

Sr. No.	Bidders Query / Clarification	IFTAS Response
1	Telemedicine consultations: Q: How many number of telemedicine consultations to be done per year? –	As many required, for employee and his family – Self, Spouse up-to 2 Children and parents
2	How many number of ambulances would be required?	As many required, charges shall be paid.
3	Type of ambulances to be provided ALS/BLS?	Depends on the medical circumstances
4	Do we need to station the ambulance 24/7 at your offices' premises or services provider may send the ambulance as and when required?	As & when required
5	Would it require to provide Paramedic services while transferring patient from your office location / employee residence to Hospital?	Depends on the circumstances
6	Lab testing at home and / or at the center: 1. How many tests to be done?	As many required; shall be paid by company
7	What all the type of lab tests to be made available?	This is basically for Covid 19 related testing
8	Is the tender submission date is getting extended or the date is fixed as per RFP on 16th August 2021?	Final date of bid submission has been extended to Friday, 27th August 2021 on or before 5:00 PM IST.
9	(a) Telemedicine consultation and prescription (Audio/Video) with an MBBS doctor - We can provide the commercial for the same.	OK
10	(b) Ambulance Access for any emergency - Do you want us to provide ambulance service or assistance	Assistance
11	(d) Lab testing at home and / or at the centre: Do you want us to provide Testing service or assistance	Testing service
12	(c) Assistance for hospitalization: This is subject to bed availability at Apollo Hospitals Only	OK
13	(a) Provide guidance relating to testing centers and process: Assistance can be provided to Apollo Diagnostics centre PAN India	OK
14	(b) Tele-consultation with a physician for a prescription or evaluation: Similar to point no.	OK
15	(c) Appointment follow-up through with the centers: Point is not clear request if this can be briefed further.	End to end Testing service
16	(d) Post results follow up and guidelines on next steps : Follow up consultation can be taken by the patient directly or it is required to call the patient back for follow up consultations	Follow up consultation can be taken by the patient directly; However, On case to case basis, for Senior Officials we may need follow ups from your end
17	(e) COVID ambulance transfers, coordination of medical test and general helpline: This is maintaining Contact Centre dedicatedly for IFTAS employees or it's just an assistance.	Assistance

18	(f) Return to Work Assessments – Online Assessments, Onsite Screening and Incident Managements : Onsite Screening is it paid by employees directly or commercial to be included in the proposal	To be billed to IFTAS separately
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