

Queries received via email/letters before Pre-Bid Meeting on 13.03.2026 and after Pre-Bid Meeting as Concurrence to the Request Made

The Queries Raised, Clarifications Sought by the Representatives of the Bidders and the Corresponding Responses are Set out Below:

SI No.	Tender Document	Clause	Questions	Response
1	RFP	5 B i	To replace the Clause with the following: i. Relevant Sectoral Experience The bidder/team must have a proven track record in the healthcare and health financing domain, with at least 3 (three) completed consultancy assignments in the last 5 (five) years in any two or more of the following areas: a. Health insurance scheme design. b. Actuarial modelling and financial projections. c. Health Benefit Package (HBP) design or revision. d. Public health programme implementation or evaluation. e. Advisory services for Government health schemes (e.g., PM JAY, State health insurance or assurance schemes).	No Amendment
2	Service Contract	4.3	The Consultancy Firm shall require to set up a Project Office at a convenient place in Shillong for ease in coordination with the State Nodal Agency.	No Amendment
3	RFP	27 E	Clarification on Scoring Methodology and Evaluation Criteria	There is no scoring methodology or evaluation criteria of the technical eligibility. The successful bidder shall be determined on the basis of the Least Cost System (LCS) method.
4	Service Contract	4.4	Clarification on Team Structure, roles and manpower requirements	Clause is amended through Addenda/Corrigendum issued Dated 16.03.2026
5	Service Contract	3	Could the State Nodal Agency clarify whether the study is expected to include evaluation of previous MHIS phases (I–VI), or only focus on MHIS Phase IV onwards under PM-JAY convergence?	Preferably the bidder may study the different implementation phases of MHIS. For the purpose of HBP evaluation, refer to clause 3.3.1.2 of the Service Contract
6	Service Contract	3.4.1.1.3	Will the consultancy be expected to conduct primary field research, such as beneficiary or hospital surveys, or will the study rely primarily on secondary administrative and claims data provided by the State Nodal Agency?	There may be a requirement to obtain primary data as well.

7	Service Contract	3.2	For the evaluation regarding the inclusion of government employees and pensioners, does the client anticipate a full actuarial costing and design of benefit structure, or only a policy feasibility assessment?	Actuarial Costing and design of benefit structure along with a policy feasibility assesment is required. Clause 3.2.5.1, 3.2.5.5 of the Service Contract can be referred to
8	Service Contract	3.5	Is the consultancy expected to design alternative insurance models or scenarios (for example, insurance model, trust model, or hybrid approaches), or only evaluate improvements within the current MHIS framework?	As per the terms under the scope of service, it is only required to evaluate improvements within the current MHIS framework.
9	Service Contract	3.3.1.4	Does the evaluation of Health Benefit Packages (HBP) require a clinical review of procedures, or is it limited to cost and utilization analysis of existing packages?	Refer to Clause 3.3.1.4 of the Service Contract
10	Service Contract	3.3.1.2	Will the State Nodal Agency provide access to historical MHIS claims data, beneficiary databases, and hospital empanelment data for the purpose of analysis?	Yes
11	Service Contract	3.3.1.2	Could the client specify the number of years of claims and utilization data that will be made available for analysis?	As given in Response SI no. 5
12	Service Contract	3.4	Will the consultant be required to develop actuarial or financial projection models as part of the premium-sharing mechanism evaluation?	Yes
13	RFP	5(A)	Could the client confirm whether consortium bids or joint ventures are permitted under this RFP?	Consortium/Joint Ventures are permitted to participate and submit the bid as an individual bidder and subjected to requirements under Clause 5 of the RFP
14	RFP	5(A)	Can a consultant be insurance broker, if yes, will the insurance policy / scheme be placed through the insurance broker?	Subject to the Pre-qualification Criteria and Eligibility of Bidders as given in Clause 5 of the RFP.
15			Is any tpa involved in current year or managed by direct insurer	The current MHIS 6 policy is implemented by an insurer without the services of a TPA
16			What Platform is used to manage endorsement data and Cd statement	Query lack clarity and finds no relevance to the terms of the RFP and the Service Contract

