

# Pre-BID Response & Clarifications

F4.2(611)/RISL/Tech/2023

Dated: Sign Date

Tender ID: 2024\_RISL\_409633\_1

RISL has issued the following Pre-Bid Responses & Clarifications for the Tender of the RFP for design, development, implementation and maintenance of IHMS 2.0.

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
1	20	3	Turn Over from IT/ITeS Projects : The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects in India. (For 2023-24 Financials not yet completed, submission of Provisionals with CA Certificate)	Please refer to Updated Clause in RFP
2	20		<p>Technical Capability &amp; Experience : The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of</p> <p>One (1) Project of value not less than INR 30 crores  OR two (2) Projects of value not less than INR 19 crores each  OR three (3) Projects of value not less than INR 15 crores each</p> <p>The ongoing projects should have reached the steady state of operations as on the date of</p>	<p>The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of</p> <p>One (1) Project of value not less than INR 75 crores  OR two (2) Projects of value not less than INR 50 crores each  OR three (3) Projects of value not less than INR 25 crores each</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	Please refer to Updated Clause in RFP

Validity unknown Signature valid

Digitally signed by S. Krishna Tripathi

Designation : General Director

Date: 2024.09.03 15:34:15  
Reason: Approved



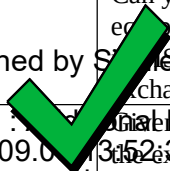
# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			submission of bid.		
3	39	4.8.9	Evaluating the IT Infrastructure readiness of all government healthcare facilities of the state.	The clause is vague regarding the evaluation process. Please clarify the specific criteria for evaluation, whether physical assessments are required?	Please refer to Updated Clause in RFP
4	39	4.8.13	The Selected Bidder shall be responsible for the preparation of IT Infrastructure Readiness report for the healthcare facilities in the state which shall contain details of IT assets deployed at the end-user location within a healthcare facility. The IT assets shall include details of Internet Connectivity, Local LAN bandwidth, Desktops deployed, Availability of Wi-Fi, IT Accessories (Printer, Barcode Printer, Barcode Scanner, etc).	Please clarify if the Selected Bidder shall be required to physically visit each healthcare facility to collect the IT asset details, or if the information may be obtained from existing records; If we need to physically verify, will this costs be reimbursed at actuals for the same ?	Please refer to Updated Clause in RFP
5	41	4.10.6	The Selected Bidder shall deploy the IHMS 2.0 application in a single phase across all healthcare facilities in the state.	Given the complexity of deploying the IHMS 2.0 application across all facilities in a single phase, may the deployment be conducted in multiple phases instead? A phased approach would facilitate better planning, resource allocation, and risk management during the rollout. Please confirm if this adjustment is permissible.	Please refer to Updated Clause in RFP
6	45	4.12.1	The Selected Bidder shall obtain a "Safe to Host" certification for the IHMS 2.0 application.	Can the department clarify whether the costs associated with obtaining the "Safe to Host" certification will be borne by the department, considering this is a department-specific product	Refer to Clause 4.12.4 of RFP
7	49	4.18	Equipment Integration requirements.	Can you provide a list of the specific equipment types that need to be integrated with IHMS 2.0? We understand it is primarily a data exchange or is there any other kindly clarify.	As Per RFP
8	54	4.26	The payment schedule outlined in the RFP, percentages for each phase of the project.	Could the department consider	As Per RFP

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Digitally signed by S. Krishna  
Krishnatri

Designation : Special Director  
Date: 2024.09.05 15:34:18 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				adjusting the payment percentages to better align with the project phases and deliverables? A revised schedule reflecting these can be considered.	
9	71	5.14	Average Annual Turnover scoring criteria: - Min INR 120 Cr : 05 Marks - >INR 120 Cr and <= INR 300 Cr : 08 Marks - >INR 300 Cr and <= INR 500 Cr : 12 Marks - >INR 500 Cr : 15 Marks	Given that the scope of the project is approximately INR 40 crore : The following can be considered Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects.  Min INR 120 Cr :05 Marks >INR 120 Cr and < = INR 140 Cr :08 Marks >INR 140 Cr and < = INR 150 Cr :12 Marks > INR 150 Cr :15 Marks	Please refer to Updated Clause in RFP
10	71	5.14	The Lead Bidder should have experience in IT/ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services)  Min 5 years :05 Marks > 5 years and <= 10 years :07 Marks > 10 years :10 Marks	The Lead Bidder should have experience in IT/ITES projects  Min 5 years :05 Marks > 5 years and <= 10 years :07 Marks > 10 years :10 Marks	Please refer to Updated Clause in RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
11	71	5.14	The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of  Min INR 20 Cr : 04 Marks > INR 20 Cr and <= INR 50 Cr : 07 Marks > INR 50 Cr :10 Marks	The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of  Min INR 25 Cr : 04 Marks > INR 25 Cr and <= INR 50 Cr : 07 Marks > INR 50 Cr :10 Marks	Please refer to Updated Clause in RFP
12	72	5.14	The Bidder should have the following valid certification: • CMMi Level –III : 03 Marks • CMMi Level – V : 05 Marks	The Bidder should have the following valid certification: • ISO 9001:2015 : 03 Marks • CMMi Level – III or above: 05 Marks	As Per RFP
13		General	There is no mention of a development environment in the RFP document.	Will the department provide a development environment for the implementation of IHMS 2.0? If so, what are the specifications and requirements for t	As Per RFP
14		General	There is no mention of who will procure the licenses for analytics dashboards in the RFP.	Will the authority procure the licenses for the analytics dashboards, and will these be provided to the Selected Bidder during the development phase? This clarification is essential for understanding the overall project cost and res	As Per RFP
15	111	8.1.6	A centralized Clinical Document Repository (CDR)	What will be the deployment mode on-premises, cloud or hybrid?	As Per RFP
16	111	8.1.10	The IHMS 2.0 application shall cater to all functional features of the existing IHMS application without exception	What extent will the company that wins the bid have access to the iHMS 1.0 codebase?	Refer to Section 4.7 of RFP
17	112	8.2.3	The Registries required to manage Health Facility, Health Professionals shall be maintained	What is RajMaster application? Did the bidder get the access or demo something to	Will be provided to the Selected Bidder

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Digitally signed by S. Krishna  
Krishna  
Designation : Senior Project Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

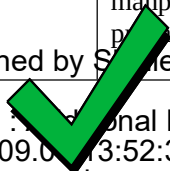
S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			by RajMaster application and IHMS2.0 will integrate with RajMaster to access the same.	understand the system?	
18	112	8.3	Clinical Document Repository	Will the information be in the digital format, or digitization is the part of scope?	As Per RFP
19	112	8.3	One of the key features of the Repository would be to ensure the original meaning of the information through terminology mediation allowing multiple codes to be linked to each other providing a true longitudinal view of the information.	ICD – 10 coding is also a part of scope?	Refer to Clause 8.17.1 of RFP
20	113	8.3.7	Colour-coded alerts for prioritizing patients to be attended shall be set for patient examination, investigations, referral, and general instructions.	Creating a ML model to make the prioritization decision is also a part of scope? If yes will the bidder get data to train the model?	As Per RFP
21	20	PQ # 2	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.	Business Turn Over as per Audited Financial Statements will not have bifurcations under so many business heads. Hence, may we kindly request you to amend this clause as:-  The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS business in India.	Please refer to Updated Clause in RFP
22	20	PQ # 4	The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 30 crores OR two (2) Projects of value not less than INR 15 crores each OR three (3) Projects of value not less than INR 15	For a wider participation in interest of RFP, may we kindly request you to amend this clause as per following?  The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects with Central Government / State Government / PSUs in the last seven (7) years in India comprising minimum of One (1) Project of value not less than INR 30 crores	Please refer to Updated Clause in RFP

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			crores each The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	OR two (2) Projects of value not less than INR 19 crores each OR three (3) Projects of value not less than INR 15 crores each The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	
23	27	4.2	A list of applications that require to be integrated with IHMS 2.0 are provided in section 8.11.	We request you to clarify if all the relevant APIs (Inbound / Outbound as per the functionality) are provided by client. Liasoning to be done by client. Please confirm	Refer to Section 8.11 of RFP
24	29	4.3.12	Facilitate the Go-Live and implementation of all modules of IHMS 2.0 in all health facilities of Rajasthan.	We request you to let us know the number of health facilities where roll-out of the application has to be done.	Please refer to Updated Clause in RFP
25	34	4.5. Deployment of Manpower	The Selected Bidder will be required to deploy the IHMS 2.0 application development team onsite in Jaipur at his/her own / rented premises with all requirements of application development office needs during the development / customization / deployment / Go-live / support phase of IHMS 2.0 solution within fifteen (15) days from the date of Letter of Intent.	It is requested to extend the deployment period to 45 days from the date of Letter of Intent	Please refer to Updated Section in RFP
26	42	4.10.5.	It is intended to deploy, implement and roll-out IHMS 2.0 in a single phase across the healthcare facilities of the state. The healthcare facilities of the state comprise of the following facilities: S.No 1 to 11 --> 19441 health centers	To roll-out IHMS 2.0 across the state in 19441 health centers at once, massive coordination efforts & preparatory works are needed. Kindly let us know if the same service shall be provided by client. Else, significant number of manpower have to be deployed to ensure prepare 19441 health centers at once for roll-	Please refer to Updated Clause 4.10.8 in RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
27	49	4.15. Deliverables during the Support & Maintenance phase of IHMS 2.0	4.16. Change Request Management Services Change Request (CR) to the functionality provided under all modules of all groups (Group-1to Group-5) of IHMS2.0 may be raised by the concerned stakeholders of IHMS2.0 from timeto-time post go-live deployment of IHMS2.0.	Change Request Management Services should be applicable during the implementation phase of 2 years as well (comes into force after SRS is signedoff). Request suitable amendment to the clause	As Per RFP
28	50	4.17. Data Migration	Selected Bidder shall migrate data from existing application and database (existing IHMS application and EHR database) to iHMS 2.0 application and database. RISL will make available the data to the Selected Bidder for migration. Selected Bidder shall ensure maximum accuracy with de-duplication in the migrated data and may leverage tools mentioned in the development stack. Data migration of related modules is a prerequisite for Go-Live of the respective modules. The data migration plan and strategy are further described in “Data Migration Plan and Strategy” section of 8.16 of this RFP.	May we request client to let us know the volume and provide some insights to arrive at the quantum & efforts needed for data migration.	Please refer to Updated Annexure 9.22 in RFP
29	55	4.26.4. Project Deliverables and Payment Terms	Payment Terms for the various Groups and Milestones	<p>1. For the New Application and Solution Development, 70% is paid on milestone basis over a period of 2 years. However, 30% is paid on Opex Basis over the next 12 Quarters post Go Live.</p> <p>Also, the payments are being made at the time of go-live. This will impact cash flows. Kindly consider part payments for development</p> <p>The winning bidder will be issuing PBG as per tender clause to protect against any</p>	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
 Krishna  
 Designation : Sr. Project Director  
 Date: 2024.09.03 15:34 IST  
 Reason: Approved

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>deficiencies in services. Hence, to hold back 30% of the development cost and pay it over 3 years is not justified.</p> <p>Suggest to include 100% payment of the Development Cost on Milestone Basis during the implementation phase.</p>	
30	55	4.26.4. Project Deliverables and Payment Terms	Payment Terms for the various Groups and Milestones	<p>1. For the Existing Application and Solution Maintenance, 40% is paid on quarterly basis over a period of 12 months. The balance 60% is paid on Go Live of Group 2 of New Application Development.</p> <p>The payment for new Application development is anyways on milestone basis. Moreover, there is also LD applicable on meeting milestone timelines Linking the payment of existing application maintenance to the Go live of all modules of new application development is not justified in this scenario.</p> <p>Suggest to include equated quarterly payment for the existing application maintenance</p>	As Per RFP
31	55	4.26.4. Project Deliverables and Payment Terms	Payment Terms for the various Groups and Milestones	<p>1. For the New Application and Solution Maintenance, 8% is paid on quarterly basis over a period of 12 months. The balance 4% is paid on closure of the Project.</p> <p>Validity unknown Signature valid</p> <p>Digitally signed by S. Krishna Natri                      Designation : Sr. Director                      Date: 2024.09.03 13:52:34 +05'30'                      Reason: Approved</p> <p>The winning bidder will be issuing PBG as per tender clause to protect against any deficiencies in services. Hence, to hold back 35% of the payment till closure is not justified.</p> <p>Suggest to include equated quarterly payment</p>	As Per RFP



## Pre-BID Response & Clarifications

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				of 8.33% for the new application maintenance	
32	55	4.26.4. Project Deliverables and Payment Terms	Payment Terms for the various Groups and Milestones	<p>Adoption Support for IHMS 2.0 application Activity: Adoption support for IHMS 2.0 as provided by Application Support Engineers as defined in section 4.5.2</p> <p>Timeline: Start of deployment of Adoption team (Prior to UAT of Group-2 as defined in section 4.4)</p> <p>10% of agreed adoption cost as per Serial No. 4.8 of Financial Bid to be paid at the end of each quarter.</p> <p>Balance amount remaining in the agreed adoption team cost as per Serial No 4.8 of Financial Bid shall be paid at the end of the duration of this activity.</p> <p>Pl clarify as there is no Srl No - 4.8 in the Price Bid</p>	Please refer to Updated Clause in RFP
33	55	4.26.4. Project Deliverables and Payment Terms	Payment Terms for the various Groups and Milestones	<p>The Price Bid asks for man month rate of 8 categories of skillsets.</p> <p>The payment terms for the same is not specified in the tender.</p> <p>Suggest to have monthly payment terms for same.</p>	As Per RFP
34	55	4.26.4. Project Deliverables and Payment Terms	Payment Terms for the various Groups and Milestones	<p>Payment for Training will be made @ T1, T2, T3, T4 and T5, these being the Go Live Milestone for each of the 5 groups.</p> <p>We understand that the training for respective groups should need to be imparted @ or post go-live and not during the implementation phase. Please confirm our understanding.</p> <p>In case, training is needed to be imparted during the group implementation phase, then</p>	As Per RFP

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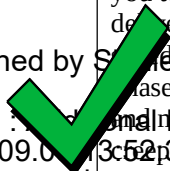
Digitally signed by S. Krishna Natri  
 Designation : Sr. Technical Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				we would request payment terms to be modified to reflect immediate payment post the training and not post group go live.	
35	55	4.26.4.	Payment Terms for the various Groups and Milestones	Request to provide payment terms for the following line items of the Price Bid:  4.2 Cost of interfacing of Diagnostic Laboratory equipment 4.3 Cost of interfacing of Imaging modality (Radiology Equipment) 4.4 Cost of integration of IoT gateway devices 4.5 Composite average man- month rates of resources to handle Change Requests during Support and Maintenance Phase 4.6 Adoption team cost for IHMS 2.0 as defined in section 4.5.2 5. Items requiring per unit rate	As Per RFP
36	56	4.26.3	Project Deliverables, Timelines & Payment Terms	Considering the vast scope of modules, we request you to increase the timeline of delivery including security audit & go-live from 6 months to 8 months.  Or Kindly provide flexibility to the bidder to adjust the delivery to ensure all modules are implemented within 24 months.	As Per RFP
37	56	4.26.3	Preparation of technical, functional, and readiness reports of all components of Group-1	In view of effective delivery governance and avoiding discussions of scope creep we request you to keep a single SRS for all modules as deliverable (thereby adjust the payment schedule) and then plan delivery in multiple phases. Multiple SRS can overlap the scope and increase probability of scope creep which shall affect the deliverable timelines.	As Per RFP

Validity unknown  
Signature valid  
Digitally signed by S. Krishna  
Krishnatri  
Designation : Sr. Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
38	71	TQ 1.1	Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) Ø Min INR 120 Cr :05 Marks Ø >INR 120 Cr and <= INR 300 Cr :08 Marks Ø >INR 300 Cr and <= INR 500 Cr :12 Marks Ø >INR 500 Cr:15 Marks	Business Turn Over as per Audited Financial Statements will not have bifurcations under so many business heads. Hence, may we kindly request you to amend this clause as:-  The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS business in India. Ø Min INR 120 Cr :05 Marks Ø >INR 120 Cr and <= INR 300 Cr :10 Marks Ø >INR 300 Cr and <= INR 500 Cr :15 Marks	Please refer to Updated Clause in RFP
39	71	TQ 1.3	The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of Ø Min INR 20 Cr: 04 Marks Ø INR 20 Cr and <= INR 50 Cr : 07 Marks Ø > INR 50 Cr :10 Marks	For a wider participation in interest of RFP, may we kindly request you to amend this clause as per following?  The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects with Central Government / State Government / PSUs in the last SEVEN (7) years having value of Ø Min INR 20 Cr: 04 Marks Ø INR 20 Cr and <= INR 50 Cr : 07 Marks Ø > INR 50 Cr :10 Marks	Please refer to Updated Clause in RFP
40	71	TQ1.2	The Lead Bidder should have experience in IT/ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) Ø Min 5 years :05 Marks Ø >5 years and <= 10 years:07 Marks Ø >10 years:10 Marks	For a wider participation in interest of RFP, may we kindly request you to amend this clause as per following?  The Lead Bidder should have experience in IT/ITES projects for- Ø >5 years and <= 10 years:07 Marks Ø >10 years:10 Marks	Please refer to Updated Clause in RFP

Validity unknown Signature valid  
 Digitally signed by S. Mendra  
 Krishnatri  
 Designation : Chief Financial Director  
 Date: 2024.09.03 13:52:04 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
41	74	5.18. Financial Evaluation Criteria	To determine the most competitive (lowest or L1) rates, "NPV of the Financial Bid" shall be calculated as under: Payment Terms for the various Groups and Milestones	It is requested to share an illustration of NPV Calculation since some components of the Price Bid do not seem to reflect in the NPV Calculation specified in this clause. The detailed illustration will ensure that all bidders are on the same page @ bid submission	As Per RFP
42	287	8.11	Integration with External Applications / Systems	There are nearly 50 external integrations and may increase during implementation. Any delay in obtaining the relevant APIs for external integration shall result in amendment of delivery timelines.  We request client to incorporate this in the RFP.	Please refer to Updated Section in RFP
43	322	Financial Bid Format	Financial Bid Format in BoQ XLS format	The Price Bid asks for man month rate of 8 categories of skillsets. However, the values for same are not being added in the TCV as per the given BoQ XLS.  Request clarification as to why these man month rates have been included in the Price Bid. If this is for the purpose of change request, then we already have same in the Price Bid - SI no 4.5  If this is for the purpose of additional manpower to be deployed, request to kindly show the manpower deployment requirements for the entire tenure including Implementation and Operations phase	As Per RFP

Validity unknown Signature valid


Digitally signed by S. Krishna  
 Designation : Sr. Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
44			<p>Clauses Missing from RFP/SLA which needs to be incorporated in the Proposal</p> <ol style="list-style-type: none"> <li>1. Termination rights of bidder</li> <li>2. Disclaimer of implied warranties</li> <li>3. Payment terms, delayed interest, suspension rights</li> <li>4. Non-compete and non-solicitation clause</li> </ol>	<p>Clauses Missing from RFP/SLA which needs to be incorporated in the Proposal</p> <ol style="list-style-type: none"> <li>1. Termination rights of bidder</li> <li>2. Disclaimer of implied warranties</li> <li>3. Payment terms, delayed interest, suspension rights</li> <li>4. Non-compete and non-solicitation clause</li> </ol>	Refer to section 7.3 of RFP
45	20	3.2 Turnover from IT/ ITeS Projects	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.	<p>We request your esteemed office to kindly consider the IT/ITES turnover including the hardware supply.</p> <p>Kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services"</p> <p>This will be favorable to some of the bidders only hence request you to kindly delete the above clause. This will enable an open competition.</p>	Please refer to Updated Clause in RFP
46	20	3.4 Technical Capability & Experience	<p>The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of</p> <p>One (1) Project of value not less than INR 30 crores</p> <p>OR</p> <p>two (2) Projects of value not less than INR 19 crores each</p> <p>OR</p> <p>three (3) Projects of value not less than INR 19 crores each</p>	<p>We request your esteemed office kindly amend this clause as;</p> <p>The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects with Central Government / State Government / PSUs in the last five (5) years in India comprising a minimum of</p> <p>One (1) Project of value not less than INR 30 crores</p> <p>OR</p> <p>two (2) Projects of value not less than INR 19 crores each</p> <p>OR</p> <p>three (3) Projects of value not less than INR 19 crores each</p>	Please refer to Updated Clause in RFP

Digitally signed by S. Krishna  
 Designation : Sr. Project Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>crores each</p> <p>(Note: The Work Order/ Completion certificate / Phase Completion Certificate should clearly depict the date, scope of work and the value of project. Only software development along with maintenance plus support cost will be considered. Hardware, hosting or any other such cost will not be considered.)</p>	<p>three (3) Projects of value not less than INR 15 crores each</p> <p>Request to kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services" and Only software development along with maintenance plus support cost will be considered'</p> <p>Kindly consider the IT Transformation project / ICT Project / IT &amp; ITES projects including the hardware supply.</p> <p>The existing clause restricts the participation of potential bidders with enough capability and experience in the execution of large IT/ITES projects.</p> <p>Hence, request you to kindly consider our genuine request.</p>	
47	20	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	Request for the additional Clause in the Pre Qualification	<p>The bidder should have active empanelment by NHM/NHA as a Software Development Agency.</p> <p>Digital health is a comprehensive and sensitive area. Recognizing this, the Government of India has recently empanelled several software development agencies after vetting their credentials for their high-quality resources and excellence in application development across the country. By giving additional weightage to the bidders, the quality of digital health projects can be significantly enhanced.</p>	As Per RFP

Validity unknown Signature valid

Digitally signed by S. S. Krishna  
 Designation : Sr. Director  
 Date: 2024.09.03 15:34:45  
 Reason: Approved

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL	
				<p>Key Benefits of Empanelling Quality Software Development Agencies</p> <ol style="list-style-type: none"> <li>1. Experienced Resources: Empanelled agencies typically have access to highly skilled and experienced professionals who can deliver robust and reliable digital health solutions.</li> <li>2. Standardization: Having a set of empanelled agencies ensures that there is a standardization in the quality and processes followed during the development, which can lead to more consistent and reliable outcomes.</li> <li>3. Compliance and Security: Digital health applications require strict compliance with data protection regulations and security standards. Quality agencies are more likely to have the necessary protocols in place to ensure compliance and data security.</li> <li>4. Innovation: These agencies often bring innovative solutions and the latest technologies to the table, which can significantly improve the functionality and usability of digital health applications.</li> <li>5. Scalability and Support: Empanelled agencies are typically better equipped to provide ongoing support and scalability options, ensuring that the digital health solutions can grow and adapt to changing needs.</li> <li>6. Accountability: Working with a vetted agencies increases accountability, as these agencies have a reputation to uphold and are more likely to adhere to deadlines and quality standards.</li> </ol>		
48	21	3.5 HMIS Project	The Bidder must have experience in completing at least one (1) HMIS/HIS/EMR project	<p>Validity unknown Signature valid</p> <p>Digitally signed by S. Menendra Krishnatri Designation : Senior Director Date: 2024.09.05 13:52:04 +05'30'</p> <p>Reason: Approved</p>	Request you to kindly amend this clause as Request to amend this clause as The Bidder	Please refer to Updated Clause in

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Experience	<p>in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	<p>must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India which should be a Multi Location Project with minimum 1000 Hospitals in the last 5 Years (2019- 20 to 2023-24)</p> <p>Given that the scope of this deployment covers over 4000 health facilities other than sub centres, it is recommended to set the same number as a criterion for validating capabilities. Integration with any system can be managed by HMIS vendors, so prior experience in this area can be considered less critical and relaxed.</p> <p>Hence, request you to kindly amend as requested.</p>	RFP
49	22	3.6 Manpower capacity	The Lead Bidder should have at least 100 employees, as on the date of bid submission, on its rolls in the area of Software development or Software Implementation or Systems Integration.	Request you to kindly amend this clause as The Bidder (Lead/Consortium Bidder) should have at least 100 employees, as on the date of bid submission, on its rolls in the area of Software development or Software Implementation or Systems Integration.	As Per RFP
50	71	5.14, Section 1, Clause 1.1	<p>Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services,sale of Licenses and FMS services)</p> <p>Min INR 120 Cr :05 Marks                      &gt;INR 120 Cr and &lt; = INR 300 Cr: 08 Marks                      &gt;INR 300 Cr and &lt; = INR 500 Cr: 12 Marks                      &gt; INR 500 Cr :15 Marks</p>	<p>We request your esteemed office to kindly consider the IT/ITES turnover including the hardware suply.</p> <p>Kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services"</p> <p>We would like to bring to your attention that the bid clause may favor certain bidders initially restricting newly established companies from participating. In the interest of fairness and to promote equal opportunities for</p>	Please refer to Updated Clause in RFP

**Validity unknown**  
 Digitally signed by S. Krishna  
 Krishna  
 Designation: Senior Director  
 Date: 2024.09.03 16:34:16  
 Reason: Approved





# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				all participants, we kindly request the removal of this clause.	
51	71	5.14, Section 1, Clause 1.2	<p>The Lead Bidder should have experience in IT/ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services)</p> <p>Min 5 years :05 Marks                      &gt; 5 years and &lt;= 10 years :07 Marks                      &gt; 10 years :10 Marks</p>	<p>We request your esteemed office to kindly amend this clause as;</p> <p>The Lead Bidder should have experience in IT/ITES projects</p> <p>Min 5 years :05 Marks                      &gt; 5 years and &lt;= 10 years :07 Marks                      &gt; 10 years :10 Marks</p> <p>Kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services"</p> <p>We would like to bring to your attention that the current clause may favor certain bidders while potentially restricting newly established companies from participating. In the interest of fairness and to promote equal opportunities for all participants, we kindly request the removal of this clause.</p>	Please refer to Updated Clause in RFP
52	71	5.14, Section 1, Clause 1.3	<p>The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of</p> <p>Min INR 20 Cr : 04 Marks                      &gt; INR 20 Cr and &lt;= INR 50 Cr :05 Marks                      &gt; INR 50 Cr :10 Marks</p>	<p>Request to kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services".</p> <p>Kindly consider the IT Transformation project / ICT Project / IT &amp; ITES projects excluding the hardware supply.</p> <p>The current clause restricts the potential bidders with enough capability and having experience in the execution of large IT/ITES</p>	Please refer to Updated Clause in RFP

Validity unknown  
 Digitally signed by S. Krishna  
 Designation : Regional Director  
 Date: 2024.09.03 15:34:16  
 Reason Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>projects.</p> <p>Hence, request you to kindly consider our genuine request.</p>	
53	72	5.14, Section 1, Clause 1.6	<p>The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day:</p> <p>Min 50,000 encounters : 02 Marks                      &gt;50,000 and&lt;=1,00,000 encounters:03 Marks                      &gt; 1,00,000 encounters : 05 Marks</p>	<p>Request you to kindly amend this clause as The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD / IPD / Emergency visits) generated per day.</p> <p>Min 50,000 encounters : 02 Marks                      &gt;50,000 and&lt;=1,00,000 encounters:03 Marks                      &gt; 1,00,000 encounters : 05 Marks</p> <p>Either service will offer greater flexibility and enable the participation of firms specializing in advanced AI/ML-based EMR applications. Hence, request you to kindly amend as requested.</p>	Please refer to Updated Clause in RFP
54	Page No. 23	Certification	CMMI Level – III or above	<p>We are writing to respectfully request the removal of a specific certification requirement from the tender documents. As many Hospital Management Information System (HMIS) software companies that are capable of effectively executing this project do not possess this particular certification, its inclusion may inadvertently limit the capable bidders. HMIS projects require a domain-specific expertise, technical proficiency, and advanced implementation capabilities. These requirements are not necessarily reflected by the possession of the certification in question. Many reputable HMIS</p> <p style="text-align: center;">Validity unknown                      Digitally signed by S. Krishna                      Designation : General Director                      Date: 2024.09.03 15:14:54                      Reason: Approved</p>	As Per RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				software companies have successfully implemented similar projects without holding this specific certification, demonstrating that it is not a definitive measure of a company's ability to deliver high-quality results. Removing this certification requirement will: 1. Broaden the competitive field, allowing more qualified companies to participate. 2. Ensure that the project benefits from a wider range of expertise and innovative solutions. 3. Prevent the unnecessary exclusion of competent vendors who meet all other technical and functional criteria.	
55	Page No. 37	4.7. Takeover of existing IHMS application	The Selected Bidder is expected to complete the knowledge transfer sessions within 3 months of the start of project.	We believe that this timeframe is quite short for the smooth and efficient handing over of the existing system. Therefore, we request the authority to consider extending this timeframe.	As Per RFP
56	Page No-20	Technical Capability & Experience	The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 30 crores OR Two (2) Projects of value not less than INR 19 crores each OR Three (3) Projects of value not less than INR 12 crores each	The authority is requested to relax the said clause as below: The bidder / consortium should have experience in ongoing or completed projects in Healthcare / IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / Public Listed Company in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 30 crores OR Two (2) Projects of value not less than INR 19 crores each OR Three (3) Projects of value not less than INR 12 crores each	Please refer to Updated Clause in RFP

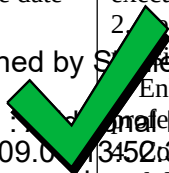
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Signature valid  
Digitally signed by S. Krishna  
Designation : Sr. Director  
Date: 2024.09.03 15:34:45  
Reason Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	crores each OR Three (3) Projects of value not less than INR 5 crores each	
57	Page No-71	Financial Capability & Experience	Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services,sale of Licenses and FMS services) Min INR 120 Cr :05 Marks >INR 120 Cr and < = INR 300 Cr :08 Marks >INR 300 Cr and < = INR 500 Cr :12 Marks > INR 500 Cr :15 Marks	The authority is requested to amend the said clause as: Average Annual Turnover of the bidder / consortium in last three financial years (2021-22 to 2023-24) from healthcare service / IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services,sale of Licenses and FMS services) Min INR 120 Cr :05 Marks Marks >INR 120 Cr and < = INR 300 Cr :08 Marks >INR 300 Cr and < = INR 500 Cr :12 Marks Marks > INR 500 Cr :15 Marks	Please refer to Updated Clause in RFP
58	General	General	General	The authority / consultant is requested to provide DPR of the project.	Not in purview of this RFP
59	Page No. 33	4.5. Deployment of Manpower	4.5.1. IHMS 2.0 Development and Deployment Team: The Selected Bidder will be required to deploy the IHMS 2.0 application development team onsite in Jaipur at his/her own / rented premises with all requirements of application development office needs during the development / customization / deployment / Go-live / support phase of IHMS 2.0 solution within fifteen (15) days from the date of Letter of Intent.	We are writing to request permission for the successful bidder to work remotely for the project. Given the nature of IT work, remote operations are highly feasible and have been effectively implemented across numerous organizations worldwide. Remote work allows for: 1. Increased flexibility and efficiency in project execution. 2. Reduced overhead costs associated with physical office space. Enhanced focus and productivity, as IT professionals often thrive in remote settings. Flexibility of work without the constraints and disruptions that may arise from on-site requirements.	Please refer to Updated Clause in RFP

Digitally signed by S. Krishna  
Krishnatri  
Designation : General Director  
Date: 2024.09.03 15:20:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				Allowing remote work would not only ensure the smooth and efficient completion of the project but also align with the modern work practices being adopted globally, especially in the wake of recent advancements in digital collaboration tools. We assure you that all necessary measures will be taken to maintain the highest standards of security, confidentiality, and productivity while working remotely. Regular updates, meetings, and progress reports will be provided as required to ensure complete transparency and accountability. We kindly request you to consider this and provide the necessary permissions to facilitate remote work for the successful bidder	
60	Page No-20	Turnover from IT/ ITeS Projects	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transactionservices, advisory services, sale of Licenses and FMS services) in India.	The authority is requested to relax the said clause as below: The Bidder / Consortium should have average annual turnover of at least INR 40 (Forty) Crores during lastthree (3) financial years (2021-22 to 2023-24	Please refer to Updated Clause in RFP
61	Page No-71	Technical Qualification Criteria	Technical Qualification Criteria (Marking System)	We are writing to seek clarification regarding the selection methodology stipulated in the tender document. In the tender document, it is mentioned that the selection of the bidder will be based on the Least Cost Bid System (LCBS) method. However, the document also includes a marking system, stating that a minimum of 70 marks is required for qualifying for the financial bid. Generally, the marking system and minimum qualifying marks are characteristics of the Quality and Cost Based Selection	As Per RFP

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 Designation : Sr. Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>(QCBS) method. The intent behind these methods is different, and LCBS and QCBS are two distinct methods.</p> <p>LCBS is primarily used where the scope of work is well-defined, and the quality of services is expected to be of a basic acceptable standard.</p> <p>QCBS, on the other hand, is employed when quality is of paramount importance. It incorporates both technical and financial scores to ensure the best value for money.</p> <p>In view of the above we request clarification on the following points:</p> <ol style="list-style-type: none"> <li>Whether the inclusion of a marking system and the requirement of a minimum of 70 marks align with the principles of LCBS.</li> <li>If the intent is to use a hybrid approach combining elements of both LCBS and QCBS, we request the authority to provide detailed guidelines and justification for the same.</li> </ol>	
62				Could the turnover requirements be adjusted or relaxed for startups, especially those with innovative solutions and proven track records in smaller projects?	As Per RFP
63				Validity unknown Signature valid Is there any provision for considering the combined turnover of consortium partners while evaluating the turnover criterion?	As Per RFP
64				Digitally signed by S. Sherraj Krishnatri Designation : Senior Director Date: 2024.09.03 10:35:21 IST Reason: Approved Should the experience requirements be modified to include successful completion of HMIS/HIS/EMR projects of 352104 states or in other regions/countries?	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
65				Is there flexibility in considering the experience of key team members, even if the startup itself has not executed large-scale projects?	As per RFP
66				Can the number of consortium partners be increased to three or more to allow for a more diverse combination of expertise, especially involving startups?	As per RFP
67				What specific roles and responsibilities should each consortium partner undertake to be compliant with the RFP requirements?	Refer to Clause no 5.4 of RFP
68				How will the government evaluate innovative solutions and emerging technologies (e.g., AI, blockchain) proposed by startups?	As Per RFP
69				Are there specific criteria for assessing the technological capabilities and innovation potential of the bidders?	As Per RFP
70				What are the detailed requirements for integrating with existing state and national health portals, and how flexible is the government in adopting new integration methods proposed by startups?	As Per RFP
71				Can startups propose phased integration plans to ensure smooth and incremental adoption of new technologies?	As Per RFP
72				Can the payment terms be adjusted to provide better cash flow support for startups, such as incremental milestone payments or higher initial payments?	As Per RFP
73				Is there any provision for advance payments or financial assistance to support the initial phases of the project?	As Per RFP

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Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved

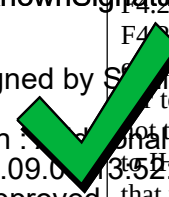


## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
74				What are the expectations for ongoing support and maintenance, and can these be tailored to the capabilities of startups?	As Per RFP
75				Are there opportunities for startups to provide specialized support services or work in collaboration with larger entities for comprehensive support?	As Per RFP
76				How will the government ensure a fair evaluation process that recognizes the strengths and potential of startups?	As Per RFP
77				Are there specific weightages or points awarded for innovation, scalability, and past performance in smaller projects?	Refer to Clause 2.3 of Technical Qualification Criteria of RFP
78				Is there a provision for conducting pilot projects or trials to demonstrate the effectiveness of startup solutions before full-scale implementation?	As Per RFP
79				Can startups propose pilot projects as part of their bid to showcase their technology and approach?	As Per RFP
80				Will there be a mechanism for providing feedback to unsuccessful bidders, particularly startups, to help them understand areas for improvement and better prepare for future opportunities?	As Per RFP
81				When I compared document F42(266)/RISL/Tech/2016/2678 and F42(611)/RISL/Tech/2023/3353, I found that per tender was also asked teleconsultation, as per my knowledge it's not there and we are moving forward with RFP, there is an eligibility point on that mentioned of company experience on technical side on integration	As Per RFP

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Digitally signed by S. Krishna  
 Krishna  
 Designation : Senior Director  
 Date: 2024.09.05 13:52:34 IST  
 Reason: Approved





## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				with telemedicine / PACS. Can you please give clarity on that point.	
82				Based on my understanding of the RFP, it seems designed in a way that excludes local healthtech startups, which are performing very well. Could you please explain why this is the case? If my understanding is incorrect, could you please clarify that point?	As Per RFP
83				We [Crane Global Solutions Limited] are interested to attain pre bid meeting schedule on 08-08-2024 at 11:30 am.  Since we are based at Hyderabad-Telangana, Kindly let us know if online meeting facility is available for below RFP.	Completed
84				Can we partner with another company who will be the prime bidder as they are registered existing software service provider in banking, FASTag and application?	Refer to Clause no 5.4 of RFP
85		Section 3 - >SNo 4 - >Technical Capability & Experience	The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 30 crores OR two (2) Projects of value not less than INR 15 crores each OR three (3) Projects of value not less than INR 10 crores each OR four (4) Projects of value not less than INR 7.5 crores each OR five (5) Projects of value not less than INR 5 crores each. The bidder should have reached the steady state condition as on the date of submission of bid.	: The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs/Pvt Sector in the last five years in India comprising minimum of One (1) Project of value not less than INR 25 crores OR two (2) Projects of value not less than INR 10 crores each	Please refer to Updated Clause in RFP

Digitally signed by S. Krishna  
 Date: 2024.09.10 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				OR three (3) Projects of value not less than INR 5 crores each The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	
86		Section 3 ->SNo 5 -> HMIS Project Experience	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019 20 to 2023-24)	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 5 crore which should be a Multilocation Project with minimum 20 Hospitals/ or 5000 OPDs and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019 20 to 2023-24).	Please refer to Updated Clause in RFP
87		) Section 3 ->SNo 1 -> Legal Entity->Para 2	Consortium is also allowed. The consortium shall not consist of more than two companies/Corporations and shall be formed under a duly stamped consortium agreement. In a consortium one of the partners shall be designated as "Lead Bidder". The bidder or lead partner of the consortium shall be an information technology and communication company/ Corporation. Every member of consortium shall be equally responsible and jointly and severally liable for the successful completion of the entire project. In case of any issues, Lead partner shall be responsible for all the penalties. A bidder cannot be a partner in more than one consortium. (Note: A self-certified declaration of the non applicability of the Act should be submitted with the bidder)	Consortium is also allowed. The consortium shall not consist of more than three companies/Corporations and shall be formed under a duly stamped consortium agreement. In a consortium one of the partners shall be designated as "Lead Bidder". The bidder or lead partner of the consortium shall be an information technology and communication company/ Corporation. Every member of consortium shall be equally responsible and jointly and successfully completion of the entire project. In case of any issues, Lead partner shall be responsible for all the penalties. A bidder cannot be a partner in more than one	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				consortium. (Note: A self-certified declaration regarding the non applicability of registration to any Act should be submitted by the bidder)	
88		Section 3 ->SNo 2 -> Turnover from IT/ ITeS Projects	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.	The Lead Bidder/ or Jointly Consortium Companies should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.	Please refer to Updated Clause in RFP
89		5.14. Technical Qualification Criteria-> SNo. 1.1		Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) Min INR 30 Cr :05 Marks > INR 31 Cr and < = INR 60 Cr :08 Marks > INR 61 Cr and < = INR 90 Cr :12 Marks > INR >90 Cr :15 Marks	Please refer to Updated Clause in RFP
90		4.11.1	The general training of the users is expected to be held as online sessions using Cisco Webex Video-conferencing platform	Kindly clarify the Cisco Webex Video-conferencing platform will be provided by bidder or procured by the selected bidder?	Will be provided to the Selected Bidder
91		4.8.2	For the functional modules not available in the existing IHMS application, the Selected Bidder is required to visit the following locations in Rajasthan.	Approx. 70 locations provided for the site-visit (D) across Rajasthan. Kindly clarify the cost incurred will be borne by the RISL or will be a part of proposal?	Please refer to Updated Clause in RFP
92		4.26.3	G1 to G5 – Deliverable mentioned as Safe to Host	All Groups have a Deliverable mentioned as	Please refer to

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Digitally signed by S. Menendra  
Krishnatri  
Designation: Bid Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			Certificate of all modules	Safe to Host Certificate. So, the selected bidder needs to get 6 Safe to Host Certificates (5 for Groups and one for whole system or 1 for the entire system). Please clarify?	Section 4.12 of RFP Document
93		4.13.5	The transactional volume of the healthcare facilities provided in the form of High, Moderate and Low	Please clarify the categorisation of High, Moderate and Low volumes in numbers. Also, the defined time period is not equal - 2 PM to 7PM is 5 hrs shift and 7PM to 7AM is 12 hours shift.	As Per RFP
94		4.13.5	Helpdesk shall be operational 24 hours per day on all 7 days of a week for 365 days per year	Total Helpdesk executive asked as 12. Is this no. being total executives required for all the 3 shifts or 12 seats required for each shift. Please clarify	As Per RFP
95		4.13.5	General	Kindly clarify on the availability of Toll-free number, PRI lines and execution of Tripartite agreement with the Telecom service provider (TSP)	As Per RFP
96		4.13.5	General	Kindly clarify on the SLA/timelines for the helpdesk to be deployed for this project.	Please refer to Section 7.3 of RFP Document
97		Section 1, 1.1	Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24)	As the audited financial statement for FY 2023-24 is under process so kindly accept CA certificate/ audited statement of accounts for the FY 2020-21, 2021-22 and 2022-23.	Please refer to Updated Clause in RFP
98		Point no. 4	The Bidder would then be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in section 5.18, wherein an eligible bidder with adequate technical competence and the most competitive (lowest or L1) rate / quote would be selected for the implementation of the project.	Looking at the seriousness of the project, execution of the vast scope and technicality of the project, it is requested to change the LCBS criteria with QCBS (70:30) so that quality bidder may participate for this bid.	As Per RFP
99		5.28.1	If quantity is divided between L1, L2, L3 shall be 80:20. If quantity is divided among L1, L2, L3 shall be 35:34:31	Please clarify how this quantity may be divided/split.	As Per RFP

Validity unknown Signature valid  
 Digitally signed by S. Krishna  
 Designation : Senior Director  
 Date: 2024.09.05 13:52:34 IST

