

## Question and Answers of PPM Hub

**Question:** Do we have a pilot study of this project or has this been tried on another scale elsewhere, as a start from scratch and a start from somewhere beyond scratch are different.

**Answer:** Establishment of PPM Hub/Call Center is component of the project, and the project aims to digitalize the Recording and Reporting (R&R) tools of TB program on private levels for the first time on pilot basis from scratch to avoid time loss, missing TB cases and ensure real time data. The Hub will be piloted first and then scale up in phasic manner.

**Question:** There are questions related to technical resource available and to be formulated before the start of operations and will be shared as per need.

**Answer:** Sure

**Question:** Kindly clarify “schedules of Additional Term” attached with Contract

**Answer:** It is Mercy Corps standard contract template and will be used during the contract with hired firm/company.

**Question:** Specify that offeror will submit pricing under the following heads or as a Total project monthly cost

- a. MIS Development & Management
- b. Infrastructure cost including hardware, workstation etc.
- c. Human Resource

**Answer:** As mentioned in the SOW, Mercy Corps only requires the services and for these services Mercy corps will release payment on monthly basis.

**Question:** Offeror will submit the pilot project cost or as per the document future expansions also be included.

**Answer:** Based on the experiences and monthly reports of pilot project of PPM Hub, the offeror can revise and submit its offer for the extension of PPM Hub to Mercy Corps.

**Question:** What is “Unit Of” in price offer sheet

**Answer:** It means to mention a single unit and another column mention unit price.

**Question:** There are certain costs i.e. Toll free demand note and installation charges which are one time cost, please clarify how to account for in bid.

**Answer:** It can be mentioned in the financial offer as one time cost for a period (mention duration i.e. months, year etc.)

**Question:** Is it mandatory that the call center (HUB) be situated in Islamabad? We have a call center in Rawalpindi and if it is a must for the Hub to be in Islamabad, then this means that a new setup (office, Workstations etc.) will have to be put in place for the operations, while MC has specified in “Infrastructure and Technology” that these costs have to be paid by the consulting firm. If it has to be in Islamabad and MC is not paying any costs for setting up

of the hub then does this imply that this is only open to call centers or firms operating in Islamabad?

**Answer:** Rawalpindi is fine and as per SOW MC only requires the services of PPM HUB.

**Question:** Please explain Average Value of Stock at Hand (in USD) mentioned on page 1 of Supplier Information Form.

**Answer:** Not applicable in this tender

**Question:** Would there be a system in place through which the GPs and other private sector institutions etc. will themselves be calling up and providing the required information about the patients?

**Answer:** Through Toll Free number the GPs, patients and DFS will call to PPM Hub for notification and registration.

**Question:** Are the hub operations 7 days a week or 5 days a week? Will the CCEs get one day off or two days off a week? In case it's a 7 days operation then more agents may be required for these 2 additional days.

**Answer:** Initially 5 days a week on pilot basis and will be extended to full week before rolling out to more districts.

**Question:** Does this imply that the rent of the call center, utilities, dialer, VOIP, Utilities (electricity, Internet, etc.), software (Database, antivirus) which are recurring costs have to be paid by the consulting firm itself?

**Answer:** It means newly purchase of items for setting up new call center will not be covered. These are not applied on the already operational call centers.

**Question:** Does this imply that MC will only be paying for the salaries of the HR (CCEs, Quality Assurance, Reporting tec) only?

**Answer:** As mentioned clearly in the SOW, MC will pay for all the services provided by the firm. HR cost is covered.

**Question:** What costs are acceptable to MC under infrastructure and Technology?

**Answer:** That Infrastructure and technology designated for the PPM Hub will be financed by MC.

**Question:** A separate portal for MC may have to be developed that may have the chat bot (*page 4 2nd para of scope of work*), would this portal be developed by MC and provided to the consulting firm. If it has to be developed and provided by consulting firm, would the cost be borne by MC?

**Answer:** This will be developed by the hired firm and will be vetted from MC. MC will pay for the development and operation of that portal.

**Question:** How will the GPs as originators notify a TB case to the Hub, will they call the hub, text or some other source? As in the next line you state that after receiving notification, PPM hub will call GPs for data?

**Answer:** Notification means that GPs will inform Hub for new TB case, in response to Call/text the PPM Hub will contact GPs to collect basic information in detail regarding the case/patient.

**Question:** Will the GPs themselves obtaining such data from the patients (Name, Address, Mobile No and CNIC)

**Answer:** Obviously

**Question:** Will the DFS filling the TB01 form themselves in some kind of database that may have or that is provided to them by MC? or will the CCEs inform the DFS and after informing them fill the TB01 form themselves?

**Answer:** Detail explanation is given in SOW but for your information that PPM Hub after getting notification from GPs will enter the basic details of patients in the database and will then call to concerned DFSs for formal registration in the TB01 form. DFSs have their access to online DHIS2 software where they will enter the patients details.

**Question:** Will MC itself be developing a database or is it required from the consulting firm to prepare this database?

**Answer:** As explained for operating of PPM Hub the firm has to develop its MIS system which will be contributing to the DHIS2 software.

**Question:** If the consulting firm is required to develop this database then would MC be paying for the cost of the database development?

**Answer:** Yes

**Question:** From our understanding this will development of a software and database that will generate alerts to PPM staff to call and text the patients for follow up, is MC preparing such a software which shall be given to the consultant if not would it be paying the cost for the development of the software?

**Answer:** Answered above

**Question:** Is it mandatory to provide unit costs as for certain costs it may be possible such as HR but for some it may not be possible and Lumpsum would have to be provided?

**Answer:** You can manage it.

**Question:** Lumpsum costs are acceptable? Such as overall consultation charge of the firm for providing these services?

**Answer:** No, please submit the overall budget on the designated format.

**Question:** Is there a specific percentage of indirect cost that can be added, some pay 5%, some 7% while some mostly US pay 14% what's is MC policy regarding it, will it be following Global funds policy on this?

**Answer:** Indirect cost is not acceptable in this tender

**Question:** Costs have to be provided for 1 year period?

**Answer:** It is recommended to provide the monthly break-up for the initial 3 months period.

**Question:** Rental costs for the office are not acceptable?

**Answer:** Office? PPM Call center room monthly rent is chargeable.

**Question:** Utilities for the not acceptable?

**Answer:** No, You can mention in the budget.

**Question:** Software costs are not acceptable including antivirus, data protection software's or programs, development of database or specific software's for Hub?

**Answer:** Mention in the budget breakup as separate headings.

**Question:** Usually in consultancy contracts, both the client and consultant agree on a certain cost and on the basis of contract the consultancy amount is paid. The contract states that “(vi) properly reimbursable expenses (if any) incurred along with receipts for such expenses (if applicable) for all individual expenses exceeding \$25” so would the consulting firm have to submit invoices on the basis of expenses incurred rather than a fixed cost contract. This would be more like a project rather than a consultancy. Please share your thoughts on it. Please share your thoughts on this.

**Answer:** Based on the SOW the MC will be responsible to reimburse the amount as per Agreement and that policy document. On the basis of Technical and Financial proposals the evaluation committee has the discretionary power to decide it.

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