17	Service Contract	3.2.5.2.3	What are various sources for data collection	Beneficiary database under MHIS and PMJAY is approximately 6.9 lakh households. Souce of Household database: SECC, Electoral Roll, NFSA, RSBY, ASHA,AWW,AHW Claims data and utilisation records under MHIS-PMJAY. Data from Government departments such as the Directorate of Health Services (MI) and other government departments.
18	RFP	5 B i	Clarification if consideration can be made for additional relevant domains such as Health Financing and Blended Financing as one of the specified areas under the scope of eligible experience for bidders, as these areas are closely aligned with health insurance scheme design and financing mechanism.	No Amendment
19	RFP	5 B ii	Clarification if consideration can be made ongoing for consultancy assignments that have been under implementation for at least two(2) years, as several government and multilateral engagements are multi-year projects and may still be in progress at the time of bid submission.	No Amendment
20	RFP	5 B i	Clarification on whether relevant sections/pages of the contract or work order that clearly highlight the scope of work would suffice instead of submitting the entire contract document.	Documentary Evidence would mean Work Order/Completion Certificate as specified
21	RFP	5(A)	Clarification on whether consortium/joint venture participation is permitted under this RFP	Consortium/Joint Ventures are permitted to participate and submit the bid as an individual bidder and subjected to requirements under Clause 5 A of the RFP

22	RFP	26	Clarification of the evaluation criteria and request sharing of the marking and evaluation criteria to evaluate Technical Proposals, including the distribution of marks across different parameters, to enable bidders to prepare their technical proposal accordingly. Additionally, clarification is sought if any minimum qualifying marks is required in the Technical Evaluation for a bidder to be considered for opening of the Financial Proposal	There is no scoring methodology or evaluation criteria of the technical eligibility. The successful bidder shall be determined on the basis of the Least Cost System (LCS) method.
23	RFP	Pg 2	Clarification if the submission deadline can be extended by 2 weeks	No Relaxation on the Timeline as highlighted at the Pre-bid Meeting.
24	Service Contract	3.2.5.2	Clarification on whether the selected consultant will be provided detailed historic data for MHIS(Phase 1-6), including enrollment trends, claim experience, claim ratios, package utilization, and district-wise scheme performance.	Yes, available data with the SNA,MHIS will be shared.
25	Service Contract	3.2.5.2	Clarification on whether the consultant will have access to PMJAY claims and utilization data for Meghalaya for comprehensive analysis.	Yes, available data with the SNA,MHIS will be shared.
26	Service Contract	3.5	Clarification on whether the consultant is expected to undertake actuarial projections and premium estimation for the proposed MHIS - 7 framework or only provide policy recommendations.	Successful Bidder is required to execute services as mentioned in Clause 3 of the Service Contract
27	Service Contract	3.5	Clarification on whether the Government is considering continuation of MHIS Phase 7 under Insurance Model, Trust Model or Hybrid Model, or whether the consultant is expected to evaluate and recommend the most suitable structure.	As per the terms under the scope of service, there is no requirement to evaluate other modes of implementation.
28	Service Contract	3.5	Clarification on whether the consultant is expected to design a separate health insurance model for the Govt employees beneficiaries or integrate them within the existing MHIS beneficiary pool.	The consultant shall design a health insurance model to integrate Govt employees into the existing MHIS framework.
29	Service Contract	3.4.1.1.3	Clarification if the consultant will be required to conduct stakeholder consultation(insurer, hospitals,TPAs, government departments), or will such consultants be facilitated by the SNA,MHIS.	Yes consultant will be required to conduct applicable stakeholder consultations, the SNA,MHIS shall provide assistance with regard to the consultant's coordination with other stakeholders.

