10th January'2018

F.A.Q

Tender Hospital Survey on Quality of Health Care and RSBY/SCHIS implementation in India

Q1. The Terms of Reference mentions that GIZ would develop a quantitative questionnaire and provide the same to the selected agency. From the information provided it is being assumed that the quantitative questionnaire would focus on Quality of Healthcare Areas (Inputs, Process and Outputs as mentioned in Focus Area section of TOR). Kindly confirm the assumption. Further information on the length and details of questionnaire would be helpful in quantification of efforts in term of manpower and time taken per category of hospital. This is critical from point of view of the data collection at Public Hospitals where such data is not readily available and impacts financial bids.

Response from GIZ

The quantitative questionnaire will cover basic characteristics of the hospital, experiences with RSBY/SCHIS and quality of healthcare (input, process and output).

The methodological requirement of the questionnaire is that it is succinct but valid and reliable. Please refer to the terms of reference where it is explained that GIZ will provide a first draft that will be refined in consultation with the successful agency. Due to the above mentioned quantity of research interests, we nevertheless feel that the questionnaire will have a moderate length. GIZ expects the agency to provide a reasonable estimation of the manpower and time taken to conduct the questionnaire based on their experiences with similar studies.

Q2. The TOR specifies "Recruitment Strategies' at various points from point of view of capabilities, strategies and training from agency point of view. Kindly specify the GIZ strategy and support plans for obtaining formal permission for the study from respective state government / Health Directorate in selected states.

Response from GIZ

The bidding agency is expected to elaborate on strategies to recruit hospitals for the participation in the study and to recruit participants for qualitative data inquiry within the hospitals. Necessary permissions to conduct the study in the respective states will be obtained prior to the start of data collection by GIZ and will be provided to the agency for their recruitment efforts.

Q3. The TOR does not mention IEC clearance status or requirements for the study. Kindly elaborate on the same

Response from GIZ

The question is unclear. If "IEC clearance status" refers to ethical clearance, there is no obligation to obtain an ethical clearance by the agency because the content of the study is non-sensitive and the data is non-personal. However, GIZ expects the agency, as should be taken for granted, to obtain an informed consent of participants and to strictly stick to other common ethical guidelines. Please refer to the terms of reference where it is explained that ethical considerations shall be a part of the bid. If "IEC clearance status" refers to issues like rights of use, documentation on work results, publications,

keeping of documents, reports etc., please refer to the General Terms of Contracts governing Contracts with Appraisers/ Firms of Consultants document which will be part of the contract between GIZ and the agency and that is a part of the tender documents.

Q4. Our primary queries are regarding eligibility. We have limited turnover around INR 50 lakhs for our non-profit activities, based on that we would like to know whether we are eligible for applying.

Response from GIZ

Please refer to the assessment of eligibility of consulting firms' grid to determine your eligibility and requirements.

Q5. We also some healthcare, medical and public health professionals enrolled on part-time association with our organization. We would like to know whether full time enrollment as staff is required.

Response from GIZ

The assessment of eligibility of consulting firms' grid does not specify the employment status, only the number of experts provided by the agency. The number of working days that each expert needs to provide is mentioned in the TOR. It is up to the agency to determine whether the necessary number of experts and respective working days for the assignment with GIZ can be covered by full or part time employees of the agency.

Q6. We have experience of carrying out survey in medical waste of several hospitals. We also have exposure to working with informal healthcare practitioners. What is required regarding assessing accreditation of hospitals? Kindly clarify regarding legal aspects. We do not have experience of working with health insurance of private companies.

Response from GIZ

See responses above and also refer to the grid on the assessment of eligibility of consulting firms.

Q7. As regarding size of hospitals, how should we measure and classify hospitals, whether small, medium or big, large.

Response from GIZ

The bidding agency is expected to provide details on their methodology as part of the bid.