

Minutes of the Pre-Bid meeting held at the Health Ministry Conference Hall.

Date: 8th March 2010

Time: 10AM onwards

The Project Manager reiterated the following points on the RFP for the Health Help Center that was floated on 12th Feb 2010:

- RFP floated in a Build, Operate and Transfer (BOT) modal meaning the Service Provider is supposed to provide the hardware and build call center, operate for a period of 6 months and then transfer to the Bhutan health professional.
- The manpower for paramedics, doctors, ambulance drivers to cater to both the health help line and emergency ambulances management will be provided by MOH.
- The Service Provider will be required to study the existing infrastructure and functioning of health system and propose a solution that builds on top of the existing system
- The Service Provider is supposed to provide a detailed workplan for implementation starting from data collection for directory information, GIS information requirements, GPS functionality information, training of different categories of health professional involved to the actual hand holding (knowledge transfer) during the implementation phase.

The prospective Bidder information was also shared as follows:

Firm Name	Contacting person	Location	Remarks
EMRI	YNS Kishore	Hyderabad	Requested Pre-bid meeting but they were unable to attend
HMRI	Shanti	Hyderabad	
AVAYA Global Connect	Kingshuk Das	Delhi	Unable to attend but have send a set of questions
	Shaffi Mather	Mumbi	Requested pre-bid meeting but was unable to attend
Fortis Emergency Services Ltd.	Ashendu Pandey		Not able to attend the pre-bid meeting
Jigyel consultancy with Orange	Jigme Lhendup	Bhutan	Local partner with the Orange team (India) attended the meeting
eDruk	Karma Dorji	Bhutan	Attended the pre-Bid meeting

The representative from Equant (Orange) technology asked clarifications on whether Health is going for an integrated approach whereby, Police, Fire and Disaster management is also provided from a single platform and whether we are looking at all sorts of emergency or only medical emergencies. On this it was clarified that though in the long run the integration aspect will be pursued, at present the focus is on the medical triage system and emergency response through the call center. It was clarified that we are looking into all medical emergencies handling from the call center.

On mention in using Nortel for the hardware of call center by Orange, the representative from eDruk enquired whether it was mandatory for Nortel to be the hardware and if so, the inconvenience for other solutions to chip in. On this, it was made clear that no mention of the brand/model/make of the hardware was given in the RFP so that different solution providers can provide hardware specific to the software proposed along with experienced team to implement the solution in Bhutan.

Representative from eDruk also asked if experience in a 'medical' call center was mandatory to which it was clarified that it was very much essential as experience in a call center can be very different to what we are seeking in an experienced medical call center having experience in medical call center with emergency response system.

The risk of handling the technical solution by the government agency (Health sector) was pointed out by representative from Department of IT. On local association such as having a partner in Bhutan involved especially for post implementation maintenance of the call center structure was discussed at length. While this had advantage of provision for troubleshooting at a faster and cheaper cost, it was left upto the Bidders to consider the option. **However, the Bidder will require to mention plan to continue providing services and ensure uptime 24x7 even after the Project period of 6 months.**

In the meeting, the importance to propose a timeline for data collection was also stressed. In this line, information on the availability of data from government sources would be unreliable as most data date back to 2005, however, there is private GIS/GPS information that can be availed from local private vendors such as GEO-CONSULT. This is also left with Bidders to either liaise or partner with the private vendors for GIS/GPS information on Bhutan.

The prospective bidders in the meeting expressed the concern of 6 months being too short to stabilize the solution and proposed that it be atleast for one year so that any customization can be done and proved flawless. The need for a 'SLA Service Window' was also pointed out, to which it was clarified that **the individual Bidder should have a working Standard Operating Procedures (SOPs) in place which will guide the implementation and at the same time serve as the basis on which detailed SLAs with Key Performance Indicators (KPIs) will be made with the selected Service Provider.**

While both Pros and Cons of Open source versus Proprietary software were discussed, the clarification was that the need is for software that will interface with a given hardware as a

solution and for those **proposing proprietary software, all the cost of licensing should be reflected in the proposal. There should not be any hidden costs.**

From the discussion, it was worthwhile to note that all the relevant stakeholders can share the call center hardware and need not be physically located together as long as there is a good network (bandwidth requirement will be based on the number of users and expected call volumes) between the call center and the local set up. The licensing will be as per context per user.

Nearing the end of discussion, the participating prospective bidders requested for a time extension for preparation of a comprehensive, Bhutan specific proposal. The Ministry approved time extension for 5 more days from the initial deadline of 12th March 2010. **Therefore, the new deadline for submission for RFP is now Wednesday 17th March 2010 before 3PM BST.**