

**RFP- Beneficiary feedback survey for PMJAY Pre-bid queries Reply**  
**RFP No- S.12017/48/2019-NHA**  
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S.No.	Bidder	Page No.	Section No.	Section Name	Statement as per RFP document	Query by bidder	NHA Reply
1	B1	16	4	Scope of Work	All assigned surveys/feedbacks must be completed by the selected bidder within 45 days (15 days for initiation and 30 days for completion of survey) from the date of issue of the work. Any delay shall invite penalties.	In order to meet the timelines of 45 days to complete the survey, it is expected the questionnaire for feedback, its coding in CAPI tool, pilot testing in field, and all necessary approvals are in place and selected bidder can start the work immediately after contract signing. Any delay in any of above-mentioned activities will not be passed onto the selected agency in terms of reduction of 30 days and penalty thereto. Kindly confirm	Yes, understanding is correct.
2	B1	16	4	Scope of Work	All assigned surveys/feedbacks must be completed by the selected bidder within 45 days (15 days for initiation and 30 days for completion of survey) from the date of issue of the work. Any delay shall invite penalties.	It is assumed that NHA will support in obtaining approvals from the State Governments. The timelines of 45 days to complete the survey would only start once the approvals from the State Governments are obtained. Any delay in obtaining these approvals will not be passed onto the selected agency in terms of reduction of 30 days and penalty thereto. Also, it is likely that all approvals from State government will come at different time, thus, 30 days to complete the survey in a state will only start from 15 days (preparatory work) post the approval from State government. Kindly confirm.	As per RFP.
3	B1	16	4	Scope of Work	All assigned surveys/feedbacks must be completed by the selected bidder within 45 days (15 days for initiation and 30 days for completion of survey) from the date of issue of the work. Any delay shall invite penalties.	Ethical committee approval may be required for this survey, it is assumed that NHA will take care of all these formalities before the initiation of field work. Kindly confirm	As per RFP.
4	B1	19	4	Scope of Work	Develop Beneficiary Feedback Survey tool and provide to download to the selected bidder for whom survey is required to be done.	- It is assumed that this is all quantitative survey and no qualitative is required - Approximate time duration of the survey	The survey will be both quantitative and qualitative. Please refer to RFP and corrigendum.
5	B1	19	4	Scope of Work	Roles and Responsibilities of Agency	It is assumed that bidder do not require for any report writing and data analysis. Kindly confirm	NHA may require the agency to deliver reports as per needs and business requirements of NHA.
6	B1	36	7	Evaluation Process and Criteria	The Bidder should have experience of working with government (center/state/PSU) on similar work during the last three financial years (2015-16, 2016-17, 2017-18) for PSU/Central Govt./State Govt	As several similar initiatives were also been taken by international multilateral agencies/NGOs, thus, it is requested that project executed with such agencies may also be considered for evaluation purposes	As per RFP.
7	B1	18	4	Scope of Work	The selected bidder shall conduct a Quality Check mechanism to ensure that the survey conducted meets the quality as desired by NHA.	To ensure the high quality of data is captured at the beneficiary level, it is important to implement multiple quality checks at the application level as well. For instance, putting a constraint on the age of the beneficiary to avoid entry error of putting age above 100 years, implementing skip logics to avoid receiving erroneous data, setting the size limit for videos and photographs to ensure high quality images are received without making the size of the video/ photograph too heavy. Our expectation is that NHA will take these quality checks into the account while deploying the survey tool.	Details shall be shared with the selected agency.
8	B1	55	13	Annexure IV: Commercial Proposal Format	All the bidders should ensure that the Unit rate as specified herein below in Column B should be the actual unit rate proposed by the bidder.	Can we get the district-wise distribution of targeted beneficiaries as this will help in optimizing the cost?	As per RFP
9	B1	55	13	Annexure IV: Commercial Proposal Format	All the bidders should ensure that the Unit rate as specified herein below in Column B should be the actual unit rate proposed by the bidder.	Hope we will get atleast 10% buffer list of respondents to account for refusal as well?	NHA expects that agency delivers all surveys as assigned to it.

