

F.No.01-19//2019/IT
GOVERNMENT OF PAKISTAN
MINISTRY OF NATIONAL HEALTH SERVICES,
REGULATIONS AND COORDINATION
3rd Floor Kohsar Block Secretariat, Islamabad

SUBJECT: MINUTES OF PRE-BID MEETING FOR HIRING OF THE SERVICES OF SERVICE PROVIDERS FOR TELEMEDICINE (NRIFC KARACHI & IHITC ISLAMABAD)

A meeting was held in the Committee Room of Ministry of National Health Services, Regulations & Coordination, Islamabad on 27th May, 2025 AT 11:00am regarding the Project "Hiring For The Services Of Service Providers For Telemedicine (NRIFC Karachi & IHITC Islamabad)"

List of Participants is attached in **Annex A**.

Proceedings of the Meetings

Deputy Secretary (Admn – II), M/o NHR&C welcomed the auspicious participants and introduced them to the vision of M/o NHR&C on Telemedicine. Pakistan's health sector is witnessing a transformative milestone as the Ministry of National Health Services, Regulations, and Coordination takes a major step toward the formal launch of telemedicine services in the country.

1. Elephant Healthcare

The representative of Elephant Healthcare asked about number of consultations and diseases. The query was addressed, that consultancy firm should have prior experience with complete pool of doctors and paramedics. Baseline is 50,000 consultations per day with medicines and delivery.

The service provider will setup complete system on our premises in KHI & ISB including control & reporting room – operations including hiring of Doctors, hiring management staff, call center agents, Local health workers, providing servers Cloud and in premises both HIPAA compliant with call center solution, One patient One ID data collection and integration, medicine warehousing and delivery.

2. OLADOC LAHORE

The representative of OLADOC inquired about the pharmacy services. The query was addressed that distribution, hosting, and call center cost will be included in the cost of the proposal. However, pharmacy is not capped in the project. The firm should have their warehouse of medicines / pharmacy and home delivery system.

3. SME Global Lahore / Islamabad

The representative of SME Global inquired for establishment of call center will cost high rather using Artificial Techniques. The query was replied by MoH representative that there initially there is mix of patients and diseases. Some patients can't even communicate their symptoms therefore A.I will cannot be used at this stage. In addition to this there are language barriers also.

The call center agents will be trained and must / communicate in all regional languages spoken in KHI/ISB and medically trained for primary patient triage.

4. Hr. Hamza – Meri Sehat

The representative of Meri Sehat inquired about Tech 5, 6 which was addressed that Tech 1,2,3,4 are relevant only. The marketing campaign, HIPA Compliant Servers, Cloud Servers Backup and In premises backup will be responsibility of firm. 05 years backup record should be maintained and shared with Ministry.

Hotline number acquisition, website, app, servers, complete equipment, medical gadgets till medicine delivery all will be responsibility of Service provider.

Other Points discussed and decisions taken:-

1. Tender opening date is 5th June, 2025 which can be rescheduled due to Eid holidays
2. Quality Control mechanism will be developed to check quality and frequency of issued drugs
3. The project Management Unit will be established at M/o NHSR&C, Islamabad
4. Payment Scheduled will be developed on signing of agreement.

Meeting ended with vote of thanks

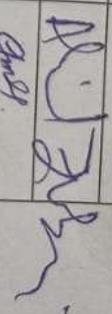
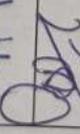
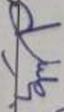
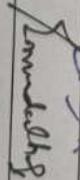
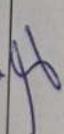


Annex A

List of Participants

MEETING ON TeleMedicine

Date: 27th May, 2025

S.no	Name & Designation	Department	Cell/ email	Signature
1	Abid Zubairi	oladoc	abid@oladoc.com	
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