30	Service Contract	3.2.5.2	Clarification on whether consultant will be provided empanelled hospitals data including utilization patterns, package-wise claims and hospital performance indicators?	Yes, available data with the SNA, MHIS will be shared.
31	Service Contract	3.3.1.2	Clarification on whether the consultant will be given access to financial performance data of the scheme, including premium paid to insurer, claims ratios, administrative costs and government expenditure.	Yes, available data with the SNA, MHIS will be shared.
32	Service Contract	3.5	Clarification on whether the scope of work includes support implementation of MHIS Phase-7 or whether the assignment concludes after submission of policy recommendations and the final report.	As given in Clause 3.5 of the Service Contract
33	Service Contract	3.5	Clarification on expected deliverables, whether the consultant is required to submit policy design framework, financial projections, implementation roadmap and draft tender framework for future scheme implementation.	As given in Clause 3.5 of the Service Contract
34	RFP	27, E.	We request the Authority to kindly consider adopting a QCBS evaluation methodology with a minimum weightage of 80:20 (Technical: Financial), in place of the L1 selection approach. This request is made given that DEA's Model RFP for Selection of Consultants prescribes QCBS as the preferred mechanism to ensure that the most technically qualified and competent Consultant is selected. Given the complexity and sensitivity of the assignment, a QCBS framework would help safeguard the quality of services and ensure that the project is implemented effectively.	No Amendment on the method of bid evaluation. Terms mentioned in Clause 26 and 27 of the RFP shall not be amended.
35	Tender Notice	NA	We request the Authority to please extend the bid due date to 30.03.2026, to allow us to submit a quality proposal.	No Relaxation on the Timeline as highlighted at the Pre-bid Meeting.
36	Service Contract	4.3	We understand that the project team will not be deployed at the client location for the duration of the project. We request the Authority to kindly confirm the same.	Physical presence is required for meetings, consultations, workshops, or review sessions as may be decided by the SNA.

37	Service Contract		<p>We request the authority to please insert the below mentioned clause: The State Nodal Agency (and any others for whom Services are provided) shall not recover from the Consulting Agency, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, punitive or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. he State Nodal Agency (and any others for whom Services are provided) shall not recover from the Consulting Agency, in contract or tort, including indemnification obligations under this contract, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.</p>	Not Acceptable
38	RFP	14	<p>We request the authority to amend the clause as mentioned below:14. WAIVER AND RELEASE BY BIDDERS It will be deemed that by submitting a Bid, each Bidder agrees and releases the State Nodal Agency its employees and advisors, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the Tender Documents and/or in connection with the Bidding Process, to the fullest extent permitted by applicable law and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or in future except for any claims as may be determined by a court of competent jurisdiction.</p>	Clause is amended through Addendum/Corrigendum Dated 16.03.2026

39	Service Contract	4.9.2	<p>We request the authority to delete the clause and replaced with below clause: Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 3 years from the date of termination of this Agreement.</p>	No Amendment or Deletion of the Clause
40	Service Contract	4.11	We request the authority to delete the clause	No Amendment or Deletion of the Clause
41	Service Contract	4.9.1	<p>We request the authority to delete and replaced with below mentioned clause: The Consultancy Firm may use data, software, designs, utilities, tools, models, systems and other methodologies and know-how ("Materials") that it owns in performing the Services. Notwithstanding the delivery of any Reports, the Consultancy Firm retains all intellectual property rights in the Materials (including any improvements or knowledge developed while performing the Services), and in any working papers that the Consultancy Firm compiles and retains in connection with the Services (but not information provided by State Nodal Agency reflected in them).</p>	No Amendment

42	RFP	Clause 1 (f) of Annexure A	<p>We request the authority to amend the clause as mentioned below: f. All services, deliverables, and outputs proposed by us are free from third-party intellectual property claims, and we acknowledge that all Intellectual Property Rights (IPR) arising from the assignment shall vest exclusively with the SNA, MHIS.</p>	No Amendment
43	Service Contract	4.18.2.3.4	<p>We request the authority to amend the clause as mentioned below: 4.18.2.3.4 The Consultancy Firm and the State Nodal Agency agree that an Award may be enforced against the Consultancy Firm and/or the State Nodal Agency and their respective assets wherever situated as stated in Arbitration Award. Both the Parties to bear their own cost pertaining to the Arbitration Proceedings.</p>	No Amendment