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10	B2	16	4.3	Detailed Scope of Work	Selected Bidder shall be responsible for conducting beneficiary feedback survey, in a paperless mode, towards service delivery experience of PMJAY including but not limited to getting an e-card, registration and treatment at the hospital and other aspects related to interactions with various stakeholders during the process of availing the benefit.	Do we need to take feedback on process of e-card, registration process also. Other stakeholders - does this include district officials, SHA officials, insurance company, hospitals admin/ billing staff? Other stakeholder interviews would mean a Qualitative module.	The survey is to be conducted for beneficiary only.
11	B2	16	4.3	Detailed Scope of Work	It is explicitly provided herein that the feedback should be taken of only those beneficiaries which are mentioned in the list (ie, assigned surveys/ feedback) provided by NHA	So for 70,000 survey feedback, will we get only the exact list of 70,000 names or a buffer to tackle non-response in terms of not being at home, locked household, refuses to provide consent?	As per RFP
12	B2	16	4.3.1	Survey Pre-Planning	1. Prepare district-wise plan for conducting the survey including but not limited to deployment of manpower, devices, logistics etc.	If the contract is for one year, then what activities will happen after the 45 day period? Will there be more such phases of feedback collection from the same list or list will be rotated?	Different work orders for conducting surveys for different states shall be issued by NHA to the selected agency over the contract period of one year. All surveys needs to be completed as per timeline of 45 days.
13	B2				2. The bidder(s) are required to submit an envisaged team deployment structure as a part of Technical Proposal submitted for this bid.		Blank query
14	B2	17	4.3.2	Conduct of survey	The agency field staff, who shall take the survey, shall carry a mobile device for recording the feedback on an IT application which is developed by NHA. The access to the said application shall be provided to the selected bidder's staff. The feedback shall be recorded on the application in the manner and form as may be decided by NHA	Can we check the IT application form beforehand and provide suggestions? Does that mean NHA has the questionnaire (qre) designed for all stakeholders or this is jsut for beneficiary patient? Qre for other stakeholders to be developed later?? Can we do conduct CATI surveys for states/ UTs where the sample size is small?	As per RFP. Please also refer to query # 10.
15	B2	17	4.3.2	Conduct of survey	The field staff will be required to undertake adequate consent from the beneficiary before the conduct of the survey. The purpose of collecting information shall be clearly be read out by the field staff to the beneficiaries and make sure that the same is understood by them.	Does this consent form need to be electronic or paper based which needs to be submitted to NHA? Can consent be taken electronically on the NHA app by incorporating Signature Control? That will avoid paper printing and dispatch of 70000 forms	As per RFP and corrigendum.
16	B2	17	4.3.2	Conduct of survey	When using or disclosing beneficiaries' personal data, or when requesting information from any individual or entity, reasonable efforts shall be made to limit the beneficiaries' personal data requested, used, or disclosed to the minimum necessary to accomplish beneficiaries feedback	Is the questionnaire for taking surveys ready? Otherwise it has to be made, approved, put in NHA application, tested before rolling out to field. Then the overall 45 day time period would need extension	Questionnaire shall be finalized by NHA and shall be in-built in the application.
17	B2	17	4.3.2	Conduct of survey	The survey to be done shall include capturing responses in form of answers to questions in text, video, audio, images and geotagging.	How many Audio/ video feedback are required? Most people are wary of being recorded or videographed. What if there are objections to not provide audio/ video interviews? A couple of case studies however are feasible.	As per RFP.
18	B2	19	4.4	Roles & Responsibilities	Be flexible to change/ augment team deployment on short notices, given the changing landscape during the conduct of the surveys in rural areas.	Please elaborate in detail	As per RFP.
19	B2	19	4.4	Roles & Responsibilities	To assign surveys/feedbacks to the agency.	How soon will we get the questionnaire and the IT applications? What if the agency wants to provide suggestions to qre/ amendment to tool. Agency would like to run tool before conduct of training.	Details shall be shared with the selected agency.

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20	B2	22	5.6	Consortium/Sub-Contracting	Bidding as a consortium under this RFP is not allowed for implementation of any component under the scope of this project.	Can two sister Karvy companies bid in consortium/ JV?	No. As per RFP.