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			L3, the ratio shall be 70:20:10 or deemed appropriate by Purchase Committee		
100		7.3.2	IHMS 2.0 Software solution shall be available 24*7 after their respective go-live(s) except approved downtime.	Please clarify what would be the frequency of scheduled/as an when required downtime and for what time-period?	As per RFP
101		–	Measurement Parameter: Number of hours the IHMS 2.0 Software solution (Web & Mobile Application or Web Portal) is non- functional / non- available / non- responsive in each case of outage.	Many a times the downtime period is beyond the control of the bidder due to certain technical reasons, it is requested to remove the termination clause.	As per RFP
102		7.3.11	SI shall make sure that the key personnel involved in the development, operation and maintenance of the IHMS 2.0 software solution are designated to the project for the entire project duration.	Currently the attrition rate in the market is more than 20% due to reasons like change in location, better growth, medical issues, etc. As the project duration is 5 years so It is requested to accept 1 change per year without any penalty for each resource category.	Refer to section 7.3.13 of the RFP
103		4.26.4	Project Deliverables and Payment Terms	It is requested that in any case if any component Go-Live is delayed then the release of other modules/components should not be held. The department release the payment for the delivered/Go-Live modules.	As per RFP
104		–	General	It is understood that the timeline mentioned in the RFP is indicative and actual timelines may be decided in mutual consent with the selected bidder.	As per RFP
105		–	Budget related	Considering the vast scope and volume of the project, the estimated budget for the initial development period only seems to be very less. It is understood that if the bidder cost is more than the estimated budget then the bidder may not be disqualified from the bid process.	As per RFP
106		–	Development related	It is requested that for development both response development model and customization are allowed and there is no preference for any	As per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishnatri

Designation : General Director

Date: 2024.09.03 13:52:34 IST

Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				particular development model.	
107		4.17	Selected Bidder shall migrate data from existing application and database (existing IHMS application and EHR database) to iHMS 2.0 application and database	It is requested to clarify apart from the existing system mentioned, no other data needs to be migrated from any other platform.	As per RFP
108		4.26.4	Project Deliverables and Payment Terms	It is requested that no SLA should be levied on the first 2 quarters of the delivery timelines.	As per RFP
109	12	NIB	Invitation for Bids (IFB) and Notice Inviting Bid (NIB): Estimated Procurement Cost: INR 36.5 Cr( Thirty /six Crore and fifty lakhs Rupees Only)	Bigger state with 19000+ health facilities and scope of work is more request to increase the budget to 120Cr.	As per RFP
110	19	Pre-qualification /Eligibility Criteria(Preliminary Qualification ) Point No.2: Turnover from IT/ITeS Projects.	The lead bidder should have average annual turnover of at least INR 120 Crores during last 3 financial Years (2021-22 to 2023-2024) From IT/ITeS projects	The lead bidder should have average annual turnover of at least INR 60Cr during last 3 financial years (2021-22 to 2023-24)	Please refer to Updated Clause in RFP
111	21	Point No:5: HMIS Projects Experience	The Bidder must have experience in ongoing or completed at least one HIMS/HIS/EMR project in India with a minimum value of 10 Cr which should be a multilocation Project with minimum 20 hospitals and should have Integrated with PACS/ Teleradiology/Teleconsultation solutions in the last 5 years(2019-20 to 2023-24)	The Bidder/OEM must have experience in ongoing or completed at least one HIMS/HIS/LIS/EMR/ project in India with a minimum value of 1.5 Cr which should be a multilocation Project with minimum 20 Hospitals and should have Integrated with PACS/ Teleradiology/ Teleconsultation solutions in the last 5 years (2019-20 to 2023-24)	Please refer to Updated Clause in RFP
112	71	5.14 Technical Qualification	Average Annual Turnover of the lead bidder in three financial years (2021-2022 to 2023-24) from IT/ITeS projects	Average Annual Turnover of the lead bidder in last three financial years (2021-2022 to 2023-24) from IT/ITeS projects	Please refer to Updated Clause in RFP

Digitally signed by S. Krishna  
 Designation: Sr. Director  
 Date: 2024.09.10 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

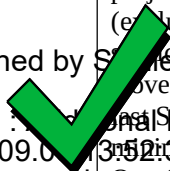
S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Criteria: Section 1: Financial Capability & Experience, Point No:1.1 :	Min INR 120Cr : 5Cr >INR 120Cr and<=INR 300Cr : 08 Marks >INR 300 Cr and <=INR 500Cr: 12 Marks >INR 500Cr : 15 Marks	Min INR 60 Cr : 5 Marks >INR 60 Cr to <=INR 100 Cr : 10 Marks >INR 100 Cr to 120Cr : 15 Marks	
113	73	Section 5.15 Bidder Selection Method	The Bidder would then be selected on the basis of Least Cost Based Selection Method(LCBS) i.e L1 Method	Because of Vast scope of work quality of bidders can justice the development , we request for bidder Selection Method is <b>QCBS</b> .	As per RFP
114		6.2.8 Copyright/ Intellectual Property Rights (IPR)-		The IPR of the product brought by the companies with a prebuilt product should remain with the company and the RISL would retain the right to Use as per the RFP SoW.	Please refer to Updated Clause in RFP
115		Costing:		If the Budget can not be changed please accommodate for SoW change. Include only core modules/functionalities as part of the RFP and the rest like Research, GenAI, Blockchain Usability tools as additional costs.	As per RFP
116		Tech Stack		Permit usage of Opensource Db/ Technologies in place of Proprietary Stack to reduce cost	As per RFP
117	12	Invitation for Bids (IFB) and Notice Inviting Bid (NIB)	Estimated Procurement Cost: INR 36.5 Cr( Thirty /six Crore and fifty lakhs Rupees Only)	Change Request: Bigger state with 19000+ health facilities and scope of work is more Validity unknown Signature valid Reason: Approved Digitally signed by S. Krishna Prasad Krishnatri Designation Date: 2024.09.06 3:52:34 IST	As per RFP
118	21	3. Pre-Qualification / Eligibility Criteria	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects	Lowering the financial criteria will encourage more bidders to participate, ensuring a competitive bidding process. This competition is likely to result in better pricing and more	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		(Preliminary Qualification )	(excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.  Audited Balance Sheet / Certificate from Statutory Auditor	innovative solutions for the project. In view of the same, we request you to amend the clause as under: The Lead Bidder should have average annual turnover of at least INR 75 (One hundred) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects in India.  Audited Balance Sheet / Certificate from Statutory Auditor or If FY 2023-24 is under audit process, the bidder needs to submit the provisional certificate with unaudited balance sheets.	
119	21	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 30 crores OR two (2) Projects of value not less than INR 19 crores each OR three (3) Projects of value not less than INR 15 crores each The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	The existing criteria focus on high-value projects, which might exclude competent bidders who have successfully delivered numerous smaller-scale projects of equal complexity and relevance. By slightly lowering the financial thresholds, more bidders with proven track records in delivering high-quality IT Transformation, ICT, and IT & ITES projects will be eligible to participate. In view of the same, we request you to amend the clause as follows: The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 22 crores	Please refer to Updated Clause in RFP

Validity unknown Signature valid

Digitally signed by S. Menara  
Krishnatri  
Designation : Sr. Director  
Date: 2024.09.03 15:52:34 +05:30  
Reason: Approved





## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				OR two (2) Projects of value not less than INR 15 crores each OR three (3) Projects of value not less than INR 10 crores each The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	
120	22	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)  The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	We request you to amend the clause as under: The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 7 Years (2017-18 to 2023-24)  The ongoing projects should have reached the steady state of operations as on the date of submission of bid.	Please refer to Updated Clause in RFP
121	25	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	The bidder should be the Intellectual Property (IP) owner of the proposed Solution or its authorized representative.	Please confirm if you are looking for any COTS Product.	Please refer to Updated Clause in RFP
122	72	5.14. Technical Qualification Criteria	Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, software, transaction services, advisory, consulting, training, Licenses and FMS services) Min INR 120 Cr :05 Marks > INR 300 Cr :08 Marks	Lowering the financial criteria will encourage more bidders to participate, ensuring a competitive bidding process. This competition is likely to result in better pricing and more favorable conditions for the project. In view of this, we request you to amend the clause as under:  <b>Validity unknown Signature valid</b> <b>Digitally signed by S. Mendiratta</b> <b>Designation : General Director</b> <b>Date: 2024.09.09 15:34:34 IST</b> <b>Reason: Approved</b>	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>&gt;INR 300 Cr and &lt; = INR 500 Cr :12 Marks &gt; INR 500 Cr :15 Marks</p> <p>Audited financial statement for each financial year issued by Statutory Auditor / CA</p>	<p>Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects: Min INR 70 Cr :05 Marks &gt;INR 70 Cr and &lt; = INR 85 Cr :08 Marks &gt;INR 85 Cr and &lt; = INR 100 Cr :12 Marks &gt; INR 100 Cr :15 Marks</p> <p>Audited financial statement for each financial year issued by Statutory Auditor / CA or or If FY 2023-24 is under audit process, the bidder needs to submit the provisional certificate with unaudited balance sheets.</p>	
123	72	5.14. Technical Qualification Criteria	<p>The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of Min INR 20 Cr : 04 Marks &gt; INR 20 Cr and &lt;= INR 50 Cr : 07 Marks &gt; INR 50 Cr :10 Marks</p>	<p>We request you to amend the clause as under: The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services and advisory services) with Central Government / State Government / PSUs in the last Seven (7) years (01st Apr. 2017 to 31st Mar. 2024) in India comprising a cumulative value of Min INR 20 Cr : 04 Marks &gt; INR 20 Cr and &lt;= INR 50 Cr : 07 Marks &gt; INR 50 Cr :10 Marks</p>	Please refer to Updated Clause in RFP
124	73	5.14. Technical Qualification Criteria	<p>The Bidder must have successfully executed or is executing projects (excluding hardware / consulting / transaction / advisory services in healthcare) in design, development, integration, implementation, operations, and maintenance of eHealth Solutions (i.e., HIS/ EMR/ HMIS) in last five (5) years (i.e., from 01st Apr. 2017 to 31st Mar. 2024). Number of hospitals where implemented:</p>	<p>We request you to amend the clause as under: The Bidder must have successfully executed or is executing projects (excluding hardware / consulting / transaction / advisory services in healthcare) in design, development, implementation, operations, and maintenance of eHealth Solutions (i.e., HIS/ EMR/ HMIS) in last seven (7) years (i.e., from 01st Apr. 2017 to 31st Mar. 2024).</p>	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			Minimum 20 Hospitals :08 Marks >20 Hospitals and <=50 Hospitals :10 Marks > 50 Hospitals :15 Marks	Number of hospitals where implemented: Minimum 20 Hospitals :08 Marks >20 Hospitals and <=50 Hospitals :10 Marks > 50 Hospitals :15 Marks	
125	73	5.14. Technical Qualification Criteria	The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day: Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	We request you to amend the clause as under: The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last seven (7) years (01st Apr 2017 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day: Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	Please refer to Updated Clause in RFP
126	74	5.14. Technical Qualification Criteria	The bidder must have successfully implemented software projects using microservices architecture in the last five (5) years (from 1st April 2019 to 31st March 2024) Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks	We request you to amend the clause as under: The bidder must have successfully implemented software projects using microservices architecture in the last seven (7) years (from 1st April 2017 to 31st March 2024) Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks	Please refer to Updated Clause in RFP
127	12		Overall Budget	Should be increased	As per RFP
128	20	3.2	The Lead Bidder should have average annual turnover of at least INR 120 (Two Hundred Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses & FMS services) in India	IQVIA requests to lower turnover and include other business functions.	Please refer to Updated Clause in RFP
129	20	3.4	Technical Capability & Experience	IQVIA requests to include other business functions like healthcare consulting.	Please refer to Updated Clause in RFP

Digitally signed by S. Krishna  
 Designation : Personal Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 30 crores OR two (2) Projects of value not less than INR 19 crores each OR three (3) Projects of value not less than INR 15 crores each</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>		RFP
130	21	3.5	<p>HMIS Project Experience</p> <p>The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	<p>IQVIA request to lower the number and make either of one as mandatory.</p>	<p>Please refer to Updated Clause in RFP</p>
131	41	4.1	<p>Total number of facilities</p>	<p>Validity unknown Signature valid Digitally signed by S. Krishna Krishnatri Designation : Council Director Date: 2024.09.14 15:21:34 +05'30'</p>	<p>Will be provided to the Selected Bidder</p>
132	71	5.14 - 1.1	<p>Average Annual Turnover of bidder in last three financial years (2021-22 to 2023-24)</p>	<p>Request to lower turnover and include other business functions.</p>	<p>Please refer to Updated Clause in RFP</p>

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			ITeS projects (excluding hardware, consulting, transaction services, advisory services,sale of Licenses and FMS services) Min INR 120 Cr :05 Marks >INR 120 Cr and < = INR 300 Cr :08 Marks >INR 300 Cr and < = INR 500 Cr :12 Marks > INR 500 Cr :15 Marks		
133	71	5.14 - 1.3	The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cummulative value of Min INR 20 Cr : 04 Marks > INR 20 Cr and <= INR 50 Cr : 07 Marks > INR 50 Cr :10 Marks	IQVIA requests to include other business functions.	Please refer to Updated Clause in RFP
134	72	5.14 - 1.4	The Bidder must have successfully executed or is executing projects (excluding hardware / consulting / transaction / advisory services in healthcare) in design, development, integration, implementation, operations, and maintenance of eHealth Solutions (i.e., HIS/ EMR/ HMIS) in last five (5) years (i.e., from 01st Apr. 2019 to 31st Mar. 2024). Number of hospitals, where implemented: Minimum 20 Hospitals :08 Marks >20 Hospitals and <=50 Hospitals :10 Marks > 50 Hospitals :15 Marks	IQVIA requests to lower the number	Please refer to Updated Clause in RFP

Validity: Unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL	
135	72	5.14 - 1.6	The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day: Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	IQVIA believes the number of encounters are very high for a day and should be reduced significantly.	Please refer to Updated Clause in RFP	
136	73	5.15 (4)	The Bidder would then be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in section 5.18, wherein an eligible bidder with adequate technical competence and the most competitive (lowest or L1) rate / quote would be selected for the implementation of the project.	IQVIA request not to follow L1(lowest price) only and consider overall technical weightage.	As Per RFP	
137	74	5.16.3	A minimum score of 70% should be achieved in individual sections of the Technical qualifications criteria for the bidder to be eligible for opening of their financial bid.	IQVIA request for evaluation as a whole in place of individual sections.	As Per RFP	
138	20	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	2. Turnover fromIT/ ITeS Projects. The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and ITMS services) in India.	We request you to changes the Annual turnover from IT/ITES projects to atleast 100 cr during the last 3 years.	Please refer to Updated Clause in RFP	
139	23	8. Certification	The Bidder must have the following valid certification: ISO 9001: 2008 - Quality Management System ISO/IEC 27001:2013 - Information Security Management System ISO/IEC 20000-1:2011 – IT Service Management	Validity unknown Signature valid Digitally signed by S. Krishna Designation : General Director Date: 2024.09.03 13:53:34 IST Reason: Approved	We request you to exclude ISO/IEC 20000-1:2011 – IT Service Management System or changes the criteria to must have any 3 of the following certification: ISO 9001:2008 - Quality Management System ISO/IEC 27001:2013 - Information Security	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			System CMMI Level – III or above	Management System ISO/IEC 20000-1:2011 – IT Service Management System CMMI Level – III or above	
140	71	5.14. Technical Qualification Criteria	Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services,sale of Licenses and FMS services) Min INR 120 Cr :05 Marks >INR 120 Cr and <= INR 300 Cr :08 Marks >INR 300 Cr and <= INR 500 Cr :12 Marks > INR 500 Cr :15 Marks	We request you to revised this criteria as below: Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services,sale of Licenses and FMS services) Min INR 80 Cr :05 Marks >INR 80 Cr and <= INR 90 Cr :08 Marks >INR 90 Cr and <= INR 100 Cr :12 Marks > INR 100 Cr :15 Marks	Please refer to Updated Clause in RFP
141	71	5.14. Technical Qualification Criteria	The Lead Bidder should have experience in IT/ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) Min 5 years :05 Marks > 5 years and <= 10 years :07 Marks > 10 years :10 Marks	We request you to revised this criteria as below: The Lead Bidder should have experience in IT/ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) Min 5 years :05 Marks > 5 years and <= 8 years :07 Marks > 8 years :10 Marks	Please refer to Updated Clause in RFP
142	71	5.14. Technical Qualification Criteria	1.3 The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of Min INR 20 Cr : 04 Marks > INR 20 Cr and <= INR 50 Cr :10 Marks	We request you to revised this criteria as below: The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of	Please refer to Updated Clause in RFP

Validity unknown  
Digitally signed by S. Krishna  
Designation: Sr. Bid Director  
Date: 2024.09.03 15:34:16  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				Min INR 20 Cr : 04 Marks > INR 20 Cr and <= INR 30 Cr : 07 Marks > INR 30 Cr :10 Marks	
143	72	5.14. Technical Qualification Criteria	1.7 The Bidder should have the following valid certification: •CMMi Level –III : 03 Marks CMMi Level – V : 05 Marks	Requesting you to revise this as below: The Bidder should have the following valid certification: -CMMi Level –III : 03 Marks -CMMi Level – III+ any of the below 2 certificates: 05 Marks ISO 9001: 2008 - Quality Management System ISO/IEC 27001:2013 - Information Security Management System ISO/IEC 20000-1:2011 – IT Service Management System	As per RFP
144	73	5.15. Bidder Selection Method	The Bidder would then be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in section 5.18, wherein an eligible bidder with adequate technical competence and the most competitive (lowest or L1) rate / quote would be selected for the implementation of the project	Requesting bid authority to change this to QCBS 80:20 considering the importance of this project.	As Per RFP
145	298	8.16. Data Migration Plan and Strategy	The select bidder is expected to deliver the strategy for data migration which shall clearly lay out roadmap defining guidelines and principles for migration, detailed migration method, type of data to be migrated along with category, source for data migration and mode of data migration.	Requesting bid authority to please let us know the volume of data migration.	Please refer to Updated Annexure in RFP
146	311	8.20.5. Data Sizing, Named Users & Concurrency of Data	The estimated number of concurrent users will be about 5,000	Validity unknown Signature valid This looks to high. Requesting authority to have a look at the users. Digitally signed by S. Mendra Krishnatri Designation : Regional Director Date: 2024.09.03 13:52:34 IST	As per RFP
147		General	Reason: Approved	We request you to allow ISO/CMMI	As Per RFP



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				Certificate and Firm Credentials of affiliate/member/network entities	
148		General		There is no mention of migration legacy data. It will be done at an additional cost if would be required.	As per RFP
149	16	2.4. Stakeholders (Audience/ Beneficiaries ) 1. Patients/Citizen	<p>Online availability of information on:</p> <ul style="list-style-type: none"> <li>▪ List of government and private hospitals.</li> <li>▪ List of specialty services available at respective government and private hospitals.</li> <li>▪ Availability of bed for admission to a hospital, whether government or private.</li> <li>▪ List of investigations available at respective government and private hospitals and in Laboratories / Radio imaging Centers.</li> <li>▪ Days of availability of doctors for consultation at respective government and private hospitals.</li> <li>▪ Referrals of patients to higher level hospitals.</li> <li>▪ Availability of information related to insurance claims.</li> </ul>	Should the bidder expose the onboarded hospitals, facilities, services and insurance claim details from the IHMS 2.0 using Secured APIs in Public Portal or should the same data be made available using UHI, HPR and NCHX APIs as defined in the ABDM Framework	As Per RFP
150	20	3.2 Turnover from IT/ ITeS Projects	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.	<p>We request to kindly take into account the IT/ITES turnover including the hardware supply.</p> <p>Kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services"</p> <p>Validity unknown Signature valid. This will be favorable to some of the bidders or hence request you to kindly delete the clause. This will enable an open competition.</p> <p>Digitally signed by S. Menka Krishnatri Designation: Chief Director Date: 2024.09.03 15:34:18 Reason: Approved</p>	Please refer to Updated Clause in RFP
151	20	3.4 Technical Capability &	The bidder should have experience in completed projects in IT Transformation / ICT Project / IT & ITES projects including	3.52-3.54 IT should have experience in ongoing or completed projects in IT Transformation	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Experience	<p>hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 30 crores OR two (2) Projects of value not less than INR 19 crores each OR three (3) Projects of value not less than INR 15 crores each</p> <p>(Note: The Work Order/ Completion certificate / Phase Completion Certificate should clearly depict the date, scope of work and the value of project. Only software development along with maintenance plus support cost will be considered. Hardware, hosting or any other such cost will not be considered.)</p>	<p>project / ICT Project / IT &amp; ITES projects with Central Government / State Government / PSUs in the last five (5) years in India comprising a minimum of One (1) Project of value not less than INR 30 crores OR two (2) Projects of value not less than INR 19 crores each OR three (3) Projects of value not less than INR 15 crores each</p> <p>Kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services" and Only software development along with maintenance plus support cost will be considered'</p> <p>Kindly consider the IT Transformation project / ICT Project / IT &amp; ITES projects including the hardware supply.</p> <p>The existing clause restricts the participation of potential bidders with enough capability and experience in the execution of large IT/ITES projects.</p>	
152	20	3. Pre-Qualification / Eligibility Criteria	<p>Request for the additional Clause in the Pre-Qualification</p>	<p>Kindly request you to kindly consider our genuine request.</p> <p>Kindly add more criteria should have active empanelment by NHM/NHA as a Software Development Agency.</p>	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishnatri  
Designation : Senior Director  
Date: 2024.09.03 15:54:57  
Reason: Approved

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		(Preliminary Qualification )		<p>Digital health is a comprehensive and sensitive area. Recognizing this, the Government of India has recently empanelled several software development agencies after vetting their profiles for their high-quality resources and excellence in application development across the country. By giving additional weightage to these agencies, the quality of digital health projects can be significantly enhanced.</p> <p>Key Benefits of Empanelling Quality Software Development Agencies</p> <ol style="list-style-type: none"> <li>1. Experienced Resources: Empanelled agencies typically have access to highly skilled and experienced professionals who can deliver robust and reliable digital health solutions.</li> <li>2. Standardization: Having a set of empanelled agencies ensures that there is a standardization in the quality and processes followed during the development, which can lead to more consistent and reliable outcomes.</li> <li>3. Compliance and Security: Digital health applications require strict compliance with data protection regulations and security standards. Quality agencies are more likely to have the necessary protocols in place to ensure compliance and data security.</li> <li>4. Innovation: These agencies often bring innovative solutions and the latest technologies to the table which can significantly improve the quality and usability of digital health applications.</li> <li>5. Scalability and Support: Empanelled</li> </ol>	

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Digitally signed by S. Menendra  
 Krishnatri  
 Designation : Senior Director  
 Date: 2024.09.03 13:52:34 +05'30'  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>agencies are typically better equipped to provide ongoing support and scalability options, ensuring that the digital health solutions can grow and adapt to changing needs.</p> <p>6. Accountability: Working with a vetted agencies increases accountability, as these agencies have a reputation to uphold and are more likely to adhere to deadlines and quality benchmarks.</p>	
153	21	3.5 HMIS Project Experience	<p>The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	<p>Kindly amend this clause as</p> <p>The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India which should be a Multi Location Project with minimum 1000 Hospitals in the last 5 Years (2019- 20 to 2023-24)</p> <p>Given that the scope of this deployment covers over 4000 health facilities other than sub centres, it is recommended to set the same number as a criteri for validating capabilities. Integration with any system can be managed by HMIS vendors, so prior experience in this area can be considered less critical and relaxed. Hence, request you to kindly amend as requested.</p>	Please refer to Updated Clause in RFP
154	22	3.6 Manpower capacity	<p>The Lead Bidder should have at least 100 employees, as on the date of bid submission, on its rolls in the area of Software development or Software Implementation or Systems Integration.</p>	<p>Validity unknown Signature valid</p> <p>Kindly amend this clause as</p> <p>The Bidder (Lead/Consortium Bidder) should have at least 100 employees, as on the date of bid submission, on its rolls in the area of Software development or Software Implementation or Systems Integration.</p>	As Per RFP


Digitally signed by S. Krishna  
 Designation : Sr. Director  
 Date: 2024.09.03 15:21:04 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
155	27	4.2	The IHMS2.0 shall primarily have multiple different interfaces. <ul style="list-style-type: none"> <li>• Web Portal for Patient / Citizen</li> <li>• Web Portal for health facilities and administrative and operational staff of health facilities</li> <li>• Web Portal for Students, Faculty, and administrative staff of medical institution</li> <li>• Mobile App for Patient, Student, Health Facility user, Faculty, Administrative Staff.</li> </ul>	Please specify the technology stack for the web portal and mobile application that the bidder should provide or is the bidder free to choose any technology stack? also please specify the platforms for which the Mobile app is to be developed	As per RFP
156	31	Group - 2 Hospital Information System – Development, Testing, Training, Implementation and Rollout S.No. 28	MIS, Data Analytics and Data Visualization for Group-2 modules of IHMS 2.0	Is the bidder supposed to continue the current analytics platform on Power BI and Mirth? or is the bidder free to choose any available Opensource tools for this purpose like Apache Superset? In case the bidder need to continue the existing Power BI and Mirth tools should we consider the Licensing costs in Bid amount. If Yes, please specify number of licenses required	Will be provided to the Selected Bidder
157	54	4.24.2. The IHMS 2.0 solution shall be deployed on a container / microservices platform hosted in RSDC. A broad description of the components	The Selected Bidder shall deploy the IHMS 2.0 application on the microservices platform stack as defined by RSDC. If the proposed solution for IHMS 2.0 requires the use of a 3rd party solution / software / application (licensed or open source) which is not provided by RSDC, then it is the responsibility of the Selected Bidder to procure the 3rd party solution / software / application with applicable licenses and provide support and maintenance till the duration of the contract. The Selected Bidder would be required to transfer the ownership of the deployed 3rd party solution / software / application and all applicable licenses at the closure of this contract. However, the use of the	Considering the latest technology stacks for building Large scale applications using Micro-service architecture, most of the technologies are Open-Source. So is the software bidder free to choose any open-source stack and any 3rd party licences if required	As Per RFP

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 Digitally signed by S. Krishna  
 Designation: Regional Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		required to be deployed using the microservices platform is listed below:	proposed 3rd party solution shall be subject to the policies and guidelines of RSDC.		
158	71	5.14, Section 1, Clause 1.1	<p>Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services)</p> <p>Min INR 120 Cr :05 Marks                      &gt;INR 120 Cr and &lt; = INR 300 Cr :08 Marks                      &gt;INR 300 Cr and &lt; = INR 500 Cr :12 Marks                      &gt; INR 500 Cr :15 Marks</p>	<p>We request to kindly take into account the IT/ITES turnover including the hardware supply.</p> <p>Kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services"</p> <p>We would like to bring to your attention that the current clause may favor certain bidders while potentially restricting newly established companies from participating. In the interest of fairness and to promote equal opportunities for all participants, we kindly request the removal of this clause.</p>	Please refer to Updated Clause in RFP
159	71	5.14, Section 1, Clause 1.2	<p>The Lead Bidder should have experience in IT/ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services)</p> <p>Min 5 years :05 Marks                      &gt; 5 years and &lt;= 10 years :07 Marks                      &gt; 10 years :10 Marks</p>	<p>Kindly amend this clause as</p> <p>The Lead Bidder should have experience in IT/ITES projects</p> <p>Min 5 years :05 Marks                      &gt; 5 years and &lt;= 10 years :07 Marks                      &gt; 10 years :10 Marks</p> <p>Kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services"</p> <p>We would like to bring to your attention that</p>	Please refer to Updated Clause in RFP

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Digitally signed by S. Krishna  
 Designation : Sr. Director  
 Date: 2024.09.03 13:52:04 IST  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				the current clause may favor certain bidders while potentially restricting newly established companies from participating. In the interest of fairness and to promote equal opportunities for all participants, we kindly request the removal of this clause.	
160	71	5.14, Section 1, Clause 1.3	<p>The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of</p> <p>Min INR 20 Cr : 04 Marks                      &gt; INR 20 Cr and &lt;= INR 50 Cr : 07 Marks                      &gt; INR 50 Cr :10 Marks</p>	<p>Request to kindly delete the clause "excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services".</p> <p>Kindly consider the IT Transformation project / ICT Project / IT &amp; ITES projects including the hardware supply.</p> <p>The existing clause restricts the potential bidders with enough capability and having experience in the execution of large IT/ITES projects.</p> <p>Hence, request you to kindly consider our genuine request.</p>	Please refer to Updated Clause in RFP
161	72	5.14, Section 1, Clause 1.6	<p>The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day:</p> <p>Min 50,000 encounters : 02 Marks                      &gt;50,000 and &lt;=1,00,000 encounters:03 Marks                      &gt; 1,00,000 encounters : 05 Marks</p>	<p>Kindly amend this clause as</p> <p>The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD / IPD / Emergency visits) generated per day.</p> <p>Min 50,000 encounters : 02 Marks                      &gt;50,000 and &lt;=1,00,000 encounters:03 Marks                      &gt; 1,00,000 encounters : 05 Marks</p> <p>Either service will offer greater flexibility and</p>	Please refer to Updated Clause in RFP

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 Digitally signed by S. Krishna  
 Designation : Senior Director  
 Date: 2024.09.03 13:52:04 IST  
 Reason: Approved



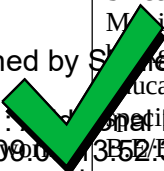
## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				enable the participation of firms specializing in advanced AI/ML-based EMR applications. Hence, request you to kindly amend as requested.	
162	117	Minimum Functional Requirement s: FR CODE: REG/16	The system shall have the provision to upload anyscanned medical records of the patient at the time of registration or at any other time when the patient brings the medical records for linking with the UHID of the patient. This facility should be available in the web portal and mobile app.	Shoud the bidder expose secured APIs to upload the medical records through web and mobile and link to UHID of the patient or should we integrate PHR / Health Locker / DigiLocker APIs as defined in the ABDM Framework for this purpose? Also are the uploaded documents supposed to be linked to ABDM?	Refer to clause 4.2.10 of RFP
163	288	8.11.8	IoT Prescription Pad: IHMS 2.0 shall provide integration with IoT Prescription Pad so that handwritten prescriptions can be captured digitally and linked with patient medical records.	Will the department provide the necessary licenses, or is it the responsibility of the bidder to purchase them? If the bidder is responsible for providing the licenses, and they are proprietary with no perpetual model available, how should we quote?	Will be provided to the Selected Bidder
164	288	8.11.9	Handwriting Recognition and Conversion System: IHMS 2.0 shall integrate with a Handwriting Recognition and Conversion System that employs AI-based ML models to convert doctor's handwritten prescription (consisting of Vitals, Clinical Orders, Medicines, Follow-up advice, Consultation Notes) to machine-readable text and link the same with the patient medical record.	Will the department provide the necessary licenses, or is it the responsibility of the bidder to purchase them? If the bidder is responsible for providing the licenses, and they are proprietary with no perpetual model available, how should we quote?	Will be provided to the Selected Bidder
165	288	8.11.10	Voice bot/chatbot - IHMS 2.0 shall integrate with voice-based / text-based chat services deployed in Raj Digital Stack and provide digital health services in its mobile apps.	Will the department provide the necessary licenses required for integration or is it the responsibility of the bidder to develop them? If the bidder is responsible for providing the licenses required, and they are proprietary with no perpetual model available, how should we quote?	Refer to clause section 8.11 of amended RFP

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 Digitally signed by S. Sandhya  
 Krishnaatri  
 Designation :  
 Date: 2024.09.03 3:52:34 IST  
 Reason: Approved




## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
166	288	8.11.11	VNA-PACS - PACS (picture archiving and communication system) is a medical imaging technology used primarily in healthcare organizations to securely store and digitally transmit electronic images and clinically relevant reports. The use of PACS eliminates the need to manually file and store, retrieve and send sensitive information, films and reports. Instead, medical documentation and images can be securely housed in off-site servers and safely accessed essentially from anywhere in the world using PACS software, workstations, and mobile devices. It is expected that all PACS system deployed in local state and private healthcare facilities will push a copy of the imaging study linked to a patient record to the centralized PACS repository. IHMS 2.0 will integrate with the centralized PACS repository to access the imaging studies of a patient.	Will the department provide the necessary licenses, or is it the responsibility of the bidder to purchase them? If the bidder is responsible for providing the licenses, and they are proprietary with no perpetual model available, how should we quote?	As Per RFP
167	341	9.12. Expected Qualification and Experience of Resources S.No.6 Business Analyst	<ul style="list-style-type: none"> <li>• B. E/ B. Tech/ M.Sc. (CS/ IT)/ MCA/ M.Tech. /MBA with at least 4+ years of post qualification relevant work experience as Business Analyst</li> <li>• At Least 1 year of experience in a CMMI Level 5 Firm</li> <li>• Shall have preferably done one project in State Industrial Development Corporation Domain</li> </ul>	Please explain how experience as BA for one project in State Industrial Development Corporation Domain is relevant for a BA in health care domain. If this is a typo error, we request you to amend the same.	Please refer to Updated Clause in RFP
168	342	9.12. Expected Qualification and Experience of Resources S.No.10 UI / UX	<ul style="list-style-type: none"> <li>• University degree in graphic design, digital design, or similar disciplines.</li> <li>• Certification course in UI/UX design methodology</li> <li>• Fluency in English/ Hindi</li> <li>• 3+ years of post-qualification experience as UI / UX Designer</li> <li>• Shall be familiar with Adobe Designer Products,</li> </ul>	<p>Validity unknown Signature valid</p> <p>Since most of the current UI/UX designers for Mobile and Web are from B.E/B.Tech background, we request you to relax the education qualification and certification criteria and consider the allowance of 352/344 ST as minimum qualification</p> <p>Digitally signed by S. Krishna Tri Designation : Sr. Project Director Date: 2024.09.03 10:35:34 CST Reason: Approved</p> 	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Designer	Wireframe designing and Application Prototyping Tools		
169	2	Header	RFP for Design, Development, Implementation & Maintenance of IHMS 2.0 (Before Pre-bid)	We kindly request clarification on the meaning of "before pre-bid" as mentioned in the header of this RFP.	Please refer to Updated Header in RFP
170	21	3.5	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019- 20 to 2023-24)	Will projects that have been ongoing for more than 5 years and are currently under AMC be eligible for this criterion?	Please refer to Updated Clause in RFP
171	25	4.1.1	The project scope involves the design and development of an integrated health management system 2.0 with the functional requirements of the existing iHMS application on a microservices-based architecture....	Based on the information provided in the RFP, we understand that the existing application is not built on a microservices platform. Given the complexity of an HMIS application, where modules are closely interconnected with complex data flows, a monolithic architecture is often recommended to prevent gaps or miscommunication between modules. Please clarify the specific requirement for a microservices architecture. Understanding this requirement will help us better align our proposal with the project's objectives and ensure optimal system performance and integration.	As per RFP
172	42	4.10.4	The Executing Agency in coordination with the RSDC shall provide the above environments to the Selected Bidder after approvals from appropriate committees / authority.	We assume that the costs related to hosting, licensing, and networking for the servers required for this project will be covered by the bidder. Please confirm if this assumption is correct.	As per RFP
173	45	4.11.3	Workshop for introduction of private health facilities	We understand that the goal of this IHMS Application is to connect most healthcare facilities in Rajasthan. However, regarding the	As per RFP

Validity unknown  
 Digitally signed by S. Hemendra  
 Krishnatri  
 Designation: Senior Project  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				provision of a SaaS model to private hospitals, we have a few questions:  How will customizations be managed in a SaaS model, considering the need to adapt the HMIS to individual hospital requirements? What will be the pricing model for such facilities? Since the application will be hosted at RSDC, where will the SaaS application be hosted?	
174	64	5.1.5	The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.	We kindly request the authorities to allow at least 10 working days to incorporate the information provided in the pre-bid minutes/clarification to the bidders.	As per RFP
175	68	5.7.2	In case of small scale Industries of Rajasthan it shall be 0.5% of the quantity offered for supply and in case of sick industries, other than Small Scale Industries, whose cases are pending with Board of Industrial and Financial Reconstruction, it shall be 1% of the value of bid.	We request the authorities to consider MSMEs registered under Udhyam for exemption from the EMD amount. Additionally, we request that MSMEs be exempted as per Rule 170(i) of General Financial Rules (GFR), 2017.	As per RFP
176	73	5.14.1.4	The Bidder must have successfully executed or is executing projects (excluding hardware / consulting / transaction / advisory services in healthcare) in design, development, integration, implementation, operations, and maintenance of eHealth Solutions (i.e., HIS/ EMR/ HMIS) in last five (5) years (i.e., from 01st Apr. 2019 to 31st Mar. 2024). Number of hospitals implemented: Minimum 20 Hospitals and <=50 Hospitals :15 Marks	We have government projects awarded more than five years ago that are still under our O&M services. Could you confirm if such projects can be used to meet the eligibility criteria? If not, we request consideration for projects awarded within the last ten years but still under our O&M.  Digitally signed by S. Mendra Reason: Approved Date: 2024.09.03 13:52:34 IST	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
177	73	5.14.1.6	The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day: Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	We kindly request the authorities to kindly relax this condition and consider evaluating the average inflow of patients per month with following marking criteria. Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	Please refer to Updated Clause in RFP
178	73	5.14.1.8	The bidder must have successfully implemented software projects using microservices architecture in the last five (5) years (from 1st April 2019 to 31st March 2024) Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks	We request the authorities to consider ongoing projects for this criterion.	As Per RFP
179	75	5.16.3	A minimum score of 70% should be achieved in individual sections of the Technical qualifications criteria for the bidder to be eligible for opening of their financial bid.	We request the authorities to consider a minimum overall technical qualification score of 70%, rather than applying it to individual criteria.	As per RFP
180	80	5.27	If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents.	The bidder acknowledges and understands the criteria that the procuring entity may not procure the subject matter of procurement or may procure less than the specified quantity due to changes in circumstances. However, the bidder relies on the project timeline, resource engagement, and viability based on the provided Statement of Work (SOW) and Bill of Quantities (BOQ). Therefore, any change in the procurement will significantly impact the viability and optimal resource utilization for the project.	As per RFP
181	90	6.2.28	The copyright/ IPR in all drawings, designs, design documents, and other materials containing data and information furnished to the procuring entity that has been developed/ customized by the Selected Bidder for the Project herein shall remain	Validity unknown Digitally signed by S. Sandra Krishnatri Designation: General Director Date: 2024.09.16 13:52:34 IST Reason: Approved	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			vested in the procuring entity.	bespoke/customized part of the code remains with the procuring entity.	
182	111	8.1	Third-Party Integration	Could you please clarify who will be responsible for covering the expenses associated with third-party integrations? For using emerging technology, will RISL cover the additional costs or provide the necessary licenses for the integrations? Will RISL provide the devices needed to implement the emerging technology?	Please refer to Section 8.11 in RFP
183	113	8.3	8.3 - CDR - Mapping of Terminologies	We believe that the CDR will not be required for Government Hospitals in scope of the Tender as the IHMS 2.0 will be on a Centralized architecture.CDR will only be required in case data exchange is required with Private Sector Hospitals. Given the scale and budget of the Project, we believe that the Private sector data exchange related scope of the Project be taken out of scope & can form part of a subsequent Tender	As per RFP
184	116	8.5.1	REG/02: There shall be provision system to allow the registration of a patient by linking with the Jan Aadhaar ID of the patient. In case Jan Aadhaar ID is not available, the patient should be able to register using the Aadhaar ID in the system.	We assume the customer will provide the APIs required for linking with the Jan Aadhaar and Aadhaar databases.	Please refer to Updated Clause in RFP
185	116	8.5.1	REG/04 There shall be provision of capping facility (Limit) for an OPD, the provision of changing the capping limit should be through rights can be given to service providers through doctor mobile app	Can you provide more information on how the capping limit for OPD is set and the process to change it?	As Per RFP
186	117	8.5.1	The system shall provide option for an external PHR app to communicate with the system	Could you share more details on the Scan and Share QR-Code functionality and the	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna

Designation : Senior Director

Date: 2024.09.03 5:21:34 IST

Reason Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			demographic details of a patient who wishes to register themselves using Scan and Share QR-Code functionality. This will allow the patient to use any PHR app to register themselves in IHMS 2.0 application and make an appointment for a department / unit / doctor.	communication protocols between external PHR apps and IHMS 2.0?	
187	118	8.5.1	There should be provision to allow overbooking at slot level as per the configured settings	What are the specific settings and conditions where overbooking is allowed?	As per RFP
188	123	8.5.4	ERD/02 There shall be provision of integration with RGHS, MAA Yojana and Nirogi Rajasthan.	We assume the customer will provide the details on the APIs or protocols needed for integration with RGHS, MAA Yojana, and Nirogi Rajasthan. Can you confirm if this is correct?	As Per RFP
189	123	8.5.4	ERD/05 The application shall have multiple provision like selection of data using drop down option, conversion of handwritten text to machine readable format, conversion of speech to machine-readable format and other methods which shall assist the user in creating medical records.	Could you provide more information on the methods and specify any APIs we should expect?	As Per RFP
190	124	8.5.4	ERD/21 The system shall have the facility to automatically call the requested doctor /resident via a phone call when the request doctor / resident has not acknowledged the cross-consultation request in the mobile app.	What APIs or protocols are recommended for sending notifications and making phone calls?	Will be provided to the Selected Bidder
191	125	8.5.4	ERD/35 The system shall be able to integrate with the State Police Department IT System for the electronic transmission of MLC reports through Medical Jurist in the hospital.	What are the integration requirements for the electronic transmission of MLC reports to the State Police Department IT System? We assume the customer will provide the specific protocols or APIs needed for this integration.	Will be provided to the Selected Bidder

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Digitally signed by S. Krishna  
Krishna  
Designation : Senior Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
192	125	8.5.4	ERD/37 There shall be provision of Integration with IAP (integrated Ambulance project)	We assume the customer will provide the details on the APIs or protocols required for integration with the Integrated Ambulance Project (IAP). Is this correct?	Will be provided to the Selected Bidder
193	129	8.5.7	ADT/06 The system shall have provision of integration with various schemes (Insurance, National Health Programs, Pehchan Portal)	Could you provide details on the integration requirements for various schemes like Insurance, National Health Programs, and Pehchan Portal?	Will be provided to the Selected Bidder
194	133	8.5.9	DDM/07 The system shall have the provision for the doctor to place investigation orders like lab orders, radiology orders, other diagnostic test orders, OP procedure orders, admission requests, discharge requests, prescription orders, etc. The application shall have multiple provision like selection of data using drop down option, conversion of handwritten text to machine readable format, conversion of speech to machine-readable format and other methods which shall assist the user in creating medical records	Could you provide more information on the methods and specify any APIs we should expect?	Will be provided to the Selected Bidder
195	134	8.5.9	DDM/12 The system shall have the provision to record SNOMED-CT code for procedures and where applicable.	Could you kindly provide specific details on how the SNOMED-CT codes should be integrated into the system?	Will be provided to the Selected Bidder
196	140	8.5.11	LAB/09 The system shall have the functionality to inform the date and time of report availability to the patients depending on the services availed by SMS/email	Is there a need to integrate with specific SMS or email service providers, or can the solution use any available provider? Also, we assume the transaction charges will be covered by the customer. Please confirm.	As per RFP
197	140	8.5.11	LAB/11 The system shall have the functionality to accept order transactions from the information system through HL7 interface	Could you provide the specific integration points or endpoints that need to be configured for the HL7 interface? Are there any existing integration specifications or documentation available for the HL7 interface?	Will be provided to the Selected Bidder

