

Interview Schedule for the Private agency: / NGO Director /CEO /Managers

- 1. Mission and objectives of the agency?**(if a handbook or annual report of the agency is available please collect a copy of it)

2. Ownership profile

- a) Qualification of the owner(s)**

- b) Total number of years in the business**

- c) Prior experience in health sector**

- d) Source of finance**

- e) Profile of the board of directors**

- f) Does the Company/Agency provide services in health sector in any other part of the region, state or the country?**

g) Any other relevant background information

3. What is the objective/motive behind taking up “partnership” contract with the government?

4. What is your experience with the government while negotiating the service delivery (partnership) contract, on the following aspects:

i) Terms and conditions (TOR) related to the call for proposal till processing and award of service contract.

ii) Terms and conditions related to the delivery of services including the definition of services and the quality of services.

iii) Terms and conditions related to the cost/tariff fixation, billing, and reimbursement methods.

iv) Terms and conditions related to the infrastructure support and mutual obligations

v) Terms and conditions related to beneficiaries (inclusion and exclusion of patients)

vi) Transparency and fairness in the award of service contract.

vii) Rigorousness in screening, short listing and in negotiating service contract.

viii) Timeliness and promptness in the completion of procedures, before and after service contract.

ix) Willingness to accept modifications and changes in the service contract.

5. Do you think that TOR and the procedure followed in the award of the contract, was overwhelmingly in favour of the government or was there any balanced mutuality of benefits?

a) If, it was in favour of the government, kindly explain?

6. What were the benefits you expected for your organisation from the service contract, in terms of:

a) Monetary benefits(Profit from Business)

b) Recognition and the reputation

c) Future business opportunities

d) Community services to the poor

e) Tax incentives

f) Any other anticipated benefits

7. Have you been able to achieve/realize the benefits of this services contract which you have initially anticipated?

a) What are the benefits you have been able to achieve?

b) **What were the benefits you have not been able to achieve?**

8. **Do you think there are sufficient incentives for the private agencies/NGOs to apply for the Partnership service contract?**

a) **If the incentives are not sufficient, what type of incentives you would like to give?**

9. **When you entered into a contract for health services with the government did you feel that you are taking any kind of risks (in terms of corruption, non reimbursement of dues, etc.)?**

10. **Are there any constraints and bottlenecks you faced while delivering the services?**

a) **If so, what were the bottlenecks?**

11. Are there any other areas in which the government could seek partnership with the private agencies or NGOs?

12. What is the degree of satisfaction for you in the partnership contract on the following aspects of service, (Use tick mark (√) against the appropriate column, if your satisfaction level is below 10% tick mark (√) the last column, and if, your satisfaction level is above 90% then the first column against the relevant service attribute)

Satisfaction level

Aspects of services	← (High) More than 90%	(5) More than 80%	(4) More than 60%	(3) More than 50%	(2) Less than 40%	(1) Less than 20%	(Low) Less than 10% →
Volume of patients (business volume)							
Profit Margins							
Operational expenses							
Functional autonomy							
Availability of Support amenities(water, power, etc)	Available						Not Available
Access to public health centre resources	Possible						Not possible
Supervision and monitoring from public managers	Strict						Lenient
Enforcement of quality norms							
Interpretation of the beneficiaries categories	Strict						Lenient

Payment / reimbursement system	Regular						Irregular
Termination of agreement clauses	Rigid						Flexible
Exit options	Rigid						Flexible
Staff	Support						Opposition
Union	Support						Opposition
Administration	Support						Opposition
Political stakeholders	Support						Opposition
Additional expectations of the public agency beyond the contract	Realistic						Unrealistic
Co-ordination (and conflicts) between our agency and the public agency	Well coordinated						Poorly coordinated
Sharing of medical records and documentation	Well coordinated						Poorly coordinated
Any other							