21	B2	41	9.4	Payment Terms	The payments shall be made on a quarterly basis on the basis of submission of invoice and work completion report accepted by NHA.	Is the 70,000 sample to be achieved every quarter or is it a one time 45 day survey? Since, reporting is not mentioned, <b>we are assuming no reports are to be submitted</b>	Surveys to be completed shall be as per work order issued by NHA. Please refer to query # 5.
22	B2	55	13.2	Commercial bid format	All the bidders should ensure that the Unit rate as specified herein below in Column B should be the actual unit rate proposed by the bidder. Column C should specifically denote the actual/exact multiplication of indicative volume for each state/UT in Column A and Unit Rate as specified in Column B. Any discrepancy/mismatch pertaining to the calculation as specified may result in rejection of the bids.	Can you share the district wise number of beneficiaries, from which the sample is to be drawn, because it will impact the costing?	As per RFP.
23	B3	16	1	Detailed scope of work	NHA shall provide a state-wise list of beneficiaries (including name and address) to the selected bidder for which the feedback shall be taken.	1. If our person went for survey as given the list but not available then what to do? 2. If not available then does we get payment coz our person went to location & done his effort	Payment to the agency shall be done for completed surveys and as per terms specified in the RFP.
24	B3	16	1	Detailed scope of work	It is explicitly provided herein that the feedbacks should be taken of only those beneficiaries which are mentioned in the list (i.e. assigned surveys/feedbacks) provided by NHA.	Is there any prescribed criteria or parameters that survey form is perfectly done as per desired by NHA?	As per RFP and corrigendum
25	B3	16	1	Detailed scope of work	All assigned surveys/feedbacks must be completed by the selected bidder within 45 days (15 days for initiation and 30 days for completion of survey) from the date of issue of the work. Any delay shall invite penalties.	i.) If the person not available at location or not getting support from local authorities / hospital / resident then in this case to whom we have to contact. ii.) Also in addition if delay due to above issue then does the penalty will waived? iii.) Also we assume that in case of any delay in data & app dependency from NHA, timeline will get increased accordingly. Please confirm.	Details shall be shared with the selected agency.
26	B3	16	4.3.1	Survey pre-planned	Arranging for mobile devices through which the field staff will administer the survey	Is there any specific mobile device?	Please refer section 4.3.2 for Minimum specification of device
27	B3	17	4.3.2	Conduct of survey	The agency field staff, who shall take the survey, shall carry a mobile device for recording the feedback on an IT application which is developed by NHA. The access to the said application shall be provided to the selected bidder's staff. The feedback shall be recorded on the application in the manner and form as may be decided by NHA.	1. Recording the feedback on IT application should be in which language? 2. Is there any specific time of recording?	1. Feedback to be recorded in English in the application. If feedback is given in vernacular language by the beneficiary then the same is required to be translated in English language and then recorded and delivered to NHA. 2. Second query of the bidder is not clear.
28	B3	17	4.3.2	Conduct of survey	All costs related to the logistics to conduct the survey including but not limited to boarding, lodging, travel, mobile devices, internet connectivity, charger, power-bank etc. will need to be provided by the selected bidders.	If there is no internet connectivity then in this case what to do, we are assuming that mobile app will have feature for offline data save & when network will be there offline data will get sync automatically with audit & video files. Please confirm.	Yes, the understanding is correct.

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29	B3	18	4.3.3	Survey quality check & re-conduct	In case any data-set/ survey are found to be erroneous, the selected bidder will need to re-conduct the survey at their own cost.	If data set / survey not found then at which stage & who will rectify us coz re-survey will be done by our own cost? What are the parameters considered for quality. Please specify so that re-work will be lesser.	As per RFP and corrigendum
30	B3	36	7.2.2.1	Relevant experience	The Bidder should have experience of working with government (center/state/PSU) on similar work during the last three financial years (2015-16, 2016-17, 2017-18) for PSU/Central Govt./State Govt.	What does this similar means? We would suggest to keep similar means IT Projects, Roll-out/Training/Implementation Project where multiple geographical locations involved etc.	Similar to conducting survey for government or public sector
31	B3			Generic		Consent Letter, Beneficiary Data, State Co-ordination will be done by client. Please confirm.	NHA will take care of the same.
