# Frequently asked questions (FAQs)

**FAQs related to Proposed Study in the Pharmaceutical and Health Care Sector in Delhi and NCR Region**

**Q1. While the detailed process for sampling is explained in the RFP, are there specific facilities/ hospitals/ centers that the Commission has identified for the study? What would be the process for selection of samples?**

Ans. Methodology for sampling will be provided by Competition Commission of India (CCI) and sample selection shall be done by the Agency in consultation with the CCI. However, final decision in this respect lies with CCI.

**Q2. Does the proposed sample account for Non-response?**

Ans. Yes, the proposed sample size accounts for Non-response, which is allowed maximum up to 10%.

**Q3. Is it permissible to know the outer limit for the budget for the proposed study as per the CCI norms?**

Ans. No.

**Q4. What type of support CCI will provide in case of non-response, rejection, non-cooperation and no-availability of selected clients/units?**

Ans. The Commission will provide facilitation support through letters in accordance with para 12 of the RFP.

**Q5. Do the Agencies need to cover referrals in prescription patterns?**

Ans. Yes.

**Q6. Does the Agency need to develop full questionnaires as part of the proposal or only structure and key areas to be covered shall be sufficient?**

Ans. The Agency should submit the outlines of questionnaires for different stakeholder groups with the proposal.

**Q7. Due to confidentiality restraints, it may not be possible to provide the copies of work order/completion certificates for past experience and current work in hand, so is it possible that the Agency can submit redacted versions and/or provide details to the extent possible?**

Ans. Yes, provided that requisite information for verifying pre-qualification criteria is available.

**Q8. In the case of a Private Limited Company gets converted into LLP, whether the number of years would be counted from the date of incorporation of the private limited company or for the LLP, while scoring for the number of years for which the Agency has been in existence?**

Ans. In such cases, the number of years would be counted from the date of incorporation of the Private Limited Company for the purpose of scoring for the number of years for which the Agency has been in existence.

**Q9. Whether information for all stakeholders is to be gathered through a combination of qualitative and quantitative information collection techniques?**

Ans. Yes.

**Q10. Whether the sample for the pilot study would be drawn from few selected districts of NCT Delhi or from whole of NCT Delhi?**

Ans. Sample for the Pilot survey would be drawn from whole of NCT of Delhi

**Q11. RFP mentions that for sample units outside Delhi NCR, the data has to be collected through email/by post. Given the scope of the study is Delhi NCR, what kind of information is envisaged to be sought from outside of Delhi NCR region?**

Ans. There might be some pharmaceutical companies/medical implant companies / insurance companies / TPAs which are located outside Delhi/NCR but providing services / supplying products in Delhi NCR. Therefore, data from these entities needs to be collected through email/post.

**Q12. Is the data collected during the Pilot study will have to be submitted?**

Ans. Yes.

**Q13. Define other hospitals category under Government and Other Private Hospitals.**

Ans. For the purpose of RFP, "Other Hospitals" means Government hospitals other than major hospitals. For further reference, please see para - 2.4.1.

**Q14. Does the Agency need to consider only the insurance companies located to the specified region or entire India?**

Ans. Entire India.

**Q15. In case of Non-response, whether the sampling unit will be substituted with another unit or CCI would issue a directive insisting/compelling the sampling unit to provide the requisite unit?**

Ans. Substitution of sampling unit is allowed to the extent that non-response will remain within the permissible limit of 10%. All substitutions shall be done in consultation with CCI.

**Q16. Table 7.1 mentions amount the requirement of submitting bank guarantee of the same amount. Please clarify, is it 10% & 30% as provided in payment column?**

Ans. In terms of Table 7.1 of the RFP, bank guarantee of an amount equal to 10 per cent of the total cost of the project needs to be submitted for the purpose of remittance of advance payment for execution of Phase I (Pilot Study). Another bank guarantee of the amount equivalent to 30 per cent of the total cost of the project would be required for the purpose of remittance of commencement fee for executing Phase II (Main Study).

**Q17. Whether the Power of Attorney authorizing a person to sign the document needs to be given on a stamp paper or on the letterhead of the organization / agency?**

Ans. Power of Attorney on the letterhead of the organization / agency with proper seal would suffice.

**Q18. Reference para 2.2 of the RFP (page no. 4) relating to scope of the study mentions about understanding the prescription and referral pattern of Hospitals and Medical Practitioners. Study of prescriptions issued by GPs and hospitals would be a challenging task for the agency. Please provide clarification on this.**

Ans. The Agency may conduct a sort of exit interview of the patients for understanding the prescription and referral pattern. During the survey, the patients may be explained that no individual information would be divulged, only the aggregate figures would be published.

**Q19. Whether the conditions relating to EMD and performance bank guarantee can be relaxed in view of General Financial Rules 2017?**

Ans. No. The Agency has to fulfill both the conditions.

**Q20. Clarification as regard to section 9.2.1 (b) Number of Projects in Health, Demography and Pharmaceutical Sector, Page 20 of RFP.**

Ans. Section 9.2.1 (b) should be read as:

| No. of Projects | Marks |
|---|---|
| 2 - 3 | 6 |
| 4 - 5 | 7 |
| More than 5 | 8 |