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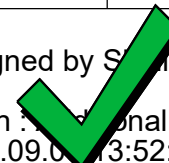
Digitally signed by S. Anandrao  
 Designation : Medical Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
198	149	8.5.12	PHR/23 The system shall have the provision for integration with e-Aushadhi	What are the key integration points between your system and e-Aushadhi? What are the specific integration requirements or standards for connecting with e-Aushadhi? Is there provided API or interface documentation for e-Aushadhi integration?	Will be provided to the Selected Bidder
199	152	8.5.13	RIS/04 The system shall be capable of interfacing with the PACS and incorporating Radiology management facilities.	What version of PACS (Picture Archiving and Communication System) is currently in use, or what versions are expected to be supported? Are there specific PACS vendors or products that the system needs to integrate with? What protocols and standards are used for interfacing with PACS?	As per RFP
200	154	8.5.14	BBM/18 The system shall incorporate RFID tags and Bar Codes at the time of generating blood bags during blood collection		As Per RFP
201	154	8.5.14	BBM/21 The system shall integrate with E-Rakhtkosh.	We assume any costs associated with the procurement, integration, or hardware for RFID will be covered by the customer. Please confirm.	As Per RFP
202	166	8.5.18	EMR/14 The system shall have provision to create EMR templates specific to clinical departments and assign the same to the workflows of the clinical departments. The system shall have the provision for the healthcare professional to sign all EMR documents using digital signature (DSC).The EMR templates shall be defined using the inputs from end-users during requirement study	Could you provide more details about the compliance requirements for integrating digital signatures (DSC) into the EMR system? We assume the cost of the DSCs will be covered by the customer.	As Per RFP

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 Krishnatri  
 Designation : Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved





## Pre-BID Response & Clarifications


S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
203	176	8.5.22	BIL/08 The system shall integrate with UPI.	We assume the technical specifications and standards required for integrating with UPI (e.g., APIs, SDKs) will be provided by the customer. If there is specific documentation or an API guide available for UPI integration, it would be appreciated if provided.	Refer to Section 8.11 of RFP
204	177	8.5.23	IM/04 The system shall have the provision to submit claims electronically wherever possible using NHCX.	We assume the technical specifications and standards required for integrating with NHCX for electronic claims submission will be provided by the customer. If there is specific documentation or an API guide available for NHCX integration, it would be appreciated if provided.	Refer to clause 4.2.9 of RFP
205	179	8.5.23	IM/30 Upon beneficiary selection for admission (IPD/Daycare/Emergency) and disease/treatment type selection, the system shall request for a TID from the respective scheme application (RGHS / MAA Yojana or any other as applicable), auto-fetching beneficiary details, and other relevant information	We assume that the specific documentation or API guides will be made available for each scheme application that needs to be integrated	Will be provided to the Selected Bidder
206	185	8.5.25	LIN/17 System shall Have provisions for RFID tracking of linen, enabling real-time monitoring of linen location, usage history, and inventory levels throughout the facility.	Assuming any costs associated with the RFID procurement, integration or hardware etc. will be borne by the customer	As Per RFP
207	185	8.5.25	LIN/18 System shall Have provisions for integration with the Effluent Treatment Plant (ETP), facilitating automatic data exchange	We assume the technical specifications and standards required for integrating with the Effluent Treatment Plant (ETP) the customer will provide. The API's or specific documentation will also be made available.	Will be provided to the Selected Bidder
208	188	8.5.27	TRN/11 Facility to integrate 100% online services with the iHMS 2.0 Software Solution.	We assume the technical specifications and standards required for integrating with the Effluent Treatment Plant (ETP) the customer will provide. The API's or specific	Will be provided to the Selected Bidder

Digitally signed by S. Krishna  
 Designation: General Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				documentation will also be made available.	
209	196	8.5.32	EQM/13 Integration with E-Upkaran	We assume the technical specifications and standards required for integrating with the Effluent Treatment Plant (ETP) the customer will provide. The API's or specific documentation will also be made available.	Will be provided to the Selected Bidder
210	203	8.5.35	SAQ/01 The application shall allow users to create an account through SSO login or by providing their basic information such as name, contact details, and email address	The technical specifications and standards required for integrating SSO will be provided by the Customer	Will be provided to the Selected Bidder
211	203	8.5.35	SAQ /05 The application shall provide access to the National Quality Assurance Standards guidelines of SaQushal.	Assuming the technical specifications and standards required for providing access to the National Quality Assurance Standards guidelines of SaQushal e.g., APIs, data formats	Will be provided to the Selected Bidder
212	206	8.5.37	MRD/03 System shall have provision for Integration with portals like IHIP, PCTS, Cancer Registry, Dialysis registry, and Pehchan portal.	Assuming the technical specifications and standards required for integrating with each of the portals e.g., IHIP, PCTS, Cancer Registry, Dialysis Registry, Pehchan Portal will be provided by the Customer along with there specific documentation, API guides, or integration manuals available for each portal	Will be provided to the Selected Bidder
213	207	8.5.38	BRM/03 Integration with gov. portal for birth details.	The technical specifications and standards required for integrating with the government portal for birth details e.g., APIs, data formats we expect will be provided.	Will be provided to the Selected Bidder
214	210	8.5.41	USR/01 The system shall have the facility to create user by SSO ID by integrating with RajSSO system.	Assuming the technical specifications and standards required for integrating with the RajSSO system will be provided by the Customer along with the Is there specific documentation or an API guide available from RajSSO for integration.	Will be provided to the Selected Bidder
215	287	8.1	Use of Emerging technologies	Requesting the authorities to confirm the number of users for free text-to-text conversion software. Additionally, we request clarification	As per RFP

Digitally signed by S. Hemendra  
 Krishnaatri  
 Designation : Sr. Project Manager  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				on whether the required hardware to utilize this functionality will be procured by the authorities as recommended by the bidder.	
216	287	8.11.1	Interfacing Documentation for Web API and Web Services:	To integrate with other available systems, will RISL provide the endpoints? Is the documentation available for these API endpoints and Web Services?	Will be provided to the Selected Bidder
217	287	8.1	However, the above list is not an exhaustive list that require to be deployed in IHMS 2.0. Any other use-case that shall be identified during the requirement study of IHMS 2.0 shall also form part of the requirement scope of IHMS 2.0 to be fulfilled by the Selected Bidder.	Modern technologies powered by artificial intelligence (AI) are usually third-party tools whose procurement depends on the number of users for specific functionalities. Therefore, we request the authorities to confirm the expected functionalities in depth, along with the number of users associated with each functionality, to enable us to provide an accurate financial bid.	As per RFP
218	301	8.16.18	The role of the Selected Bidder would be to migrate the data from these existing applications (like existing IHMS application, et. al) and physical records into IHMS 2.0. Once the data has been migrated and IHMS2.0 has been implemented, IHMS 2.0 would be the application that is used by all participating hospitals and those legacy applications might thereafter be declared redundant	We are assuming that RISL will be providing the requisite data (to be migrated from IHMS 1.0 to IHMS 2.0) in Templates which the Bidder will provide. In addition to this, since the volume of physical records can not be ascertained at this point in time, we request that migration of Physical records be taken up by RISL. Upload facility will be provided by the winning bidder	Please refer to Updated Clause in RFP
219	345	9.14 (5) a	I commit to returning all RISL assets, including but not limited to devices, storage equipment, project reports, manuals, blueprints, drawings, correspondence, software programs, and all other materials and replicas thereof related in any way to the project, including any other documents produced or received by me during my contractual obligation.	It is assumed the "software program" doesn't referes to Manorama HIS.	As per RFP
				Validity unknown Signature valid Digitally signed by S. Mendra Krishna Designation : Regional Director Date: 2024.09.06 13:52:34 IST Reason: Approved	
220	345	9.14 (3)	I agree that I will not, during my involvement with RISL, transfer or replicate any project related	We assume, nothing herein shall restrict us from licensing Manorama HIS to other	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			designs, documents, software programs or any other information related to projects to others via personal email or any other medium	customers	
221	345	9.14 (5) a	I commit to returning all RISL assets, including but not limited to devices, storage equipment, project reports, manuals, blueprints, drawings, correspondence, software programs, and all other materials and replicas thereof related in any way to RISL's operations or any other documents produced or accessed by me during my contractual obligations.	It is assumed the "software program" doesn't referes to Manorama HIS.	As Per RFP
222	345	9.14 (3)	I agree that I will not, during my involvement with RISL, transfer or replicate any projectrelated designs, documents, software programs or any other information related to projects to others via personal email or any other medium	We assume, nothing herein shall restrict us from licensing Manorama HIS to other customers	As per RFP
223		GENERIC		Please confirm our understanding that the project will only involve the supply, installation, testing, commissioning, and maintenance of the HMIS application, without any need for hardware, IT infrastructure, servers, or networks.	As Per RFP
224		8.1	Third-Party Integration	Could you please clarify who will be responsible for covering the expenses associated with third-party integrations?For using emerging technology, will RISL cover the additional costs or provide the necessary licenses for the integrations?Will RISL provide the devices needed to implement the emerging	As Per RFP
225		8.11.1	Interfacing Documentation for API and Web Services:	to integrate with other available systems, will RISL provide the endpoints?Is the documentation available for these API endpoints and Web Services?	Will be provided to the Selected Bidder

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Digitally signed by S. Menon  
 Designation : RISL Director  
 Date: 2024.09.03 15:34 IST  
 Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
226	20	Turnover from IT/ ITeS Projects	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.	As the tender permits consortium participation, it is stipulated in the tender that the turnover must be from the lead bidder could potentially restrict eligible participants. Given that the tender focuses on HMIS software, a niche area within IT services, it is rare for companies specializing in HMIS to meet such high turnover thresholds solely from IT services. We respectfully request that the authority consider the turnover of the entire consortium, regardless of whether it is from IT services. This would align with the objective of promotion broader competition and ensuring participation from specialized HMIS providers who may not have significant turnover from IT services alone but possess the necessary expertise and capabilities.	Please refer to Updated Clause in RFP
227	20	Technical Capability & Experience	<p>The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of</p> <p>One (1) Project of value not less than INR 30 crores</p> <p>OR</p> <p>Two (2) Projects of value not less than INR 19 crores each</p> <p>OR</p>	<p>The authority is requested to amend the said clause as:</p> <p>The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs / Public Limited Company in the last five (5) years in India comprising minimum of</p> <p>(1) Project of value not less than INR 15 crores</p> <p>OR</p> <p>Two (2) Projects of value not less than INR 10</p>	Please refer to Updated Clause in RFP

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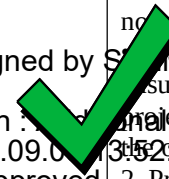
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 Designation : Regional Director  
 Date: 2024.09.06 13:32:34 IST  
 Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>Three (3) Projects of value not less than INR 15 crores each</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	<p>crores each</p> <p>OR</p> <p>Three (3) Projects of value not less than INR 5 crores each</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	
228	20	Technical Capability & Experience	Technical Capability & Experience	<p>We are writing to seek clarification regarding the qualification criteria related to ongoing projects as stipulated in the tender document. Qualification Criteria Concern: The tender specifies that in support of experience, a Work Order along with a Phase Completion Certificate from the client indicating the amount of payment made against that phase is required. Additionally, the payment received should be greater than or equal to the amount mentioned in the eligibility criteria.</p> <p>Request for Clarification:</p> <p>1. Consideration of Contract Value:</p> <ul style="list-style-type: none"> <li>For ongoing projects, we request that the contract value be considered in lieu of the payment received. The current requirement for proof of payment received may not be feasible for ongoing projects, where payments might not reflect the full contract value.</li> </ul> <p>2. Proof of Payment vs. Contract Value:</p> <ul style="list-style-type: none"> <li>If proof of payment is required, it may</li> </ul>	Please refer to Updated Clause in RFP

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 Designation : General Director  
 Date: 2024.09.03 15:29:34  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>undermine the relevance of including ongoing projects in the qualification criteria. Given that ongoing projects may not yet have received payment. We propose that the contract value be accepted instead.</p> <ul style="list-style-type: none"> <li>To address this, we suggest allowing self-certification by a Chartered Accountant (CA) for the contract value, as this is a common practice in HMIS tenders across India. We request that the authority consider accepting the contract value for ongoing projects as proof of experience, supported by a CA-certified document</li> </ul>	
229	27	4.2. Integration/ Interoperability	Integration/ Interoperability	<p>We have noted the requirement for the selected bidder to integrate the Hospital Management Information System (HMIS) with other platforms. To ensure a clear understanding and smooth execution of the project, we seek clarification on the roles and responsibilities related to this integration. Specifically, we request the authority to define the following:</p> <ol style="list-style-type: none"> <li>Approval Responsibility: Who will be responsible for obtaining the necessary approvals for integrating the HMIS with the respective platforms? Will this responsibility lie with the selected bidder, the authority, or a third party?</li> <li>Roles and Responsibilities: We request a delineation of the roles and responsibilities of both the selected bidder and the authority concerning the integration. This includes but is not limited to: <ul style="list-style-type: none"> <li>Obtaining access to the required platforms.</li> <li>Coordination with third-party vendors or</li> </ul> </li> </ol>	As per RFP

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 Krishnatri  
 Designation : Sr. Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved

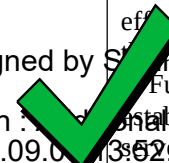


## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				platform providers. • Technical and administrative support during the integration.	
230	33	4.5. Deployment of Manpower	<p>4.5.1. IHMS 2.0 Development and Deployment Team:</p> <p>The Selected Bidder will be required to deploy the IHMS 2.0 application development team onsite in Jaipur at his/her own / rented premises with all requirements of application development office needs during the development / customization / deployment / Go-live / support phase of IHMS 2.0 solution within fifteen (15) days from the date of Letter of Intent.</p>	<p>We have reviewed the tender document and noted the stipulation that the selected bidder must deploy the IHMS 2.0 application development team onsite in Jaipur at their own or rented premises. This deployment includes all requirements for application development office needs during the development, customization, deployment, Go-live, and support phases of the IHMS 2.0 solution, to be established within fifteen (15) days from the date of the Letter of Intent.</p> <p>While we understand the importance of having key stakeholders onsite for smooth project execution, we believe that requiring the entire team, including helpdesk and other support staff, to be physically present in Jaipur may not be necessary. Maintaining an entire team onsite can significantly increase the project cost, particularly given the availability of modern remote work solutions.</p> <p>Therefore, we propose the following:</p> <ol style="list-style-type: none"> <li>1. Onsite Presence of Key Stakeholders: Key project stakeholders, such as project managers, lead developers, and other essential personnel, will be deployed onsite in Jaipur to ensure effective coordination and communication with authority.</li> <li>2. Functional Office in Jaipur: We will establish a functional office in Jaipur that will be used for onsite activities and meetings.</li> <li>3. Remote Work for Support Teams: Helpdesk</li> </ol>	Please refer to Updated Clause in RFP

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Digitally signed by S. Mehra  
 Krishnatri  
 Designation : Sr. Director  
 Date: 2024.09.03 15:34:15  
 Reason: Approved





## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>staff and other support teams, who can efficiently perform their duties remotely, will work from their existing locations. This approach will not compromise the quality of service and will help manage project costs effectively.</p> <p>We request the authority to consider this flexible approach, which balances the need for onsite presence with the practicalities of modern remote work capabilities. This model will ensure efficient project execution while optimizing costs.</p>	
231	34	4.5. Deployment of Manpower	4.5. Deployment of Manpower	<p>We have reviewed the manpower allocation table provided on page number 35 of the tender document, which outlines the deployment of personnel throughout the project. However, we seek further clarification on the following points:</p> <ol style="list-style-type: none"> <li>1. Helpdesk Requirement in Maintenance Phase of HMIS 1.0: Could you please confirm whether a dedicated helpdesk team is required during the maintenance phase of the HMIS 1.0 system? If so, we would appreciate details regarding the expected scope of work and the required manpower for this phase.</li> <li>2. Clarification on Manpower Deployment: We request additional clarity on the specific roles, number of personnel, and duration of deployment for each phase of the project. This information will help us plan and allocate our resources more efficiently.</li> </ol>	Please refer to Updated Clause in RFP
232	37	4.7. Takeover of existing IHMS	The Selected Bidder is expected to complete knowledge transfer sessions within 3 months from the start of project.	<p>The Selected Bidder is expected to complete knowledge transfer sessions within 3 months from the start of the project. We believe that</p>	As Per RFP

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Digitally signed by S. Krishna  
Krishnatri

Designation: Sr. Director

Date: 2024.09.03 15:34:57

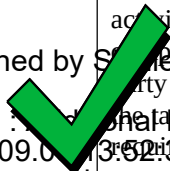
Reason: Approved

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		application		<p>this period may be too short, especially considering the complexity and scope of the project.</p> <p>Request for Clarification:</p> <ol style="list-style-type: none"> <li>1. Duration of Knowledge Transfer Period: We would appreciate it if you could clarify how the three-month period for knowledge transfer was determined. Given the complexities involved, a longer duration might be necessary to ensure a thorough and effective transfer of knowledge.</li> <li>2. Details of Existing Software: Additionally, to adequately prepare and understand the scope of work involved, we request detailed information on the existing software systems currently in use.</li> </ol> <p>Understanding these details is crucial for us to provide a realistic project plan and budget, which directly impacts the financial viability of our proposal.</p> <p>We understand the comprehensive scope of work outlined in the tender document. The tasks specified, including detailed knowledge transfer sessions, stakeholder interactions, and the assessment of existing systems and infrastructure, are extensive and crucial for the project's success.</p> <p>However, we would like to highlight that the timeline provided for completing these activities seems quite short, given the complexity and the dependencies on third-party stakeholders and systems. Specifically, the tasks outlined from points 4.8.3 to 4.8.17 require substantial effort, coordination, and potentially time-consuming approvals and integrations.</p>	

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 Krishnatri  
 Designation : Senior Director  
 Date: 2024.09.03 13:52:34 +05'30'  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>We Request for Information and Support:</p> <p>1. Details of Existing Equipment and Integration Manuals: To expedite our preparation, we request the authority to provide comprehensive details of the existing equipment, integration manuals, and current systems, such as IHMS, e-Aushadhi, e-Upkaran, Pehchan, and others.</p> <p>2. Coordination with Third Parties: Many activities depend on cooperation with third parties, including existing vendors and facility staff. We seek the authority's support in facilitating these interactions to ensure timely and accurate information gathering.</p> <p>3. Extended Support and Timeline Flexibility: Given the dependencies and the critical nature of accurate data migration and system integration, we kindly request the authority to provide additional support and flexibility in timelines. This would ensure that all requirements are thoroughly addressed without compromising the quality of deliverables.</p>	
233	40	4.8. Design, Requirement Analysis, Software Requirement Specification (SRS)	<p style="text-align: center;">Validity unknown Signature valid</p> <p style="text-align: center;">Digitally signed by S. Menra Krishnatri Designation : Sr. Director Date: 2024.09.03 13:52:34 IST Reason: Approved</p>	<p>We understand the comprehensive scope of work outlined in the tender document. The tasks specified, including detailed knowledge transfer sessions, stakeholder interactions, and the assessment of existing systems and infrastructure, are extensive and crucial for the project's success.</p> <p>However, we would like to highlight that the timeline provided for completing these tasks seems quite short, given the dependencies and the dependencies on third-party stakeholders and systems. Specifically, the tasks outlined from points 4.8.3 to 4.8.17</p>	As Per RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>require substantial effort, coordination, and potentially time-consuming approvals and integrations.</p> <p>We Request for Information and Support:</p> <p>1. Details of Existing Equipment and Integration Manuals:</p> <p>To expedite our preparation, we request the authority to provide comprehensive details of the existing equipment, integration manuals, and current systems, such as IHMS, e-Aushadhi, e-Upkaran, Pehchan, and others.</p> <p>2. Coordination with Third Parties:</p> <p>Many activities depend on cooperation with third parties, including existing vendors and facility staff. We seek the authority's support in facilitating these interactions to ensure timely and accurate information gathering.</p> <p>3. Extended Support and Timeline Flexibility:</p> <p>Given the dependencies and the critical nature of accurate data migration and system integration, we kindly request the authority to provide additional support and flexibility in timelines. This would ensure that all requirements are thoroughly addressed without compromising the quality of deliverables.</p>	
234	43	4.11.2. Training of Trainers	<p>The training of Trainers session shall be held online using Cisco Webex video-conferencing solution. In case the need arises to conduct a classroom session, the same shall be organized in coordination with competent committees and Executing Agency</p>	<p>We have noted the tender stipulation that the "Training of Trainers" session shall be held online using the Cisco Webex video-conferencing solution. However, we would like to seek some clarifications on this matter:</p> <p>Usage of Cisco Webex:</p> <p>Could you please confirm if the authority is using Cisco Webex for virtual meetings and calls? If so, we assume that the organization and arrangement of these sessions</p>	As Per RFP

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Krishnatri  
Designation : Sr. Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				would fall under the authority's scope, with the selected bidder providing the necessary training content and delivery. 2. Alternative Video-Conferencing Solutions: In the event that Cisco Webex is not being used by the authority, we request permission for the selected bidder to utilize their preferred video-conferencing system to conduct the training sessions. This flexibility will allow us to ensure smooth and efficient delivery of training.	
235	46	4.12. Safe to Host Certification	4.12.4. The Selected Bidder shall get Security Audit done for IHMS 2.0 at their own cost till the duration of the project.	To ensure compliance and alignment with industry best practices, we kindly request the authority to specify the required frequency of these security audits.  Based on general industry standards, security audits are typically conducted annually.	Please refer to Updated Clause in RFP
236	49	4.16. Change Request Management Services	4.16.1. The Selected Bidder shall make use of his/her own Change Request Management System (CRMS) to track the CRs raised by the stakeholders of IHMS 2.0.	In the tender document, it is stated that the Selected Bidder shall utilize their own Change Request Management System (CRMS) to manage and track the change requests raised by stakeholders of the IHMS 2.0 project. We seek clarification on whether the CRMS is expected to be hosted on the authority's server or if it should be hosted on the bidder's infrastructure.	As Per RFP
237	71	Financial Capability & Experience	Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ITeS projects (excluding hardware, consulting, transaction services, advisory services, and Licenses and FMS services)  Min INR 120 Cr :05  Marks >INR 120 Cr and <= INR 300 Cr :08	As the tender permits consortium participation, it is stipulated in the tender that the turnover must be from the lead bidder could potentially be from eligible participants. Given that the tender focuses on HMIS software, a niche area of IT services, it is rare for companies to have high turnover in HMIS to meet such high turnover thresholds solely from IT services.	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			Marks  >INR 300 Cr and < = INR 500 Cr :12 Marks > INR 500 Cr :15 Marks	We respectfully request that the authority consider the turnover of the entire consortium, regardless of whether it is from IT services. This would align with the objective of promotion broader competition and ensuring participation from specialized HMIS providers who may not have significant turnover from IT services alone but possess the necessary expertise and capabilities.	
238	93	6.2.51.	6.2.51. In case of extension in the delivery of services and/ or installation/ completion period is granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of service which the supplier/ selected bidder has failed to supply or complete: -	We would like to address the clause related to the imposition of Liquidated Damages (LD) mentioned in the tender document. Currently, the LD is imposed on the entire contract value. We respectfully request that the LD be imposed only on the portion of the contract that is delayed, rather than on the entire contract value.	Please refer to Updated Clause in RFP
239	103	7.3. Service Level Standards/ Requirements/ Agreement	7.3.11. Damages for attrition of key resources during the project duration	<p>We are writing to address the clause outlined in the tender document regarding damages for the non-availability of deployed personnel/resources/manpower. We understand the importance of having dedicated and consistent manpower and are committed to maintaining high standards of service. However, we would like to request a revision of the clause due to certain practical considerations.</p> <p>Validity unknown Signature valid</p> <p>Digitally signed by S. Krishna Tripathi Krishnatri Designation : Sr. Director Date: 2024.09.03 15:34:15 Reason: Approved</p> <p>Current Clause: Tender specifies that a maximum of 18 leaves per year (4.5 per quarter on a prorated basis) are allowed for deployed personnel. If the number of leaves exceeds this limit, payment will not be made for the period of unavailability, and additional damages will be</p>	Please refer to Updated Clause in RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>levied.</p> <p>Request for Modification:</p> <ul style="list-style-type: none"> <li>• We acknowledge the critical role of manpower availability and assure you of our commitment to providing reliable personnel.</li> <li>• However, there are certain circumstances beyond our control where deployed personnel may be unavailable due to reasons such as resignations, terminations based on valid grounds, or unforeseen personal circumstances.</li> <li>• To mitigate such situations, we will ensure the prompt provision of equivalent manpower to maintain uninterrupted service.</li> </ul> <p>Proposed Adjustment:</p> <p>We respectfully request the authority to consider the nature of such circumstances and adjust or delete the damages clause related to non-availability of personnel.</p>	
240	286	8.10. Use of Emerging technologies in IHMS 2.0	<p>The Selected Bidder is required to adopt and use the capabilities of emerging technology like AI to automate routine workflows, assist in diagnostic investigations, reduce repetitive workflows resulting in enhanced productivity of the end-users of IHMS 2.0.</p>	<p>We are writing to seek clarification regarding the scope and financial implications of incorporating emerging technologies into the IHMS 2.0, as outlined in the tender document. While we acknowledge and support the inclusion of these advanced technologies, we seek clarification regarding the extent of additional work required to implement these use cases. The current tender does not define the amount of additional workload associated with these technologies. Given the potential impact on the project's timeline and budget, we request that a clear scope of work be provided. This will enable us to accurately assess and plan for the associated costs and resource requirements.</p>	As per RFP

Validity unknown Signature valid

Digitally signed by S. Menendra  
 Krishnatri  
 Designation : Senior Director  
 Date: 2024.09.03 15:24:45  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>We propose that any additional work beyond the defined scope be subject to separate negotiations and mutual agreement on charges, ensuring fair compensation for any extra efforts and resources involved.</p> <p>We suggest that the authority provide a detailed scope of work for the identified use-cases to facilitate a precise evaluation of the project's requirements.</p> <p>For any additional use-cases or technologies identified during the requirement study, we recommend establishing a process for determining the scope and charges in consultation with the selected bidder.</p> <p>We believe that this approach will provide clarity, ensure financial viability, and enable effective planning and execution of the IHMS 2.0 project.</p>	
241	287	8.11.6. Health ATM	8.11.6. Health ATM	<p>In order to effectively plan and integrate similar solutions within the scope of our project, we would like to obtain detailed information about the Health ATMs currently deployed in Rajasthan. Specifically, Number of Locations with details, Vendor Information, Integration Capabilities</p> <p>Having this information will greatly assist us in understanding the existing deployment and integration landscape, which is crucial for planning and aligning our implementation strategy with the IHMS2.0 requirements.</p>	Will be provided to the Selected Bidder
242	345	9.15. Role of RSDC (Rajasthan State Data Centre)	RSDC is the focal point of IHMS 2.0 ICT infrastructure. The core infrastructure solution (Web Application, Mobile Application and Web Portal) is expected to be hosted at RSDC. The data collected from all empaneled	<p>We are reaching out to request detailed information regarding the hardware and software infrastructure that will be provided by the RSDC (Rajasthan State Data Center) for the IHMS 2.0 project.</p>	As per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishna

Designation: Senior Director

Date: 2024.09.03 10:35:24 IST

Reason: Approved

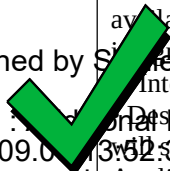


# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>hospitals (public and private) covered under IHMS 2.0 will be centrally stored at the RSDC.</p>	<p>As stated in the tender, the RSDC is identified as the focal point for the ICT infrastructure of IHMS 2.0. The core infrastructure for the Software Solution, including Web Application, Mobile Application, and Web Portal, is expected to be hosted at the RSDC. Additionally, all data collected from empaneled hospitals (both public and private) under IHMS 2.0 will be centrally stored at the RSDC.</p> <p>To ensure accurate financial planning and effective integration, we request the following details:</p> <ol style="list-style-type: none"> <li>1. Hardware Infrastructure: <ul style="list-style-type: none"> <li>• Specifications and capacity of servers, storage systems, and network equipment provided by the RSDC.</li> <li>• Details on data backup and disaster recovery systems in place.</li> <li>• Information on redundancy and failover mechanisms to ensure system reliability.</li> </ul> </li> <li>2. Software Infrastructure: <ul style="list-style-type: none"> <li>• Overview of the operating systems, databases, and middleware platforms supported by the RSDC.</li> <li>• Details on any virtualization or cloud services that will be utilized.</li> </ul> </li> </ol> <p>Information on security and monitoring tools available at the RSDC to safeguard data integrity and privacy.</p> <p>Integration Capabilities: Description of how the RSDC infrastructure will support the integration of the Web Application, Mobile Application, and Web Portal with the centralized data storage.</p>	

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Digitally signed by S. Krishna  
Krishnatri  
Designation : Sr. Director  
Date: 2024.09.03 13:02:34 PST  
Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<ul style="list-style-type: none"> <li>Information on APIs or data exchange protocols available for seamless integration with the IHMS 2.0 system.</li> <li>Having a clear understanding of the hardware and software infrastructure provided by the RSDC is crucial for our technical and financial planning.</li> </ul>	
243	Nil	Nil		<p>We are writing to seek clarification regarding the integration requirements outlined in the tender document for the HMIS and the availability of technical support for connecting with various external platforms.</p> <p>Integration Requirements: The tender document stipulates that the HMIS should integrate with multiple external platforms, open-source software, applications, and government portals. Given the scope and complexity of these integrations, we request the following clarifications:</p> <ol style="list-style-type: none"> <li>Technical Support Availability: <ul style="list-style-type: none"> <li>Could you confirm whether technical support is available for the external platforms, open-source software, applications, and government portals specified for integration with the HMIS?</li> <li>If technical support is available, please provide details on how it can be accessed and the scope of support provided.</li> </ul> </li> <li>Stakeholder Connectivity: <ul style="list-style-type: none"> <li>We understand that it is essential for the selected bidder to liaise with relevant stakeholders for successful integration. We request the authority to facilitate connections with the respective stakeholders in case of any technical issues or integration</li> </ul> </li> </ol>	Refer to Section 8.11 of RFP

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 Designation : Sr. Director  
 Date: 2024.09.03 15:34:15  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>challenges.</p> <ul style="list-style-type: none"> <li>• Please outline the process for engaging with stakeholders and any support the authority will provide to ensure effective resolution of technical issues.</li> </ul> <p>Ensuring clarity on these points is crucial for our planning and successful execution of the integration tasks.</p>	
244	Nil	Nil		<p>We are seeking clarification regarding the change requests for HMIS 1.0 as outlined in the tender document.</p> <p>The tender specifies that the selected service provider is responsible for fulfilling change requests for HMIS 1.0. To effectively plan and manage these requests, we need clarity on the following:</p> <ol style="list-style-type: none"> <li>1. Estimated Man-Hours: <ul style="list-style-type: none"> <li>• Could you provide an estimate of the number of man-hours typically required to address and implement change requests for HMIS 1.0?</li> <li>• Understanding the average man-hours needed will help us better assess and allocate resources for this task.</li> </ul> </li> <li>2. Additional Charges for Excess Man-Hours: In the event that the change requests require more than 12 man-hours, we recommend for additional charges.</li> </ol>	As per RFP
245	Nil	Nil		<p>Validity unknown Signature valid</p> <p>We are writing to express our concerns regarding the financial feasibility of the IHMS project as outlined in the tender document.</p> <p>Scope of Work and Concerns: The tender identified that the selected bidder will be responsible for:</p> <ul style="list-style-type: none"> <li>• Maintaining the existing application.</li> <li>• Developing and maintaining the new HMIS</li> </ul>	As per RFP

Digitally signed by S. Krishna  
 Designation : Sr. Project Director  
 Date: 2024.09.03 13:52:04 IST  
 Reason: Approved




# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>2.0 for a period of three years.</p> <ul style="list-style-type: none"> <li>Integrating with numerous third-party websites and platforms.</li> <li>Adopting and utilizing emerging technologies like AI to enhance workflows and productivity.</li> </ul> <p>Given the extensive scope of work and the advanced requirements of the project, we have identified several concerns:</p> <ul style="list-style-type: none"> <li>The complexity and scale of integrating various technologies and third-party systems.</li> <li>The extended duration of maintaining and supporting the new HMIS 2.0 system over a three-year period.</li> <li>The implementation of AI capabilities for automation and diagnostics.</li> </ul> <p>Request for Financial Viability Sheet: Considering these factors, we believe the project value provided may not adequately reflect the financial requirements. Therefore, we kindly request the authority to provide a detailed financial viability sheet prepared by the authority or a consultant. This document will help us better understand the financial assumptions and calculations underpinning the project value and will be crucial for assessing the project's financial viability and preparing a realistic proposal.</p>	
246	14	2.2	Project Background	<p>Validity unknown Signature valid</p> <p>What were the reasons behind the partial deployment of the current iHMS application?</p>	Not in purview of this RFP
247	14	2.2	Project Background	<p>Digitally signed by S. Mendra Krishnatri Designation : Date: 2024.09.03 13:52:34 IST Reason: Approved</p> <p>Why are many sites have not yet implemented the current iHMS application?</p>	Not in purview of this RFP
248	16	2.3	Project Objectives	<p>Access to learning materials for students from admission till graduation and beyond' is mentioned. Are the digital documents ready or</p>	As per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				yet to be prepared? Is there any module in place in present iHMS to intake of any new digital books, papers etc into this IHMS 2.0?	
249	17	2.4	Stakeholders (Audience/ Beneficiaries)	Better linkage between government and private health facilities through telemedicine,'Establishment of a network hospitals linked as Telemedicine Centres with a hub-andspoke model'. Should there be a facility to make video calls and chat and send/recieve documents during the telemedicine session?	As per RFP
250	19	2.5	Expected Project Outcomes	One of the motive of this project is 'Enable data and fact-based decision making, administration and overall governance' - Are there a set of dashboards for each stakeholder/end user ready? or have to be designed and receive approval from end users?	Refer to Clause no 8.5.40 of RFP
251	19	2.5	Expected Project Outcomes	While Integrating Electronic Health Record (EHR) with Jan Dhan Card / Aadhaar / ABHA Number, if there are any issues with these systems, is there a technical team with RISL to resolve the issues?	Refer to Clause no 8.11 of RFP
252	25	4.1	Approach for Implementation of Integrated Health Management System 2.0 Solution.	Is the team defined in the NIB document fixed or can be altered based on the need and execution phase of the project and volume of work at a point of time?	Refer to clause no 4.5. of RFP
253	25	4.1	Approach for Implementation of Integrated Health Management System 2.0 Solution	What is the process for ratifying and approving functional requirements and placing them under change control?	As Per RFP
254	27	4.2	Integration/ Interoperability	Plans to upgrade to FHIR R5 in the future?	Refer to Clause no. 4.2 of RFP
255	27	4.2	Integration/ Interoperability	Implement FHIR R5 updates within the project scope?	Refer to Clause no. 4.2 of RFP

Digitally signed by S. S. Krishna  
 Designation : Senior Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
256	29	4.3	Activities to be executed by the Selected Bidder	How many stakeholders have been identified to provide functional requirements?	As Per RFP
257	29	4.3	Activities to be executed by the Selected Bidder	Have existing capability gaps in RSDC environments been identified?	As per RFP
258	34	4.5.1.	IHMS 2.0 Development and Deployment Team	Are bidder activities restricted to the onsite location in Jaipur, or can some tasks be performed remotely?	Please refer to Updated Clause in RFP
259	34	4.5.	Deployment of Manpower	Is proficiency in Hindi a requirement for all team members?	Please refer to Updated Clause in RFP
260	37	4.6	Development / Customization, Testing and Deployment & Implementation of IHMS 2.0 (Web Application, Mobile Application & Web Portal)	What is the current testing strategy for the application?	Refer to Clause no 4.9. of RFP
261	37	4.3.	Development/ customization, Testing and Deployment & Implementation of IHMS2.0 (Web Application, Mobile Application & Web Portal)	Are you open to modifications in the process flows defined in the RFP?	As per RFP
262	38	4.7	Takeover of existing IHMS application	Is there an inventory of documents currently available for the existing iHMS application?	As per RFP
263	38	4.7	Takeover of existing IHMS application	Is there an inventory of all code objects associated with the current iHMS implementation?	As per RFP
264	40	4.8	Design, Requirement Analysis, Software Requirement Specification (SRS)	What is the availability of domain experts for supporting information-gathering workshops and interviews (full-time/part-time)?	As per RFP
265	40	4.8	Design, Requirement Analysis, Software Requirement Specification (SRS)	Have domain experts been advised to prepare material necessary information for these sessions?	Refer to Clause no 4.8.12. of RFP
266	40	4.8	Design, Requirement Analysis, Software Requirement Specification (SRS)	Is there a detailed inventory of lab and imaging equipment along with their interface requirements?	Will be shared during requirement study
267	41	4.9	User Acceptance Testing (UAT)	Is there an established UAT framework?	Please refer to Updated Clause in RFP
268	41	4.9	User Acceptance Testing (UAT)	Is there a test bank of UAT tests for the current	Please refer to

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				application?	Updated Clause in RFP
269	43	4.1	Deployment/ Configuration/ System Integration/ Roll-out and Implementation (Go-Live) of IHMS 2.0 & Web Portal	Can RISL provide details on the enterprise software available for requirement tracking and testing (e.g., ReqPro, HP ALM)?	Refer to Clause no 4.24. of RFP
270	46	4.13	Technical support services for IHMS 2.0	What constraints will exist regarding change requests during Support and Maintenance activities?	As per RFP
271	48	4.14	Maintenance Services for IHMS 2.0	What is the typical timeline for requested infrastructure changes to the environments?	Refer to Clause no 4.26.3. of RFP
272	49	4.16	Change Request Management Services	Is there a functionality traceability matrix available for the current application?	As per RFP
273	50	4.18	Equipment Integration	Should Equipment Integration be achieved as part of IHMS or after the core IHMS is completed? As Equipment (Point-of-Care instruments, IoT devices) integration of various devices need lot of hardware and software integration.	Refer to Clause no 4.4 of RFP
274	50	4.17	Data Migration	Should Data Migration plan from old iHMS to IHMS 2.0 be taken care of ? How many years of data is already there? What is the Size? Please provide the Data Model.	Please refer to Updated Annexure 9.22 in RFP
275	55	4.25	Project Deliverables, Timelines & Payment Terms	Can you share the deployment report for the current application?	Refer to Section 4.7 of RFP
276	55	4.26	Project Deliverables, Timelines & Payment Terms	Is there flexibility in the project timeline?	As per RFP
277	62	5.1.	Sale of Bidding/ Tender Documents	Is RISL open to considering a fixed fee or validity unknown signature valid bidding approach?	As per RFP
278	74	5.14	Technical Qualification Criteria	Do you require the names of the project team members to be included in the bid proposal?	Refer to Annexure 9.13 of RFP
279	74	5.14	Technical Qualification Criteria	Is RISL open to different organizational staffing levels for the project	Refer to Section 4.5 of RFP

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Digitally signed by S. Krishna  
Krishnatri

Designation : Sr. Director

Date: 2024.09.03 13:52:34 IST

Reason: Approved

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
280	95	6.2.56.	Warranty/ Support/ATS	Are there any existing defects in the current iHMS implementation?	Will be provided to the Selected Bidder
281	105	7.3	Service Level Standards/ Requirements/ Agreement-	Are the current minimum requirements listed under change control?	Refer to updated clause in RFP
282	105	7.3.12.	Change Requests/ Management	Is there a backlog of change requests for the current iHMS implementation?	Will be provided to the Selected Bidder
283	287	8.10.	Use of Emerging technologies in IHMS2.0	Is RISL committed to using the current technology stack for iHMS 2.0, or is there room for alternatives?	Refer to Clause no 4.24 of RFP
284	299	8.16	Data Migration Plan and Strategy	Who will be responsible for migrating solution components across environments, and what is the process/timeline?	As per RFP
285	311	8.20.2.	Proposed Deployment Architecture	What is RISL's stance on the use of Cloud resources for implementing iHMS 2.0?	As per RFP
286	336	9.11	Roles and Responsibilities of IHMS2.0 IT Team	Should the team physically present in Rajasthan? complete or part of the team?	Refer to Section no 4.5 of RFP
287	336	9.11	Roles and Responsibilities of IHMS2.0 IT Team	Will there be a office premises provided to the team to work?	Refer to Section no 4.5 of RFP
288	336	9.11	Roles and Responsibilities of IHMS2.0 IT Team	Would there be laptops provided to the team? with internet? any data restrictions?	As per RFP
289	336	9.11	Roles and Responsibilities of IHMS2.0 IT Team	Would you consider alternative rollout strategies instead of a big-bang deployment for iHMS 2.0?	As per RFP
290	341	9.12	Expected Qualification and Experience of Resources	Looking at the vast terminology, various other systems which have to be integrated, a System Analyst in this Hospital Management area is needed to be on the team. Can we have a System Analyst too?	Refer to Clause no 4.5.1
291	343	9.12	Expected Qualification and Experience of Resources	Are there Wireframes available for the current application processes involving the UI?	As per RFP
292	346	9.16.	Technical Proposal	Provide the Bill of Materials (BOM) for the existing tech stack?	Refer to Section 9.22 of RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishnatri  
Designation : Technical Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved





## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
293	347	9.15.	Role of RSDC (Rajasthan State Data Centre)	Is there an existing Disaster Recovery environment in place?	Refer to Clause no 4.24 of RFP
294	355	9.22	Capabilities of existing IHMS Application	Are there any issues with existing iHMS to be addressed	Refer to Section 4.7 of RFP
295	355	9.22	Capabilities of existing IHMS Application	Should the new IHMS 2.0 be 'inline' with old iHMS ? so that it is easy for existing users to shift onto new one.	As per RFP
296	355	9.22	Capabilities of existing IHMS Application	What requirements are not met by the current application?	Will be provided to the Selected Bidder
297	356	9.22	Technology Stack of existing IHMS application	What is the Oracle DB license? Can we have Dev, QA, UAT environments on that Oracle DB?	Refer to Clause no 4.24 of RFP
298	356	9.22	Capabilities of existing IHMS Application	Is the present iHMS system in use ? If so, please provide the architecture, control flow and data flow of all the management modules.	Refer to Section 9.22 of RFP
299	356	9.22	Capabilities of existing IHMS Application	What is your vision for the future of the current tech stack components?	Refer to Clause no 4.24 of RFP
300	2	Header	RFP for Design, Development, Implementation & Maintenance of IHMS 2.0 (Before Pre-bid)	We request the authorities to kindly clarify as to the meaning of "before pre-bid" in the header of this RFP.	Please refer to Updated header in RFP
301	18	2.5.18	Establishment of a central VNA-PACS system which shall serve as the repository for imaging studies generated at various imaging facilities in the state. The imaging studies shall be linked to the Jan Aadhaar / Aadhaar/ABHA Number of the patient.	Request the authority to please clarify if otherwise:  As mentioned in the earlier sections of this RFP document, the implementation of PACS system has been a integral part of the IHMS prepared by the authorities for integration with new IHMS system.	As per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishnatri  
Designation : Additional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
302	21	3.5	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multiplication Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019- 20 to 2023-24)	Request the authority to please clarify the below query:  Will projects that have been under execution before 5 years and are currently under AMC period eligible for this criteria.	Please refer to Updated Clause in RFP
303	25	4.1.1	The project scope involves the design and development of an integrated health management system 2.0 with the functional requirements of the existing iHMS application on a microservices-based architecture....	As per the information provided in the RFP, we understand that the existing application is not based on a microservices platform. Given the intricacies of an HMIS application, where modules are closely interconnected with complex data flows, a monolithic architecture is often recommended for ERP solutions to avoid gaps or miscommunication between modules.  In light of this, we kindly request the authorities to clarify the specific requirement for a microservices architecture. Understanding the rationale behind this requirement will help us better align our proposal with the project's objectives and ensure optimal system performance and integration.	As per RFP
304	29	Group - 1 System preparedness for IHMS 2.0	Any other health systems / support application systems that have been identified during the SRS study of IHMS 2.0 • Any State / National health portal as mandated by GoI / GoR	Request Authority to provide accurate information regarding the existing health portals that are integrated with the current IHMS. Also please confirm on the scope of integration(which portals are expected to be integrated) and also the process of integration of any additional portals for this project.	Will be provided to the Selected Bidder
305	42	4.10.4	The Executing Agency in coordination with the RSDC shall provide the above mentioned to the Selected Bidder after approval of appropriate	Request Authority to please clarify our assumptions stated below:	As per RFP