32	B4	41	9	Payment Terms	The agency to prepare a "work done report per quarter" and submit to NHA. Basis, the satisfaction of NHA on this report the payments shall be approved for the agency.	Is the contract for one year ( page 15.) or is it for 45 days (page 16) in which 30days of field work inbuilt. In case the contract is for one year, are we supposed to undertake the 30 days field work every quarter and submit a work done report at the end of each quarter. The payment according to the contract is on completion of proportion of field work and acceptance by NHA. Please clarify the following; a. In case the entire field work of 70000 beneficiaries is to be completed in 30 days, will the payment happen every week. b. In case the entire field work of 70000 beneficiaries is to be completed across 4 quarters in a year (30 days field work every quarter) , will the payment happen at the end of quarter. c. Will there an advance released on submission of bank gurantee?	As per RFP. Also refer to query #12
33	B4	16	4.3	Detailed Scope of Work	All assigned surveys/feedbacks must be completed by the selected bidder within 45 days (15 days for initiation and 30 days for completion of survey) from the date of issue of the work. Any delay shall invite penalties.	This is in continuation of the point mentioned in above row (i) In case the contract is for 45 days, may we know the tentative month of issue of the work? This would help us planning our work.	Same as query #12
34	B4	15	4.1	Term of Contract	The term shall be a period for 1 year, which may be extended for 1 more year on mutually agreed terms between selected bidder and NHA.	Can you please clarify the term of contract ( 1 year) and duration for completing the surevy (45days)? Does it mean that the field work is to be completed in 45 days but the contract duration would be 1 year. We believe there must be some rationale. Can you please re-clarify the same? For example in case the contract is for one year, we believe that the 30 days field work will have to be undertaken every quarter. This will help us to contact 70000 beneficiaries across 4 quarters in spite of monsoon. We also understand if the contract is extended by one more year there will be more beneficiaries to be interviewed and the payment for additional number pf beneficiaries will happen basis the per call rate. Please clarify if our understanding above is correct.	As per FRP.
35	B4	20	5.4	Bid Security/EMD	The Bidders shall submit, along with their bids, a Bid security/ Earnest Money Deposit (EMD) for an amount of ₹ 15,00,000 (Rupees fifteen lakhs) as bid security fee in the form of a bank guarantee issued by any nationalized or scheduled commercial bank (of India) in the format provided in Annexure II, section 11.2. The bidders may also submit bank guarantee in the form of account payee demand draft also. EMD must remain valid for at least 45 days beyond the final bid validity period and the validity of the EMD should be extended in the event the last date of bid validity is extended. No interest will be payable by the NHA on the EMD	Since EMD validity may get extended in the event that the last date of bid validity is extended - what would be tentative period of extension?	As per RFP.

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36	B4	17	4.3.2	Conduct of survey	The survey to be done shall include capturing responses in form of answers to questions in text, video, audio, images and geotagging. NHA shall finalize the questions/questionnaire in consultation with agency and the agency shall take feedbacks surveys basis the approved questions only.	1. What will be the length of each interview/survey (LOI)? Will there be only one questionnaire to be administered with each respondent/beneficiary? 2. Assuming that the survey would use translated questionnaires - will the agency be responsible for translation of tools? if yes, in how many languages?	As per RFP.
37	B4	36	7.2.2.	Technical Evaluation Criteria	B. Approach and proposed solution- Total marks-30	12. Annexure III: Technical Proposal Format has five sections - 12.1 to 12.5. In which section, the approach and proposed solution is to be written?	As per RFP.
38	B4	16	4.3	Detailed Scope of Work	NHA shall provide a state-wise list of beneficiaries (including name and address) to the selected bidder for which the feedback shall be taken.	Would the state-wise list of beneficiaries include any information other than name and address of beneficiary? If yes, can you please specify what all information will be provided by NHA about the beneficiary? - Rural /Urban Break up, will the address be complete postal address including pin code and phone number, etc	As per RFP.
39	B4	18	4.3.3	Survey Quality Check & Re-conduct	In case any data-set/ survey are found to be erroneous, the selected bidder will need to re-conduct the survey at their own cost.	1. In case there is a shortfall in achievement of sample size, what would be the acceptable response rate ? 2 Is the submission of dataset a final deliverable on the study?	As per RFP.
