

1. Minutes of Meeting: Pre-Bid Meeting to RFP for Time and Motion Study

The Pre-Bid meeting for the RFP for Time and Motion Study was opened by Ms Mona Gupta, Advisor, HRH-HPIP, who also chaired the meeting. In attendance were the representatives from the following agencies:

- AMS
- Basic Paradigm Private Limited (BPPL)
- EY
- Faberinfinitive Creative Solutions Private Limited
- IIDM
- Marketing & Development Research Associates (MDRA)
- Sahamanthran Pvt. Ltd.

First, the presentation on the RFP was done by Ms Isha Sharma. Following that, the queries received by the NHSRC prior to the meeting were discussed. During this discussion, the floor was opened for questions by the participants. Ms Mona Gupta provided responses to all the queries.

Question	Response
Section B.2, Page 8: Prequalification	
<p>Time and Motion Study is a very specific domain of study, more so in the public sector in India. Experience in conducting such studies in the public sector in India, if available, will be limited to a very minimum number of organizations.</p> <p>With the intent of fair competition and increasing the number of bidders, we request you to kindly revisit the two highlighted prequalification criteria and remove/drop them.</p>	<p>Time and Motion studies have been in practice for more than half a century now. The criteria have been decided in consultation with the Ministry. We are looking for agencies/ personnel who have done TAM before as this is crucial for the successful completion of the study.</p>
Section D, Page 19, Annexure D4: Format for Agency's Previous Experience and Clients	
<p>As documented evidence in support of the satisfactory completion of the work listed, we request you please allow/accept the last payment receipt for the assignment.</p> <p>Most of the time we do not get a completion certificate from the clients from both the public and private sectors. In many of our previous bid submissions, both Central/State Depts have accepted a copy of the last payment receipt as evidence of satisfactory completion of work.</p>	<p>That could be accepted. The agency must provide the schedule of payments along with the proof of last payment or any other evidence that proves it to be the final/ last payment.</p>

Question	Response
Section B.3, Page 9: Prequalification and Evaluation Criteria- Part A and Part B	
Technical proposal should be submitted in specific format? If yes, where can we get the same.	The parameters on which the presentation shall be judged are specified in the Evaluation Criteria. There is no format for the PPT per se as it will be based on the proposal of the agency.
Weightage is provided in the pre-qualification criteria but number of projects is not mentioned.	All the studies will be considered. A scale will be developed by the evaluation committee. Even a single completed TAM study shall also meet the prequalification criteria.
Minimum marks required for meeting the prequalification criteria.	A scale will be developed by the evaluation committee, which would be communicated to the bidders via the NHSRC website in the MoM/ Addendum.
Could you specify the number of past years in which a TAM was done by the agency as part of the prequalification criteria?	We would not want to limit the number of years as we want maximum number of agencies who have conducted TAM to qualify the Technical evaluation.
The agency might not be having TAM experience but there would be personnel having the experience. Could that be considered for prequalification?	The agency will qualify if either the agency or the personnel have prior TAM experience.
Smaller firms in healthcare sector might not have a continuous 1 crore turnover over past three years, especially because of COVID. Limiting the criteria of the turnover of 25-40 lakhs will be appreciated.	Revised criteria may be seen.
Whether International TAM experience would be considered for the prequalification?	Yes
Whether the experience with development organizations/ partners will be considered in public sector/ public health sector for prequalification?	If the study/ assessment had been conducted on the public/ public health system, it shall be considered, irrespective of the funder.
Section C, C.2: Scope of Work	
List of facilities fulfilling the inclusion criteria, Job responsibilities for the HR categories.	All these would be provided only to the selected agency. Proper support by the NHSRC will be provided.

Question	Response
Whether all cadres have to be shadowed for continuous 6 days?	Yes. All cadres have to be shadowed for continuous 6 days.
Location of the facilities for price estimates	We are expecting rates from the agencies. It may happen that a state or block may change. An average estimate, i.e., an average block that is midway from the most distant and the capital cities, is good enough for us.
Penalty clause for delay or non-fulfilment of the terms of the RFP	This will be part of the final contract.
Whether there will be any communication with the unions active to the sector?	This TAM is for future planning and there is no role/communication envisaged of the unions at this stage.
How will the overall output of the study be measured?	To improve the overall work environment and efficiency of the SC-HWC level
Duration of the assessment	This has been already provided in the RFP.
Section D, Page 17, Annexure D1: RFP Submission Form	
Conflict-of-interest statement should be part of technical proposal? Is there any specific format of Conflict of Interest of the statement? If yes, where can we get the same.	This is part of the RFP Submission form that must be filled and submitted by the agency on 5 th January 2022.
Section D, Page 22, Annexure D6: Format for Price Schedule	
The quoted prices shall be inclusive of all taxes and duties except 'Goods and Services Tax" (GST) ?	The prices shall be provided excluding GST. This must be mentioned by the agency.
Include GST applicable in the table "D.6. Format for Price Schedule" in financial Proposal?	The agency may specifically provide the GST amount in another column.

After a thorough discussion, Ms. Mona Gupta gave the final remarks, thanking everyone for their questions and suggestions.

2. Prequalification Scoring Criteria

Criteria	Weight	Maximum Marks	Mandatory Qualification	Score on further achievement
Experience in similar studies (qualitative studies) in public sector over the past five years	20%	20	<ul style="list-style-type: none"> • Experience in at least 1 qualitative/ mixed method study in past five years in public sector: 5 Points • Experience of covering at least 3 states in a single or multiple qualitative/ mixed method studies in past five years in public sector: 5 points 	<ul style="list-style-type: none"> • For every 1 additional qualitative/ mixed method study in past 5 years in public sector: 1 point (Maximum 10 points)
Experience in similar studies (qualitative studies) in public health sector	5%	5		<ul style="list-style-type: none"> • For 2 qualitative/ mixed method study in past 5 years in public health sector: 5 points
Experience in Time and Motion Studies in public sector	20%	20	<ul style="list-style-type: none"> • The agency/ personnel* have conducted at least 1 TAM study in public sector: 10 points <i>*The personnel must be in a leading position while conducting the TAM study and the proof of the same must be provided</i> 	<ul style="list-style-type: none"> • For every 1 additional TAM conducted in the public sector: 1 point (Maximum 10 points)
Experience in Time and Motion Studies in public health sector	5%	5		<ul style="list-style-type: none"> • The agency/ personnel* conducted at least 1 TAM study in public health sector: 5 points <i>*The personnel must be in a leading position while conducting the TAM study and the proof of the same must be provided.</i>
Personnel Profile and experience in NPO, IDIs and FGDs	20%	20		<ul style="list-style-type: none"> • Team Lead of the project has at least 15 years of experience with 10

Criteria	Weight	Maximum Marks	Mandatory Qualification	Score on further achievement
				<p>completed studies: 7 points</p> <ul style="list-style-type: none"> • Team lead of the data collection team has at least 5 years of experience with 3 completed studies: 7 points • Report Writing Team with experience in writing qualitative study reports: 6 points
Turnover of last three financial years	30%	30	<ul style="list-style-type: none"> • A turnover of INR 30 lakhs in each of the last 3 financial years: 5 points cumulatively 	<ul style="list-style-type: none"> • A turnover of INR 60 lakhs in each of the last 3 financial years: 15 points cumulatively • A turnover of INR 1 crore in each of the last 3 financial years: 30 points cumulatively
Total Prequalification Criteria	100%	100 points		

A score of 50% and above as per the pre-qualification scoring criteria shall qualify for technical evaluation of the proposals.