Digitally signed by S. Krishna  
 Designation: General Director  
 Date: 2024.09.13 15:23:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			committees / authority.	We assume that the cost related to hosting, licensing, networking for the servers required for this project will be borne by the authority.	
306	45	4.11.3	Workshop for introduction of SaaS models to private health facilities	<p>Request the authority to please clarify the below queries:</p> <p>We understand that the objective of this IHMS application is to interconnect most healthcare facilities in Rajasthan. However, regarding the provision of a SaaS model to private hospitals, we have a few queries:                      How will customizations be handled in a SaaS model, given that customization is crucial for adapting the HMIS to individual hospital needs?                      What will be the pricing model for such facilities?                      Since the application will be hosted at RSDC, where will the SaaS application be hosted?</p>	As per RFP
307	64	5.1.5	The minutes and response, if any, shall be provided promptly to all bidders to which the procuring entity provided the bidding documents, so as to enable those bidders to take minutes into account in preparing their bids, and shall be published on the respective websites.	<p>Request the authority to please consider the below request:</p> <p>We kindly request the authorities to give a minimum of 10 working days to incorporate the information provided in the pre-bid minutes/clarification to the bidders.</p>	As per RFP
308	73	5.14.1.4	The Bidder must have successfully executed or is executing projects (excluding hardware / consulting / transaction / advisory services in healthcare) in design, development, implementation, operations, and maintenance of eHealth Solutions (i.e., HIS/ EMR/ HMIS) for five (5) years (i.e., from 01st Apr. 2019 to 31st Mar. 2024). Number of hospitals implemented: Minimum 20 Hospitals :08 Marks	<p>Request the authority to please confirm the below:</p> <p>Request the authorities to kindly confirm if international project of similar nature are considered for this criteria.</p>	Please refer to Updated Clause in RFP

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 Krishna  
 Designation: Sr. Director  
 Date: 2024.03.09 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			>20 Hospitals and <=50 Hospitals :10 Marks > 50 Hospitals :15 Marks		
309	73	5.14.1.6	The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day: Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	We kindly request the authorities to kindly relax this condition and consider evaluating the average inflow of patients per month with following marking criteria. Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	Please refer to Updated Clause in RFP
310	73	5.14.1.8	The bidder must have successfully implemented software projects using microservices architecture in the last five (5) years (from 1st April 2019 to 31st March 2024) Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks	We kindly request the authorities to consider ongoing projects for this criteria.	As per RFP
311	75	5.16.3	A minimum score of 70% should be achieved in individual sections of the Technical qualifications criteria for the bidder to be eligible for opening of their financial bid.	Request the authority to please consider the below :  We request the authorities to kindly consider the minimum score of 70% for the overall technical qualification and not for the individual criteria's.	As per RFP
312	80	5.27	If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents.	Request the authority to please revise this condition considering the below perspective of the Bidder:  The bidder understands and acknowledges the criteria that the procuring entity may not procure the subject matter of procurement or procure less than the specified quantity due to changes in circumstances. However, the bidder relies on the project timeline, resource engagement, and viability based on the provided Statement of Work (SOW) and Bill	As per RFP

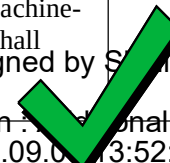
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 Designation : Senior Project Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				of Quantities (BOQ). Therefore, any change in the procurement will significantly affect the viability and optimal resource utilisation for the project.	
313	83	7.3 Service Level Standards/ Requirements/ Agreement	K) Damages for attrition of key resources during the project duration: SI shall make sure that the key personnel involved in the development, operation and maintenance of the IHMS 2.0 software solution are designated to the project for the entire project duration.	Request authority to amend this clause with respect to penalty stated in the RFP. We request the authority to amend this clause on the penalty charges if more than 30% of the Project team is replaced/changed.	Refer to updated clause in RFP
314	116	8.5.1	REG/02: There shall be provision system to allow the registration of a patient by linking with the Jan Aadhaar ID of the patient. In case Jan Aadhaar ID is not available, the patient should be able to register using the Aadhaar ID in the system.	Request the authority to please clarify the below query:  We are assuming the APIs to be used for linking with the Jan Aadhaar and Aadhaar databases will be provided by the customer	Refer to updated clause in RFP
315	116	8.5.1	REG/04 There shall be provision of capping facility (Limit) for an OPD, the provision of changing the capping limit should be simple and rights can be given to service provider through a doctor mobile app	Can you provide more details on how the capping limit for OPD is determined and the process for changing it?	As per RFP
316	118	8.5.1	There should be provision to allow overbooking at slot level as per the configured settings	What are the specific settings and conditions under which overbooking should be allowed	As per RFP
317	123	8.5.1	ERD/05 The application shall have multiple provision like selection of data using drop down option, conversion of handwritten to machine-readable format, conversion of speech to machine-readable format and other methods which shall assist the user in creating medical records.	Can you provide more information on the methods, are there any specific APIs we can	As per RFP

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 Designation: Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
318	124	8.5.1	ERD/21 The system shall have the facility to automatically call the requested doctor /resident via a phone call when the request doctor / resident has not acknowledged the cross-consultation request in the mobile app.	Request the authority to please clarify the below query:  Any Specific APIs or protocols recommended for sending notifications and making phone calls?	As per RFP
319	125	8.5.1	ERD/35 The system shall be able to integrate with the State Police Department IT System for the electronic transmission of MLC reports through Medical Jurist in the hospital.	Request the authority to please clarify the below query:  What are the specific integration requirements for electronic transmission of MLC reports to the State Police Department IT System, also assuming the specific protocols or APIs recommended for this integration will be provided by the customer.	As per RFP
320	129	8.5.1	ADT/06 The system shall have provision of integration with various schemes (Insurance, National Health Programs, Pehchan Portal)	Request the authority to please clarify the below:  Kindly provide details on the integration requirements with various schemes like Insurance, National Health Programs, Pehchan Portal.	Refer to clause no 8.11 of RFP
321	133	8.5.1	DDM/07 The system shall have the provision for the doctor to place investigation orders like lab orders, radiology orders, other diagnostic test orders, OP procedure orders, admission requests, discharge requests, prescription orders, etc. The application shall have multiple provision like selection of data using drop down, text to speech conversion of handwritten text to readable format, conversion of speech to text to readable format and other methods which assist the user in creating medical records.	Request the authority to please share the information on the below:  Can you provide more information on the methods, are there any specific APIs we can expect	Will be provided to the Selected Bidder

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 Designation: Regional Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved

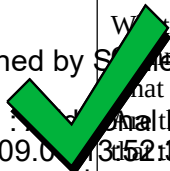


## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
322	134	8.5.1	DDM/12 The system shall have the provision to record SNOMED-CT code for procedures and where applicable.	Can you kindly provide specific details on how the SNOMED-CT codes should be integrated into the system?	Will be provided to the Selected Bidder
323	140	8.5.1	LAB/09 The system shall have the functionality to inform the date and time of report availability to the patients depending on the services availed by SMS/email	Request the authority to please clarify the below query:  Is there a need to integrate with specific SMS or email service providers, or can the solution use any available provider, also we assume the transaction charges will be born by the customer	Will be provided to the Selected Bidder
324	140	8.5.1	LAB/11 The system shall have the capability to accept order transactions from another information system through HL7 interface	Can you kindly provide the specific integration points or endpoints that need to be configured for the HL7 interface, are there any existing integration specifications or documentation available for the HL7 interface?	Will be provided to the Selected Bidder
325	149	8.5.1	PHR/23 The system shall have the provision for integration with e-Aushadhi	Request the authority to please clarify the below query:  What are the key integration points between your system and e-Aushadhi, What are the specific integration requirements or standards for connecting with e-Aushadhi, Is there a provided API or interface documentation for e-Aushadhi integration?	As per RFP
326	152	8.5.1	RIS/04 The system shall be capable of interfacing with the PACS and incorporating Radiology management facilities.	Request the authority to please clarify the below query:  What version of PACS (Picture Archiving and Communication System) is currently in use, or what versions are expected to be supported, are there any specific PACS vendors or products that the system needs to integrate with, What protocols and standards are used for interfacing	Refer to Clause 8.8 of RFP

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Krishnatri  
Designation : Medical Director  
Date: 2024.09.03 15:24:51  
Reason: Approved

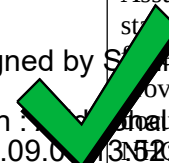


## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				with PACS?	
327	154	8.5.1	BBM/18 The system shall incorporate RFID tags and Bar Codes at the time of generating blood bags during blood collection	Request the authority to please clarify the below query:  Assuming any costs associated with the RFID procurement, integration or hardware etc. will be born by the customer	As per RFP
328	166	8.5.1	EMR/14 The system shall have provision to create EMR templates specific to clinical departments and assign the same to the workflows of the clinical departments. The system shall have the provision for the healthcare professional to sign all EMR documents using digital signature (DSC).The EMR templates shall be defined using the inputs from end-users during requirement study	Kindly provide more details about the compliance requirements for integrating digital signatures (DSC) into the EMR system, assuming the Cost of the DSC,s will be born by the customer.	As per RFP
329	176	8.5.1	BIL/08 The system shall integrate with UPI.	Request the authority to please clarify the below query:  Assuming the technical specifications and standards required for integrating with UPI e.g., APIs, SDKs will be provided by the customer, If there is a specific documentation or an API guide available for UPI integration it will be appreciated if provided.	Refer to Section 8.11 of RFP
330	177	8.5.1	IM/04 The system shall have the provision to submit claims electronically wherever possible using NHCX.	Request the authority to please clarify the below query:  Assuming the technical specifications and standards required for integrating with NHCX electronic claims submission will be provided by the customer, Is there specific documentation or an API guide available for NHCX integration they will be appreciated if provided.	Refer to clause 4.2.9 of RFP

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Krishnatri  
Designation : Senior Director  
Date: 2024.09.03 11:34:16  
Reason: Approved






## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
331	179	8.5.1	IM/30 Upon beneficiary selection for admission (IPD/Day-care/Emergency) and disease/treatment type selection, the system shall request for a TID from the respective scheme application (RGHS / MAA Yojana or any other as applicable), auto-fetching beneficiary details, and other relevant information	Request the authority to please confirm our understanding:  We assume that the specific documentation or API guides will be made available for each scheme application that needs to be integrated	As per RFP
332	185	8.5.1	LIN/17 System shall Have provisions for RFID tracking of linen, enabling real-time monitoring of linen location, usage history, and inventory levels throughout the facility.	Request the authority to please confirm our understanding :  Assuming any costs associated with the RFID procurement, integration or hardware etc. will be born by the customer	As per RFP
333	287	8.1	However, the above list is not an exhaustive list that require to be deployed in IHMS 2.0. Any other use-case that shall be identified during the requirement study of IHMS 2.0 shall also form part of the requirement scope of IHMS 2.0 to be fulfilled by the Selected Bidder.	Request the authority to please provide exact information mentioned below:  The modern technologies which are powered by artificial intelligence (AI) are usually their party tools which whose procurement depends on the number of users for the specific functionalities. Hence, we request the authorities to kindly confirm the expected functionalities in depth along with the number of users associated with each functionality for bidder to provide accurate financial bid.	As per RFP
334	299	8.16. Data Migration Plan and Strategy	Depending on the above data types, different categories of data is available that needs to be migrated. RISL shall provide the details of the quantities of records present in existing applications / physical records to be migrated to the new IHMS 2.0 The following table gives an idea of records that would be required to be migrated from the existing application(s) / physical records	Request authority to please share the below details: 1. Quantity of physical data records 2. Please share more details about the mode of migration of data from Physical records to IHMS 2.0 3:52:34 IST	Please refer to Updated Clause in RFP


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 Designation: Senior Director  
 Date: 2024.09.13 3:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			IHMS 2.0		
335	GENERIC	GENERIC	GENERIC	Please confirm our understanding that the project will solely involve the supply, installation, testing, commissioning, and maintenance of the HMIS application, without requiring any hardware, IT infrastructure, server or network.	Refer to Clause no 4.1 of RFP
336	33	4.5.1.	IHMS 2.0 Development and Deployment Team The Selected Bidder will be required to deploy the IHMS 2.0 application development team onsite in Jaipur at his/her own / rented premises with all requirements of application development office needs during the development / customization / deployment / Go-live / support phase of IHMS 2.0 solution within fifteen (15) days from the date of Letter of Intent.	a) Suggest the development team of 33 to be offshore in place of onsite. B) We can have support persons onsite for trouble shooting issues. This will help in reducing the cost of the project	Please refer to Updated Clause in RFP
337	34	4.5.3.	Expected working model for deployment of Support and Maintenance team: - The selected bidder shall deploy the support and maintenance team as shown in the column A of the above table (base team) to support the existing IHMS application after taking over from the existing vendor and conducting the required knowledge transfer activities. - The selected bidder shall deploy the base team till the go-live of all modules of group-2 of IHMS 2.0. - The selected bidder shall then deploy the Support and Maintenance team mentioned in column C of the above table after the go-live of all groups of IHMS 2.0.	column "C" on Pg 35 indicates the total resources required after IHMS 2.0 is deployed. (Total team size during the Support and Maintenance phase of IHMS 2.0 ) Why is support for old application IHMS required even after IHMS 2.0 is functioning ?	Refer to updated clause 4.5.4 in RFP
338	40	4.8.17	The Selected Bidder shall be responsible for development / customization of any new functional requirements of the existing IHMS application during the period of Support and Maintenance of the existing IHMS application.	What is the amount of customizations that would be required during the support phase ? Will there be major changes required ?	As per RFP

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Krishnatri  
Designation: Area Director  
Date: 2024.09.16 13:32:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
339	49	4.17.	Selected Bidder shall migrate data from existing application and database (existing IHMS application and EHR database) to iHMS 2.0 application and database. RISL will make available the data to the Selected Bidder for migration. Selected Bidder shall ensure maximum accuracy with de-duplication in the migrated data and may leverage tools mentioned in the development stack. Data migration of related modules is a prerequisite for Go-Live of the respective modules. The data migration plan and strategy are further described in “Data Migration Plan and Strategy” section of 8.16 of this RFP.	a) How much data is there to be migrated ? B) Will data digitization and data entry be required ?	A) Please refer to Updated Annexure 9.22 in RFP  B) As per RFP
340	119	APP/12	The system should also allow for the booking of appointments for Lab investigations, Radiology studies, Minor / Major procedures as per configurations defined in the Masters of IHMS 2.0	a) All the labs linked to the facility ? B) Are there labs that are external or private ?	As per RFP
341	121	QMS/03	The system shall have the provision to display the token number along with the records of the worklist of the service provider. (Masked Token Number)	a) How are the token number masked ? B) Should the patient details also be masked ?	As per RFP
342	121	QMS/09	If the patient avails multiple services within a single day, then the same token shall be inserted into different services queues for rendering of services.	a) Should different services have different que codes ? B) Will there be queue connection relating multiple services ?	As per RFP
343	129	ADT/06	The system shall have provision to integrate various schemes (Insurance, National Health Programs, Pehchan Portal)	a) What are the multiple schemes that needs to be integrated apart from the one provided ? B) Will the department share the APIs for integration?	Refer to Clause no 8.11 of RFP
344	131	WMS/08	There shall be provision to issue stock drugs from sub-store to patient, with option to display & select the list of alternative drugs, if ordered drug is not available.	a) Are inter departmental transfer of drugs required?	As per RFP


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 Designation: Sr. Medical Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
345	134	DDM/25	The system shall have the provision for the doctor to electronically call a patient for OPD consultation.	What are the type of communication is required for OPD consultation ?	As per RFP
346	260	R-PS/74	Alert / Notification Feature shall be built in the digital ledger which will start intimating PI, Research Account Staffs (through dashboard, email) as soon as 70% of the allocated budget in any of the sub-head will be exhausted	a) What kind of alert is required ? Popup or reports ? B) Will alert be escalated ? C) Will alerts reoccur in ever percentage point that is exceeded ?	As per RFP
347	288	8.11.1	ABDM - To keep uniform electronic health records for patients all over the state, an integration of electronic health records with Jan Aadhar is beneficial. It enables the residents to authenticate their identity across various healthcare providers and share the relevant health records with them digitally. Integration with Jan Aadhar also allows for transactions after identification, which would make it convenient for the patients to pay for their medical bills. Once a patient gets registered, the presence of ABHA number for that individual can be verified by interacting with ABDM and auto generate an ABHA number for patients, if & when needed. IHMS 2.0 shall be ABDM compliant by demonstrating the capabilities of ABDM defined M1, M2 and M3 functionalities	Will the details of Jan Aadhaar also be required as a reference point ?	As per RFP
348	301	8.17.1.	Based on current best industry standards, following standards and guidelines are recommended to be adopted in IHMS 2.0 solution.	Will other standards like Snomed and Nanda etc be required ?	As per RFP
349	18	2.5.Expected Project Outcomes	Establishment of a central VNA-PACS system which shall serve as the repository for imaging studies generated at various imaging facilities in the state. The imaging studies shall be linked to the Jan Aadhaar / Aadhaar/ABHA Number of the patient.	Central PACS will consume major bandwidth of the upload or download or the archived images. Please specify if the network bandwidth is available or considered. Also please specify if the availability of a Local PACS is considered?	As per RFP
350	21	3. Pre-	The bidder should have experience in ongoing or	Respected Team, Considering the Covid	Please refer to

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 Krishnaiah  
 Designation: Regional Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Qualification / Eligibility Criteria (Preliminary Qualification )	<p>completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of One (1) Project of value not less than INR 30 crores                      OR two (2) Projects of value not less than INR 19 crores each                      OR three (3) Projects of value not less than INR 15 crores each                      The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	<p>duration for 2 years during the last five years, we request you to amend the clause as follows:                      The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services) with Central Government / State Government / PSUs in the last Seven (7) years in India comprising minimum of                      One (1) Project of value not less than INR 22 crores                      OR two (2) Projects of value not less than INR 15 crores each                      OR three (3) Projects of value not less than INR 10 crores each                      The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	Updated Clause in RFP
351	22	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	<p>The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	<p>Respected Team, Considering the Covid duration for 2 years during the last five years, we request you to amend the clause as follows:                      The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 7 Years (2017-18 to 2023-24)                      The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	Please refer to Updated Clause in RFP

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Digitally signed by S. Krishna  
 Designation : Sr. Director  
 Date: 2024.09.03 15:23:48  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
352	25	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	The bidder should be the Intellectual Property (IP) owner of the proposed Solution or its authorized representative.	Please confirm if you are looking for any COTS Product.	Please refer to Updated Clause in RFP
353	33	4.5.1. IHMS 2.0 Development and Deployment Team	The Selected Bidder will be required to deploy the IHMS 2.0 application development team onsite in Jaipur at his/her own / rented premises with all requirements of application development office needs during the development / customization / deployment / Go-live / support phase of IHMS 2.0 solution within fifteen (15) days from the date of Letter of Intent.	While the team composition can be adjusted based on skill levels as per project requirements, the cost to company associated with deploying resources in the specified technology fields, considering their skillset and years of experience, is high in the current market trends. Even without the inclusion of travel and accommodation overheads, it does not align with the project's objectives. Therefore, we request either an 'up to' clause in the number of resources or the allowance for off-site development.	Please refer to Updated Clause in RFP
354	33	4.5 Deployment of Manpower	The Selected Bidder shall deploy the minimum required manpower as below: <ul style="list-style-type: none"> <li>• IHMS 2.0 Development and Deployment Team</li> <li>• IHMS 2.0 Adoption Team</li> <li>• IHMS 2.0 Support and Maintenance Team</li> </ul>	While the team composition can be adjusted based on skill levels as per project requirements, the cost to company associated with deploying resources in the specified technology fields, considering their skillset and years of experience, is excessively high in the current market trends. Even with the inclusion of travel and accommodation overheads, it does not align with the project's objectives. Therefore, we request either an 'up to' clause in the number of resources or the allowance for off-site development.	Please refer to Updated Clause in RFP
355	34	4.5.2 IHMS 2.0 Adoption Team	Roles and Responsibilities of Adoption Team: <ul style="list-style-type: none"> <li>• Gather in-depth knowledge about the proposed</li> </ul>	Adoption team is expected to provide the necessary solution as outlined in the RFP and in accordance with the	As per RFP

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Digitally signed by S. Krishna  
Krishnatri

Designation : Sr. Member  
Sr. Member

Date: 2024.09.03 13:52:34 IST

Reason Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>the IHMS 2.0 solution.</p> <ul style="list-style-type: none"> <li>• Understand the workflows of different departments of the health facilities where IHMS 2.0 is to be deployed.</li> <li>• Provide handholding support to the end-users in the usage of IHMS 2.0.</li> <li>• Ensure that all modules of IHMS 2.0 are being used in the health facilities and medical institutions as applicable.</li> <li>• Identify challenges / bottlenecks for the adoption of IHMS 2.0 and inform the concerned stakeholders.</li> </ul>	<p>requirements, there are various modules that require active participation from end users and the clinical community to utilize the application effectively. Therefore, it cannot be the sole responsibility of the Adoption team to ensure the full implementation of these components. Training can be provided where necessary.</p> <p>Need to specify the exact scope as under :- Defining the adoption parameters eg. no. of Transactions or any other benchmark.</p> <p>Number of clinical users including nursing to onboard for clinical adoption</p> <p>Nature of Hand holding support online or onsite.</p> <p>Clinical adoption</p>	
356	36	4.6 4.6. Development / Customization, Testing and Deployment & Implementation of IHMS 2.0 (Web Application, Mobile Application	<p>Application shall be based on Microservices architecture with messaging.</p>	<p>Microservices architecture is known for its scalability and resilience benefits. However, it also has drawbacks, such as potential complexity ('microservices hell') and challenges in management and maintenance, especially with a small-sized team which doesn't include devops in the Tender. We request clarification on the extent to which a microservices design is required for this project. Additionally, please specify which modules necessitate this architecture to ensure a clear understanding and agreement on the sign-off of the architecture design.</p>	As per RFP

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Krishnatri  
Designation : Senior Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		& Web Portal)			
357	40	4.9. User Acceptance Testing (UAT)	<p>4.9.4. The pilot health facilities shall include the following: SMS Hospital and One (1) Medical college Hospital</p> <p>One (1) District Hospital</p> <p>One (1) Sub Divisional hospital</p> <p>One (1) Satellite hospital</p> <p>Two (2) Community health centers</p> <p>Two (2) Primary health centers</p> <p>One (1) City Dispensary</p> <p>One (1) Mother and Child welfare Center</p> <p>Two (2) Sub Centres (HWC)</p> <p>The name and address of the identified health facilities shall be made available to the selected bidder during the UAT process.</p>	As during execution somebody will ask to be a pilot in a different district, it will be difficult to divide the team and send for the execution for pilot. So please specify that all these pilot sites will be in the same city like Jaipur	Please refer to Updated Clause in RFP
358	41	4.20 Project Deliverables , Timelines & Payment Terms	<p>As per the RFP, the timeline for the development &amp; deployment of iHMS 2.0 (Group 1 - 5) is 24 months</p> <p style="text-align: center;">Validity unknown Signature valid</p> <p style="text-align: center;">Digitally signed by S. Krishna Krishnatri Designation : Sr. Medical Director Date: 2024.09.03 13:52:34 IST Reason: Approved</p>	Given the extensive scope of work outlined in the RFP—including Hospital Information System, Medical College Management, Research Information Management, Vendor Neutral Archive (PACS), Tele-ICU, and Equipment Integration—we believe it is highly unlikely that the entire scope can be developed and deployed within 24 months with	As per RFP



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>a development team of 21 resources (33 resources less 12 helpdesk resources) which includes 9 developers.</p> <p>Considering the defined team size, we anticipate that completing the project will require at least 36 months. An aggressive timeline of 24 months poses significant risks, including cost escalations, delay penalties, and the potential cancellation of the contract.</p> <p>Therefore, we kindly request that you revise the development and deployment timelines to 36 months to ensure the successful execution of the project with the current team.</p>	
359	42	4.10. Deployment/ Configuration/ System Integration/ Roll-out and Implementation (Go-Live) of IHMS 2.0 & Web Portal	<p>The selected bidder shall be responsible for deploying, implementing, and rolling out all modules of IHMS 2.0 across all public healthcare facilities in a single phase.</p>	<p>The RFP mentions only 15 resources for the adoption of the application for the 2 year period out of which 5 resources are exclusively earmarked for SMS Hospital.</p> <p>How will a remaining team of 10 resources, roll-out the solution across the 19,441 facilities encompassing Medical Colleges, District Hospitals, DSH, PHC, CHC, and more in a single phase? Please clarify.</p> <p>To effectively roll out the application across these 19,441 public healthcare facilities, we estimate that a rollout team of at least 100 members will be necessary for a 3-year period (36 months) based on centralized deployment. This 100 member team, over 3 years, will ensure the successful application rollout.</p>	<p>Please refer to Updated Clause in RFP</p>

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Digitally signed by S. Krishna  
 Designation : Chief Director  
 Date: 2024.09.03 15:34:57  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>Looking at this from another angle, it becomes evident that at least 2 implementation resources per district would be necessary for a 3-year rollout period. Considering the state of Rajasthan has 50 districts, the total man-effort would again amount to 300 man-years (50 districts x 2 resources x 3 years).</p> <p>Given these resource requirements, we kindly request that the scope of the rollout within the current RFP be restricted to Pilot facilities. (including 1 district, including 1 Medical College, 1 District Hospital, 1 SDHs, 10 CHCs, and 20 PHCs). This approach will help validate User Acceptable Testing and Go-Live effectively.</p> <p>For the rollout of the application across the remaining 49 districts, we propose the issuance of a separate RFP.</p> <p>We would like to re-iterate, if the budget for the project cannot be increased to accommodate the additional resources required for the entire rollout, it poses a significant risk to the success of the project. Without adequate resource allocation, the project may face considerable challenges.</p> <p>Validity unknown Signature valid</p> <p>Digitally signed by S. Krishna Krishnatri Designation : Senior Director Date: 2024.09.06 13:52:34 IST Reason: Approved</p>	

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
360	45	4.13.5 Helpdesk Availability Hours	As per the manpower requirement 12 helpdesk resources are required. As per point 4.13.5, The helpdesk shall be operational 24 hours per day on all 7 days of a week for 365 days per year. Further, it states, The Selected Bidder may deploy the helpdesk executives on a dynamic basis as they see fit to handle the daily service requests.	Therefore, does RISL require a minimum of 12 resources per shift or minimum 12 resources put together across the three shifts? Please clarify?	As per RFP
361	49	4.18.2. Diagnostic Lab Equipment	IHMS 2.0 shall provide unidirectional or bidirectional interfacing with lab equipment installed at the laboratories in all healthcare facilities of the state as per the capability of the lab equipment. The interfacing with the lab equipment shall be achieved via serial / parallel port communication / ASTM communication / HL7 communication. The Selected Bidder will be required to provide the necessary software modules / drivers / executables, etc. for the successful interfacing of lab equipment with IHMS 2.0.	Please specify the number of machines for successful mark of the delivery eg. no. of machines to be interfaced. Completing entire machines for the State of Rajasthan will be substantial effort and can be executed as T&M Basis.	As per RFP
362	52	4.24. Reference Application Development Stack available in RSDC	In case the above-mentioned software tools / applications are replaced by similar alternative software tools by RSDC, the Selected Bidder will be required to use the then available application platform tools in IHMS 2.0	Highlighted Technology stack versions are outdated as of current date. It is highlighted "The Selected Bidder has to use this stack for the development/ customization and deployment of IHMS 2.0." Please clarify if the same technology stack is to be used. Further it is mentioned "In case the above-mentioned software tools / applications are replaced by similar alternative software tools by RSDC, the Selected Bidder will be required to use the then available application platform tools in IHMS 2.0." We would request to freeze the final technology stack before the start of the project during the execution / development of the project will extend the timelines of the	Please refer to Updated Clause in RFP

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Krishnatri  
Designation : General Director  
Date: 2024.09.03 15:23:41 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
363	54	4.26 Project Deliverables , Timelines & Payment Terms	14% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1 of Financial Bid. Given there are 5 groups, the total pay-out works out to 70%	<p>project .</p> <p>As per the proposed payment terms 70% of the Project Development Cost shall be paid on Successful Go-Live of each of the 5 groups (14% x 5). The balance payment of 30% for each group is proposed to be paid over the FMS Phase of 3 years (2.50% every quarter for 12 quarters). The FMS shall only start after all the 5 groups have been delivered and gone live over the 2 year period. The with-holding of 30% of the development cost would cause undue financial stress to the bidder and it is not in line with the standard industry practice. The standard practice for with-holding part payment for warranty concerns is generally limited to 10% of the Software Cost. Therefore, we request you to reconsider the payment plan.</p> <p>We would also like to draw your attention to the iHMS 1.0 RFP which had a very balanced payment plan. As per iHMS 1.0 RFP, 12 % of the Project Development Cost was paid along-with FMS at the rate of 1% per quarter.</p> <p>Therefore, we request that 88% payment of the cost of Cost of Design, Development and Deployment of Integrated HMS solution be made on the Successful Go-Live spread over five groups ( 17.60% x 5 groups) and the balance 12% be paid along-with FMS (1% per quarter x 12 quarters).</p>	As per RFP
364	58	Payment Terms: Support and	10% of agreed support & maintenance cost of Serial No. 3.1 of Financial Bid of each quarter.	<p>100% - 10% per quarter for 4 quarters) of Support &amp; Maintenance cost as per Serial No. 3.1 of the Financial Bid shall be</p>	As per RFP

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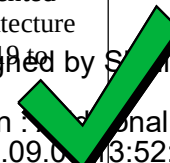
Digitally signed by S. Krishna  
Krishnatri  
Designation : Sr. Project Director

Date: 2024.09.06  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Maintenance of existing IHMS application	Balance amount remaining in the agreed support & maintenance cost as per Serial No 3.1 of Financial Bid shall be paid at the time of go-live of all modules of group-2 of IHMS 2.0 application.	<p>paid on go-live of all modules of Group 2, Request you to please clarify what constitutes Go_live?</p> <p>Will each module of Group 2 working at one hospital be considered as the Go_live of the Application?</p> <p>What would happen if one or more modules cannot go-live for any reason outside the control of the bidder? How will the payment be released?</p>	
365	58	Payment Terms: Support and Maintenance of existing IHMS application	<p>10% of agreed support &amp; maintenance cost as per Serial No. 3.1 of Financial Bid to be paid at the end of each quarter.</p> <p>Balance amount remaining in the agreed support &amp; maintenance cost as per Serial No 3.1 of Financial Bid shall be paid at the time of go-live of all modules of group-2 of IHMS 2.0 application.</p>	<p>Given 60% (100% - 10% per quarter for 4 quarters) of Support &amp; Maintenance cost as per Serial No. 3.1 of the Financial Bid shall be paid on go-live of all modules of Group 2, Request you to please clarify what constitutes Go_live?</p> <p>Will each module of Group 2 working at one hospital be considered as the Go_live of the Application?</p> <p>What would happen if one or more modules cannot go-live for any reason outside the control of the bidder? How will the payment be released?</p>	As per RFP
366	72	5.14. Technical Qualification Criteria	<p>Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware consulting, transaction services, advisory services, sale of Licenses and FMS services) &gt;INR 120 Cr :05 Marks &gt;INR 300 Cr :08 Marks &gt;INR 300 Cr and &lt; = INR 500 Cr :12 Marks</p>	<p>Validity unknown Signature valid</p> <p>Lowering the financial criteria will encourage more bidders to participate, ensuring a competitive bidding process. This competition is likely to result in better pricing and more favorable conditions for the project. In view of this, we request you to amend the clause as under:</p> <p>Average Annual Turnover of the lead bidder in</p>	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>&gt; INR 500 Cr :15 Marks</p> <p>Audited financial statement for each financial year issued by Statutory Auditor / CA</p>	<p>last three financial years (2021-22 to 2023-24) from IT/ ITeS projects:                      Min INR 70 Cr :05 Marks                      &gt;INR 70 Cr and &lt;= INR 85 Cr :08 Marks                      &gt;INR 85 Cr and &lt;= INR 100 Cr :12 Marks                      &gt; INR 100 Cr :15 Marks</p> <p>Audited financial statement for each financial year issued by Statutory Auditor / CA or or If FY 2023-24 is under audit process, the bidder needs to submit the provisional certificate with unaudited balance sheets.</p>	
367	72	5.14. Technical Qualification Criteria	<p>The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years (01st Apr. 2019 to 31st Mar. 2024) in India comprising a cumulative value of</p> <p>Min INR 20 Cr : 04 Marks                      &gt; INR 20 Cr and &lt;= INR 50 Cr : 07 Marks &gt; INR 50 Cr :10 Marks</p>	<p>Respected Team, Considering the Covid duration for 2 years during the last five years, we request you to amend the clause as follows:                      The Bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services and advisory services) with Central Government / State Government / PSUs in the last Seven (7) years (01st Apr. 2017 to 31st Mar. 2024) in India comprising a cumulative value of</p> <p>Min INR 20 Cr : 04 Marks                      &gt; INR 20 Cr and &lt;= INR 50 Cr : 07 Marks &gt; INR 50 Cr :10 Marks</p>	Please refer to Updated Clause in RFP
368	73	5.14.1.8	<p>The bidder must have successfully implemented software projects using microservices architecture in the last five (5) years (from 01st April 2019 to 31st March 2024)</p> <p>Min 1 Project : 2 Marks                      1 – 2 Projects : 3 Marks                      More than 2 Projects : 5 Marks</p>	<p>Validity unknown Signature valid</p> <p>Digitally signed by S. Krishna Tri                      Designation : Regional Director                      Date: 2024.09.06 13:52:34 IST                      Reason: Approved</p> 	As Per RFP

## Pre-BID Response & Clarifications

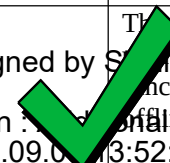
S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
369	73	5.15 Bidder Selection Method	Selection Method- The Bidder would then be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in section 5.18	<p>The stipulated technical score of 70% as a qualifying criterion for opening the financial bids presents a challenge. Comparing the quality of services offered by a vendor scoring 70% on technical parameters to another vendor scoring 90% is inherently unequal. This is particularly relevant for a highly complex, transformational project of such significance for the State of Rajasthan, handling over 3 lakh appointments per day.</p> <p>Therefore, we respectfully request that you consider adopting the Quality and Cost-Based Selection (QCBS) method as the selection criterion, in line with the Manual for Procurement of Consultancy &amp; Other Services issued by the Government of India, Ministry of Finance, Department of Expenditure.</p> <p>We would like to emphasize the applicability of the Manual for Procurement of Consultancy &amp; Other Services (updated in June 2022) to IT projects. According to this manual, the Lowest Cost Selection (LCS) method is typically suitable for recruiting consultants or service providers for standard or routine assignments. However, for complex projects where the quality of the proposal is of paramount importance, the Quality and Cost-Based Selection (QCBS) method is recommended.</p> <p>The manual states that QCBS should be used for assignments that are highly technically complex and critical, where it is justifiable to pay a higher price for a higher quality</p>	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
 Designation : Sr. Director  
 Date: 2024.09.03 02:34:15  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>proposal. This aligns with the nature of the iHMS project, which is indeed complex and critical, serving the healthcare needs of over 19,000 healthcare facilities across the state and aiming to improve healthcare outcomes for the people of Rajasthan.</p> <p>In light of the project's critical nature and complexity, we earnestly request that you consider QCBS as the selection method, in strict adherence to the Manual for Procurement of Consultancy &amp; Other Services issued by the Government of India, Ministry of Finance, Department of Expenditure. This approach will better reflect the project's requirements and help ensure the highest quality and efficiency in its execution. Your consideration of this proposal is greatly appreciated.</p>	
370	74	5.14. Technical Qualification Criteria	<p>The bidder must have successfully implemented software projects using microservices architecture in the last five (5) years (from 1st April 2019 to 31st March 2024)</p> <p>Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks</p>	<p>Respected Team, Considering the Covid duration for 2 years during the last five years, we request you to amend the clause as follows: The bidder must have successfully implemented software projects using microservices architecture in the last seven (7) years (from 1st April 2017 to 31st March 2024)</p> <p>Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks</p>	As Per RFP
371	113	8.4.Functional requirement specifications of IHMS 2.0	<p>“Offline Capabilities”</p>	<p>The word “Offline Capabilities” has been mentioned across various modules and functional requirements. Please clarify what offline capabilities are required in each case?</p> <p>Digitally signed by S. Krishna Designation : Sr. Software Engineer Date: 2024.09.06 13:52:34 IST Reason: Approved</p> 	Please refer to Updated Clause in RFP



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
372	176	8.5.23.	Health Claims Generation & Submission	While HCX compliance will be achieved on the provider side, please clarify whether the necessary changes at the payor end are also compatible, or will become compatible, to handle online claim processing within the HCX framework.	As Per RFP
373	196	8.5.33. Tele ICU	Creation of HUB and Spokes with Remote Patient monitoring,  Video Conferencing and Communication	The cost per bed for MIoT boxes and associated hardware, such as multi-parameter monitors and ventilators, connectors, cables and network switches, Cameras etc are significant. We would like to clarify whether the cost of such hardware is included in the Tender or if it is expected to be procured on actuals by the RISL team as per the suggestion of the bidder.  Video Conferencing uses a third party tool for AV conferencing, we would like to clarify whether the tool has been provided by the RISL.	As Per RFP

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Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
374	286	8.10. Use of Emerging technologies in IHMS 2.0	<p>Some of the use-cases of emerging technology to be implemented in IHMS 2.0 are listed below:</p> <ul style="list-style-type: none"> <li>• Conversion of free-written text into orders (For e.g., Free-written doctor and nursing notes to be converted into lab orders, radiology orders, procedure orders, admission requests, referral requests, pharmacy orders, etc.)</li> <li>• Automatic generation of Inpatient Discharge Summary from doctor notes and other medical records</li> <li>• Conversion of hand-written paper-based medical records into machine-readable medical records</li> <li>• Smart and Intelligent chatbot for patient-centric services like searching for health facilities, health services, appointment scheduling, etc.</li> <li>• Smart and Intelligent chatbot for Student-centric services like searching for academic learning material, hostel allotments, information about courses, etc.</li> <li>• Detection of presence of abnormalities from X-Rays and other imaging studies.</li> </ul>	<p>Converting free-written text into orders requires extensive training of vision-based models tailored to each individual practitioner, which can potentially lead to transcription errors. Additionally, converting free text into order entries poses a significant challenge. Implementing AI/ML techniques, which require compute engines with CUDA support, can be costly. Therefore, careful consideration is needed when implementing these technologies in the healthcare domain, where potential errors could have significant repercussions.</p>	As Per RFP
375	323		<p>Cost of providing training on IHMS2.0 software solution as per Scope of work 1700</p> <p>Cost of interfacing of Diagnostic Laboratory equipment 1000</p> <p>Cost of interfacing of Imaging modality (Radiology Equipment) 1000</p> <p>Cost of integration of IoT gateway devices 100</p> <p>Composite average man-month rates of resource to handle Change Requests during Support and 300</p>	<p>Respected Team,</p> <p>As per this section requirements, if we consider basic cost for developing this component alone, it will incur the cost mentioned below :-</p> <p>Diagnostic Laboratory Equipment Interfacing : 1000 * 4000 = 4 Crore</p> <p>Diagnostic Laboratory Equipment : 1000 * 40000 = 4 Crore</p>	As per RFP

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 Digitally signed by S. Krishna  
 Designation : Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

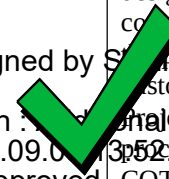
S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>IOT Devices : 100 *                      20000 = 20 Lakh                      Man Month Rate For Change Request : 300 *                      100000 = 3 Crore</p> <p>Total Cost For This Component :- 11 Crore 20 Lakh. Therefore, it leaves a budget of only 25 cr for the entire scope of work which is grossly insufficient.</p> <p>We assume the qty mentioned above are at best estimates and it is distorting the viability &amp; the budget of the project. Therefore, we suggest that you may reduce the quantity specified.</p> <p>Suggestion :-</p> <p>If we need to include the above component in the same bid value of 36.5 Crore, Please include 10 quantity of each and rest will be consider as a Change Request component. This will help you discover the price for each component but allow the budget to be allocated for the core project.</p>	
376	325	FINANCIAL BID FORMAT (TO BE ENTERED IN EPROC PORTAL ONLY)	<p>The quantities mentioned under the heading “4. Other Associated Costs” (Item 4.1 to 4.8) of the above table are indicative quantities and hence the quantities could vary based on the requirements of the purchaser. The payment for the items mentioned under the heading “4. Other Associated Costs” shall be made on a pro-rata basis.</p> <p>The L1 bidder shall be evaluated on the basis of composite rate of all the values (column H) listed under Serial No 1, 2, 3 and 4 of</p>	<p>Are the items mentioned under the heading “Other Associated Costs” included in the budget allocated for the project?</p> <p>Validity unknown                      Signature valid                      Digitally signed by S. Krishna                      Designation : Regional Director                      Date: 2024.09.06 13:52:34 IST                      Reason: Approved</p>	As per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			the above Financial BoQ.		
377	357	9.23. General Features of Web Portal Applica	Safe to Host Certificate: Bidder will be responsible for safe to host for IHMS 2.0 Web portal for entire project duration.	Safe to host certificate always published with a standard statement “ Validity till no code change” In this case with every build department will ask for the Safe to host, so please clarify the number of safe to host to be done and at what stages like Group 1 compilation, Group 5 compilation etc	Please refer to Updated Clause in RFP
378	94 & Page 89 Read Together	6.2.54 Warranty/Support/ ATS- & Copyright/ Intellectual Property Rights (IPR)- on Page 89	<p>6.2.54 The Selected Bidder must supply all items including any Software and/ or any third party products like Telemedicine / Tele-ICU / PACS / Health Exchange Platform / CMS / DMS / WorkFlow Management, etc. with comprehensive on-site OEM warranty.....</p> <p>Page 89 Copyright/ Intellectual Property Rights (IPR)- The copyright/ IPR in all drawings, source code design documents, and other materials containing data and information furnished to the procuring entity that has been developed/ customized by the Selected Bidder for the Project herein shall remain vested in the procuring entity.</p>	<p>Given RISL acknowledges, that the bidder may provider third party products like Telemedicine / Tele-ICU / PACS / Health Exchange Platform / CMS / DMS / WorkFlow Management, etc. which may be customised to suit the requirements of the project, how can the copyright / Intellectual Property Rights in such third party products be assigned to RISL?</p> <p>The copyrights in the third party products / software belong to the respective OEM's.</p> <p>Therefore, we request you to modify the Copyright/ Intellectual Property Rights (IPR) on Page 89 to state,</p> <p>“Intellectual Property Rights (IPR): The copyright/ IPR in all drawings, source code design documents, and other materials containing data and information furnished to the procuring entity that has been developed/ customized by the Selected Bidder for the Project herein shall remain vested in the procuring entity. In case of a COTS product, the IPR of any customization done on the COTS product would be in the</p>	Please refer to Updated Clause in RFP