40	B4	24	5.14	Bid Validity	Bids must remain valid up to 180 (One Hundred & Eighty) days from the last date of submission of the Bids. NHA may request the Bidder(s) for an extension of the period of validity of the bids which may suitably be extended post such requests. The validity of the EMDs as requested in Section 5.4 should also be suitably extended if called upon to do so by NHA.		Blank query
41	B4	21	5.4	Bid Security/EMD	The EMD of the successful Bidder will be returned, without interest, upon submission of Performance Bank Guarantee (of the amount and in the format specified in Annexure V) by the successful Bidder. Bid securities of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract to the successful bidder	Does it mean that EMD will be returned after a max of 240 days (180+45+15) in case the bid validity do not get extended? Please clarify if our understanding is correct as the contract is only for 45 days or one year (to be clarified) whereas the EMD is getting returned after 240 days.	As per RFP.
42	B4	63	15	Integrity Pact	If the Principal has terminated the contract according to Section3, or if the Principal is entitled to terminate the contract according to Section3, The Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.	Termination of contract according to section 3 is clear. However, after termination the clause pertaining to payment for work completed is not too clear. Please clarify the same.	As per RFP.
43	B4	48	11.2	Format for Bank Guarantee Earnest Money Deposit	Notwithstanding anything contained hereinabove: Our liability under this guarantee is restricted to ₹. .... (in words & figures).	This is clear. However, we would like to understand if the aggregate liability under this contract would be capped to contract value. Please clarify this point.	As per EMD format liability under the guarantee is equal to value of EMD specified in the RFP.
44	B4	39	8.3	Performance Guarantee	The NHA will require the selected bidder to provide a Performance Bank Guarantee/Performance security (PBG), within 7 days from the Notification of award, for a value equivalent to 10% of the total cost of project.The Performance Guarantee shall be kept valid by the bidder till completion of the project. The Performance Guarantee shall contain a claim period of three months from the last date of validity.	Is the total duration for <b>completion of the project</b> one year or 45 days ?	Contract period with selected agency will be one year

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45	B4	25	5.18.	Fraud and Corrupt Practices	The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained in this RFP, the NHA shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the "Prohibited Practices") in the selection process. In such an event, NHA shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD and/or PBG, as the case may be.	We are clear and honour this clause that bidder's engagement in prohibited practices will lead to forfeiture of BG (10% of total cost). We also understand that as per contract the BG will not be forfeited in case of delay or under achievement of sample within the stipulated timeframe	As per RFP.
46	B4	17	4.3.2	Conduct of survey	The survey to be done shall include capturing responses in form of answers to questions in text, video, audio, images and geotagging.	We understand the survey would capture responses in the form of answer to the question along with geo tagging. Please clarify if the video, audio and images are to be captured for each beneficiary?	Yes. As per RFP.
47	B4	18	6.2	Pre-Bid Meeting	It may formally respond to the pre-bid queries after the pre-bid conference as mentioned in the Fact Sheet.	Will it possible for NHA to respond to the queries immediately after the pre bid meeting ( say by 7th June)? Considering 8th and 9th June as off days, in the absence of responses in this week,- can NHA consider extending the proposal submission date by June 30th	As per RFP.
48	B4	39	8.1	Award Criteria	NHA will award the Contract to the successful bidder (as per section 7.2.3) whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above (in section 7 of this RFP)	will the award of the study be made to more than one agency/bidders?	No.
49	B4	40	8.5	Failure to Agree with the Terms and Conditions of the RFP	Failure of the successful bidder to agree with the Proposed Contract terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NHA may award the contract to the next best value bidder or call for new proposals from the interested bidders.	In case L1 agency/bidder drops out after selection, would L2 price will be considered for as qualified and award of study. Please clarify.	Refer to corrigendum.
50	B4	56	13.2	Commercial bid format	Column C should specifically denote the actual/exact multiplication of indicative volume for each state/UT in Column A and Unit Rate as specified in Column B	Will there be a 6-8 beneficiary per gram panchayat in rural areas and per ward in urban areas? If no, then one field interviewer would be able to do only one interview per day. Please clarify.	As per RFP.