversion rate as <u>84.65</u>.</p>
5	<p>Is it possible to extend the bid submission deadline?</p>	<p>Considering the bid submission Deadline on or before 22 November 2020, 12:00 pm (BD Local Time)</p>
6	<p>What will be the modality of the deliverable?</p>	<p>There will be two parts of Time to time the deliverables</p> <ol style="list-style-type: none"> 1. Software Development related deliverables 2. Operational deliverables based on the provide services (regular roistering, report generation etc.
7	<p>Regarding the previous experience and financial standing, should both the companies need to fulfil the minimum criteria independently or jointly?</p>	<p>Please refer to RFP document, Page no. 6 & 19.</p>
8	<p>Please clarify, whether, the firm must have experience of running health related call center.</p>	<p>As the COVID situation is on breakout situation countywide, after signing NoA the center will run as early as possible that why it is mandatory.</p>
9	<p>Please confirm, whether BASIS membership certificate is mandatory.</p>	<p>Please consider: The firm must have BASIS or equivalent membership certificate.</p>

Note: Above Clarifications in response to queries raised during the Pre-bid meeting and amendments shall be an integral part of the RFP document and supersede the all provisions as applicable.