Validity unknown Signature valid


Digitally signed by S. Krishna Natri  
Designation : Sales Director  
Date: 2024.09.03 15:21:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>name of the Department.</p> <p>For all the reusable components whose source code and IPR vest with the original owner, the licenses for such COTS applications shall be in the name of the Department. The Department shall retain exclusive intellectual property rights to the customized enhancements of the COTS application.”</p>	
379		Estimated Procurement Cost	As per the RFP, the estimated procurement cost is INR 36.50 cr	<p>Given the scope of the tender, which includes development, implementation, and roll-out across over 19,000 facilities, as well as support, Tele-ICU services, device integrations, and VNA PACS, we believe it is not feasible to execute the project within the current budget.</p> <p>Based on our assessment, the cost to fulfill the requirements outlined in the RFP will exceed 75 crores. We kindly request that you revisit the budget to better align it with the scope of work necessary to meet the project’s objectives.</p>	As per RFP
380	49	4.17	Data Migration	What level of data migration is required? Only clinical data migration is required or application specific data needs to be migrated too? Please provide a sample snapshot?	Please refer to Updated Clause in RFP
381	111	8.1.4.	A Mobile Application consisting of IHMS 2.0 functionalities	What level of functionalities are required for all the staff? Detailed requirement of option on the mobile apps	Refer to Section 8 of RFP
382	212	8.5.43	Rajasthan Medicare Relief Society	Integrate or bidder needs to develop this	As per RFP
383	288	8.11.7	POC devices	Existing POC devices? Need to know the types of devices to understand the scope	Shall be shared to the selected bidder

Digitally signed by S. Krishna Tripathi  
 KRISHNATRI  
 Designation : Sr. Director  
 Date: 2024.09.03 15:24:51  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
384	288	8.11.8	IoT Prescription Pad	Is there IoT Prescription Pad already available? Need the specifications and types of capabilities expected. Is it also expected that handwritten notes are to be converted to text?	Shall be shared to the selected bidder
385	289	8.11.9	Handwriting Recognition and Conversion System	Does bidder needs to bring system or just integrate with an existing system that state would bring?	As Per RFP
386	289	8.11.10	Voice bot/chatbot	Does bidder needs to bring system or just integrate with an existing system that state would bring?	As per RFP
387	289	8.11.11	VNA-PACS	Does bidder have to bring PACS system or there are existing PACS integrated with modalities already which bidder have to integrated with only?	As Per RFP
388	17	2.4	· Access to Online Electronic Health Record using his / her Jan Aadhaar / Aadhaar / ABHA number after proper verification process.	We must connect with data of Aadhar card (UIDAI)? will the Govt. provide access to aadhar database	Please refer to Updated Clause in RFP
389	17	2.4	Online availability of information on: § List of government and private hospitals. § List of specialty services available at respective government and private hospitals. § Availability of bed for admission to a hospital, whether government or private. § Days of availability of doctors for consultation at respective government and private hospitals. § Availability of information related to insurance claims.	How would we be connecting with the private hospitals?	As Per RFP
390	17	2.4	Increased effectiveness in the management of insurance claims between health facilities and insurance providers.	We must integrate with insurance companies to track the claims, Who will be providing an insurance application, where we can track claims of all the insurance providers	As per RFP


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Digitally signed by Sushendra Krishnatri  
Designation : Regional Director  
Date: 2024.09.05 13:52:34 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
391	19	2.5.1.	Support scientist, researchers, faculty & students to experiment, research, collaborate within Hospital and outside to push the frontier of research.	What kind of application would be developed for scientists and researchers?	Refer to clause Number 8.7 of RFP
392	19	2.5.13	Establishment of a system of management of ambulances and vehicles by participating hospitals	We would connect with centralized system of Amublances working in Private hospitals as well	Refer to Section 8.11 of RFP
393	30	4.4, group -2	26 - Web Portal (Facility User/ Patient)	Description of the same required	As per RFP
394	30	4.4, Group - 2	27- Web Portal/ Mobile App ( Patients and Health facility User)	Description of the same required	As per RFP
395	32	Group -3	11- Camp Monitoring System	Description of the same required	As per RFP
396	33	Group -4	7 - Mobile App(Faculty, student, Adminstration)	Description of the same required	As per RFP
397	43	4.11	Training of Trainers: The general training of the users is expected to be held as online sessions using Cisco Webex Video-conferencing platform.	This training should be conducted online only or it could be changed to Physcial training as well. Who will provide the Cisco Webex tool?	As per RFP
398	35	4.5.3	The selected bidder shall deploy the support and maintenance team as shown in the column A of the above table (base team) to support the existing IHMS application after taking over from the existing vendor and conducting the required knowledge transfer activities.	What is the expectation and SLAs for support of the older IHMS 1.0 from the bidder? What level of access to the code will be provided? Is there expectation to make the modules not in use live for this?	Please refer to Updated Clause 4.5.3 in RFP
399	299	8.16.3.	8.16.3. The plan shall clearly detail out the migration plan for data stored in physical records, applications, or any other format.	What is the scale and type of Physical records?	Please refer to Updated Clause in RFP
400	103	7.3.11.	Rs. 100,000/- on second change and thereafter on every change	How can the state justify this levy incase of emergencies and force marjeure situations at a personal level? This clause has to be modified or conditions provided where it is not applicable.	Please refer to Updated Clause in RFP
401	102	7.3.9	Damages for Non-Availability of deployed Personnel/	Provision for Force Majeure situations and extended sickness issues need to be handled. Especially given how it is coupled with replacement restrictins. This needs to be	Please refer to Updated Clause in RFP

Digitally signed by **Shraddha Krishna**  
 Designation: **Personal Director**  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL	
				modified, conditions added and amounts for damages reduced.		
402	52-53	4.2.4	The currently deployed technology platform tools / stack at the RSDC are listed below for reference:	This Note is not clear. Is it saying use only Oracle / IBM Websphere.. but also saying they may replace the stack? Can we recommend they replace to a open source stack? You should provide this as per Meity guidelines to manage with an open source as long as you can meet performance criteria. Just because the govt has purchased the oracle stack for ten years, doesnt mean the solution is restricted to using it? Please clarify on the same. Most good existing solutions do not use this stack. Having to migrate - re-build the application suites using the new stack is a drain on resources and loss of time for every body. It will increase the risk in your project.	Refer to updated section 4.24 in RFP	
403	54		<p>If the proposed solution for IHMS 2.0 requires the use of a 3rd party solution / software / application (licensed or open source) which is not provided by RSDC, then it is the responsibility of the Selected Bidder to procure the 3rd party solution / software / application with applicable licenses and provide support and maintenance till the duration of this project.</p> <p>The Selected Bidder would be required to transfer the ownership of the deployed 3rd party solution / software / application and all applicable licenses at the closure of this contract.</p> <p>However, the use of the proposed 3rd party solution shall be subject to the policies and guidelines of RSDC.</p>	<p>Looking at the criticality of the Project &amp; its Impact, It should not only be Opensource instead should be "enterprise opensource" with Full OEM Support, Software Lifecycle, &amp; meeting Enterprise Security &amp; governance Standards.</p>	As per RFP	
404			New	<p>Validity unknown Signature valid Digitally signed by S. Krishna Kishan Designation : Senior Project Director Date: 2024.09.03 15:23:46 Reason: Approved</p>	352-346. Budget includes the cost of container solution to be used from RSDC or it has to be seperately quoted ?	Refer to clause 4.24.1 of the RFP



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
405			New	Underlying platform is a very critical component of this solution. Ideally the container specification and capabilities for this solution should be documented in the RFP.	Please refer to Updated Clause in RFP
406	296	8.13	Non-Functional Requirement of Mobile Application for Patient, Health Facility User, Student, Faculty and Administrative Staff	<p>Suggestion: Mobile apps are increasingly targeted as a gateway for malicious attacks, fraud, and data breaches. To protect the Mobile Apps against such attacks, we suggest to add the following points in the Non Functional Requirement:</p> <p>a) Mobile Apps should have Runtime security capabilities based on Runtime Application Self Protection (RASP) through a security SDK.</p> <p>b) Mobile apps should protect against rooted devices, jailbroken devices, and unsecured device settings.</p> <p>c) Mobile apps should defend against proxy networks, MiTM attacks, unsecured Wi-Fi, and SSL unpinning.</p> <p>d) Mobile apps should offer protection from reverse engineering, tampering, and runtime manipulations.</p> <p>e) Mobile apps should have anti-malware capabilities, such as protection from spoofing and hooking, etc.</p> <p>f) A system control portal should be provided for threat dashboards and telemetrics.</p> <p>g) A System Control portal should be provided for over-the-air updates, including rule</p>	Refer to Section 8 of RFP

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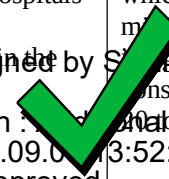
Digitally signed by S. Krishna  
 Krishna  
 Designation : Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
407	12	Section 1 Invitation for Bids (IFB) and Notice Inviting Bid (NIB):	Estimated Procurement Cost: INR 36.5 Cr( Thirty /six Crore and fifty lakhs Rupees Only)	As the state size is bigger with 1900+ health facilities and also the scope of work involved is enormous, we request to increase the budget to 120 Cr. Kindly consider	As per RFP
408	19	Clause No.3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification ) S.No.2: Turnover from IT/ ITeS Projects	The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India	Kindly consider reducing the average annual turnover requirement up to Rs.50 crore for the last three (3) financial years (2021- 22 to 2023-24) towards wider participation of prospective bidders.	Please refer to Updated Clause in RFP
409	21	Clause No.3 Pre-Qualification / Eligibility Criteria (Preliminary Qualification ) S.No.5:	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multi-location Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)	Please amend the RFP clause as “The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR/LIS project in India with a minimum value of 1.5 crore which should be a Multi-location project with minimum 20 Hospitals and should have Integrated with PACS /Tele-radiology /Tele-consultation solutions in the last 5 years (2019-20 to 2023-24)”	Please refer to Updated Clause in RFP

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 Digitally signed by S. Krishna  
 Designation : Sr. Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		HMIS			
410	71	Clause No. 5.14 Technical Qualification  Criteria: Section 1: Financial Capability & Experience, Point No:1.1	Average Annual Turnover of the lead bidder in last three financial years (2021-2022 to 2023-24) from IT/ITeS projects: Min INR 120Cr : 5Cr >INR 120Cr and<=INR 300Cr: 08 Marks >INR 300 Cr and <=INR 500Cr: 12 Marks >INR 500Cr : 15 Marks	Towards wider participation kindly change the requirement as “Average Annual Turnover of the lead bidder in last three financial years (2021-2022 to 2023-24) from IT/ITeS projects Min INR 50 Cr : 5 Marks >INR 50 Cr to <=INR 100 Cr : 10 Marks >INR 100 Cr to 120Cr : 15 Marks”	Please refer to Updated Clause in RFP
411	72	Clause No. 5.14 Section 1, Point 1.4	The Bidder must have successfully executed or is executing projects (Excluding hardware / consulting / transaction / advisory services in healthcare) in design, development, integration, implementation operations and maintenance of e Health Solutions (i.e HIS/EMR/HMIS) in last five years (i.e 1April 2019 to 31st March 2024) Number of hospitals where implemented: Minimum 20 Hospitals : 08 Marks >20 Hospitals and <=50 Hospitals: 10 Marks >50 Hospitals : 15 Marks	Please consider changing the requirement as “The Bidder / OEM must have successfully executed or is executing projects (Excluding hardware / consulting /transaction / advisory services in healthcare) in design, development, integration, implementation operations and maintenance of eHealth Solutions (i.e HIS/EMR/HMIS) in last five years (i.e 1st April 2019 to 31st March 2024) Number of hospitals where implemented: Minimum 20 Hospitals : 08 Marks >20 Hospitals and <=50 Hospitals: 10 Marks >50 Hospitals : 15 Marks”	Please refer to Updated Clause in RFP
412	72	Clause No. 5.14 Section 1, Point 1.5	The Bidder must possess valid certification for compliance with the M1 , M2 and M3 milestones of ABDM frame work of eHealth Solutions (i.e HIS/EMR/EHR/HMIS) M1 only : 2 Marks M2 and M3 milestones of ABDM frame work of eHealth Solutions (i.e HIS/EMR/EHR/HMIS) M1 only : 2 Marks M1 and M2 only : 3 Marks M1,M2 and M3 : 5 Marks	Please consider changing the requirement as “The Bidder/OEM must possess valid certification for compliance with the M1 , M2 and M3 milestones of ABDM frame work of eHealth Solutions (i.e HIS/EMR/EHR/LIS/HMIS)M1 only : 2 Marks M1 and M2 only : 3 Marks M1,M2 and M3 : 5 Marks”	As Per RFP

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Digitally signed by S. Krishna  
Krishna  
Designation: Manager  
Date: 2024.09.03 15:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
413	73	Section 5.15 Bidder Selection Method: Point No: 4	The Bidder would then be selected on the basis of Least Cost Based Selection Method(LCBS) i.e L1 Method	Because of Vast scope of work quality of bidders can justice the development, we request for bidder Selection Method is QCBS. Kindly consider	As Per RFP
414				Request to reduce turn over criteria as per CVC guidelines which is 6.5 Crores annually as per the contract value of 36 Cr. as project duration is 5 years.	Please refer to Updated Clause in RFP
415				You can keep the number projects done with fully installed HIMS instead of value of the project as value and no. of hospital which is 20. in India limited hospital chains have 20 hospitals in private segment.	Please refer to Updated Clause in RFP
416				Also reduce minimum value from 10 cr to 1 cr as per CVC Guidelines to attract more bidders.	Please refer to Updated Clause in RFP
417	46	4.12. Safe to Host Certification	4.12.3. The Selected Bidder shall get Security Audit done for any functionality upgrade / system upgrade (Introduction of new functional modules or changes to system configuration or use of new software platform tools / 3rd party applications) of IHMS 2.0 application from the Cert-in empanelled vendors as a pre-requisite for Go-Live.	Please confirm the frequency of security audit during Operation and Maintenance period.(for e.g. quarterly, Half-yearly, Anually).	Please refer to Updated Clause in RFP
418	287	8.11. Integration with External Applications / Systems	8.11.2. SSO Integration – SSO integration is essential for a single source of all the services. Single sign-on (SSO) is an identification system that allows users to access multiple applications and websites with one set of login credentials. The implementation of SSO within an enterprise helps ease password management and improve security as workers access applications and data on-premise as well as in the cloud. IHMS will integrate with RajSSO to authenticate the end-users in the	Kindly confirm the IDAM and SSO Solution will be provision by the department and Bidder is only responsible for integration with application.  Validity unknown Signature valid Digitally signed by S. Krishna Krishna Designation: Personal Director Date: 2024.09.06 13:52:34 IST Reason: Approved	As per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			system.		
419	310	8.20.3. Proposed Security Architecture	o Developed Software solution shall be deployed only on HTTPS (5 128-bit SSL certificate to be deployed by the Selected Bidder on the Servers for the entire project duration)	Please confirm department will bear the cost for SSL Certificate.	As per RFP
420	357	9.23. General Features of Web Portal Application	(10) Digital Signature: The software should facilitate digital signing of data by verifier on data entered by end-user.	a. Kindly confirm that the cost for hardware crypto token devices and e-sign services will be borne by RISL? Bidder will be only responsible for the integration with the application  c. Please provide the number of users using the DSC.	As per RFP
421				We require little more time to go through the documents thoroughly, take proper feedback from all the stakeholders and clarify all points for smooth processing. Hence request you hereby to provide at least 5 more days to submit the queries.	Completed
422			General	If the Aadhaar number will be stored in the application. Please confirm department will provide HSM and Aadhar Data Vault.	Please refer to Updated Clause 8.11.45 in RFP
423	20	3. Pre-Qualification / Eligibility Criteria	The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT & ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising: (1) Project of value not less than 100 crores OR two (2) Projects of value not less than 50 crores each OR three (3) Projects of value not less than 100 crores	We understand that hardware may be excluded from this criteria basis the scope of work of this RFP; however large-scale software based projects have multiple components like server power deployment for operations and maintenance support, IT-PMU set-up, call center implementation etc. Therefore, you are requested to consider projects having these components also as part of this criteria. In addition to this we would also like to request	Please refer to Updated Clause in RFP


Digitally signed by  
 KRISHNA  
 Designation: General Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>crores each</p> <p>The ongoing projects should have reached the steady state of operations as on the date of submission of bid.</p>	<p>you to lower the value of projects demaded as this would lead to healthier competition by enabling organizations having similar but lower-scale implementations to participate and scale-up their services.</p> <p>Therefore, We would like to request you, please modify this cluase as below:</p> <p>The bidder should have experience in ongoing or completed projects in IT Transformation project / ICT Project / IT &amp; ITES projects (excluding hardware, consulting, transaction services, advisory services and FMS services) with Central Government / State Government / PSUs in the last five (5) years in India comprising minimum of:-</p> <p>One (1) Project of value not less than INR 25 crores                      OR two (2) Projects of value not less than INR 15 crores each                      OR three (3) Projects of value not less than INR 9 crores each</p>	
424	23	3. Pre-Qualification / Eligibility Criteria	<p>The Bidder must have the following valid certification:</p> <ul style="list-style-type: none"> <li>• ISO 9001: 2008 - Quality Management System</li> <li>• ISO/IEC 27001:2013 - Information Security Management System</li> <li>• ISO/IEC 20000-1:2011 – IT Service Management System</li> <li>• CMMI Level – III or above</li> </ul>	<p>We would like to request you, please update this clause as below:</p> <ul style="list-style-type: none"> <li>• ISO 9001: 2008 - Quality Management System</li> <li>• ISO/IEC 27001:2013 - Information Security Management System</li> <li>• ISO/IEC 20000-1:2011 – IT Service Management System</li> <li>• CMMI Level-5</li> </ul>	As Per RFP

**Validity unknown**  
**Signature valid**  
 Digitally signed by S. Menhra  
 Krishnatri  
 Designation : Sr. Project Director  
 Date: 2024.09.03 13:52:34 (IST)  
**Reason: Approved**



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				Cmmi certificate should be verifiable from official website: www.cmmiinstitute.com	
425				With reference to the subject RFP, we M/s. Uneecops Technologies Limited would like to request you to please allow us to join Pre-Bid meeting through online/virtually mode as we are keen on participating in this bid & providing a state-of-the-art solution against your esteemed requirement.	Completed
426	90	Copyright/ Intellectual Property Rights (IPR)-	The copyright/ IPR in all drawings, source code design documents, and other materials containing data and information furnished to the procuring entity that has been developed/ customized by the Selected Bidder for the Project herein shall remain vested in the procuring entity.	We are ready to hand over the source code and IPR. However, we request you to kindly elaborate in detail regarding the same	Please refer to Updated Clause in RFP
427	12	Invitation for Bids (IFB) and Notice Inviting Bid (NIB)	Estimated Procurement Cost: INR 36.5 Crores	<p>The Scope under this RFP covers development of (count) modules under 4 Groups include Hospital management existing modules, new modules of hospital management, medical education, and Research Information Management System. RFP talks about 2400+ person-month, based on the person-month given in the RFP, the person month rate comes out to be 1.1 Lakh per month (assuming 5% increment per year). This rate is practically unviable for Tier 1 System Integrators as the cost of the resource will be much higher</p> <p>Validity unknown Signature valid</p> <p>Digitally signed by S. Anandra Krishnaetri                  Designation : Sr. Project Director                  Date: 2024.09.05 13:52:34 IST                  Reason: Approved</p> <p>RFP also talks about more than 100 person-months for analytics and high-end implementation. Based on our experience to deliver the quality</p>	As per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>of services as expected in RFP and discussed during the pre-bid meeting, overall budget seems to be at a lower side.</p> <p>Accordingly, we suggest increasing the budget in proportion to the estimated person -month at RISL rates (including yearly increments) and adequate amount of initial development cost/customization cost. Alternate to this department may also like to reduce the scope of work such as taking Group 4 &amp; 5 out of the SoW of the RFP keeping the budget same. Request for your consideration please.</p>	
428	21	Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)	<p>We understand, this criterion aims to assess the HIS related experience of bidder, accordingly, the Criteria should talk about experience covering, hospitals, doctors, beds, transactions, rather than contract value of the project. The financial strength of the bidder is already evaluated in other criteria. Therefore, we suggest following modification in the criteria:</p> <p>The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR/ERP project in India which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 7 Years (2019-20 to 2023-24)</p>	Please refer to Updated Clause in RFP

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Digitally signed by S. Mendra  
 Krishnatri  
 Designation : Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
429	25	4.1.4.	A Support and Maintenance team to provide technical and functional support for the existing iHMS application till the go live of group-2 of IHMS 2.0 application following which shall provide technical and functional support for IHMS 2.0 application.	We understand that iHMS 1.0 will be completely shut down from the date of Go-Live of iHMS 2.0. No further support will be provided for the iHMS 1.0 by the selected bidder/SI from that date. Please confirm our understandings	Please refer to Updated Clause in RFP
430	37	4.7	Takeover of existing IHMS application	During the operation & support of iHMS 1.0, we understand that SI need to provide support to run the iHMS1.0 on AS-IS basis. We do not envisage any new services/functionalities/features to be added in the iHMS 1.0 during this period including any Change Request. However, due to any critical urgency if this required, the Change request include complete understanding of Code base, design, incorporation of new requirement and re-testing of entire application which may take substantial time.	As per RFP
431	41	4.10.5 and 4.10.6	It is intended to deploy, implement and roll-out IHMS 2.0 in a single phase across the healthcare facilities of the state. The healthcare facilities of the state comprise of the following facilities. The selected bidder shall be responsible for deploying, implementing, and rolling out all modules of IHMS 2.0 across all public healthcare facilities in a single phase.	<p>We request you to define the Go-Live milestone.</p> <p>We understand that Go-Live milestone is achieved on the date of statewide launch of iHMS 2.0. The prerequisite to qualify for achieving Go-Live milestone includes:</p> <ul style="list-style-type: none"> <li>i. Pilot implementation</li> <li>ii. UAT completion</li> <li>iii. Trainings</li> </ul> <p>The roll-out (handholding support) at 19000 facilities will be carried out by department (using existing 300 staff) and is not included in the budget of Go-Live. Please confirm our understanding.</p> <p><b>Validity unknown</b>  <b>Signature valid</b>                      Digitally signed by S. Krishna                      Krishna                      Designation : <b>General Director</b>                      Date: 2024.09.05 13:52:34 +05'30'</p>	Please refer to Updated Clause in RFP
432	56	4.26.4.	Project Deliverables and Payments	Reasons Approved We understand that the payment is link with	As per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				the Go-Live of each module mentioned in all groups, however, incase due to any unavoidable reasons, any delay/partial delay which is not solely on account of Selected bidder/SI should not be considered for penalty and partial payment may be released accordingly.	
433	58	4.26.3. Project Timeline	Support and Maintenance of existing IHMS application	It is always in interest of the department that the existing application should be supported/maintained by existing development agency/SI till the time new application gets rolled out. It is very difficult to any bidder identify and deploy team of different technology, understand the existing code and provide troubleshoot support on adhoc developed application just for a period of 6 months. Please consider and amend the scope of this RFP.	As per RFP
434	89	6.2.28: Copyright/ Intellectual Property Rights (IPR)	The copyright/ IPR in all drawings, source code design documents, and other materials containing data and information furnished to the procuring entity that has been developed/ customized by the Selected Bidder for the Project herein shall remain vested in the procuring entity.	We understand that department would like to have ownership on entire iHMS 2.0 to be implemented for the state of Rajasthan. However, in case a product is used to customize as per requirements of Rajasthan state, bidder will retain its pre-existing IPR for its own commercial purpose. Kindly confirm on our understanding.	Please refer to Updated Clause in RFP
435		General	Payment	<p>Validity unknown Signature valid</p> <p>It is requested to kindly confirm the time period (preferably 30 days) of making payment from the date of raising the invoice from the Selected bidder/SI as per payment timeline.</p> <p>Digitally signed by S. Krishna                      Designation : Additional Director                      Date: 2024.09.06 13:52:34 IST                      Reason: Approved</p> 	As per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
436		General	Out of pocket expenses	We understand that the quote provided by SI does not cover the OPE. (Outstation travel from Jaipur).	As per RFP
437		General	Resource requirement	Considering the timeline proposed SI should be allowed to use their development centres and offsite resources for development of iHMS 2.0, however support & Maintenance team will be deployed onsite for effective communication with the stakeholder for active coordination. Please consider.	Please refer to Updated Clause in RFP
438		283	The PACS-VNA solution shall also have US FDA 510K certificate and shall be mentioned specifically on the certificate	US FDA approved Zero-foot print viewer; bidder must produce/submit the separate USFDA 510K Certificate for the same (FDA is not required for individual module as the solution got the FDA 510K certified)	As per RFP
439		283	A Separate US FDA 510K approved Zero footprint viewer is required	US FDA approved Zero-foot print viewer; bidder must produce/submit the separate USFDA 510K Certificate for the same (FDA is not required for individual module as the solution got the FDA 510K certified)	As per RFP

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Digitally signed by S. Mendra  
 Krishnatri  
 Designation : Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
440	40	4.8.13	The Selected Bidder shall be responsible for the preparation of IT Infrastructure Readiness report for the healthcare facilities in the state which shall contain details of IT assets deployed at the end-user location within a healthcare facility. The IT assets shall include details of Internet Connectivity, Local LAN bandwidth, Desktops deployed, Availability of Wi-Fi, IT Accessories (Printer, Barcode Printer, Barcode Scanner, etc).	kindly caterize health care facilities for which infrastructure readines is to be assessed. For example: hospital 500 beded : _____ locations, equipment <x> no. required Hospital 300 beded : _____ locations, equipment <x> no. required Hospital 100 beded : _____ locations, equipment <x> no. required	Will be shared with the selected bidder.
441	40	4.8.14	The Selected Bidder shall be responsible for the preparation of master list of lab equipment and radiology imaging modalities installed at all public healthcare facilities in the state of Rajasthan that require to be integrated with IHMS2.0. The master list shall contain details such as make and model of equipment, type of interfacing that is required (serial connection, ASTM, HL7, etc), uni-directional / bi-directional, number of equipment, etc.	kindly caterize health care facilities for which infrastructure readines is to be assessed. For example: hospital 500 beded : _____ locations, equipment <x> no. required Hospital 300 beded : _____ locations, equipment <x> no. required Hospital 100 beded : _____ locations, equipment <x> no. required	Will be shared with the selected bidder.
442	30	4.4/2	Planning the compute, storage, network and other IT Infrastructure requirements for the production and staging environments.	Kindly provide details of existing Database or Documents or any other existing system to be migrated	As per RFP
443	19	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	HMIS Project Experience  The Bidder must have experience in ongoing or completed at least one (1) HMIS project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)	Pls allow this requirement to be fulfilled by either Lead bidder of Second member,  Validity unknown Signature valid Digitally signed by S. Krishna Krishna Designation : Sr. Regional Director Date: 2024.09.06 13:52:34 IST	Please refer to Updated Clause in RFP
444	72	5.14. Technical	The Bidder must have successfully executed or is executing projects (excluding	Pls allow this requirement to be fulfilled by either Lead bidder of Second member,	Please refer to Updated Clause in

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Qualification Criteria 1.4	hardware / consulting / transaction / advisory services in healthcare) in design, development, integration, implementation, operations, and maintenance of eHealth Solutions (i.e., HIS/ EMR/ HMIS) in last five (5) years (i.e., from 01st Apr. 2019 to 31st Mar. 2024). Number of hospitals where implemented: Minimum 20 Hospitals :08 Marks >20 Hospitals and <=50 Hospitals :10 Marks > 50 Hospitals :15 Marks		RFP
445	72	5.14. Technical Qualification Criteria 1.6	The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day: Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	Pls allow this requirement to be fulfilled by either Lead bidder or Second member,	Please refer to Updated Clause in RFP
446	52	4.24	Reference Application Development Stack available in RSDC	It is mentioned that bidder should use given stack. Can we please consider open source DB other than oracle.	Refer to clause 4.24
447	73	5.14	The bidder must have successfully implemented software projects using microservices architecture in the last five (5) years	Current compatibility of microservice architecture should be considered and TQ marks should be relaxed.	As per RFP
448	37	4.7	Takeover of existing IHMS application	Existing vendor should take care of HIMS 1.0.	As per RFP
449	298	8.16	Data Migration Plan and Strategy	What all data points and amount on data to be migrated should be defined.	Please refer to Updated Annexure 9.22 in RFP

Digitally signed by S. Krishna  
 Krishna  
 Designation : Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



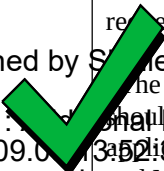
## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
450	41	4.10.5	It is intended to deploy, implement and roll-out IHMS 2.0 in a single phase across the healthcare facilities of the state. The healthcare facilities of the state comprise of the following facilities:	Can you also please specify total number of beds in state across all sites.	Please refer to Updated Clause in RFP
451	20	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )		<p>We propose reducing the turnover requirement for the Lead Bidder from INR 120 Crores to INR 25 Crores. This adjustment will encourage greater participation from small and medium-sized enterprises (SMEs) with specialized expertise in IT/ITeS, enabling more competition and potentially leading to better project output. Lowering the threshold shall also ensure that additional capable firms with the necessary experience but smaller financial footprints can participate and contribute to delivering high-quality solutions of HIMS as required in the tender.</p> <p>Accordingly, the following modification is requested.</p> <p>“The Lead Bidder/ JV member should have average annual turnover of at least INR 25 (Twenty-Five) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, training services, advisory services, sale of licenses and FMS services) in India.”</p> <p>Validity unknown Signature valid</p> <p>Digitally signed by S. Krishna Natri                      Designation : Sr. Director                      Date: 2024.09.03 13:52:34 IST                      Reason: Approved</p>	Please refer to Updated Clause in RFP
452	71	5.14. Technical Qualification		<p>Requesting the Authority to kindly modify the following below:</p>	Please refer to Updated Clause in RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Criteria 1.1.		<p>Average Annual Turnover of the lead bidder in last three financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services)</p> <p>Min INR 25 Cr :05 Marks                      &gt;INR 25 Cr and &lt; = INR 30 Cr :08 Marks                      &gt;INR 30 Cr and &lt; = INR 50 Cr :12 Marks                      &gt; INR 50 Cr :15 Marks</p> <p>In case of JV, We Request Authority to consider cumulative turnover of lead and JV member.</p>	
453	20	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )  Technical Capability & Experience		<p>The clause specifies several options for completed projects, such as Work Completion Certificates, Work Order + Self Certificate of Completion, and Phase Completion Certificates, among others.</p> <p>However, for ongoing projects where the final Work Completion Certificate may not yet be available, please confirm whether we can submit the Work Order along with the signed agreement that indicate the scope of work completed to date. The partial completion certificate and payment received till date may also be submitted, if available.</p>	As per RFP
454	22	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	<p>Validity unknown Signature valid</p> <p>Digitally signed by S. Krishna                      Designation : Senior Director                      Date: 2024.09.03 13:52:04 IST                      Reason: Approved</p>	<p>We suggest reducing the requirement for the number of professionals from 100 to 50 and allowing the inclusion of resources from the JV member as well. This adjustment would expand the pool of eligible bidders, enabling highly skilled firms and joint ventures to participate.</p>	As per RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Manpower capacity		<p>Accordingly, the following modification is requested.</p> <p>“The Lead Bidder alone or along with Joint Venture member should jointly have at least 50 employees, as on the date of bid submission, on its rolls in the area of Software development or Software Implementation or Systems Integration.”</p>	
455	71	5.14. Technical Qualification Criteria 1.5.	<p>Validity unknown</p> <p>Signature valid</p> <p>Digitally signed by S. S. Krishna Tripathi            Designation : Sr. Director            Date: 2024.09.06 13:52:18 IST            Reason: Approved</p> 	<p>We suggest that, in addition to the bidder's own compliance, applications developed by the bidder that are ABDM-compliant should also be considered under the subject clause requiring valid certification for M1, M2, and M3 milestones of the ABDM framework for e-Health Solutions (HIS/EMR/EHR/HMIS).</p> <p>This approach considers the bidder's proven capability in developing ABDM-compliant solutions, even if the certification is held jointly by the bidder or the applications, they have created rather than the bidder alone. It will also encourage more participation from vendors who have demonstrable expertise in delivering compliant solutions, ensuring a broader and more competitive bidding process.</p> <p>Accordingly, the following modification is requested.:</p> <p>The bidder must possess valid certification or should have developed an ABDM compliant solution for compliance with the M1, M2 and M3 milestones of ABDM framework for e-Health Solutions (i.e., HIS/ EMR/ EHR/</p>	As per RFP



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				HMIS). M1 only :02 Marks M1 and M2 only :03 Marks M1, M2 and M3 :05 marks “	
456	73	Clause 5.14, point 1.8		We understand the importance of microservice architecture however as part of this engagement, there are several standalone modules which may be developed by monolithic architecture. In this regard we request authority to modify this clause as below:  The bidder must have successfully implemented software projects using microservices architecture or monolithic architecture in the last five (5) years (from 1st April 2019 to 31st March 2024) Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks  Also, requesting authority to confirm what kind of documentation is required to proof application is developed using microservice architecture.	As per RFP
457	37	4.7.1 Takeover of existing iHMS application		Requesting authority to modify the clause as per following: The Selected Bidder shall integrate the existing application with all modules of Group-2 of iHMS 2.0 as defined in section 4.4.	As per RFP
458	74	Clause 5.18		We understand the need of evaluating financial bid on NPV basis, however the mentioned PV	As per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
 Designation : Senior Director  
 Date: 2024.09.03 15:23:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				factors are leading to back-ended payments. Because of this, the cashflow of the SI will be negative for the two years, since the maximum effort will be during the development phase. Hence, we request the Authority to revisit the PV factors. Further, at the initial stages payment is on milestone basis so the interest of Authority and SI will always be there during the course of engagement.	
459	97	Clause 6.2.85		We acknowledge the importance of delivering satisfactory work. However, terminating a contract for unsatisfactory performance without providing a reason may lead to unnecessary losses for both parties. Therefore, we kindly request that the Authority allows a minimum of 30 days for us to rectify any issues.	As per RFP
460	General			Requesting authority to please clarify the number of modules currently working in iHMS wherein no modification is required	Refer to annexure 9.22 of RFP
461	General			Requesting Authority to please provide minimum 04 weeks' time from date of issuance of pre bid queries.	As per RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
 Krishnatri  
 Designation : Regional Director  
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
462	72	1.4	The Bidder must have successfully executed or is executing projects (excluding hardware / consulting / transaction / advisory services in healthcare) in design, development, integration, implementation, operations, and maintenance of eHealth Solutions (i.e., HIS/ EMR/ HMIS) in last five (5) years (i.e., from 01st Apr. 2019 to 31st Mar. 2024). Number of hospitals where implemented: Minimum 20 Hospitals :08 Marks >20 Hospitals and <=50 Hospitals :10 Marks > 50 Hospitals :15 Marks	Request consideration of cut off of Bid date instead of 31-Mar-24. This will help increase participation.	Please refer to Updated Clause in RFP
463	72	1.5	The bidder must possess valid certification for compliance with the M1, M2 and M3 milestones of ABDM framework for eHealth Solutions (i.e., HIS/ EMR/ EHR/ HMIS). M1 only :02 Marks M1 and M2 only :03 Marks M1, M2 and M3 :05 marks	Request inclusion of OEM certification also in the clause	As Per RFP
464	72	1.6	The bidder must have successfully implemented eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day: Min 50,000 encounters : 02 Marks >50,000 and <=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	Request you to allow current execution projects too for increasing participation. Also if we can reduce the medical encounters numbers to 10000, 15000 & 20000 instead of current 50,000,100,000 & >100000	Please refer to Updated Clause in RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri

Designation : Regional Director

Date: 2024.09.09 13:52:34 IST

Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
465	73	1.8	The bidder must have successfully implemented software projects using microservices architecture in the last five (5) years (from 1st April 2019 to 31st March 2024) Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks	Request consideration of As on Bid date cut off instead of 31 Mar24	As per RFP
466	21	5	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)	Request to consider cut off as Bid date instead of cutoff of 2023-24 ( 5 Years from the date of submission of the Bid )	Please refer to Updated Clause in RFP
467	72	1.4	The Bidder must have successfully executed or is executing projects (excluding hardware / consulting / transaction / advisory services in healthcare) in design, development, integration, implementation, operations, and maintenance of eHealth Solutions (i.e., HIS/ EMR/ HMIS) in last five (5) years (i.e., from 01st Apr. 2019 to 31st Mar. 2024). Number of hospitals where implemented: Minimum 20 Hospitals :08 Marks >20 Hospitals and <=50 Hospitals :10 Marks > 50 Hospitals :15 Marks	Request consideration of cut off of Bid date instead of 31-Mar-24. This will help increase participation	Please refer to Updated Clause in RFP
468	72	1.5	The bidder must possess valid certification for compliance with the M1, M2 and M3 milestones of ABDM framework for eHealth Solutions (i.e., HIS/ EMR/ EHR/ EHRM) M1 only :02 Marks M1 and M2 only :03 Marks M1, M2 and M3 :05 marks	Request inclusion of OEM certification also in the clause Signature valid Validity unknown Digitally signed by S. Krishna Krishnatri Designation : Regional Director Date: 2024.09.03 13:52:34 IST Reason: Approved	As per RFP
469	72	1.6	The bidder must have successfully implemented	Request you to allow current execution	Please refer to

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			eHealth projects (HMIS / HIS / EMR) in the last five (5) years (01st Apr 2019 to 31st Mar 2024) where in a single project the number of medical encounters (OPD + IPD + Emergency visits) generated per day: Min 50,000 encounters : 02 Marks >50,000 and<=1,00,000 encounters: 03 Marks > 1,00,000 encounters : 05 Marks	projects too for increasing participation. Also if we can reduce the medical encounters numbers to 10000, 15000 & 20000 instead of current 50,000,100,000 & >100000	Updated Clause in RFP
470	73	1.8	The bidder must have successfully implemented software projects using microservices architecture in the last five (5) years (from 1st April 2019 to 31st March 2024) Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks	Request consideration of As on Bid date cut off instead of 31 Mar24	As Per RFP
471	21	5	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)	Request to consider cut off as Bid date instead of cutoff of 2023-24	Please refer to Updated Clause in RFP
472	283	8.8 Picture Archiving and Communication System PACS/6	The VNA-PACS shall be Fully Web Based with all users accessing all functions through the Internet Browser	PACS should be deployed on each Hospital and VNA should be at Central DC, This will help to smooth functioning of the applications	As per RFP
473	283	8.8 Picture Archiving and Communication System PACS/6	There shall be no restriction of VNA based on exams per annum	We need Annual Exam count per year from all hospitals, Even, Hardware sizing is not possible without actual storage and study processing required, and our PACS and VNA	Will be shared with the selected bidder.