44	Service Contract	4.2.2.2.3	<p>We request the authority to amend the clause as mentioned below:4.2.2.2.3 The termination of Service Contract for failure to become effective shall be subjected to a penal provision of 5% of the total Service Contract Fee. This penal provision shall be applicable if the State Nodal Agency opines that reasons given by the Consultancy Firm are not justified or matters related to Clause 4.5 of this Service Contract. This penal provision shall not be applicable for reasons of delay that may cause on account of delays by the State Nodal Agency. 4.6.4.2 Subject to the retention of proper professional records, Tthe Consultancy Firm shall hand over all completed and partially completed deliverables, documents, data, records, and materials pertaining to the assignment; 4.6.4.5 The State Nodal Agency shall be at liberty to engage any other agency to complete the remaining Services at the risk and cost of the Consultancy Firm, to the extent permissible under law.</p>	<p>Clause 4.2.2.2.3 is amended through issuance of Addenda/Corrigendum issued Dated 16.03.2026. No Amendment on Clause 4.6.4.2. No Amendment on Clause 4.6.4.5.</p>
45	Service Contract	4.6	<p>We request the authority to please insert the below mentioned clause:</p> <p>The Consultancy Firm may terminate this Agreement, or any particular Services, immediately upon written notice to the State Nodal Agency if the Consultancy Firm reasonably determines that it can no longer provide the Services in accordance with applicable law or professional obligations.</p>	<p>No Amendment on Clause 4.6</p>

46	Service Contract		<p>We request the authority to please insert the below mentioned clause:</p> <p>Any information, advice, recommendations or other content of any reports, presentations or other communications the Consultancy Firm provides under this Agreement (“Reports”), other than information provided by the State Nodal Agency, are for State Nodal Agency's internal use only (consistent with the purpose of the particular Services) including State Nodal Agency's board of directors, its audit committee, or its statutory auditors and not for disclosure externally outside State Nodal Agency’s organization.</p>	No Amendment or Addition of the Clause
47	RFP	Annexure A	<p>We understand that only this annexure and the supporting documents listed here need to be supported as part of the technical bid. Other documents such as approach note and key person CVs etc. need not be provided. Please confirm our understanding.</p>	Yes. Only documents as requested in the Annexure A
48	Service Contract	3.2.5.2.2	<p>Can other relevant factors which may affect the utilization (e.g. age of the insured) be considered for defining the premium rates?</p>	This is at the evaluation discretion of the Consultancy Firm
49	Service Contract	3.2.5.4.1	<p>We understand that we would be required only to design the registration process, and we would not be required carry out any registrations. Please confirm.</p>	Yes.
50	Service Contract	3.2.8	<p>Request you to please confirm whether extension of this timeline can be sought based on the project status. We foresee that the work may take more than 2 months, especially since feedback from employees' unions is to be sought and considered.</p>	No Relaxation on the Timeline as highlighted at the Pre-bid Meeting
51	Service Contract	3.4.6	<p>As above.</p>	No Relaxation on the Timeline as highlighted at the Pre-bid Meeting
52	RFP	22(A)(i)	<p>Request you to kindly allow us to submit soft copy through email instead of pen drive, since we cannot transfer documents from PwC systems to pen drives due to security restrictions.</p>	Clause is amended through Addenda/Corrigendum issued Dated 16.03.2026

53	Service Contract	4.17.2	Since the payment is subject to acceptance of the deliverables, request you to kindly delete the time-based (3 months) milestone for clarity. Only the milestone related to delivery of 3.2 & 3.3 may be retained.	No Relaxation on the Timeline as highlighted at the Pre-bid Meeting
54	Service Contract	4.2.3.4	For operational efficiency, we request that changes be effective when confirmed in writing by the State Nodal Agency, without requiring an amendment to the Service Contract. Further, the schedule is only 2 months for multiple milestones, and we will endeavour to complete the work in the allotted time but may run into roadblocks near the completion date. We therefore request that the time limit for seeking extension be changed to 1 week before the fixed date rather than one month.	Clause is amended through Addenda/Corrigendum issued Dated 16.03.2026
55	Service Contract	Contract	We request that a specified timeline may kindly be included in the contract for acceptance of the deliverables submitted by the consulting firm (e.g. deliverables to be accepted by State Nodal Agency or sent back to consulting firm for changes within two weeks of submission).	Clause 3.5 is amended through Addenda/Corrigendum issued Dated 16.03.2026
56	Service Contract	3.3	We understand that this is based on average costs collected from healthcare providers as per para 3.3.1.4. We understand that we are not expected to negotiate with healthcare providers to agree with the proposed package rates. Request you to kindly confirm our understanding.	Negotiation with healthcare providers is not required
57	Service Contract	4.5.1	Would request to provide some clarity on the acceptance criteria, timelines and process from the client.	For instance, as per clause 3.4.4, the consultancy firm requires to study social health insurance scheme with features of a co-payment/deductible/coinsurance models, if this obligation is not met then liquidated damages shall be applicable. As per clause 3.2.6 the consultancy firm is required to consult and coordinate with the various government employees' and pensioners' association in the state of Meghalaya, if this obligation is not met then liquidated damages shall be applicable.