Validity unknown Signature valid

Digitally signed by S. Krishna

Designation : General Director

Date: 2024.09.03 13:52:34 IST

Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		ion System PACS/9		licensing is based on Annual Study volume, with no restriction on number of hospitals/Modlaities/users. Therefore you are requested to confirm total annual study count in total from all the modalities.	
474		General		The system should have USA IHE certification and HIPAA compliance.	As per RFP
475		General		System should confirm to latest DICOM and HL7 standards.	As per RFP
476		General		The bidders should have registered their IHE Integration statement with IHE.net. Further, the RIS and PACS systems being supplied, should have implemented all transactions required in the IHE Technical Framework to support the IHE Integration Profiles, Actors as listed below with proof of their successful testing at an IHE connectathon not earlier than last 2-3 years on the website <a href="https://connectathon-results.ihe.net/">https://connectathon-results.ihe.net/</a>	As per RFP
477		General		PACS-VNA solution should have a rating in the top 10 of KLASS rating	As per RFP
478		General		PACS database should be running on Oracle / Sybase to ensure most trusted data base across the globe	As per RFP
479		General		All the clinical software RIS PACS VNA Advance Post processing software should be from the vendor, no third party software should be quoted	As per RFP
480		General		The bidder must have minimum 1 install base VNA in India/Globally with atleast 1000K studies/year or more case load and storing data centrally in VNA from multiple/same PACS vendor from multiple location.	As per RFP
481	20	3	Pre-Qualification / Eligibility Criteria (Preliminary	The bidder requests the following	Please refer to

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			Qualification)  2. Turnover from IT/ ITeS Projects The Lead Bidder should have average annual turnover of at least INR 120 (One hundred and Twenty) Crores during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects (excluding hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services) in India.	modifications: 1) Please accept certificate from Chartered Accountant / Company Secretary also. 2) Tier-1 bidders will not publish their financial statements with the disaggregation of turnover from hardware, consulting, transaction services, advisory services, sale of Licenses and FMS services etc. in India. So, providing evidence of the same from financial statements or certificates issued by CA / CS / SA is not feasible. Kindly remove these exclusions as mentioned in the clause and allow the bidder to submit a certificate issued by the Chartered Accountant / Company Secretary to state that - "average annual turnover during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects is at least INR 120 (One hundred and Twenty) Crores".	Updated Clause in RFP
482	20	3	Pre-Qualification / Eligibility Criteria (Preliminary Qualification)  3. Net worth	<b>The bidder requests the following modifications:</b> Please accept certificate from Chartered Accountant / Company Secretary also.	Please refer to Updated Clause in RFP
483	34	4.5	4.5. Deployment of Manpower  Validity unknown Digitally signed by S. Krishna Krishnatri Designation : Senior Technical Director Date: 2024.09.06 13:52:54 IST Reason: Approved	<b>The bidder requests the following clarifications:</b> The bidder is not required to deploy Team for maintenance & Support Services for the period <b>from the go-live of all modules of Group-2 of IHMS 2.0 till the go-live of all modules of IHMS 2.0.</b> Please confirm if the understanding is correct.	Please refer to Updated Clause in RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
484	39	4.8.	Design, Requirement Analysis, Software Requirement Specification (SRS) 4.8.12. The functional requirement specifications stated in the RFP are indicative features that the solution suggested for IHMS2.0 should have. The Selected Bidder will be required to engage a domain expert who should be a clinical expert/ health administrator having experience in Hospital Management Systems, medical coding, and medical terminology. <b>The domain expert should be available onsite at the time of SRS and also during development of the software application.</b>	<b>The bidder requests the following modification / clarifications:</b> The bidder understands that the Domain expert role should be a part of IHMS 2.0 Development and Deployment Team. However, this Role is not included in the composition of the IHMS2.0 Development and Deployment Team given in Section 4.5 of the RFP. Please clarify. The role should be included in the IHMS 2.0 Development and Deployment Team.	Please refer to Updated Clause in RFP
485	45	4.12.	Safe to Host Certification 4.12.4. The Selected Bidder shall get Security Audit done for IHMS 2.0 at their own cost till the duration of the project.	<b>The bidder requests the following clarifications:</b> What is the frequency of these audits to be conducted post Go Live of all modules of the project? Please confirm.	Please refer to Updated Clause in RFP
486	45	4.13.	Technical support services for IHMS 2.0 4.13.1. Selected Bidder shall provide Technical Support services for three (3) years for IHMS 2.0 (Web & Mobile application and Web portal) and other components of IHMS 2.0 from the date of Go-Live of individual groups (Group-1 to Group-5) of IHMS 2.0.	<b>The bidder requests the following clarifications:</b> Does this mean that O&M support for Group 1 to Group 4 modules / applications can end before the end of the contract term? Please confirm.	As Per RFP
487	45	4.13.	Technical support services for IHMS 2.0 4.13.5. Helpdesk Availability Hours c. The Selected Bidder may deploy the helpdesk executives on a dynamic basis as per the need to handle the daily service requests.	<b>The bidder requests the following clarifications:</b> A team of 12 Helpdesk resources need to be deployed during the entire contract term on 24x7 basis. (a) The bidder understands that 12 resources is the total team size of the Helpdesk	As Per RFP

Digitally signed by S. Krishnamoorthy  
 Designation: Senior Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved





## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				team and not 12 resources per shift each day. Please confirm. (b) Also, shift-wise deployment is not provided. Please specify how many resources need to be deployed during 3 shifts of 8-hours each in a day.	
488	49	4.16.	<p>Change Request Management Services</p> <p>4.16.5. The Selected Bidder shall present the effort estimate required for each CR, commercial cost of each CR, and expected delivery time of each CR to the appropriate committee through RISL for approval.</p> <p>4.16.6. The Selected Bidder shall be informed of the approved CRs presented in the above committee following which a work-order shall be issued to the Selected Bidder by RISL for delivery of the approved CRs within the defined timelines</p>	<p><b>The bidder requests the following addition to the clause:</b></p> <p>In case, mutual agreement on whether a new requirement constitutes change order or not, is not reached, successful bidder in interest of works, shall take up enforcement of change order, if advised in writing to do so by CLIENT pending settlement between two parties to effect whether such requirement constitutes a change order or not as per terms and conditions of Contract. The time and cost effects in such a case shall be mutually verified and recorded. Should it establish that said work constitutes a change order, same shall be compensated considering records kept in accordance with contract.</p>	As Per RFP
489	49	4.16.	<p>Change Request Management Services</p> <p>4.16.6. The Selected Bidder shall be informed of the approved CRs presented in the above committee following which a work-order shall be issued to the Selected Bidder by RISL for delivery of the approved CRs within the defined timelines</p> <p>4.16.7. The functionality of the CR shall be considered part of the base product of IHMS2.0 post go-live deployment of the system</p>	<p><b>The bidder requests the following clarifications:</b></p> <p>The addition of new functionalities will lead to increased effort required to support &amp; maintain the implemented change. So, the bidder would like to request that the effort required to support &amp; maintain the new functionality. Please confirm if the understanding is correct.</p>	As Per RFP
490	51	4.21.	<p>Responsibilities of Monitoring Authority</p> <p>4.21.3. Review, provide feedback and approve Software Requirement Specifications of IHMS2 in consultation with the appropriate committees.</p>	<p><b>The bidder requests the following addition to the clause:</b></p> <p>The Authority shall provide response or</p>	As Per RFP

Validity Unknown  
 Digitally signed by Shri. Krishna Tripathi  
 Designation : Senior Director  
 Date: 2024.09.16 13:57:15 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>4.21.4. Review, provide feedback and approve the solution design, software design, implementation approach, and other technical documents submitted by the Selected Bidder in consultation with the Executing Agency.</p> <p>4.21.5. Review, provide feedback and approve the training plan submitted by the Selected Bidder in consultation with the appropriate committees and Executing Agency.</p> <p>4.21.8. Coordinate with the stakeholders in achieving signoffs for UAT and Go-Live of IHMS 2.0</p>	<p>feedback on deliverables within 10 working days. Authority shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, the authority fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case the authority confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 2 (two) time for the respective deliverable.</p>	
491	54	4.24.2	<p>If the proposed solution for IHMS 2.0 requires the use of a 3rd party solution / software / application (licensed or open source) which is not provided by RSDC, then it is the responsibility of the Selected Bidder to procure the 3rd party solution / software / application with applicable licenses and provide support and maintenance till the duration of this project. <b>The Selected Bidder would be required to transfer the ownership of the deployed 3 rd party solution / software / application and all applicable licenses at the closure of this contract.</b></p>	<p><b>The bidder requests the following clarifications:</b>                      As mentioned in the RFP under section Risk &amp; Title, Clause # 6.2.99 on page # 99, All title, risk and ownership of the assets is to be transferred to RISL or its nominated agencies on the day of the successful delivery/ installation/ implementation, whichever is earlier of the supplied items. All expenses occurred during transfer of titleship of assets shall be borne by the selected bidder/ authorized partner.                      So, the ownership of the deployed 3 rd party solution / software / application and all applicable licenses will be transferred to the Procuring Entity at the time of successful delivery/ installation/ implementation, whichever is earlier of the supplied items.                      Please confirm if the understanding is correct.</p>	As Per RFP
492	55	4.26.4.	<p>Project Deliverables and Payment Terms Group - 1 as defined in section 4.4 of this RFP.</p>	<p><b>The bidder requests the following modifications:</b>                      Payment Terms -</p>	As Per RFP

Validity unknown Signature valid


Digitally signed by S. Krishna  
 Designation : Sr. Tender  
 Date: 2024.09.03:52:34 IST

Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			Knowledge Transfer of existing IHMS application	5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of Knowledge Transfer activity.	
493	55	4.26.4.	Project Deliverables and Payment Terms Group - 1 as defined in section 4.4 of this RFP  Preparation of technical, functional, and readiness reports of all components of Group-1	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	As Per RFP
494	56	4.26.4.	Project Deliverables and Payment Terms Group - 1 as defined in section 4.4 of this RFP  Design, Development, Beta version Testing, Deployment & UAT of the components of Group-1	<b>The bidder requests the following modifications:</b> Payment Terms - 10% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	As Per RFP
495	56	4.26.4.	Project Deliverables and Payment Terms Group - 1 as defined in section 4.4 of this RFP  Go-Live of all components of Group-1	<b>The bidder requests the following modifications:</b> Payment Terms - 10% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at T1.	As Per RFP
496	56	4.26.4.	Project Deliverables and Payment Terms Group – 2 as defined in section 4.4 of this RFP  Preparation of SRS for all modules of Group-2	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	As Per RFP
497	56	4.26.4.	Project Deliverables and Payment Terms	<b>The bidder requests the following</b>	As Per RFP

Validity unknown  
Signature valid  
Digitally signed by S. Krishna  
Krishnatri  
Designation : Senior Project Director  
Date: 2024.09.05 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			Group – 2 as defined in section 4.4 of this RFP  Design, Development, Beta version Testing, Deployment & UAT of all modules of Group-2	<b>modifications:</b> Payment Terms - 10% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	
498	56	4.26.4.	Project Deliverables and Payment Terms Group – 2 as defined in section 4.4 of this RFP  Go-Live of all modules of Group-2 including mobile application	<b>The bidder requests the following modifications:</b> Payment Terms - 10% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at T2.	As Per RFP
499	56	4.26.4.	Project Deliverables and Payment Terms Group – 3 as defined in section 4.4 of this RFP  Preparation of SRS for all modules of Group-3	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	As Per RFP
500	56	4.26.4.	Project Deliverables and Payment Terms Group – 3 as defined in section 4.4 of this RFP  Design, Development, Beta version Testing, Deployment & UAT of all modules of Group-3	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
501	57	4.26.4.	Project Deliverables and Payment Terms Group – 3 as defined in section 4.4 of this RFP  Go-Live of all modules of Group-3 including mobile application	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at T3.	As Per RFP
502	58	4.26.4.	Project Deliverables and Payment Terms Group – 4 as defined in section 4.4 of this RFP  Preparation of SRS for all modules of Group-4	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	As Per RFP
503	58	4.26.4.	Project Deliverables and Payment Terms Group – 4 as defined in section 4.4 of this RFP  Design, Development, Beta version Testing, Deployment & UAT of all modules of Group-4	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	As Per RFP
504	58	4.26.4.	Project Deliverables and Payment Terms Group – 4 as defined in section 4.4 of this RFP  Go-Live of all modules of Group-4 including mobile application	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at T4.	As Per RFP
505	58	4.26.4.	Project Deliverables and Payment Terms Group – 5 as defined in section 4.4 of this RFP  Preparation of SRS for all modules of Group-5	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at T4.	As Per RFP


Validity unknown Signature valid

Digitally signed by S. Anand  
Krishnan  
Designation : Senior Project Director  
Date: 2024.09.05 13:52:34 IST  
Reason: Approved

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				No.1.1 of Financial Bid to be paid at the end of activity.	
506	58	4.26.4.	Project Deliverables and Payment Terms Group – 5 as defined in section 4.4 of this RFP  Design, Development, Beta version Testing, Deployment & UAT of all modules of Group-5	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at the end of activity.	As Per RFP
507	58	4.26.4.	Project Deliverables and Payment Terms Group – 5 as defined in section 4.4 of this RFP  Go-Live of all modules of Group-5 including mobile application	<b>The bidder requests the following modifications:</b> Payment Terms - 5% of the Cost of Design and Development of IHMS 2.0 solution as per agreed cost of Serial No.1.1 of Financial Bid to be paid at T5.	As Per RFP
508	58	4.26.4.	Project Deliverables and Payment Terms Support and Maintenance of existing IHMS application as defined in section 4.7  Payment Terms - 10% of agreed support & maintenance cost as per Serial No 3.1 of Financial Bid to be paid at the end of each quarter. Balance amount remaining in the agreed support & maintenance cost as per Serial No 3.1 of Financial Bid shall be paid at the time of go-live of all modules of group-2 of IHMS 2.0 application.	<b>The bidder requests the following modifications:</b> 20% of agreed support & maintenance cost as per Serial No 3.1 of Financial Bid to be paid at the end of each quarter. Balance amount remaining in the agreed support & maintenance cost as per Serial No 3.1 of Financial Bid shall be paid at the time of go-live of all modules of group-2 of IHMS 2.0 application.	As Per RFP
509	59	4.26.4.	Project Deliverables and Payment Terms Support & Maintenance of IHMS 2.0 Solution as defined in section 4.13 and 4.14.  Payment Terms - 8% of agreed support & maintenance cost as per Serial No. 1 of Financial Bid to be paid <b>along with 2.5% of the Cost of</b>	<b>The bidder requests the following clarification:</b> Withholding 30% of the Implementation phase cost and subsequently paying it in 12 EQIs of 3.52% in 3-years post a 2-year Implementation phase negatively impacts the cashflow as well as increases the unbilled	As Per RFP

Validity unknown  
 Digitally signed by S. Menendra  
 Krishnatri  
 Designation : Senior Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<b>Design, Development and Deployment of IHMS 2.0 solution as per agreed cost of Serial No. 1.1 of Financial Bid to be paid at the end of each quarter.</b> Remaining 4% of agreed support & maintenance cost as per serial no. 2.1 of Financial Bid to be paid at the time of closure of project.	revenue of the SI which will have to be carried in books for the entire contract term. So, the bidder requests that this clause be suitably modified so that SI is allowed to bill and be paid for the entire Implementation phase by the end of Implementation phase itself.	
510	68	5.7.	Bid Security (EMD) 5.7.10. The bid security of unsuccessful bidders shall be <b>refunded soon after final acceptance of successful bid</b> and signing of Agreement and submitting performance security.	<b>The bidder requests the following modification / clarifications:</b> Please provide a definite period within which, the EMD of the unsuccessful bidder shall be returned.	As per RFP
511	68	5.7.	Bid Security (EMD) 5.7.11. The Bid Security shall promptly be returned <b>after the earliest</b> of the following events, namely: - (a) The expiry of validity of bid security; (b) The execution of agreement for procurement and performance security is furnished by the successful bidder; (c) The cancellation of the procurement process; or (d) The withdrawal of bid prior to the deadline for presenting bids, unless the bidding documents stipulate that no such withdrawal is permitted	<b>The bidder requests the following modification / clarifications:</b> Please provide a definite period within which, the EMD of the unsuccessful bidder shall be returned.	As Per RFP
512	71	5.14.	Technical Qualification Criteria 1.1 Average Annual Turnover of the lead bidder in last three financial years (2021-22, 2022-23, 24) from IT/ ITeS projects (excluding software, consulting, transaction services, sale of Licenses and other services) shall be not less than Min INR 120 Cr :05 Marks	Validity unknown Signature valid <b>The bidder requests the following modifications:</b> Please accept certificate from Chartered Accountant / Company Secretary also. Bidders will not publish their financial statements with the disaggregation of turnover from hardware, consulting, Digitally signed by S. Krishna Krishna Designation : General Director Date: 2024.09.03 11:52:34 IST Reason: Approved	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>&gt;INR 120 Cr and &lt; = INR 300 Cr :08 Marks                      &gt;INR 300 Cr and &lt; = INR 500 Cr :12 Marks                      &gt; INR 500 Cr :15 Marks</p> <p>Supporting Doc - <b>Audited financial statement for each financial year issued by Statutory Auditor / CA</b></p>	<p>transaction services, advisory services, sale of Licenses and FMS services etc. in India. So, providing evidence of the same from financial statements or certificates issued by CA / CS / SA is not feasible. Kindly remove these exclusions as mentioned in the clause and allow the bidder to submit a certificate issued by the Chartered Accountant / Company Secretary to state that - "<b>average annual turnover during last three (3) financial years (2021-22 to 2023-24) from IT/ ITeS projects is at least INR 120 (One hundred and Twenty) Crores</b>".</p>	
513	73	5.15.	<p>Bidder Selection Method</p> <p>4. The Bidder would then be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in section 5.18, wherein an eligible bidder with adequate technical competence and the most competitive (lowest or L1) rate / quote would be selected for the implementation of the project.</p>	<p><b>The bidder requests the following modifications:</b></p> <p>Please change the bidder Selection method to Quality &amp; Cost Based Selection method with weightage of 70% given to Technical Score and 30% given to Financial score. Both the Technical and Financial Scores should be normalized.</p>	As Per RFP
514	79	5.27.	<p>Right to Vary Quantity</p> <p>5.27.1. If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents</p>	<p><b>The bidder requests the following modification / clarifications:</b></p> <p>The bidder would like to propose that these variations should be notified before awarding to the bidder. Also, the total value of these variations should not be more than 5% of the total contract value excluding taxes. Please confirm.</p>	As Per RFP
515	79	5.27.	<p>Right to Vary Quantity</p> <p>5.27.2. Orders for extra items may be placed by the procuring entity in accordance with the Absolute Powers as prescribed by the Finance Department,</p>	<p><b>The bidder requests the following clarifications:</b></p> <p>From these 2 clauses, the bidder understands</p>	As Per RFP



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			up to 5% of the value of the original contract. 5.27.3. Orders for additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionately increased. The limits of orders for additional quantities shall be as under: - (a) 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and (b) 50% of the value of goods or services of the original contract.	that overall, the total value of the additional orders for extra items / additional items / repeat orders / change requests etc. cannot exceed 5% of the value of the original contract value. Please confirm if the understanding is correct.	
516	80	5.28.	Dividing Quantities among more than one bidder at the time of award 5.28.1. As a general rule all the quantities of the subject matter of procurement shall be procured from the bidder, whose bid is accepted. However, when it is considered that the quantity of the subject matter of procurement to be procured is very large and it may not be in the capacity of the bidder, whose bid is accepted, to deliver the entire quantity or when it is considered that the subject matter of procurement to be procured is of critical and vital nature, in such cases, the quantity may be divided among the L1, L2, L3 bidders. If quantity is divided between L1 and L2, the ratio shall be 80:20. If quantity is divided among L1, L2, L3, the ratio shall be 70:20:10 or deemed appropriate by Purchase Committee.	<b>The bidder requests the following clarifications:</b> Is this clause applicable for this bid process and more than 1 bidder can be selected for award of WO? Please confirm.	As Per RFP
517	89	6.2	Taxes & Duties 6.2.27. For goods supplied from India, the successful/ selected bidder shall be responsible for all taxes, duties and charges incurred until delivery of the contracted Goods to	<b>The bidder requests the following clarifications:</b> The rates quoted by the bidder shall be inclusive of GST applicable as on bid	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri  
Designation: General Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			the procuring entity. 6.2.28. If any tax exemptions, reductions, allowances or privileges may be available to the successful/ selected bidder in India, the procuring entity shall use its best efforts to enable the successful/ selected bidder to benefit from any such tax savings to the maximum allowable extent.	submission date. In the event of any increase or decrease of GST rate & subsequent to award of work, which results in change in Contract Value, successful bidder shall be covered for any such variation, i.e. neither bear additional GST rate nor will be beneficiary of reduction in GST Rate. Please confirm if the understanding is correct.	
518	90	6.2	Sub-contracting 6.2.35. Unless otherwise specified in the Contract, the Selected Bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Procuring entity/Tendering Authority. 6.2.36. If permitted, the Selected Bidder shall notify the procuring entity in writing of all subcontracts awarded under the Contract if not already specified in the Bid. Subcontracting shall in no event relieve the Supplier / Selected Bidder from any of its obligations, duties, responsibilities, or liability under the Contract.	<b>The bidder requests the following clarifications:</b> The bidder understands that sub-contracting is allowed with prior permission from the Procuring entity/Tendering Authority. However, the entire responsibility to deliver the solution as per the contract rests with the selected bidder. Please confirm if the understanding is correct.	As Per RFP
519	91	6.2	Rejection 6.2.42. If, however, due to exigencies of RISL work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the Selected Bidder of being heard shall for reasons to be recorded, <b>deduct a suitable amount from the approved rates. The deduction so made shall be final.</b>	<b>The bidder requests the following clarifications:</b> The maximum deduction of any amount from the bills of the selected bidder shall be subject to the financial caps on Liquidated Damages / Penalties as agreed in the contract. Please confirm if the understanding is correct.	As Per RFP
520	93	6.2.	Extension in Delivery Period and Liquidated Damages (LD)- 6.2.51. In case of extension in the delivery of services and/ or installation/ completion period is	<b>The bidder requests the following clarifications:</b> Please modify the LD%* as below: a) Delay up to one fourth period of the	Please refer to Updated Clause in RFP

Validity unknown Signature valid  
Digitally signed by S. Krishna  
Krishnatri  
Designation : Senior Director  
Date: 2024.09.03 13:02:54 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			granted with full liquidated damages, the recovery shall be made on the basis of following percentages of value of service which the supplier/ selected bidder has failed to supply or complete: -	prescribed period of delivery, successful installation, and completion of work - 1% b) Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work - 2% c) Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work - 3% d) Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work - 5%	
521	93	6.2.	Extension in Delivery Period and Liquidated Damages (LD)- • The maximum amount of liquidated damages shall be 10% of total value of the services to be supplied in the particular phase.	<b>The bidder requests the following modifications:</b> The maximum amount of liquidated damages shall be 5% of total value of the services to be supplied in the particular phase.	Please refer to Updated Clause in RFP
522	94	6.2.	Warranty/Support/ ATS 6.2.54. The Selected Bidder must supply all items including any Software and/ or any third party products like Telemedicine / Tele-ICU / PACS / Health Exchange Platform / CMS / DMS / Work Flow Management, etc. <b>with comprehensive on-site OEM warranty/ support/ATS valid for the entire contract period</b> as specified in this RFP after the services, or any portion thereof as the case may be, have been delivered to, installed and accepted at the final destination indicated in the bidding document. However, if delay of installation is more than a month's time due to the reasons ascribed to the Selected Bidder,	<b>The bidder requests the following modifications:</b> Providing on-site support from third party OEM vendors may not be required and may add additional cost to the overall project. The level of support to be taken from the OEMs should be left at the discretion of the selected bidder according to the solution proposed by the bidder. The bidder requests that the clause be modified suitably.	As Per RFP

Digitally signed by  
Krishnatri  
Designation :  
Date: 2024.09.0  
Reason: Approved

Signature valid  
Personal Director  
13:52:34 IST



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			the warranty/ ATS shall start from the date of last successful installation of the items covered under the PO.		
523	96	6.2.	27. Change Orders and Contract Amendments 6.2.77. Prices to be charged by the Supplier/ Selected Bidder for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier/ Selected Bidder for similar services.	<b>The bidder requests the following modifications:</b> As each contract is unique and so the prices quoted for each service is unique. It cannot be compared to other contract / services even if they are of a similar nature. So, the bidder proposes the following modification - "Prices to be charged by the Supplier/ Selected Bidder for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the Supplier/ Selected Bidder for similar services."	As Per RFP
524	96	6.2.	Termination	<b>The bidder requests the following modifications:</b> 1) Either party may terminate this Agreement for cause if either party materially breaches this Agreement, provided that either party gives the other notice of such breach and it remains uncured after 60 days following notice or such other period as mutually agreed. 2) Either party may by written notice with a notice period of 90 days sent to the other, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective. On termination, the bidder is entitled to compensation against	As Per RFP

Validity unknown Signature valid

Digitally signed by S. S. Krishna  
Krishnatri  
Designation : Senior Project Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>all the services rendered, material delivered, advances paid and all such costs that have been incurred by the bidder to provide services as per the agreement.</p> <p>3) In the event that Purchaser terminates this agreement, compensation will be accorded to the bidder for the services rendered, advance paid and expenses incurred Upto the termination along with the cost for the additional period for which the purchaser has requested the bidder to continue the services.</p> <p>4) If any amount due and payable by Purchaser under the Agreement is more than 30 days overdue; and there is no dispute between Purchaser and the bidder in relation to that amount, the bidder may issue to Purchaser a notice that payment is overdue. If Purchaser fails to pay the bidder within 7 days after the date of such notice, the bidder may by a further notice to Purchaser terminate the Agreement or at its election withdraw services or stop performance of its obligations until payment is made.</p>	
525	99	6.2.	<p>6.2.98. In case, the Contract Monitoring Committee finds the services provided by the System Integrator to be satisfactory and intends to increase the Support and Maintenance of Software solution (Web Application, Mobile Application and Web Portal), <b>RISL can do this by incrementing the Support and Maintenance Cost of IHMS 2.0 Software solution (Web Application, Mobile Application and Web Portal) by 10% annually on the quoted</b></p>	<p><b>The bidder requests the following modifications:</b></p> <p>Its mentioned under Section 4.25. Project Duration on page 54 that the tenure of project for support and maintenance (FMS) <b>may be extended/ increased on mutually agreed terms, if required.</b> So if the extension will be done on mutual agreement of both parties, should the final amount applicable for the extension period be enforced by RISL on the selected bidder? The bidder requests</p>	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<b>amount on a prorate basis.</b>	that "the extension and terms of the contract shall be mutually discussed and agreed between the bidder and the purchaser before 3 months of the expiry of the contract. The commercials for extension of the contract beyond the term of the project shall be submitted at the request of the Purchaser."	
526	100	7.1.	Payment Terms and Schedule 7.1.4. Due payments shall be made promptly by the procuring entity, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ Selected Bidder, and the procuring entity has accepted it.	<b>The bidder requests the following modifications:</b> Due payments shall be made promptly by the procuring entity, generally within sixty (30) days after submission of an invoice or request for payment by the supplier/ Selected Bidder, and the procuring entity has accepted it.	As Per RFP
527	100	7.1.	Payment Terms and Schedule 7.1.4. Due payments shall be made promptly by the procuring entity, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ Selected Bidder, and the procuring entity has accepted it.	<b>The bidder requests the following addition to the clause:</b> Any invoice remaining unpaid after the aforesaid period of sixty (60) days shall be treated as a debt owed by the Purchaser to the bidder and the bidder shall be, without prejudice to any other remedies that it may have in this regard, entitled to recover it as such with a monthly interest of 2% calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, the bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by Purchaser and any such withholding by the bidder shall not be treated as breach by it of the provisions of this Agreement.	As Per RFP

Validity unknown Signature valid

Digitally signed by Sh. Shri Krishna Natri  
Designation : Sr. Technical Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
528	100	7.2.	Acceptance Testing and Certification 7.2.1. The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements.	<b>The bidder requests the following addition to the clause:</b> The Authority shall provide response or feedback on deliverables within 10 working days. Authority shall provide signoff within 15 calendar days from the submission of final deliverable in complete form by the bidder. In case, the authority fails to provide signoff on the final deliverable within 15 working days, same may be considered as deemed acceptance. However, in case the authority confirms to the SI with an alternative date, then that date would stand revised for deemed acceptance. Such revisions will be limited to 2 (two) time for the respective deliverable.	As Per RFP
529	101	7.3.7.	Liquidated Damages	<b>The bidder requests the following clarifications:</b> The bidder understands that SLA & applicable LD given in this section 7.3 of the RFP is applicable only on (a) Support & Maintenance period of existing IHMS application till the go-live of group-2 modules of IHMS 2.0 and (b) Support & Maintenance period of IHMS 2.0 Software solution after Go-live of Software solution. Please confirm if the understanding is correct.	Please refer to Updated Clause in RFP
530	104	7.3.7.	The maximum total damages in any quarter <b>(excluding non-availability of deployed manpower/ resources/ personnel)</b> shall not be more than 10% of the total manpower for the quarter beyond which the tenderer shall be free to initiate action as per the terms and condition for breach of SLA. However, damages	<b>The bidder requests the following clarification / clarifications:</b> The clause reads - "In all cases, damages shall not be more than 10% of the total manpower of component/ service." Based on this, the bidder would like to reconfirm that the maximum total damages in any quarter	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>on resource replacement may be waived off subject to the approval of RISL under the following circumstances:</p> <ul style="list-style-type: none"> <li>• Medical Emergency</li> <li>• Resignation of deployed resource</li> </ul> <p><b>In all cases, damages shall not be more than 10% of the related cost of component/ service.</b></p>	including non-availability of deployed manpower/ resources/ personnel shall not exceed 10% of the total amount due for the quarter. Please confirm if the understanding is correct. If not, the bidder would request for an illustration on how penalty shall be levied for all parameters.	
531	106	7.4.	Exit Management	<p><b>The bidder requests the following clarifications:</b></p> <p>What shall be the duration of the Exit Management phase and when shall it commence and end respectively. Please provide this information. It cannot be for a period of 6-months after the date of expiry of the contract.</p>	As Per RFP
532	106	7.4.2.	<p>Transfer of Assets</p> <p>i. The selected bidder may continue work on the assets for the duration of the exit management period which may be a six months period from the date of expiry or termination of the agreement, if required by RISL to do so</p>	<p><b>The bidder requests the following clarifications:</b></p> <p>The Exit Management phase during the expiry of the contract has to be concluded before the end of the contract term itself. It cannot be for a period of 6-months after the date of expiry of the contract. The services as per the contract can only be provided by the selected bidder during the period when the contract is valid. So please confirm that Exit Management phase will commence and end before the date of expiry of the contract.</p>	As Per RFP
533	106	7.4.2.	<p>Transfer of Assets</p> <p>v. Upon service of a notice, as mentioned above the following provisions shall apply:</p> <p>b. All title of the assets to be transferred to RISL or its nominated agencies pursuant to clause(s) above</p>	<p><b>The bidder requests the following modifications:</b></p> <p>This clause is not applicable as the Risk &amp; Title of the goods has already been transferred to the Procuring Entity at the time of delivery /</p>	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishnatri  
Designation : Senior Director  
Date: 2024.09.03 15:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			shall be transferred on the last day of the exit management period. All expenses occurred during transfer of assets shall be borne by the selected bidder.	installation / commissioning of the asset. So kindly delete this clause.	
534	108	7.4.8.	Training, handholding, and knowledge transfer i. The Selected Bidder shall hold technical knowledge transfer sessions with designated technical team of the nominated agency of Executing Agency for at-least 3 months at the start of the project. ii. The Selected Bidder shall hold operational handholding sessions on the IHMS2.0 solution with the designated members of the nominated agency of Executing Agency, so that the authorities can continue with the IHMS2.0 solution even after Selected Bidder exits the project.	<b>The bidder requests the following clarifications:</b> 1) How will the bidder be compensated financially for this 3-month period of knowledge transfer to the nominated agency of Executing Agency? Please clarify. 2) Will this period be included within the Exit Management period itself which shall end before the date of expiry of the contract or will this be after the expiry of the contract? Please clarify.	As Per RFP
535	314	9.1.	Covering Letter of the Bid 3. I/ we hereby submit our token of acceptance to all the tender terms & conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your RFP.	<b>The bidder requests the following modifications:</b> 3. I/ we hereby submit our token of acceptance to all the tender terms & conditions without any <b>material</b> deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your RFP.	As Per RFP
536	320	9.6.	Certificate of Conformity / No Deviation <b>CERTIFICATE</b> This is to certify that, the specified Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work are in conformity with the minimum specifications in the bidding document and that <b>there are no deviations of any kind from the</b>	<b>The bidder requests the following modifications:</b> No deviation certificate should be applicable for the technical features and commercial deviations on MSA / General Condition of Contract should be allowed which is not stipulated between the Customer and Bidder at the time of MSA/Contract signing. Also, the RFP permits the bidder to submit minor deviations of non-	As Per RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<b>requirement specifications.</b> Also, I/ we have thoroughly read the tender/ bidding document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions of the bidding document <b>without any deviations.</b>	material nature. So, ideally, this certificate should not be requested. Hence bidder would request to kindly waive the requirement.	
537	327	9.8.	Bank Guarantee Formats BANK GUARANTEE FORMAT – BID SECURITY  8. Notwithstanding anything stated above, our liability under this guarantee shall be restricted to )> and our guarantee shall remain in force till bid validity period i.e. days from the last date of bid submission and unless a demand or claim under the guarantee is made on us in writing within three months after the Bid validity date, all your rights under the guarantee shall be forfeited and we shall be relieved and discharged from all liability thereunder.	<b>The bidder requests the following modifications:</b> In the RFP as per Clause # 5.7.6. on page 67, it is mentioned that the bid security must remain valid thirty days beyond the original or extended validity period of the bid. This implies that the EMD has to remain valid for 30 days beyond the bid validity period which is 90 days from the last date of bid submission. Then, why in this EMD format do we need to specify that a demand or claim under the guarantee can be made up to three months (i.e., 90 days) after the Bid validity date? Please modify this suitably.	As Per RFP
538	331	9.8.	Bank Guarantee Formats BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)  Validity unknown Signature valid Digitally signed by S. Mehra Krishnatri Designation : Sr. Project Director Date: 2024.09.03 15:04:57 Reason: Approved	<b>The validity of the PBG as well as the Claim period of the PBG are not mentioned in the format. So, The bidder requests the following addition to the clause:</b> 11. Notwithstanding anything contained hereinafore, the liability of the Bank under the guarantee is restricted to the guaranteed amount and this Guarantee will remain in force for the period specified in paragraph 12 below. A demand or claim in writing is made by the Authority on the Bank under this Guarantee all rights of the Authority under this	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				Guarantee shall be forfeited and the Bank shall be relieved from its liabilities hereunder. 12. The Guarantee shall cease to be in force and effect on **** unless a demand or claim under this Guarantee is made in writing before expiry of the Guarantee, the Bank shall be discharged from its liabilities hereunder.	
539	332	9.9.	Draft Agreement Format 5. In case of extension in the delivery of services and/ or installation period/ completion period of services with liquidated damages, the recovery shall be made on the basis of following percentages of value of stores/ works/ services which supplier has failed to supply/ install/ complete: -	<b>The bidder requests the following modifications:</b> Please modify the LD%* as below: a) Delay up to one fourth period of the prescribed period of delivery, successful installation, and completion of work - 1% b) Delay exceeding one fourth but not exceeding half of the prescribed period of delivery, successful installation, and completion of work - 2% c) Delay exceeding half but not exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work - 3% d) Delay exceeding three fourth of the prescribed period of delivery, successful installation, and completion of work - 5%	As Per RFP
540	332	9.9.	Draft Agreement Format Note: ii. The maximum amount of agreed liquidated damages shall be 10%.	<b>The bidder requests the following modifications:</b> The maximum amount of agreed liquidated damages shall be 5%.	As Per RFP
541	342	9.12.	Expected Qualification and Experience of Resources <b>13 Application Support Engineer - Onsite</b>	<b>The bidder requests the following clarifications:</b> This role of "Application Support Engineer" is	As Per RFP

Digitally signed by S. Krishna  
Krishnatri  
Designation: Senior Project Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			• B. E/ B. Tech/ MCA/ M.Sc. (CS/ IT)/ MCA/ MTech. • Fluency in English/ Hindi • 2+ years of post-qualification and relevant work experience in Application Support / Deployment	not given in the Section 4.5 Deployment of Manpower where the role and count of 33 resources is provided. Please clarify.	
542	301	8.16. Data Migration Plan and Strategy	The role of the Selected Bidder would be to migrate the data from these existing applications (like existing IHMS application, et. al) and physical records into IHMS 2.0. Once the data has been migrated and IHMS2.0 has been implemented, iHMS 2.0 would be the application that is used by all participating hospitals and those legacy applications might thereafter be declared redundant.	Please confirm that there will <b>not be any</b> data entry or scanning of documents in scope of this RFP.	Please refer to Updated Clause in RFP
543	240	Catalogue Module	Third party software integrated for RFID labelling	Please confirm that the third party software will be provided the department for RFID labelling and the SI will just have to integrate.	As Per RFP
544	19	2.5. Expected Project Outcomes	2.5.16. Efficient and transparent service delivery mechanism through Web Portal, Mobile Application, Payment Gateway, and SMS	We understand that RISL will make the necessary arrangements of all gateways- SMS, email, Whatsapp, IoT and Payment gateways.  All transactional cost associated with the setup and all OPEX cost would be borne by RISL w.r.t the commissioning and arrangement of the gateways.	As Per RFP

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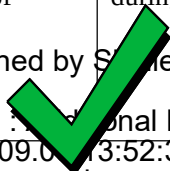
Digitally signed by S. Mendra  
Krishnatri  
Designation : Additional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
545	19	2.5.21	2.5.21. Integration with the Insurance providers using National Health Claim Exchange protocols for seamless insurance claim experience and expansion of public schemes	Please let us know the scope of the integration with Insurance providers. What are functionalities are expected to be covered w.r.t Integration with Insurance providers	As Per RFP
546	22	HMIS Project Experience	The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals and should have Integrated with PACS / Teleradiology / Teleconsultation solutions in the last 5 Years (2019-20 to 2023-24)	Requested change in clause as: The Bidder must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India with a minimum value of 10 crore which should be a Multilocation Project with minimum 20 Hospitals in the last 10 Years (2019-20 to 2023-24)	Please refer to Updated Clause in RFP
547	25	3. Pre-Qualification / Eligibility Criteria (Preliminary Qualification )	The bidder should be the Intellectual Property (IP) owner of the proposed Solution or its authorized representative.	We understand that bidders are open to use proprietary solution.  We understand that the Intellectual property rights of the pre existing IPR of bidder will continue to lie with bidder.  IPR of the customized part will lie with the procurement agency.  Please confirm on our understanding.	Please refer to Updated Clause in RFP
548	27	4.2.8	4.2.8. The IHMS 2.0 application should be ABDM-compliant and should be able to show functional compliance to M1, M2 and M3 milestones of ABDM guidelines	Request you to please consider this clause under the scope of implementation of bidder during the implementation phase	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
549		4.3.8	4.3.8. Develop interfacing mechanism with lab equipment and radiology imaging devices installed at health facilities of Rajasthan so as to facilitate seamless transfer of data between the equipment and IHMS 2.0 application using HL7 and FHIR protocols.	Please let us know the following: 1. Expected volume of data to be transferred between the equipment and IHMS 2.0 application using HL7 and FHIR protocols. 2. Expected number of files 3. Expected size of each file.	Will be provided to the selected bidder
550	34	4.5.1. IHMS 2.0 Development and Deployment Team	The Selected Bidder will be required to deploy the IHMS 2.0 application development team onsite in Jaipur at his/her own / rented premises with all requirements of application development office needs during the development / customization / deployment / Go-live / support phase of IHMS 2.0 solution within fifteen (15) days from the date of Letter of Intent.	We understand that the RFP expects the technical team to be deployed at onsite. We request department to allow an onsite : offshore model of service delivery.	Please refer to Updated Clause in RFP
551	46	4.13.5. Helpdesk Availability Hours	The transactional volume of the healthcare facilities is given below:  Time Period Volume of Transactions 7 AM to 2 PM - High 2 PM to 7 PM - Moderate 7 PM to 7 AM (next day) - Low	Please clarify the definition of High, Moderate and Low with a range of tentative no. of transactions.	Will be provided to the selected bidder
552	46	4.12. Safe to Host Certification	4.12.4. The Selected Bidder shall get Security Audit done for IHMS 2.0 at their own cost till the duration of the project.	Please confirm on the frequency of these Security Audits.	Please refer to Updated Clause in RFP
553	47	4.13.6. The SLA for resolution of support requests are	S No    Severity Level    Description    Committed Resolution time    Priority-1    Critical    Reason: Approved This represents an issue when there is a breakdown in the application. This is a showstopper. The	Validity unknown Signature valid Digitally signed by S. Krishna Krishna Designation : General Director Date: 2024.09.11 13:52:34 IST Approved	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		as follows	system is not usable until the issue is fixed, and no workaround is available.    30 mins 2    Priority-2    High The issue is causing a loss of key functionality which affects significant aspects of the business or operations. Something major isn't working, but the system is still usable to an extent    1 hour		
554	50	4.17. Data Migration	Selected Bidder shall migrate data from existing application and database (existing IHMS application and EHR database) to iHMS 2.0 application and database.	Please let us know the following : a. Expected volume of data to be migrated b. Expected number of source of data	Please refer to annexure 9.22 in RFP
555	53	4.24.1	4.24.1. The currently deployed technology platform tools / stack at the RSDC are listed below for reference:	As mentioned in the RFP, Page 54, the Selected Bidder has to use this stack for the development/ customization and deployment of IHMS 2.0 - please let us know if bidders can have the option to propose their recommended tech stack which would be compliant technically.	Please refer to Updated Clause in RFP
556	73	1.5	The bidder must possess valid certification for compliance with the M1, M2 and M3 milestones of ABDM framework for eHealth Solutions (i.e., HIS/ EMR/ EHR/ HMIS). M1 only :02 Marks M1 and M2 only :03 Marks M1, M2 and M3 :05 marks	Request you to please remove this clause	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
557	73	5.15. Bidder Selection Method	The Bidder would then be selected on the basis of Least Cost Based Selection Method (LCBS) i.e. L1 method as specified in section 5.18, wherein an eligible bidder with adequate technical competence and the most competitive (lowest or L1) rate / quote would be selected for the implementation of the project.	Request you to consider QCBS method of selection to ensure appropriate weightage to quality as well as cost during the evaluation stage.	As Per RFP
558	110	7.4.9. List of activities to be conducted during knowledge transfer	2. Code Walkthrough Detailed source code for the application, along with detailed explanations of critical sections of the code, any coding standards relevant to the application, and how the application's components interact.	We understand that the Intellectual property rights of the pre existing IPR of bidder will continue to lie with bidder.  IPR of the customized part will lie with the procurement agency.  Please confirm that the source code mentioned here is the source code for customized part only.	As Per RFP
559	252	Mobile Application: Non-Functional Requirements	LMIS/177 Maintenance of Both Mobile App (iOS & Android) is the responsibility successful bidder.	We assume that the Enterprise license cost to publish apps on Android and IOS will be borne by RISL. Kindly clarify.	As Per RFP
560	287	8.11 Integration with External Applications / Systems	2.0. Any new system / device / applications that are identified for integration during the project lifecycle shall require to be integrated with IHMS 2.0 by the Selected Bidder.	Kindly provide the expected no. of such integrations to estimate the effort.	As Per RFP

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Digitally signed by S. Krishna  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved





## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
561	288	8.11.3. Unified Payments Interface (UPI)	IHMS 2.0 will integrate with UPI provided by NPCI to provide digital payment services to all stakeholders in the system.	UPI Payment Gateway will be procured by RISL. We also assume that the transactional cost associated with the same will be borne by RISL. Please confirm.	As Per RFP
562	312	8.20.5. Data Sizing, Named Users & Concurrency of Data	Data related to an estimated 30 Crore to 50 Crore episodes will be entered into the system annually – through different hospitals and through outreach services. The estimated number of concurrent users will be about 5,000	Please provide: 1. Total no. of users 2. Y-o-Y growth	Refer to clause no 8.20.5 of RFP
563	313	8.20.6. Web Application Performance Metrics	Item    Performance Standard / Response Times	Kindly reconsider the response times of application performance metrics as follows :  Server-side validations / computations : < 3 secs Client-side validations / computations : < 1 secs	As Per RFP
564		8.20.7. Mobile Application Performance Metrics	8.20.7. Mobile Application Performance Metrics	Kindly reconsider the response times of application performance metrics as follows :  App Responsiveness: < 2 secs	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
565	357	9.23. General Features of Web Portal Application	(4) Audit Trail: The application software should provide for proper audit trail for any change made in the data. The software should be capable to store IP addresses, date and time stamp and other identities (including biometric and/or digital signatures)	We understand that the biometric devices and Digital signatures will be procured and arranged by RISL. The proposed system would be expected to integrate with the same. Please confirm on our understanding.	As Per RFP
566	Generic	Generic	RPO and RTO	Please provide expected RPO and RTO for the application.	Not in purview of this RFP
567	45	4.12.4	4.12. Safe to Host Certification 4.12.4. The Selected Bidder shall get Security Audit done for IHMS 2.0 at their own cost till the duration of the project.	What is the frequency of audit to be done?	Please refer to Updated Clause in RFP
568	34-37s	Clause 4.5: Deployment of Manpower	Also, it would be the responsibility of Selected Bidder to retain the deployed manpower for the entire Contract/ Project duration or in the event of a resource leaving the employment with Selected Bidder, the same shall be immediately replaced with another resource of equivalent minimum qualifications and experience. All such events should be notified prior to RISL and should be in accordance with the SLAs as per RFP. The Selected Bidder shall perform their duties in accordance with the instructions given to the designated officers of RISL from time to time. RISL will examine the qualification, experience	Also, it would be the responsibility of Selected Bidder to retain the deployed manpower for the entire Contract/ Project duration or in the event of a resource leaving the employment with Selected Bidder <u>or in case of termination or death of an employee or in case of an incapacity to work by an employee</u> , the same shall be immediately replaced with another resource of equivalent minimum qualifications and experience. All such events should be notified prior to RISL and should be in accordance with the SLAs as per RFP. The staff provided by the Selected Bidder will	Please refer to Updated Clause in RFP

Validity unknown  
 Digitally Signed by S. Manendra  
 Designation: General Director  
 Date: 2024.09.11 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>etc. of the personnel provided before they are put on positions. The Selected Bidder has to take approval from RISL for the proposed staff before their deployment. RISL has every right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project.</p>	<p>perform their duties in accordance with the instructions given by the designated officers of RISL from time to time <u>as per the terms and conditions of the contract</u>. RISL will examine the qualification, experience etc. of the personnel provided before they are put on positions. The Selected Bidder has to take approval from RISL for the proposed staff before their deployment. RISL has every right to reject the personnel, if the same is not acceptable, before or after commencement of the awarded work/ project. <u>However, RISL shall provide the suitable and detailed reasons for rejecting the personnel. Further, if the RISL fails to provide any communication rejecting the personnel proposed by the Bidder within 5 days, the personnel shall be deemed to have been accepted by RISL.</u></p>	
569	39-41	Clause 4.8: Design, Requirement Analysis, Software Requirement Specification (SRS)-	<p>The Selected Bidder shall be responsible for preparation of Software Requirement Specification (SRS) to be developed based on an independent assessment of the requirements of IHMS 2.0 and the functional requirements as specified in this RFP document. The System Requirement Specifications (SRS) should be prepared as per the latest version of the IEEE Standard / Template provided by RISL for drafting the SRS. The Selected Bidder shall obtain sign-off of SRS from the nominated officials of the appropriate committees.</p> <p style="text-align: center;">Validity unknown Signature valid Digitally signed by S. Menhara Krishnatri Designation : Chief Financial Director Date: 2024.09.03 13:52:34 IST Reason: Approved</p>	<p>The Selected Bidder shall be responsible for preparation of Software Requirement Specification (SRS) to be developed based on an independent assessment of the requirements of IHMS 2.0 and the functional requirements as specified in this RFP document. The System Requirement Specifications (SRS) should be prepared as per the latest version of the IEEE Standard / Template provided by RISL for drafting the SRS. The Selected Bidder shall obtain sign-off of SRS from the nominated officials of the appropriate committees. <u>The nominated officials of the appropriate committees shall provide the sign-off of SRS of submitting the same by the bidder, else the SRS shall be deemed to have been signed off by RISL.</u></p>	As Per RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
570	41	Clause 4.3.9: User Acceptance Testing (UAT)	4.9.2. The Selected Bidder shall also be responsible for: • Preparation and submission of Test Strategy, UAT test cases and Test Results • Assist procuring entity in carrying out user acceptance of solution. • Rectifying issues of IHMS 2.0 (including the Web Application, Mobile Application and Web Portal) issues/ bugs reported during the UAT. • Obtaining final approval/user acceptance of the IHMS 2.0 (Group Wise) from the appropriate committee and endorsed by RISL.	4.9.2. The Selected Bidder shall also be responsible for: • <del>Preparation and submission of Test Strategy, UAT test cases and Test Results</del> • Assist procuring entity in carrying out user acceptance of solution. • Rectifying issues of IHMS 2.0 (including the Web Application, Mobile Application and Web Portal) issues/ bugs reported during the UAT. • Obtaining final approval/user acceptance of the IHMS 2.0 (Group Wise) from the appropriate committee and endorsed by RISL.	Please refer to Updated Clause in RFP
571	41	Clause 4.3.9: User Acceptance Testing (UAT)		<p><u>RISL will carry out acceptance of deliverables (for the deliverables which are subject to acceptance procedure) as per the details presented in the accompanying Technical Proposal. The application software (if any) will be delivered/installed for acceptance to RISL as and when the same is ready for delivery. The actual acceptance testing of the software will be the responsibility of RISL. RISL will prepare the acceptance test data along with the expected test results (consistent with the detailed specifications of the system and any change-request agreed in the documents) and keep it ready at least four (4) weeks in advance before the scheduled commencement of the acceptance testing of the software. The acceptance testing will be based on the test cases provided by RISL. Selected Bidder will provide support for any clarifications during the acceptance testing of the system. Defects if any, observed by RISL, shall be notified to Selected Bidder in writing not later than two (2) weeks of delivery. Selected Bidder will correct the defects that are</u></p> <p style="text-align: center;">Validity unknown Signature valid</p> <p style="text-align: center;">Digitally signed by S. Krishna Krishnatri Designation : <del>Head of the Director</del> Date: 2024.09.03 13:52:34 +05:30 Reason: Approved</p>	Please refer to Updated Clause in RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>a deviation from the baseline immediately following the acceptance, whichever is later. RISL will confirm acceptance in writing to Selected Bidder. RISL shall not withhold or delay the issuance of acceptance certificate of any of the deliverables, if the deliverables substantially meet the specifications or on account of any minor defects which have no material effect on the functionality of the deliverables. Notwithstanding the foregoing sentence, a deliverable shall be treated as accepted by RISL if the RISL (a) fails to provide the list of nonconformities within two (2) weeks of delivery, (b) fails to notify the acceptance of the deliverables in terms of this clause within the period of two (2) weeks from delivery, or (c) starts using the deliverable in a live production environment (other than as part of agreed review and acceptance testing procedure, such as UAT). Reworking of defects shall be at the cost of Selected Bidder provided the defects are for reasons solely and entirely attributable to the Selected Bidder, in all other cases it shall be to the account of the RISL. Items reported as defects that are not deviations from the immediate previous accepted baseline will be reported again through fresh change request documents under the change management procedure to be agreed between the parties. Items reported through the change management procedure will be dealt with separately.</p>	
572	53-55	4.24. Reference Application	If the proposed solution for IHMS 2.0 requires the use of a 3rd party solution / software / application (licensed or open source) which is not provided by	If the proposed solution for IHMS 2.0 requires the use of a 3rd party solution / software / application (licensed or open source) which is	Please refer to Updated Clause in RFP

Validity unknown Signature valid

Digitally signed by S. Krishna  
Krishnatri  
Designation :   
Date: 2024.09.10  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Development Stack available in RSDC	RSDC, then it is the responsibility of the Selected Bidder to procure the 3rd party solution / software / application with applicable licenses and provide support and maintenance till the duration of this project. The Selected Bidder would be required to transfer the ownership of the deployed 3rd party solution / software / application and all applicable licenses at the closure of this contract. However, the use of the proposed 3rd party solution shall be subject to the policies and guidelines of RSDC.	not provided by RSDC, then it is the responsibility of the Selected Bidder to procure the 3rd party solution / software / application with applicable licenses and provide support and maintenance till the duration of this project. The Selected Bidder would be required to transfer the ownership of the deployed 3rd party solution / software / application and all applicable licenses at the closure of this contract . <del>However, the use of the proposed 3rd party solution shall be subject to the policies and guidelines of RSDC.</del>	
573	55	Clause 4.25: Project Duration	4.25.2. The total Five (5) year contract/ project period includes 24 months (For Development/ Customization, Testing, Deployment, Training, development of Web Portal, Web Application, Mobile apps, and necessary integration with other applications) which shall commence from the date of work order till completion of 36 months of Support & Maintenance of IHMS 2.0. The tenure of project for support and maintenance (FMS) may be extended/ increased on mutually agreed terms, if required. 4.25.3. It is responsibility of Selected Bidder to scale up the Support and Maintenance team as and when required to ensure smooth project execution throughout the duration.	4.25.2. The total Five (5) year contract/ project period includes 24 months (For Development/ Customization, Testing, Deployment, Training, development of Web Portal, Web Application, Mobile apps, and necessary integration with other applications) which shall commence from the date of work order till completion of 36 months of Support & Maintenance of IHMS 2.0. The tenure of project for support and maintenance (FMS) may be extended/ increased <u>with mutual consent</u> on mutually agreed terms, if required. 4.25.3. It is responsibility of Selected Bidder to scale up the Support and Maintenance team as and when required to ensure smooth project execution throughout the duration.	As Per RFP
574	55-61	Clause 4.26: Project Deliverables , Timelines & Payment Terms	Signoffs for the deliverables identified for each activity of each phase in the above table shall be obtained from the appropriate committee(s) before invoices are presented for payment. The Bidder has to design an implementation plan and seeks to execute several activities and adopts Critical Path Method so as to keep up with	Signoffs for the deliverables identified for each activity of each phase in the above table shall be obtained from the appropriate committee(s) before invoices are presented for payment. <u>The deliverables shall be provided by the appropriate committee within 15 days, else the deliverables have been deemed to</u>	Please refer to Updated Clause in RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			the overall deadline of implementation as mentioned above. The time specified for delivery and other activities as mentioned in the table above shall be deemed to be the essence of the contract and the Selected Bidder shall arrange supplies and provide the required services within the specified period Payment terms are provided	<p>have been approved by appropriate committee. Selected Bidder has to design an implementation plan that seeks to execute several activities in parallel, adopts Critical Path Method so as to keep up with the overall deadline of implementation as mentioned above. <u>Subject to RISL performing its obligations on time.</u> The time specified for delivery and other activities as mentioned in the table above shall be deemed to be the essence of the contract and the Selected Bidder shall arrange supplies and provide the required services within the specified period <u>Please add: All invoices and bills will be raised by Bidder as per the Payment Terms and will become due for payment within thirty (30) days of presentation. All payments due for more than 30 days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by RISL and any such withholding by the Bidder shall not be treated as breach by it of the provisions of this Agreement. Invoices shall be deemed to have been accepted if RISL does not furnish a written objection specifying the nature of the dispute within ten (10) days from the date of issuance.</u></p> <p style="text-align: center;">Validity unknown Signature valid</p> <p style="text-align: center;">Digitally signed by S. S. Menhara Krishnatri Designation : Technical Director Date: 2024.09.06 13:52:34 IST</p>	
575	62	4.27. Assistance	4.27.1. RISL may appoint Third Party Auditor (TPA) at its own cost to conduct the technical	4.27.1. RISL may appoint Third Party Auditor (TPA) at its own cost to conduct the technical	As Per RFP

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		to Third Party Auditor (TPA) appointed by RISL:	review and audits of work performed by Selected Bidder. Selected Bidder shall provide access of the systems as required by TPA for conducting the audits etc. Gaps/ issues identified by the TPA will be decided mutually between RISL and Selected Bidder and shall further be taken up for resolution by Selected Bidder.	review and audits of work performed by Selected Bidder. Selected Bidder shall provide access of the systems as required by TPA for conducting the audits etc. Gaps/ issues identified by the TPA will be decided mutually between RISL and Selected Bidder and shall further be taken up for resolution by Selected Bidder. <u>Any such audit shall be conducted expeditiously, efficiently, and at reasonable business hours after giving due notice to the bidder which shall not be less than 10 days. RISL shall not have access to the proprietary data of, or relating to, any other customer of Bidder, or a third party or Bidder's cost, profit, discount and pricing data. The audit shall not be permitted if it interferes with Bidder's ability to perform the services in accordance with the service levels, unless the RISL relieves Bidder from meeting the applicable service levels. RISL will ensure that the auditor (except CAG) appointed to conduct the audit will not be the competitor of Selected Bidder and will be bound by confidentiality obligations.</u>	
576	68-69	5.7. Bid Security (EMD)	5.7.10. The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security. The Bid security taken from a bidder shall be forfeited in the following cases, namely: (a) When the bidder withdraws or modifies its bid after opening of bids. (b) When the bidder does not execute the agreement, if any, after placement of order within the specified period of time. Reason/ Approved bidder fails to commence the supply of the goods	5.7.10. The bid security of unsuccessful bidders shall be refunded soon after final acceptance of successful bid and signing of Agreement and submitting performance security. The Bid security taken from a bidder shall be forfeited in the following cases, namely: (a) When the bidder withdraws or modifies its bid after opening of bids. (b) When the bidder does not execute the agreement on mutually agreed terms and conditions, if any, after placement of supply /	As Per RFP

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 Reason/ Approved  
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# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			or service or execute work as per supply / work order within the time specified. (d) When the bidder does not deposit the performance security within specified period after the supply / work order is placed. (e) If the bidder breaches any provision of code of integrity prescribed for bidders specified in the Act and Chapter VI of these rules. In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.	work order within the specified period. <del>(e) When the bidder fails to commence the supply of the goods or service or execute work as per supply / work order within the time specified.</del> (d) When the bidder does not deposit the performance security within specified period after the supply / work order is placed. (e) If the bidder breaches any provision of code of integrity prescribed for bidders specified in the Act and Chapter VI of these rules. In case of the successful bidder, the amount of bid security may be adjusted in arriving at the amount of the Performance Security, or refunded if the successful bidder furnishes the full amount of performance security.	
577	78-79	5.21. Negotiations	5.21.2. Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates. 5.21.3. The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings.	5.21.2. Negotiations may, however, be undertaken only with the lowest or most advantageous bidder when the rates are considered to be much higher than the prevailing market rates. 5.21.3. The bid evaluation committee shall have full powers to undertake negotiations. Detailed reasons and results of negotiations shall be recorded in the proceedings. <u>The negotiations should be mutual and RISL cannot impose the downward modification in prices to Bidder. Bidder shall have the right to refuse to work below the quoted price without there being any consequences, financial or otherwise.</u>	As Per RFP
578	80	5.24. Acceptance of the successful Bid and award of	5.24.2. Prior to the expiration of the period of bid validity, A written intimation OR Letter of Intention / Acceptance (LOI / LOA) shall be sent to the concerned bidder by registered post or e-mail and asked to execute an agreement in the bidding documents on a non-judicial stamp	5.24.2. Prior to the expiration of the period of bid validity, A written intimation OR Letter of Intention / Acceptance (LOI / LOA) shall be sent to the concerned bidder by registered post or e-mail and asked to execute an agreement in the format given in the bidding	As Per RFP

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Digitally signed by S. Rishmat  
 Designation : Senior Director  
 Date: 2024.09.13 13:52:34 +05'30  
 Reason for Approval

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		contract	of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is despatched to the bidder. 5.24.3. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by e-mail to the address of the bidder given in the bidding document. Until a formal contract is executed, the letter of acceptance or Letter of Intent shall constitute a binding contract.	<del>documents</del> <u>mutually agreed</u> on a non-judicial stamp of requisite value and deposit the amount of performance security or a performance security declaration, if applicable, within a period specified in the bidding documents or where the period is not specified in the bidding documents then within fifteen days from the date on which the letter of acceptance or letter of intent is despatched to the bidder. 5.24.3. The acceptance of an offer is complete as soon as the letter of acceptance or letter of intent is posted and/ or sent by e-mail to the address of the bidder given in the bidding document <u>is received by the Bidder</u> . Until a formal contract is executed, the letter of acceptance or Letter of Intent shall constitute a binding contract.	
579	80	5.27. Right to Vary Quantity	<p>5.27.1. If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents.</p> <p>5.27.2. Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, up to 5% of the value of the original contract.</p> <p>5.27.3. Orders for additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open competitive bids. Delivery or completion period may also be proportionately increased. The limits of orders shall be as under: - quantity of the individual items and 50% of the</p>	<p>5.27.1. If the procuring entity does not procure any subject matter of procurement or procures less than the quantity specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation except otherwise provided in the bidding documents. <u>However, the procuring entity cannot reduce the no. of quantity once the LOA/LOI is issued by RISL or an agreement is signed between the parties.</u></p> <p>5.27.2. Orders for extra items may be placed by the procuring entity in accordance with the Schedule of Powers as prescribed by the Finance Department, up to 5% of the value of the original contract. 5.27.3. Orders for additional quantities may be placed on the rates and conditions given in the contract and the original order was given after inviting open</p>	As Per RFP

Digitally signed by S. Shendra  
 K. Shrivastava  
 Designation: Sr. Director  
 Date: 2024.09.03 15:34:51  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			value of original contract in case of works; and (b) 50% of the value of goods or services of the original contract.	competitive bids. Delivery or completion period may also be proportionately increased. The limits of orders for additional quantities shall be as under: - (a) 50% of the quantity of the individual items and 50% of the value of original contract in case of works; and (b) 50% of the value of goods or services of the original contract.	
580	81-82	5.29. Performance Security	5.29.5. Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:- i. When any terms and condition of the contract is breached. ii. When the bidder fails to make complete supply satisfactorily. iii. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.	5.29.5. Forfeiture of Security Deposit: Security amount in full or part may be forfeited, including interest, if any, in the following cases:- i. When any <u>material</u> terms and condition of the contract is breached <u>due to the reasons solely and entirely attributable to the bidder and not due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure</u> . ii. When the bidder fails to make complete supply <u>as per the agreed specifications or scope within the time specified and the failure is solely and entirely attributable to the Bidder and not due to reasons attributable to RISL and/or its other vendors or due to reasons of Force Majeure-satisfactorily</u> . iii. if the bidder breaches any provision of code of integrity, prescribed for bidders, specified in the bidding document.	As Per RFP
581	82	5.30. Execution of agreement	5.30.1. A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder 5.30.2. The successful bidder shall sign the procurement contract within a period specified in the bidding document or where the period is not specified in the bidding document then within fifteen days from the date on which the letter of acceptance or letter of intent is dispatched	5.30.1. A procurement contract shall come into force from the date on which the letter of acceptance or letter of intent is dispatched to the successful bidder <u>is received by the Bidder</u> . 5.30.2. The successful bidder shall sign the procurement contract within a period specified in the bidding document or where the period is not specified in the bidding document then within fifteen days from the date on which the	As Per RFP

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Digitally signed by S. Krishna  
Krishna  
Designation: Sr. Director  
Date: 2024.09.03 15:24:16 IST  
Reason Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			to the successful bidder. 5.30.3. If the bidder, who's Bid has been accepted, fails to sign a written procurement contract, or fails to furnish the required performance security within specified period, the procuring entity shall act against the successful bidder as per the provisions of the RTPP Act and Rules. The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the RFP document	letter of acceptance or letter of intent is dispatched to the successful bidder <u>is received by the Bidder.</u> 5.30.3. If the bidder, who's Bid has been accepted, fails to sign a written procurement contract <u>on mutually agreed terms and conditions</u> , or fails to furnish the required performance security within specified period, the procuring entity, <u>the EMD of bidder shall be forfeited.</u> <del>shall act against the successful bidder as per the provisions of the RTPP Act and Rules.</del> The procuring entity may, in such case, cancel the procurement process or if it deems fit, offer for acceptance the rates of lowest or most advantageous bidder to the next lowest or most advantageous bidder, in accordance with the criteria and procedures set out in the RFP document	
582	86	5.38. Debarment from Bidding	5.38.3. If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidders" above, it may debar the bidder for a period not exceeding three years. 5.38.4. Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.	<del>5.38.3. If a procuring entity finds that a bidder has breached the code of integrity prescribed in terms of "Code of Integrity for bidders" above, it may debar the bidder for a period not exceeding three years. 5.38.4. Where the entire bid security or the entire performance security or any substitute thereof, as the case may be, of a bidder has been forfeited by a procuring entity in respect of any procurement process or procurement contract, the bidder may be debarred from participating in any procurement process undertaken by the procuring entity for a period not exceeding three years.</del>	As Per RFP
583	87	Clause 6.1.12: Def.: Services	"Services" means the services to be delivered by the successful bidder and as required to run the project successfully as per the contract. A service is the intangible equivalent of an economic good.	"Services" means the services to be delivered by the successful bidder and as required to run the project successfully as per the contract. A service is the intangible equivalent of an	As Per RFP

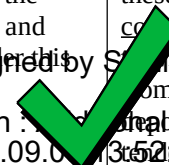
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Digitally signed by S. Menka  
Krishnatri  
Designation: Senior Director  
Date: 2024.09.03 13:52:34 UTC  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				economic good.	
584	88	Eligible Services and Related Services	6.2.5. For purposes of this Clause, the term “services” includes the services to be delivered by the Selected Bidder as per scope of work and required to run the project successfully, and “related services” includes services such as supply, installation, integration, testing, implementation, training, and maintenance.	6.2.5. For purposes of this Clause, the term “services” includes the services to be delivered by the Selected Bidder as per scope of work <del>agreed between both the parties and required to run the project successfully</del> , and “related services” includes services such as supply, installation, integration, testing, implementation, training, and maintenance.	As Per RFP
585	89	Scope of Supply	6.2.11. Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of services as if such items were expressly mentioned in the Contract.	6.2.11. <del>Unless otherwise stipulated in the Contract, the scope of supply shall include all such items not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of services as if such items were expressly mentioned in the Contract.</del>	As Per RFP
586	89	Delivery and Installation	6.2.14 The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made to his satisfaction after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.	6.2.14 The contract for the supply can be repudiated at any time by the purchase officer, if the supplies are not made <del>to his satisfaction</del> <u>as per the agreed scope and specifications</u> after giving an opportunity to the bidder of being heard and recording the reasons for repudiation.	As Per RFP
587	90	Recoveries from Supplier/ Selected Bidders	6.2.23 The Purchase Officer shall withhold amount to the extent of short supply, broken/damaged or for rejected articles unless these are replaced satisfactorily. In case of failure to withhold the amount, it shall be recovered from his dues and Performance Security deposit <del>available under this contract with tendering authority/ RISL.</del>	6.2.23 The Purchase Officer shall withhold amount to the extent of short supply, broken/damaged or for rejected articles unless these are replaced <u>satisfactorily as per the contract terms and conditions</u> . In case of failure to withhold the amount, it shall be recovered from his dues and Performance Security deposit <u>available under this contract with tendering authority/ RISL.</u>	As Per RFP
588	90	Taxes and	6.2.25 The TDS, GST etc., if applicable, shall	6.2.25 The TDS, GST etc. if applicable, shall	As Per RFP

Digitally signed by **Krishna**  
 Designation : **Area Director**  
 Date: 2024.09.03 15:23:45  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Duties	deducted at source/paid by RISL as per prevailing rates. All other taxes, duties, license fee and levies including shall be included in the bid price. 6.2.26. For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country. 6.2.27. For goods supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the procuring entity.	be deducted at source/paid by RISL as per prevailing rates. <u>The Bid Price is exclusive of the Raj-VAT, Service Tax, and All other taxes, duties, license fee and levies including shall be included in the bid price. or taxes of a similar nature measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, RISL shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the RISL. Each party is responsible for its own income taxes, corporate taxes and franchise taxes. The Price should not be linked to the foreign exchange or any other variable. Bidder shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Bidder. 6.2.26. For goods supplied from outside India, the successful/ selected bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country. 6.2.27. For goods supplied from within India, the successful/ selected bidder shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the procuring entity.</u>	

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 Reason: Approved

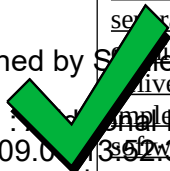


# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
589	90	Copyright/ Intellectual Property Rights (IPR)-	The copyright/ IPR in all drawings, source code design documents, and other materials containing data and information furnished to the procuring entity that has been developed/ customized by the Selected Bidder for the Project herein shall remain vested in the procuring entity.	<p>The copyright/ IPR in all drawings, source code design documents, and other materials containing data and information furnished to the procuring entity that has been developed/ customized by the Selected Bidder for the Project herein shall remain vested in the procuring entity. <u>All intellectual property rights in the software, all tools, processes, software, utilities and methodology including any Bidder proprietary products or components thereof any development carried out by Bidder thereto in the course of providing services hereunder, including customization, enhancement, interface development etc. shall remain the exclusive property of Bidder and the RISL shall not acquire any right title or interest of any nature therein except to the extent provided herein. Bidder 's Proprietary Software and Pre-Existing IP:- RISL acknowledges and agrees that this is a professional services agreement and this agreement is not intended to be used for licensing of any Bidder 's proprietary software or tools. If Supplier and RISL mutually agree that the Bidder provides to RISL any proprietary software or tools of Bidder or of a third party, the parties shall negotiate and set forth the applicable terms and conditions in a separate license agreement and the provisions of this Clause shall not apply to any deliverables related to customization or implementation of any such proprietary products of Bidder or of a third party. Further, RISL acknowledges that in performing Services under this Agreement</u></p>	Please refer to Updated Clause in RFP

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 Designation : Sr. Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved

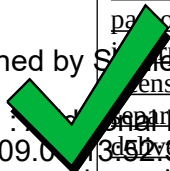


# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p><u>Bidder may use Bidder 's proprietary materials including without limitation any software (or any part or component thereof), tools, methodology, processes, ideas, know-how and technology that are or were developed or owned by Bidder prior to or independent of the Services performed hereunder or any improvements, enhancements, modifications or customization made thereto as part of or in the course of performing the Services hereunder, ("Bidder Pre-Existing IP"). Notwithstanding anything to the contrary contained in this Agreement, Supplier shall continue to retain all the ownership, the rights title and interests to all Bidder Pre-Existing IP and nothing contained herein shall be construed as preventing or restricting Bidder from using Supplier Pre-Existing IP in any manner. To the extent that any Bidder Pre-Existing IP or a portion thereof is incorporated or contained in a deliverable under this Agreement, Supplier hereby grants to RISL a non-exclusive, perpetual, royalty free, fully paid up, irrevocable license, with the right to sublicense through multiple tiers, to use, copy, install, perform, display, modify and create derivative works of any such Bidder Pre-Existing IP in connection with the deliverables and only as part of the Deliverables in which they are incorporated or embedded. The foregoing license does not authorizes RISL to (a) remove Bidder Pre-Existing IP from the deliverables in which they are incorporated for creating a stand-alone product for marketing to others; (b) independently sell, lease, exchange,</u></p>	

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 Reason: Approved



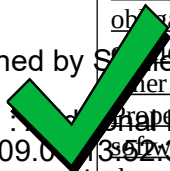


# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p><u>mortgage, pledge, license, sub license, assign or in any other way convey, transfer or alienate the Bidder Pre-Existing IP in favour of any person (either for commercial consideration or not (including by way of transmission), and/or (c) except as specifically and to the extent permitted by the Supplier in the relevant Statement of Work, reverse compile or in any other way arrive at or attempt to arrive at the source code of the Bidder Pre-Existing IP. Residuary Rights. Each Party shall be entitled to use in the normal course of its business and in providing same or similar services or development of similar deliverables for its other clients, the general knowledge and experience gained and retained in the unaided human memory of its personnel in the performance of this Agreement and Statement of Work(s) hereunder. For the purposes of clarity the Supplier shall be free to provide any services or design any deliverable(s) that perform functions same or similar to the deliverables being provided hereunder for the Client, for any other customer of the Supplier (including without limitation any affiliate, competitor or potential competitor of the RISL). Nothing contained in this Clause shall relieve either party of its confidentiality obligations with respect to the proprietary and confidential information or material of the other party. Similarly all the Intellectual Property Rights (IPR) in the third party deliverables used in providing services including those forming part of or incorporated into the deliverables shall remain with the respective</u></p>	

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 Krishnatri  
 Designation : Sr. Project Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p><u>third party owners/ Bidder's licensor and RISL shall have user rights in accordance with end user license agreement (EULA) as applicable to use of such software.</u></p>	
590	91	Confidential Information	<p>6.2.29. The procuring entity and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract 6.2.32. The obligation of a party under sub-clauses above, however, shall not apply to information that: - i. the Procuring entity or Supplier / Selected Bidder need to share with RISL or other institutions participating in the Contract. ii. now or hereafter enters the public domain through no fault of that party. iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality. 6.2.34. The provisions of this clause shall survive completion or termination, for whatever reason, of the Contract.</p>	<p>6.2.29. The procuring entity and the Supplier/ Selected Bidder shall keep confidential and shall not, without the written consent of the other party hereto, divulge to any third party any drawings, documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract. <u>Every piece of Confidential information should be designated or marked as 'confidential' by the Disclosing Party at the time of disclosure of such information to the Receiving Party or where disclosed orally being confirmed in writing by the Disclosing Party within five days of such oral disclosure.</u> 6.2.32. The obligation of a party under sub-clauses above, however, shall not apply to information that: - i. the Procuring entity or Supplier / Selected Bidder need to share with RISL or other institutions participating in the Contract. ii. now or hereafter enters the public domain through no fault of that party. iii. can be proven to have been possessed by that party at the time of disclosure and which was not previously obtained, directly or indirectly, from the other party; or iv. otherwise lawfully becomes available to that party from a third party that has no obligation of confidentiality. <u>v. is required to be provided under any law, or</u></p>	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Menendra  
 Krishnatri  
 Designation : General Director  
 Date: 2024.09.03 15:34:18  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				process of law duly executed vi. is or has been independently developed by the receiving party without using the confidential information. vii. is disclosed with the prior consent of the disclosing party. 6.2.34. The provisions of this clause shall survive completion for a period of 2 years after the expiry or termination, for whatever reason, of the Contract.	
591	91	Sub-contracting	6.2.35. Unless otherwise specified in the Contract, the Selected Bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Procuring entity/Tendering Authority.	6.2.35. Unless otherwise specified in the Contract, the Selected Bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Procuring entity/Tendering Authority, <u>which shall not be unreasonably withheld by the Purchaser.</u>	As Per RFP
592	92	Rejection	6.2.41. Services not approved during inspection or testing shall be rejected and will have to be replaced by the Selected Bidder at his own cost within the time fixed by the Purchase Officer. 6.2.42. If, however, due to exigencies of RISL work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the Selected Bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.	6.2.41. Services not approved during inspection or testing shall be rejected and will have to be replaced by the Selected Bidder at his own cost within the time fixed <u>mutually decided by the parties.</u> by the Purchase Officer. 6.2.42. If, however, due to exigencies of RISL work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the Selected Bidder of being heard shall for reasons to be recorded, deduct a suitable amount <u>mutually decided by the parties</u> from the approved rates. The deduction so made shall be final.	As Per RFP
593	93-94	Extension in Delivery Period and Liquidated	6.2.43. Except as provided under clause "Force Majeure", if the Supplier/ Selected Bidder fails to deliver any or all of the Services or Related Services within the period specified in the RFP.	6.2.43. Except as provided under clause "Force Majeure", if the Supplier/ Selected Bidder fails to deliver any or all of the Services or perform the Related Services within the period specified in the RFP.	Please refer to Updated Clause in RFP

Digitally signed by S. Krishna  
 Designation: Sr. Director  
 Date: 2024.09.30 15:24:18 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Damages (LD)-	<p>Contract, the Procuring entity may without prejudice to all its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the procuring entity may terminate the Contract pursuant to clause “Termination”. 6.2.44. The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ Selected Bidder shall arrange services and related services within the specified period. 6.2.45. Delivery and installation / completion period may be extended with or without liquidated damages if the delay in the supply of services is on account of hindrances beyond the control of the supplier/ Selected Bidder. 6.2.46. The supplier/ Selected Bidder shall request in writing to the procuring giving reasons for extending the delivery period of service if he finds himself unable to complete the supply of services within the stipulated delivery period or is unable to maintain prorate progress in the service delivery. This request shall be submitted as soon as a hindrance in delivery of service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of services after which such request shall not be entertained. 6.2.47. The procuring entity shall examine the justification of causes of hindrance in the delivery of services and the period of delay occurred and recommend the competent authority on the period</p>	<p>specified in the Contract, the Procuring entity may <del>without prejudice to all its other remedies under the Contract,</del> deduct from the Contract Price, as liquidated damages, a sum equivalent to the percentage specified in (d) below for each week or part thereof of delay until actual delivery or performance, up to a maximum deduction of the percentage specified in the bidding document and/ or contract. Once the maximum is reached, the procuring entity may terminate the Contract pursuant to clause “Termination”. 6.2.44. <u>Subject to procuring entity performing its obligations on time,</u> The time specified for delivery in the bidding document shall be deemed to be the essence of the contract and the supplier/ Selected Bidder shall arrange services and related services within the specified period. 6.2.45. Delivery and installation / completion period <u>may shall</u> be extended <del>with or</del> without liquidated damages if the delay in the supply of services is on account of hindrances beyond the control of the supplier/ Selected Bidder. 6.2.46. The supplier/ Selected Bidder shall request in writing to the procuring <u>entity</u> giving reasons for extending the delivery period of service if he finds himself unable to complete the supply of services within the stipulated delivery period or unable to maintain prorate progress in the service delivery. This request shall be submitted as soon as a hindrance in delivery of services occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of services after which such request shall not be</p>	

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 Designation: Sr. Director  
 Date: 2024.09.03 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>of extension which should be granted with or without liquidated damages. 6.2.48. Normally, extension in delivery period of services in following circumstances may be considered without liquidated damages: i. When delay has occurred due to delay in supply of drawings, designs, plans etc. if the RISL was required to supply them to the supplier of service provider as per terms of the contract. ii. When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract 6.2.49. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, whatsoever beyond the contracted cost shall be paid for the delayed supply of service. 6.2.50. It shall be at the discretion of the concerned authority to accept or not to accept the supply of services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered service. The maximum amount of liquidated damages shall be 10% of total value of the services to be supplied in the particular phase.</p>	<p>entertained. 6.2.47. The procuring entity shall examine the justification of causes of hindrance in the delivery of services and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages. 6.2.48. Normally, extension in delivery period of services in following circumstances <del>may shall</del> be considered without liquidated damages: i. When delay has occurred due to delay in supply of drawings, designs, plans etc. if the RISL was required to supply them to the supplier of service provider as per terms of the contract. ii. When delay has occurred in supply of materials etc. if these were required to be supplied to the supplier or service provider by the RISL as per terms of the contract 6.2.49. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the contract with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. <u>However, if the delay in due to the reasons as mentioned in clause 6.2.48 above, no liquidated damages shall be imposed on the Bidder and t</u>The amendment letter shall mention that no about the extra price or additional cost for any reason, whatsoever be and the contracted cost which shall be paid to the bidder for the delayed supply of service. 6.2.50. It shall be at the discretion of the concerned authority to accept or not to accept the supply of services rendered by the contractor after the expiry of the stipulated delivery period, if no formal extension in</p>	

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Krishnatri  
Designation : Sr. Director  
Date: 2024.09.03 13:52:04 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>delivery period has been applied and granted. The competent authority shall have right to cancel the contract with respect to undelivered service. <u>However, this provision shall not apply in case if the delay in supply is due to the force majeure reasons or due to the reasons specified in clause 6.2.48 above.</u> The maximum amount of liquidated damages shall be <del>510%</del> of <del>total</del> value of the <u>delayed</u> services to be supplied in the particular phase. <u>Accordingly, the LD given for the conditions stipulated should be adjusted as 2%, 3%, 4% and 5% of the value of delayed goods or services for the individual milestone. Further, the LD shall be applicable only if the failure is solely, entirely and directly attributable to the Bidder and not due to reasons attributable to RISL and/or its other vendors or due to reasons of Force Majeure.</u></p>	
594	94	Authenticity of Software	<p>6.2.52. The Selected Bidder shall certify (as per Annexure-9.6) that the supplied services conform to the description and quality as specified in this bidding document and are free from defects in material, workmanship and service. 6.2.53. If during the contract period, the said services be discovered counterfeit/ unauthentic or not to conform to the description and quality aforesaid or have determined (and the decision of the Purchase Officer in that behalf will be final and conclusive), notwithstanding the fact that the procuring entity may have inspected and/ or approved the said services, the procuring entity will be entitled to reject the said services or such rejection of the description and quality, on such rejection of the</p>	<p>6.2.52. The Selected Bidder shall certify (as per Annexure-9.6) that the supplied services conform to the description and quality as <del>specified in this bidding document</del> <u>agreed between the parties</u> and are free from defects in material, workmanship and service. 6.2.53. If during the contract period, the said services be discovered counterfeit/ unauthentic or not to conform to the description and quality <u>as agreed between the parties</u> aforesaid or have determined (and the decision of the Purchase Officer in that behalf will be final and conclusive), notwithstanding the fact that the procuring entity may have inspected and/ or approved the said services, the procuring entity will be entitled to reject the said services or</p>	As Per RFP

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Digitally signed by S. Menka  
Krishna  
Designation: Sr. Director  
Date: 2024.09.16 13:52:34 IST  
Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			services will be at the Selected Bidder's risk and all the provisions relating to rejection of services etc., shall apply. The Selected Bidder shall, if so called upon to do, replace the Software etc., or such portion thereof as is rejected by Purchase Officer, otherwise the Selected Bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise. Services accepted by the procuring entity terms of the contract shall in no way dilute procuring entity right to reject the same later, if found deficient in terms of this clause of the contract.	such portion thereof as may be discovered not to conform to the said description and quality, on such rejection of the services will be at the Selected Bidder's risk and all the provisions relating to rejection of services etc., shall apply. The Selected Bidder shall, if so called upon to do, replace the Software etc., or such portion thereof as is rejected by Purchase Officer, otherwise the Selected Bidder shall pay such damage as may arise by the reason of the breach of the condition herein contained. <del>Nothing herein contained shall prejudice any other right of the Purchase Officer in that behalf under this contract or otherwise.</del> <del>Services accepted by the procuring entity terms of the contract shall in no way dilute procuring entity right to reject the same later, if found deficient in terms of this clause of the contract.</del>	
595	95	Warranty/ Support/ ATS	6.2.54. The Selected Bidder must supply all items including any Software and/ or any third party products like Telemedicine / Tele-ICU / PACS / Health Exchange Platform / CMS / DMS / Work Flow Management, etc. with comprehensive on-site OEM warranty/ support/ ATS valid for the entire contract period as specified in this RFP after the services, or any portion thereof, as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if delay of installation is more than a month's time due to the reasons ascribed to the Selected Bidder, the warranty/ ATS shall start from the date of last successful installation of the items covered under the PO. <del>Date: 2024-09-10</del> Reason: Approved Bidder stating the nature of any defect together	6.2.54. The Selected Bidder must supply all items including any Software and/ or any third party products like Telemedicine / Tele-ICU / PACS / Health Exchange Platform / CMS / DMS / Work Flow Management, etc. with comprehensive on-site OEM warranty/ support/ ATS valid for the entire contract period as specified in this RFP after the services, or any portion thereof, as the case may be, have been delivered to, installed and accepted at the final destination(s) indicated in the bidding document. However, if delay of installation is more than a month's time due to the reasons ascribed to the Selected Bidder, the warranty/ ATS shall start from the date of last successful installation of the items covered under the PO. 6.2.56. The procuring entity	As Per RFP

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Kishmat  
Designation: Senior Director  
Date: 2024.09.10 3:52:34  
Reason: Approved

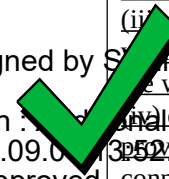


## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>with all available evidence thereof, promptly following the discovery thereof. The procuring entity afford all reasonable opportunity for the Selected Bidder to inspect such defects and to cure such defects without any additional costs to the procuring entity. 6.2.57. If having been notified, the Selected Bidder fails to remedy the defect within the period specified, the procuring entity may proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses available in terms and conditions of the contract and bidding document.</p>	<p>shall give a written notice to the Selected Bidder stating the nature of any defect together with all available evidence thereof, promptly following the discovery thereof. The procuring entity afford all reasonable opportunity for the Selected Bidder to inspect such defects and to cure such defects without any additional costs to the procuring entity. <u>Under this warranty, Upon receipt of such notice, Selected Bidder shall remove the 'defect' in the deliverables. The scope of the warranty shall be limited only to correction of any bugs that were left undetected during acceptance testing by Purchaser. Warranty shall not cover any enhancements or changes in the application software, carried out after acceptance testing. This warranty is only valid for defects against approved specifications. The above mentioned warranty shall also not apply if there is any (i) combination, operation, or use of some or all of the deliverables or any modification thereof furnished hereunder with information, software, specifications, instructions, data, or materials not approved by Selected Bidder and operation of the deliverables on incompatible hardware not recommended by Selected Bidder; (ii) any change, not made by Selected Bidder, to some or all of the deliverables; or (iii) if the deliverables have been tampered altered or modified by Purchaser without the written permission of Selected Bidder; or any third party components or materials.</u> Selected Bidder by Purchaser in connection with the preparation of the deliverable. In case of breach of this warranty,</p>	

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 Designation : Sr. Director  
 Date: 2024.09.03 15:34:18  
 Reason: Approved





# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>Purchaser's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to Purchaser if already paid by Purchaser. EXCEPT AS SET FORTH HEREIN, THE SELECTED BIDDER MAKES NO WARRANTIES TO PURCHASER, EXPRESS OR IMPLIED, WITH RESPECT TO ANY SERVICES OR DELIVERABLES PROVIDED HEREUNDER, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY DISCLAIMED BY THE SELECTED BIDDER. 6.2.57. If having been notified, the Selected Bidder fails to remedy the defect within the period specified, <u>procuring entity's exclusive remedy will be to obtain (1) the re-performance of the service or the correction or replacement of any service deliverable that provides substantially similar functionality or (2) if both parties mutually determines that such remedies are not practicable, a refund of the fees allocable to that part of the deliverable will be due to the Procuring Entity if already paid by the Procuring Entity. the procuring entity shall proceed to take within a reasonable period such remedial action as may be necessary, in addition to other recourses</u></p>	

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 Date: 2024.09.03 13:52:34 +05'30'  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				available in terms and conditions of the contract and bidding document.	
596	95-96	Patent Indemnity	<p>6.2.60. The Supplier / Selected Bidder shall, subject to the procuring entity's compliance with sub-clause (b) below, indemnify and hold harmless the procuring entity and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the procuring entity may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of the delivery of service by the Supplier/ Selected Bidder or the use of the services in the country where the Site is located; 6.2.61. Such indemnity shall not cover any use of the Services/Software or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Services/Software or any part thereof, pursuant to the Contract 6.2.62. If any proceedings are brought or any claim is made against the procuring entity arising out of the matters referred to above, the procuring entity shall promptly give the Supplier/ Selected Bidder a notice thereof, and the Supplier/ Selected Bidder may at its own expense and in the presence of the procuring entity, name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.</p> <p>6.2.63. The Supplier/ Selected Bidder shall, in association or combination with any other equipment, plant, or materials not supplied by the Supplier/ Selected Bidder,</p>	<p>6.2.60. The Supplier / Selected Bidder shall, subject to the procuring entity's compliance with sub-clause (b) below, indemnify and hold harmless the procuring entity and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the procuring entity may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract by reason of the delivery of service by the Supplier/ Selected Bidder or the use of the services in the country where the Site is located; 6.2.61. Such indemnity shall not cover any use of the Services/Software or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Services/Software or any part thereof, pursuant to the Contract Such indemnity shall not cover any use of the Goods or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Services/Software or any part thereof, or any products or materials supplied by the Supplier/ Selected Bidder.</p>	As Per RFP

Digitally signed by S. Krishna  
 Designation: Sr. Director  
 Date: 2024.09.03 10:35:34 IST  
 Reason: Approved