58	Service Contract	3.2.5.4.1	Are we required to develop an IT system? Will the state be providing the required infrastructure for system development?	No. The Consultancy Firm is not required to develop an IT System.
59	Service Contract	3.3.1.3.1	Would like to have clarity on the number of such consultations to be carried out, their mode.	The consultations required with the Private Healthcare providers, district hospitals, Neigrihms will be facilitated by the State Nodal Agency. The State Nodal Agency shall identify best performing PHCs and CHCs and facilitate such consultation.
60	Service Contract	3.4.1.1.3	How will this be carried out. Will we be required to carry out door-to-door survey or some kind of secondary study.	Desirable that a sample primary data is collected and evaluated along with secondary data evaluation
61			Client is requested to limit consultant's liability to 1X of the total contract value. This is as per GFR and the guidelines issued by MeitY. It is also the normal industry practice. Client may consider including the following language: "Purchaser/Client agrees that Consultant's total liability for all claims connected with the services or this agreement (including but not limited to negligence), whether in contract, tort, statute, indemnities or otherwise, is limited to one time the professional fees paid / payable for the services. Purchaser/Client agrees that Consultant will not be liable for (i) loss or corruption of data from your systems, (ii) loss of profit, goodwill, business opportunity, anticipated savings or benefits or (iii) indirect or consequential loss."	Clause Limitation of Liability is Added through Addenda/Addendum issued Dated 16.03.2026
62	Service Contract	Contract 2.2	We request you to kindly share the results of the evaluation which was carried out for FY 2021-22.	Subjected to being selected as the Successful Bidder and signing of the Service Contract
63			While we can provide our analysis and recommendations, it would be the State Nodal Agency's responsibility to review the options, analysis and recommendations and take a decision on the insurance coverage to be given. We cannot take any decisions on behalf of the State Nodal Agency. We request you to kindly confirm whether you agree with this understanding.	Yes

64			<p>If the project is to be completed on time, it would require binding both parties with timelines to fulfil their respective part of obligations. We request you that you incorporate a deliverable acceptance procedure, perhaps the one provided by MeitY in their guidelines, or the one suggested below, to ensure that acceptance of deliverables is not denied or delayed and comments, if any, are received by us well in time. You may consider including the below simple clause:</p> <p>"Within 10 days (or any other agreed period) from Client's receipt of a draft deliverable, Client will notify Consultant if it is accepted. If it is not accepted, Client will let Consultant know the reasonable grounds for such non acceptance, and Consultant will take reasonable remedial measures so that the draft deliverable materially meets the agreed specifications. If Client does not notify Consultant within the agreed time period or if Client uses the draft deliverable, it will be deemed to be accepted."</p>	Clause 3.5 is amended through Addenda/Corrigendum issued Dated 16.03.2026
65			<p>We will be providing services and deliverables to you under the contract. We accept no liability to anyone, other than you, in connection with our services, unless otherwise agreed by us in writing. You agree to reimburse us for any liability (including legal costs) that we incur in connection with any claim by anyone else in relation to the services. Please confirm if this is acceptable.</p>	Not Acceptable
66	Service Contract	3.2.5.2.4	<p>Are we required to create a framework for achieving the same or actually carry out this beneficiary segregation exercise and creation of databases?</p>	Evaluate a beneficiary database segregation exercise and creation of a database
67	Service Contract	3.2.5.4.2	<p>We cannot take responsibility for validation of households. However, we may assess the database for possible duplicates and highlight the same to the State Nodal Agency. Please confirm if this is in line with your understanding.</p>	Yes

68	Service Contract	3.4.5	Any beneficiary-facing activities can be undertaken only with your direct involvement and with clear agreement that PwC is not acting as the public advocate of the policy change. Please confirm whether this is acceptable.	Clause is amended through Addenda/Corrigendum issued Dated 16.03.2026
69	Service Contract	3.5	PwC cannot provide any legal opinion/legal service. Trust our involvement in the preparation of Model Insurance Contract is limited to the scope/business related aspects only, and excludes the legal/contractual aspects/clauses. Request you to kindly confirm.	The Model Insurance Contract should include general terms and conditions that follow a standard contract document.
70	Tender Notice		Please confirm whether we are required to submit the demand draft even if the documents have been downloaded online.	No. Only at the time of bid submission
71	Service Contract	Contract 3.2.5.4.2	Is the term 'validate' in this clause means recommendation/suggestion basis our inputs or we are supposed to conduct an on-field exercise ?	It means recommendation/suggestion and may require limited on-field exercise.
72	RFP		Considering the extensive scope and number of clarifications sought, kindly consider granting an extension of 15 (fifteen) days to the bid submission deadline to enable submission of a comprehensive and responsive proposal.	No Relaxation on the Timeline as highlighted at the Pre-bid Meeting
73	Service Contract	3.2 & 3.4	Kindly clarify the tentative cohorts/beneficiary count to be covered under the study (e.g., government employees, pensioners, dependents, MHIS households, other beneficiary categories) to enable appropriate sampling and study design.	Refer to Clause 1.1 and 2.1 of the Service Contract
74	Service Contract	3.2, 3.3 & 3.4	Please clarify whether the study is expected to cover specific districts, facilities, or geographies within Meghalaya, or whether the coverage should be statewide in nature.	The study is expected to cover all the districts in the state. All Private Hospitals, District Hospitals and Neighrims are to be covered. For PHCs and CHCs the State Nodal Agency shall identify facilities to be covered.
75	Service Contract	3.3.1.5	The RFP requires development of Standard Treatment Guidelines (STGs), which typically fall under clinical scope. Kindly clarify whether the expectation is to develop operational SOPs aligned to MHIS implementation rather than detailed clinical STGs,	The Consultancy Firm is required to develop Standard Treatment Guidelines with relevance to the HBP as well as to focus on quality of health service delivery.

76	Service Contract	3.4.6	Kindly clarify whether pilot testing activities are expected to be completed within the 4-month contract period or if extensions may be considered.	The consultant is expected to complete the pilot test within 2 months as specified Clause 3.4.6
77	Service Contract	4.2.3.4	Please confirm whether extensions granted due to reasons beyond the Consultant's control will be provided without levy of liquidated damages.	The State Nodal Agency shall review and decide on any liquidated damage that may be applicable upon receipt of an extension request.
78	Service Contract	4.4	Kindly clarify whether key experts are required to be deployed full-time on-site or whether a hybrid deployment model is acceptable.	Refer to Clause 4.3 of the Service Contract
79	Service Contract	4.5	Kindly clarify whether liquidated damages are linked to specific delayed deliverables/milestones or applied on the total contract value irrespective of the scope of delay.	Liquidated damages can be imposed on all or any of the scope of services under clause 3.
80	Service Contract	4.5.1	Please clarify how non-performance is defined. Would partial submission or submissions requiring revisions be treated as non-performance or only complete failure to deliver?	Refer to Clause 4.5 of the Service Contract and further amendment of Clause 3.5 through an Addenda/Corrigendum issued Dated 16.03.2026
81	Service Contract	4.6	In case of termination not attributable to the Consultant, kindly clarify whether payments for completed and accepted deliverables will be released on a pro-rata basis.	No Pro-rata basis payment will be made.
82	Service Contract	4.17.2	Kindly clarify whether payments are linked to formal written acceptance of deliverables by the State Nodal Agency or on the submission of the deliverables.	Payment will be subjected to acceptance written acceptance by the State Nodal Agency as given in 4.18.2.3 in the Service Contract
83	Service Contract	4.3	It is requested to remove this clause for wider participation.	No Amendment or Deletion of the Clause

Sd/-
Ramakrishna Chitturi, IAS
Chief Executive Officer,
Megha Health Insurance Scheme
Government of Meghalaya.