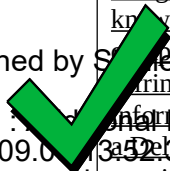


## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>of such notice that it intends to conduct any such proceedings or claim, then the procuring entity shall be free to conduct the same on its own behalf. 6.2.64. The procuring entity shall, at the Supplier's/ Selected Bidder's request, afford all available assistance to the Supplier / Selected Bidder in conducting such proceedings or claim, and shall be reimbursed by the Supplier/ Selected Bidder for all reasonable expenses incurred in so doing. 6.2.65. The procuring entity shall indemnify and hold harmless the Supplier/ Selected Bidder and its employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which the Supplier/ Selected Bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the procuring entity.</p>	<p>pursuant to the Contract. 6.2.62. If any proceedings are brought or any claim is made against the procuring entity arising out of the matters referred to above, the procuring entity shall promptly give the Supplier/ Selected Bidder a notice thereof, and the Supplier/ Selected Bidder may at its own expense and in the procuring entity, name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. 6.2.63. If the Supplier/ Selected Bidder fails to notify the procuring entity within thirty (30) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the procuring entity shall be free to conduct the same on its own behalf. 6.2.64. The procuring entity shall, at the Supplier's/ Selected Bidder's request, afford all available assistance to the Supplier / Selected Bidder in conducting such proceedings or claim <u>at its costs, and shall be reimbursed by the Supplier/ Selected Bidder for all reasonable expenses incurred in so doing. Bidder shall have no obligations with respect to any Infringement Claims to the extent that the Infringement Claim arises or results from: (i) Bidder's compliance with Purchaser's specific technical designs or instructions (except where Bidder knew or should have known that such compliance was likely to result in an Infringement Claim and Bidder did not inform Purchaser of the same); (ii) inclusion in the content or other materials provided by Purchaser and the infringement relates to or arises from such Purchaser</u></p>	

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 Designation : Senior Director  
 Date: 2024.09.03 11:35:34 +05'30'  
 Reason: Approved

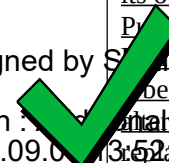


# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>materials or provided material; (iii) modification of a Deliverable after delivery by Bidder to Purchaser if such modification was not made by or on behalf of the Bidder; (iv) operation or use of some or all of the Deliverable in combination with products, information, specification, instructions, data, materials not provided by Bidder; or (v) use of the Deliverables for any purposes for which the same have not been designed or developed or other than in accordance with any applicable specifications or documentation provided under the applicable Statement of Work by the Bidder; or (v) use of a superseded release of some or all of the Deliverables or Purchaser's failure to use any modification of the Deliverable furnished under this Agreement including, but not limited to, corrections, fixes, or enhancements made available by the Bidder . In the event that Purchaser is enjoined or otherwise prohibited, or is reasonably likely to be enjoined or otherwise prohibited, from using any Deliverable as a result of or in connection with any claim for which Bidder is required to indemnify Purchaser under this section according to a final decision of the courts or in the view of Bidder, Bidder, may at its own expense and option: (i) procure for Purchaser the right to continue using such Deliverable; (ii) modify the Deliverable so that it becomes non-infringing without materially reducing its capacity or performance; (iii) replace the Deliverable with work product that is equal in capacity and performance but is</p>	

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 Reason: Approved

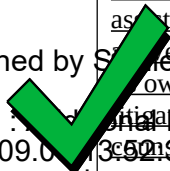


# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p><u>non-infringing; or (iv) If such measures do not achieve the desired result and if the infringement is established by a final decision of the courts or a judicial or extrajudicial settlement, the Bidder shall refund the Purchaser the fees effectively paid for that Deliverable by the Purchaser subject to depreciation for the period of Use, on a straight line depreciation over a 5 year period basis. The foregoing provides for the entire liability of the Bidder and the exclusive remedy of the Purchaser in matters related to infringement of third party intellectual property rights. The Purchaser shall not be entitled to seek any indemnification from the Bidder unless the Purchaser provides the Bidder with (i) prompt written notice of any claim, demand or action for which the Purchaser is seeking or may seek indemnification hereunder and gives the Bidder the right to have sole control over the defense and settlement negotiations; (ii) does not make any statement or admission in relation to such claim which may prejudicially affect the chances of settlement or defense of such claim; (iii) reasonably cooperate with the Bidder in assisting the defense of the claim and in the negotiations or settlements of any such claim, demand or action by providing all assistance and information to perform the obligations; and (iv) allow the Bidder, at its own expense, exclusively defend such claims, demands, negotiations and settlements with the Bidder on its own choosing. 6.2.65. The procuring entity shall indemnify and hold harmless the Supplier/ Selected Bidder and its</u></p>	

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 Designation : Sr. Director  
 Date: 2024.09.06 13:52:34 +05'30'  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				employees, officers, and Subcontractors (if any) from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney’s fees and expenses, which the Supplier/ Selected Bidder may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other intellectual property right registered or otherwise existing at the date of the Contract arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided or designed by or on behalf of the procuring entity.	
597	96	Limitation of Liability	<p>Except in cases of gross negligence or wilful misconduct: - 6.2.66. Neither party shall be liable to the other party for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier/ Selected Bidder to pay liquidated damages to the procuring entity; and 6.2.67. the aggregate liability of the Supplier/ Selected Bidder to the procuring entity, whether under the Contract, in tort, or otherwise, shall not exceed the amount specified in the Contract, provided that this limitation shall not apply to the cost of repairing or replacing defective Software, or to any obligation of the Supplier/ Selected Bidder to indemnify the procuring entity with respect to patent infringement.</p>	<p><del>Except in cases of gross negligence or wilful misconduct: - 6.2.66. Neither party shall be liable to the other party for any indirect, special, punitive, exemplary, incidental, or consequential loss or damage, loss of use, loss of production, loss of data, loss of goodwill or loss of profits or interest costs and for any claims of customers of the Purchaser or other third parties claiming through the Purchaser arising under or in connection with this Agreement even if such Party has been advised in advance of their possibility provided that this exclusion shall not apply to any obligation of the Supplier/ Selected Bidder to pay liquidated damages to the procuring entity; and 6.2.67. the aggregate liability of the Supplier/ Selected Bidder to the procuring entity, whether under the Contract, in tort, or otherwise, shall not exceed the total amount paid to Bidder by the Purchaser in the</del></p>	As Per RFP

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 Digitally signed by S. Shreendra  
 Krishna  
 Designation : Sr. Director  
 Date: 2024.09.03 15:04:18  
 Reason: Approved

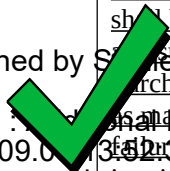


# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p><u>preceding twelve months under that applicable work that gives rise to such liability (as of the date the liability arose) provided that this limitation shall not apply to the cost of repairing or replacing defective Software, or to any obligation of the Supplier/ Selected Bidder to indemnify the procuring entity with respect to <u>third party claims for patent infringement. Bidder shall be excused and not be liable or responsible for any delay or failure to perform the services or failure of the services or a deliverable under this Agreement, to the extent that such delay or failure has arisen as a result of any delay or failure by the Purchaser or its employees or agents or third party service providers to perform any of its duties and obligations as set out in this Agreement. In the event that Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Purchaser, then Bidder shall be allowed an additional period of time to perform its obligations and unless otherwise agreed the additional period shall be equal to the amount of time for which Bidder is delayed or prevented from performing its obligations due to such failure or delay on the part of or on behalf of the Purchaser. Such failures or delays shall be brought to the notice of the Purchaser subject to mutual agreement with the Purchaser, then Bidder shall take such actions as may be necessary to correct or remedy the delays. Bidder shall be entitled to invoice the Purchaser for additional costs incurred in connection with correction or</u></u></p>	

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Digitally signed by S. Krishna  
 Designation : General Director  
 Date: 2024.09.03 15:23:45  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<u>remedy as above at time &amp; material rate card as agreed upon between the parties.</u>	
598	96	Change in Laws and Regulations	6.2.68 Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Rajasthan/India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/ or the Contract Price, then such Delivery Date and/ or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable.	<del>6.2.68 Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed in Rajasthan/India, where the Site is located (which shall be deemed to include any change in interpretation or application by the competent authorities) that subsequently affects the Delivery Date and/ or the Contract Price, then such Delivery Date and/ or Contract Price shall be correspondingly increased or decreased, to the extent that the Supplier has thereby been affected in the performance of any of its obligations under the Contract. Notwithstanding the foregoing, such additional or reduced cost shall not be separately paid or credited if the same has already been accounted for in the price adjustment provisions where applicable.</del>	As Per RFP
599	96-97	Force Majeure	6.2.69 For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the Supplier/ Selected Bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier/ Selected Bidder. Such events may include, but not be limited to, acts of the procuring entity in its sovereign capacity, wars or revolutions, fires, floods, epidemics, pandemics, quarantine restrictions, and freight embargoes. 6.2.72 If performance in whole or part is prevented under the contract is prevented for a period exceeding 60	6.2.69 For purposes of this Clause, “Force Majeure” means an event or situation beyond the control of the Supplier/ Selected Bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the Supplier/ Selected Bidder. Such events may include, but not be limited to, acts of the procuring entity in its sovereign capacity, wars or revolutions, fires, floods, epidemics, pandemics, quarantine restrictions, and freight embargoes. 6.2.72 If performance in whole or part is prevented under the contract is prevented for a period exceeding 60	As Per RFP

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Krishna  
Designation  
Date: 2024.09.03 15:34:16  
Reason Approved





# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			days, either party at its option may terminate the contract without any financial repercussion on either side.	performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding <del>60</del> 30 days, either party <u>may at any time thereafter while such performance continues to be excused</u> , at its option <del>may</del> terminate the contract without any financial repercussion on either side <u>by notice in writing to the other party. However, Bidder shall be entitled to receive payments for all services rendered by it under this Contract.</u>	
600	97	Change Orders and Contract Amendments	6.2.76 In case, a new functionality/ modification is done in the IHMS 2.0 Software Solution (Web Application, Mobile Application or Web Portal), Selected Bidder shall identify the effort (in man-month) required for making the change(s). Rates for the man month shall be the composite man-month rates quoted by the Selected Bidder in the financial bid. Changes shall however be done by the Selected Bidder after approval of effort estimates by RISL. 6.2.77 Prices to be charged by the supplier / selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier / selected bidder for similar services.	6.2.76 In case, a new functionality/ modification is done in the IHMS 2.0 Software Solution (Web Application, Mobile Application or Web Portal), Selected Bidder shall identify the effort (in man-month) required for making the change(s). Rates for the man month shall be the composite man-month rates quoted by the Selected Bidder in the financial bid. Changes shall however be done by the Selected Bidder after approval of effort estimates by RISL. 6.2.77 Prices to be charged by the supplier / selected bidder for any related services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties, <del>and shall not exceed the prevailing rates charged to other parties by the supplier / selected bidder for similar services.</del>	As Per RFP
601	97-99	Termination	Termination for Default The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a notice of default of at least 30-days sent to the supplier / Selected Bidder, terminate the contract in whole or in part: - 6.2.78 If the supplier / Selected Bidder	Termination for Default The tender sanctioning authority of RISL may, without prejudice to any other remedy for breach of contract, by a notice of default of at least 30-days sent to the supplier / Selected Bidder, terminate the contract in whole or in part: - 6.2.78 If the	As Per RFP

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Digitally signed by S. Krishna  
 Designation: Sr. Small Director  
 Date: 2024.09.03 15:29:04 IST  
 Reason Approved

# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>Bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL; or 6.2.79 If the supplier / Selected Bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or 6.2.80 If the supplier / Selected Bidder, in the judgment of the Procuring Authority has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract. 6.2.81 If the supplier / Selected Bidder commits breach of any condition of the contract. If RISL terminates the contract in whole or in part. a. Amount of performance security deposit may be forfeited. b. Before cancelling a contract and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained. <b>Termination for Insolvency</b></p> <p>6.2.82 Termination for Insolvency: RISL may at any time terminate the Contract by giving a written Notice of at least 30 days to the supplier / Selected Bidder if the supplier / Selected Bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the supplier / Selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to RISL. <b>Termination for Convenience/ Foreclosure</b></p> <p>6.2.83 RISL may terminate the Contract, in whole or in part, at any time for its</p>	<p>supplier / Selected Bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by RISL <u>the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure</u>; or 6.2.79 If the supplier / Selected Bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof <u>the failure is for the reasons which are solely and entirely attributable to the Bidder and not due to reasons attributable to Purchaser and/or its other vendors or due to reasons of Force Majeure</u>; or 6.2.80 If the supplier / Selected Bidder, in the judgment of the Procuring Authority has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract. 6.2.81 If the supplier / Selected Bidder commits <u>material</u> breach of any condition of the contract. <u>Prior to providing a written notice of termination to the Selected Bidder, Purchaser shall provide the selected bidder with a written notice of 30 days to cure any breach of the Contract. The decision to terminate the contract shall be taken only if the bidder continues or remains unrectified, for reasons within the control of Bidder, even after the period of the cure period.</u> If RISL terminates the contract in whole or in part. a. Amount of performance security deposit may be forfeited. b. Before cancelling a contract</p>	

Digitally signed by S. Menhara  
 Designation : Sr. Director  
 Date: 2024.09.03 13:52:04 IST  
 Reason: Approved



# Pre-BID Response & Clarifications

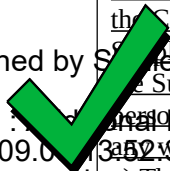
S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>convenience. The Notice of termination shall specify that termination is for the procuring entity's convenience, the extent to which performance of the Supplier/ Selected Bidder under the Contract is terminated, and the date upon which such termination becomes effective. 6.2.84. Depending on merits of the case, the Supplier / Selected Bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the Selected Bidder, if any, due to such termination.</p> <p><b>Termination for Unsatisfactory Performance</b> 6.2.85. RISL may terminate the contract without assigning any reason, if the work of the contractor is found to be unsatisfactory, it would be entrusted to any other qualified party at the risk and cost of the defaulting contractor. Additionally, the procuring entity shall enact the following measures on the bidder: (a) forfeiture of performance security deposit of the procurement. (b) recovery of payments made by the procuring entity along with interest thereon at current prevailing bank interest rate. (c) cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity. (d) debarment of the bidder from participation in future procurements of the procuring entity.</p> <p style="text-align: center;">Validity unknown Signature valid</p> <p>Digitally signed by S. Anandrao                  Designation : General Director                  Date: 2024.09.03 13:52:34 IST                  Reason: Approved</p>	<p>and taking further action, advice of senior most finance person available in the office and of legal adviser or legal assistant posted in the office, if there is one, may be obtained. <u>c. In the event of the termination, Purchaser shall be liable to make payment of the entire amount due under the contract for which services have been rendered by the Selected Bidder. Similarly the Selected Bidder shall also have a right to terminate this contract by giving 30 days written notice to the Purchaser for breach of any terms and conditions hereof by Purchaser provided the breach is not cured by Purchaser within such notice period.</u></p> <p><b>Termination for Insolvency</b> 6.2.82 Termination for Insolvency: <u>Either Party</u> RISL may at any time terminate the Contract by giving a written Notice of at least 30 days to the <del>supplier / Selected Bidder</del> other party if the <del>supplier / Selected Bidder</del> other party becomes bankrupt or otherwise insolvent. In such event, <u>Purchaser shall be liable to make payment of the entire amount due under the contract for which services have been rendered by the Selected Bidder.</u> <del>termination will be without compensation to the supplier / Selected Bidder,</del> provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter.</p> <p><b>Termination for Convenience/ Foreclosure</b> 6.2.83. RISL, may at any time terminate the Contract by giving a written Notice of at least 60 30 days sent to the supplier / Selected Bidder, may terminate the Contract, in whole or in part, at</p>	

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>any time for its convenience. The Notice of termination shall specify that termination is for the procuring entity's convenience, the extent to which performance of the Supplier/ Selected Bidder under the Contract is terminated, and the date upon which such termination becomes effective. <u>In such case, pls. ensure that the procuring entity shall pay the following amounts to the vendor: a) The Contract Price, properly attributable to the parts of the system/project executed by the Vendor as of the date of termination including also the work in progress, up to the date of termination. The term "work in progress" shall include but not limited to the value of deliverables/Product meant for delivery to the purchaser (i) for which service delivery process was initiated by the Bidder or its vendor prior to the date of notice of termination of Contract; or (ii) order was placed by the Bidder on its vendors, prior to the date of notice of termination. b) The cost of satisfying all other obligations, commitments and claims that the Vendor may in good faith have undertaken with third parties in connection with the contract. c) The cost of all the material, hardware, equipments, and manpower etc, purchased and/or employed by the Vendor for performing its obligations under the Contract. d) The cost of removing all Supplier's Equipment from the site, repatriate the Supplier's and its Subcontractors' personnel from the site, remove from the site rubble, and debris of any kind. e) The cost of meeting any other obligations towards the purchaser due to such termination.</u></p>	

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 Designation : Sr. Director  
 Date: 2024.09.03 11:35:24 IST  
 Reason: Approved



# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>6.2.84. Depending on merits of the case, the Supplier / Selected Bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the Selected Bidder, if any, due to such termination.</p> <p><b>Termination for Unsatisfactory Performance</b> 6.2.85. RISL may terminate the contract <del>without assigning any reason,</del> if the work of the contractor is <u>not</u> found to be <del>unsatisfactory, as per agreed scope of work.</del> <u>it would be entrusted to any other qualified party at the risk and cost of the defaulting contractor.</u> <u>Prior to providing a written notice of termination to the Selected Bidder, Purchaser shall provide the selected bidder with a written notice of 30 days to cure any breach of the Contract. The decision to terminate the contract shall be taken only if the breach continues or remains unrectified, for reasons within the control of Bidder, even after the expiry of the cure period.</u> <del>Additionally,</del> <u>the</u> procuring entity shall enact the following measures on the bidder: (a) <u>forfeiture</u> <del>forfeit</del> <u>the</u> <del>of</del> performance security deposit of the procurement. (b) <u>recovery of payments made by the procuring entity along with interest thereon at current prevailing bank interest rate.</u> (c) <u>cancellation of the relevant contract and recovery of compensation for loss incurred by the procuring entity.</u> (d) <u>debarment of the bidder from participation in future procurements of the procuring entity.</u></p>	
602	99	Settlement of Disputes	6.2.86 General: If any dispute arises between the supplier/ Selected Bidder and RISL during the	<p>6.2.86 General: If any dispute arises between the supplier/ Selected Bidder and RISL during</p>	As Per RFP

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 Designation :   
 Date: 2024.09.06 13:52:34 IST  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>execution of a contract, then it should be tried to be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions, a written representation will be obtained from the supplier/ Selected Bidder on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier / Selected Bidder will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier / Selected Bidder. 6.2.87 Standing Committee for Settlement of Disputes: If a question, difference or objection arises in connection with or out of the contract agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, it shall be referred to the empowered standing committee for decision if the amount of the claim is more than Rs 50,000. The empowered standing committee shall consist of members jointly constituted by Department and RISL. 6.2.88. Procedure for reference to the Standing Committee: The supplier / Selected Bidder shall present his representation to the Managing Director, RISL along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One lakh, within one month from the date of communication of decision of the sanctioning Procurement Committee. The in-charge of the project who was responsible for</p>	<p>the execution of a contract, then it should be tried to be amicably settled by mutual discussions. However, if the dispute is not settled by mutual discussions <u>within 30 days of raising such dispute by any either party</u>, a written representation will be obtained from the supplier/ Selected Bidder on the points of dispute. The representation so received shall be examined by the concerned Procurement Committee which sanctioned the tender. The Procurement Committee may take legal advice of a counsel and then examine the representation. The supplier / Selected Bidder will also be given an opportunity of being heard. The Committee will take a decision on the representation and convey it in writing to the supplier / Selected Bidder <u>within 30 days of such representation by the selected bidder</u>. 6.2.87 Standing Committee for Settlement of Disputes: If a question, difference or objection arises in connection with or out of the contract agreement or the meaning of operation of any part, thereof or the rights, duties or liabilities of either party have not been settled by mutual discussions or the decision of tender sanctioning Procurement Committee, <u>the same will be referred for arbitration to a sole arbitrator mutually appointed by both the parties. Such Arbitration shall be governed by provisions of the Indian Arbitration and Conciliation Act 1996. The decision of the Arbitrator shall be final and binding on both parties.</u> The language of arbitration shall be English and the Arbitration will be carried out at New Delhi. it shall be referred to the</p>	

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Krishna  
Designation: Sr. Director  
Date: 2024.09.03 15:23:41 IST  
Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>taking delivery of the services from the supplier / Selected Bidder shall prepare a reply of representation and shall represent the RISL's stand before the standing committee. From the side of the supplier / Selected Bidder, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the supplier / Selected Bidder and RISL. The standing committee, if it so decides, may refer the matter to the Board of Directors of RISL for further decision. The Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactment's thereof, shall also apply to the arbitration proceedings.</p>	<p>empowered standing committee for decision if the amount of the claim is more than Rs-50,000. The empowered standing committee shall consist of members jointly constituted by Department and RISL. 6.2.88. Procedure for reference to the Standing Committee: The supplier / Selected Bidder shall present his representation to the Managing Director, RISL along with a fee equal to two percent of the amount of dispute, not exceeding Rupees One lakh, within one month from the date of communication of decision of the tender sanctioning Procurement Committee. The officer in charge of the project who was responsible for taking delivery of the services from the supplier / Selected Bidder shall prepare a reply of representation and shall represent the RISL's stand before the standing committee. From the side of the supplier / Selected Bidder, the claim case may be presented by himself or through a lawyer. After hearing both the parties, the standing committee shall announce its decision which shall be final and binding both on the supplier / Selected Bidder and RISL. The standing committee, if it so decides, may refer the matter to the Board of Directors of RISL for further decision. The Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactment's thereof, shall also apply to the arbitration proceedings.</p>	
603	100	Monitoring of Contract	<p>6.2.96. The Selected Bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of</p>	<p>6.2.96. The Selected Bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the</p>	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Menon  
Krishnatri  
Designation : Chief Director  
Date: 2024.09.30 11:35:29 +05'30'

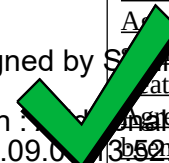
Reason Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>procuring entity. 6.2.98. In case, the Contract Monitoring Committee finds the services provided by the System Integrator to be satisfactory and intends to increase the Support and Maintenance of Software solution (Web Application, Mobile Application and Web Portal), RISL can do this by incrementing the Support and Maintenance Cost of IHMS 2.0 Software solution (Web Application, Mobile Application and Web Portal) by 10% annually on the quoted amount on a prorata basis.</p>	<p>permission of procuring entity <u>which shall not be unreasonably withheld by the procuring entity</u>. 6.2.98. In case, the Contract Monitoring Committee finds the services provided by the System Integrator to be satisfactory and intends to increase the Support and Maintenance of Software solution (Web Application, Mobile Application and Web Portal), RISL can do this by incrementing the Support and Maintenance Cost of IHMS 2.0 Software solution (Web Application, Mobile Application and Web Portal) by <u>minimum 10%</u> annually on the quoted amount <u>or the amount mutually decided</u> on a prorata basis.</p>	
604	100-101	7.1. Payment Terms and Schedule	<p>7.1.4. Due payments shall be made promptly by the procuring entity, generally within sixty (60) days after submission of an invoice or request for payment by the supplier/ Selected Bidder, and the procuring entity has accepted it.</p>	<p>7.1.4. Due payments shall be made promptly by the procuring entity, generally within <u>thirty sixty (360) days</u> after submission of an invoice or request for payment by the supplier/ Selected Bidder, <u>and the procuring entity has accepted it. All payments due for more than thirty (30) days will attract an interest at the rate of 2 percent per month on the invoice amount calculated from the date the payment became due until the recovery is made in full with interest. Without prejudice to the other rights available, Bidder also reserves the right to withhold the provision of Services till such time all the payments due to it under this Agreement have been made by RISL and any withholding by the Bidder shall not be treated as breach by it of the provisions of this contract. Invoices shall be deemed to have been accepted if RISL does not furnish a written objection specifying the nature of the dispute within ten (10) days from the date of</u></p>	As Per RFP

Validity unknown Signature valid

Digitally signed by S. Menara  
 Krishnatri  
 Designation : Chief Director  
 Date: 2024.09.03 15:34:55  
 Reason: Approved





## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
605	101-106	7.3. Service Level Standards/ Requirements/ Agreement	<p>7.3.4. Dependencies: The dependencies on the performance of services beyond the control of either party and where default is due to reasons beyond the control of the Selected Bidder or due to reasons attributable to RISL or third parties, the Selected Bidder would not be penalized. For example, if uptime of a particular equipment/ application is desired and this is due to non-availability of power (which is out of scope of work of the Selected Bidder), then the time period during which a service was unavailable due to non-availability of power would be removed while calculating the uptime. 7.3.11. Damages for attrition of key resources during the project duration: SI shall make sure that the key personnel involved in the development, operation and maintenance of the IHMS 2.0 software solution are designated to the project for the entire project duration The maximum total damages in any quarter (excluding non-availability of deployed manpower/ resources/ personnel) shall not be more than 10% of the total amount due for the quarter beyond which the tendering authority will be free to initiate action as per RFP terms and condition for breach of SLA. However, damages on resource replacement may be waived off subject to the approval of RISL under the following circumstances: • Medical Emergency • Resignation of deployed resource; In all cases, damages shall not be more than 10% of the related cost of component/ service. 7.3.15. The change request/ management procedure shall be followed following steps: - • Approval of change request – The competent committee/</p>	<p><u>invoice.</u></p> <p>7.3.4. Dependencies: The dependencies on the performance of services beyond the control of either party and where default is due to reasons beyond the control of the Selected Bidder or due to reasons attributable to RISL or third parties, the Selected Bidder would not be penalized. For example, if uptime of a particular equipment/ application is desired and this is due to non- availability of power (which is out of scope of work of the Selected Bidder), then the time period during which a service was unavailable due to non- availability of power would be removed while calculating the uptime. <u>Also add the following reasons where the Bidder would not be penalized while calculating the uptime : The time lost due to any of the following reasons shall be taken into account while calculating the availability/ uptime requirement: (a) Time lost due to environmental failures; (b) Time taken to recover the system because of power or environmental failures; (c) Time lost due to damage or malfunction in the system or any units thereof due to causes attributable to Purchaser such as attachment of additional devices, making alteration to the system, maintenance of the system, etc. without Bidder's consent and/ or failure to maintain the system as required by the Bidder; (d) Time taken for scheduled maintenance/ troubleshooting or for preventive purposes or improvement or for other purposes; (e) Time taken for reconfiguration or other planned downtime situations; (f) Scheduled shutdowns as required</u></p>	<p>Please refer to Updated Clause in RFP</p>

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## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			<p>authority will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources- team lead, deputy team lead, analyst, software developer, testing engineer, database architecture etc shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialization, the quoted man-month rate shall be used. Efforts of support staff shall not be taken into consideration for this purpose.</p>	<p>by Purchaser (Bidder may also request Purchaser for a shutdown for maintenance purpose, which request will not be denied unreasonably by Purchaser); (g) Time taken for booting the system (h) Time lost due to unavailability of links (i) Mis-handling of system by any person other than Bidder's authorized representatives 7.3.11. Damages for attrition of key resources during the project duration: SI shall make sure that the key personnel involved in the development, operation and maintenance of the IHMS 2.0 software solution are designated to the project for the entire project duration, <u>however, Service Provider shall not be liable for any liability, penalty or any other action in case of resignation, termination or death of an employee of if an employee is on Medical Emergency or if an employee becomes incapacitated to work due to any reason</u>. The maximum total damages in any quarter (excluding non-availability of deployed manpower/ resources/ personnel) shall not be more than <u>510%</u> of the total amount due for the quarter beyond which the tendering authority will be free to initiate action as per RFP terms and condition for breach of SLA. However, damages on resource replacement may be waived off subject to the approval of RISL in the following circumstances: • Medical emergency • Resignation of deployed resource • Resignation of deployed resource • Death of an employee • If an employee becomes incapacitated to work due to any reason In all cases, damages shall not be more than <u>510%</u> of the related cost</p>	

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 Designation : Sr. Director  
 Date: 2024.09.03 13:52:34 +05'30'  
 Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				of component/ service. 7.3.15. The change request/ management procedure will follow the following steps: - • Approval or disapproval of the change request – The competent committee/ authority will approve or disapprove the change requested including the additional payments for software development, quoted man-month rate shall be used for cost estimation, efforts of all technical resources- team lead, deputy team lead, analyst, software developer, testing engineer, database architecture etc shall be taken into account for total man-month estimation to carry out the s/w development resulting from the change request. For all technical resources irrespective of their experience and specialization, the quoted man-month rate shall be used. Efforts of support staff shall <u>also</u> <del>not</del> be taken into consideration for this purpose.	
606	106-110	7.4. Exit Management	d. That the products and technology delivered to RISL during the contract term or on expiry of the contract duration should not be sold or re-used or copied or transferred by selected bidder to other locations apart from the locations mentioned in the this bidding document without prior written notice and approval of RISL. Supplied hardware, software & documents etc., used by selected bidder for RISL shall be the legal properties of RISL	The bidder request the deletion of the clause.	As Per RFP
607	313	Functional requirements	Functional requirement specifications provided above for various modules are only indicative parameters and more parameters might be included depending upon the assessment done by the Bidder during consultations with the users and policy makers of DHMF / ME Dept. Mobile Application and Web Portal developed by	Functional requirement specifications provided above for various modules are only indicative parameters and more parameters might be included depending upon the assessment done by the Bidder during consultations with the users and policy makers of DHMF / ME Dept. Web Application, Mobile Application and Web	As Per RFP

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 Date: 2024.09.03 10:52:34 IST  
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## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			the Selected Bidder shall meet relevant policies of RISL and policies specified by MeitY, Government of India for Web Application development.	Portal developed by the Selected Bidder shall meet <u>existing</u> relevant policies of RISL and policies specified by MeitY, Government of India for Web Application development. <u>In case of changes required in Web Application, Mobile Application and Web Portal developed by the Selected Bidder due to changes in relevant policies of RISL and policies specified by DeiTy, Government of India for Web Application development, the changes shall be governed by Change order process.</u>	
608	315-316	9.1. Covering Letter of the Bid	<p>1. I/We, the undersigned bidder, having read &amp; examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/work as mentioned in the Scope of the work, technical specifications, Service Level Standards &amp; in conformity with the said bidding document for the same. 3. / we hereby submit our token of acceptance to all the tender terms &amp; conditions without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your RFP. 8. In case we are engaged by the Purchaser, we shall provide any assistance/cooperation required by Purchaser, appointed auditing agencies (if any), state government officials and Other Stakeholders of the project for performing their duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.</p> <p style="text-align: center;">Validity: unknown Digitally signed by S. Krishnaatri Designation : General Director Date: 2024.09.03 15:34:15 Reason: Approved</p>	<p>1. I/We, the undersigned bidder, having read &amp; examined in detail, the Bid Document, the receipt of which is hereby duly acknowledged, I/ we, the undersigned, offer to supply/work as mentioned in the Scope of the work, technical specifications, Service Level Standards &amp; in conformity with the said bidding document for the same <u>subject to the deviations that will be submitted by the bidder along with the bid proposal.</u> 3. I/ we hereby submit our token of acceptance to all the tender terms &amp; conditions-<u>subject to the deviations that will be submitted by the bidder along with the bid proposal.</u> without any deviations. Hence, we are hereby submitting our Bid and offer to provide services to Purchaser for carrying out the project in accordance with your RFP <u>subject to the deviations that will be submitted by the bidder along with the bid proposal.</u> 8. In case we are engaged by the Purchaser, we shall provide any assistance/cooperation required by Purchaser, appointed auditing agencies (if any), state government officials and Other Stakeholders of the project for performing their</p>	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				duties with respect to this project. We understand that our non-cooperation for the same shall be grounds for termination of service.	
609	318	9.3. Tender Form	We agree to abide by all the terms and conditions mentioned in this form issued by the Tendering Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).	<del>Subject to the deviations that will be submitted by the bidder along with the bid proposal</del> , We agree to abide by all the terms and conditions mentioned in this form issued by the Tendering Authority and also the further conditions of the said notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein along with stamp of the firm).	As Per RFP
610	307	9.6. Certificate of Conformity / No Deviation	This is to certify that, the specifications of Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications. Also, I/ we have thoroughly read the tender/ bidding document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions of the bidding document without any deviations. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the Tender/ bidding Document.	This is to certify that, the specifications of Software which I/ We have mentioned in the Technical bid, and which I/ We shall supply if I/ We am/ are awarded with the work, are in conformity with the minimum specifications of the bidding document and that there are no deviations of any kind from the requirement specifications. Also, I/ we have thoroughly read the tender/ bidding document and by signing this certificate, we hereby submit our token of acceptance to all the tender terms & conditions of the bidding document <u>subject to the deviations that will be submitted by the bidder along with the bid proposal.</u> without any deviations. I/ We also certify that the price I/ we have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the Tender/ bidding Document.	As Per RFP
611	322-327	9.7.	I/ We undertake that the prices are in conformity	I/ We undertake that the prices are in	As Per RFP


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# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
		Financial Bid Format	<p>with the specifications/ requirements prescribed. The price quoted is inclusive of all cost likely to be incurred for executing this work. The prices are inclusive of all type of govt. taxes/ duties as asked in the financial bid. We agree to all the terms &amp; conditions as mentioned in the bidding document and submit that we have not submitted any deviations in this regard. <b>Note</b> 4. Cost of any additional hardware/ tool required to prove the functionality as per FRS &amp; Scope of Work is to be included in item no. 1 and no separate/ additional cost will be claimed by the bidder. 5. The cost of interfacing a laboratory diagnostic equipment / radiology imaging modality (equipment) shall be based on an average rate to cover any make/model of laboratory / radiology equipment, any type of communication (Direct connection / ASTM / HL7) and any type of interfacing (uni-directional / bi-directional as applicable). However, when there are more than 1 (one) quantity of the same model/make of laboratory equipment installed in a different health facility that requires to be interfaced, there will be no additional cost incurred for interfacing. The cost of interfacing shall cover the first-time interfacing cost and support cost for the duration of the project.</p> <p style="text-align: center;">Validity unknown Signature valid Digitally signed by S. Mendra Krishnatri Designation : Bid Director Date: 2024.09.03 15:52:34 IST Reason: Approved</p>	<p>conformity with the specifications/ requirements prescribed. The price quoted is inclusive of all cost likely to be incurred for executing this work. The prices are <del>inclusive</del> <u>exclusive</u> of all type of govt. taxes/ duties, <u>license fee and levies including Central Sales Tax and Entry Tax</u> or taxes of a similar nature <u>measured by the services, deliverables or charges thereon, imposed by any applicable taxing jurisdiction and where such taxes are applicable, RISL shall be responsible to pay or reimburse Bidder the amount of such taxes. Where applicable, Bidder shall invoice such taxes as a separate line item in applicable invoices and shall pay such amount of tax to the appropriate taxing authority upon receipt of such amount from the RISL. Each party is responsible for its own income taxes, corporate taxes and franchise taxes. The Price should not be linked to the foreign exchange or any other variable. Bidder shall be reimbursed for payment of any statutory duty/tax/levy including interest and/or new taxes or an increase in the rates of existing taxes or any other sum, if any payable in respect of any sales tax and/or any other state or central levy. This will apply retrospectively, if so applicable upon Bidder.</u> as asked in the financial bid. We agree to all the terms &amp; conditions as mentioned in the bidding document subject to the deviations that will be submitted by the Bidder along with the bid proposal, and submit that we have not submitted any deviations in this regard. <b>Note</b> 4. Cost of any additional</p>	

# Pre-BID Response & Clarifications

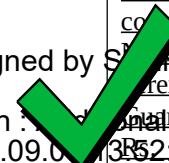
S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>hardware/ tool required to prove the functionality as per FRS &amp; Scope of Work is to be included in item no. 1 and no separate/ additional cost will be claimed by the bidder.</p> <p>5. The cost of interfacing a laboratory diagnostic equipment / radiology imaging modality (equipment) shall be based on an average rate to cover any make/model of laboratory / radiology equipment, any type of communication (Direct connection / ASTM / HL7) and any type of interfacing (uni-directional / bi-directional as applicable). However, when there are more than 1 (one) quantity of the same model/make of laboratory equipment installed in a different health facility that requires to be interfaced, there will be no additional cost incurred for interfacing. The cost of interfacing shall cover the first-time interfacing cost and support cost for the duration of the project.</p>	
612	328-329	9.8. Bank Guarantee Formats BANK GUARANT EE FORMAT – BID SECURITY	<p>3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us. THE necessary to extend this guarantee on account of</p>	<p><del>3. We, the aforesaid bank, further agree that the RISL shall be the sole judge of and as to whether the Bidder has committed any breach or breaches of any of the terms costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL on account thereof to the extent of the Earnest Money required to be deposited by the Bidder in respect of the said bidding document and the decision of the RISL that the Bidder has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by or that may be caused to or suffered by the RISL shall be final and binding on us. THE</del></p> <p>Validly unknown Signature Valid</p> <p>Digitally signed by S. Krishna              Designation: Sr. Director              Date: 2024.09.10 13:52:34 +05'30              Reason: Approved</p> 	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
			any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.	CONDITIONS of this obligation are: 1. If the Bidder withdraws its Bid during the period of Bid validity specified by the Bidder on the Bid Form; or 2. If the Bidder, having been notified of the acceptance of its Bid by the Purchaser during the period of Bid validity: (a) fails or refuses to execute the Contract Form if required; or (b) fails or refuses to furnish the performance security, in accordance with the Instruction to Bidders. 6. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.	
613	331-332	BANK GUARANTEE FORMAT – PERFORMANCE SECURITY (PBG)	Format is given	<p>Please add: <u>This Bank Guarantee issued by _____ Bank, on behalf of the Bidder in favor of Purchaser is in respect of the Contract/agreement dated _____ .</u></p> <p><u>As communicated by Bidder on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder by Purchaser, in respect of pervious contracts between Bidder and Purchaser .</u> As communicated by Bidder on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any pervious contracts between Bidder and Purchaser, withstanding anything contained hereinabove: a) Our liability under this Bank Guarantee shall not exceed and is restricted to _____ (Rupees _____ only) b)</p> <p><u>This Guarantee shall remain in force up to and</u></p>	As Per RFP

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 Reason: Approved





# Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				including _____ (including claim period of three months) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of Purchaser under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.	
614	333-334	9.9. Draft Agreement Format	M/s _____ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIB and RFP document issued in this regard, in accordance with the terms and conditions set forth herein and any other reasonable requirements of the Purchaser from time to time. The maximum amount of agreed liquidated damages shall be 10%.	M/s _____ represents that it has the necessary experience for carrying out the overall work as referred to herein and has submitted a bid and subsequent clarifications for providing the required services against said NIB and RFP document issued in this regard, in accordance with the terms and conditions set forth herein <del>and any other reasonable requirements of the Purchaser from time to time.</del> The maximum amount of agreed liquidated damages shall be <del>5</del> 10%. <u>Of the value of delayed items or services for an individual milestone. Accordingly, the LD given for the conditions stipulated should be adjusted as 2%, 3%, 4% and 5% of the value of delayed goods or services for the individual milestone. Further, the LD shall be applicable only if the failure is solely, entirely and directly attributable to the Bidder and not due to reasons attributable to RISL and/or its other vendors or due to reasons of Force Majeure.</u>	As Per RFP
615	345	9.14. Non-Disclosure Agreement with the Deployed Resource	2. I commit to not using, for my personal gain or the benefit of others, or disclose to others including future employers/employees, any or confidential information related to RISL violation of the agreement during or for 3 years after the termination of my engagement.	2. I commit to not using, for my personal gain or the benefit of others, or disclose to others including future employers/employees, any or confidential information related to RISL violation of the agreement during or for 3 years after the termination of my engagement.	As Per RFP

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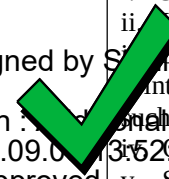
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 Reason: Approved

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
616	348	9.17. Manufacturer Authorization Form (MAF)	We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Selected Bidder: a. Such Products as the Purchaser may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and b. in the event of termination of production of such Products: i. advance notification to the Purchaser of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and ii. Following such termination, furnishing at no cost to the Purchaser, the blueprints, design documents, operations manuals, standards, source codes and specifications of the Products, if requested.	my engagement. We also undertake to provide any or all of the following materials, notifications, and information pertaining to the Products manufactured or distributed by the Selected Bidder: a. Such Products as the Purchaser may opt to purchase from the Supplier, provided, that this option shall not relieve the Supplier of any warranty obligations under the Contract; and b. in the event of termination of production of such Products: i. advance notification to the Purchaser of the pending termination, in sufficient time to permit the Bank to procure needed requirements; and ii. Following such termination, furnishing at no cost to the Purchaser, <del>the blueprints, design documents, operations manuals, standards, source codes</del> and specifications of the Products, if requested.	As Per RFP
617	General	Execution Infrastructure	NA	RFP Needs to address this clause: The BUYER will provide necessary and adequate infrastructure to enable Bidder to fulfill its commitment for the assignment. This will be applicable for each Bidder Consultant associated with the project and will be arranged for and provided at no cost to Bidder. The infrastructure will include:  i. Office space; ii. Hardware and software; iii. Computer consumable including stationery, printer ribbons/toner, magnetic storage media (hard disks, tapes, cartridges, DATs); iv. Stationery and consumable; v. Secretarial assistance, if necessary at site; vi. Telephone, e-mail and fax facilities at site;	Please refer to Updated Clause 4.5 in RFP

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Designation : Bid Director  
Date: 2024.09.03 13:52:34 IST  
Reason: Approved

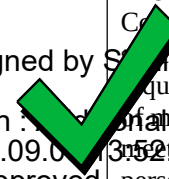


## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>vii. Photocopying assistance; viii. Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/ terminals, overhead projector and consumables. (pl. mention if any additional infrastructure is to be provided).</p> <p>The above-mentioned infrastructure will be required for work to be carried out at the site of BUYER during regular working hours. BUYER shall make arrangements to provide for the same beyond these hours such as after regular working hours and on holidays (excluding only compulsory national holidays), whenever required.</p>	
618	General	Co-ordination	NA	<p>RFP Needs to address this clause: BUYER will provide timely clarifications and feedback sought by Bidder's Consultants during the period of this assignment. BUYER will allocate a Project Co-ordinator to interact with Bidder, fix appointments with various BUYER Personnel and provide local assistance to Bidder's Consultants. The Project Co-ordinator will have necessary authorization from BUYER to take decisions and give timely approvals as per the need of the project.</p>	As Per RFP
619	General	Assistance	NA	<p>RFP Needs to address this clause: The BUYER will ensure, through its Project Co-ordinator, transfer of information, clarification of mutually agreed change-requirements (Change Requests), availability of such as documents and equipment, with relevant users and other personnel among other requisites for Bidder to understand and document the same for the</p>	As Per RFP

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Krishnatri  
Designation : Bidder  
Date: 2024.09.03 13:52:04 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				<p>purpose of time-bound formal approval by the BUYER, before the service is undertaken by Bidder.</p> <p>Necessary and sufficient time will have to be spent by Users in BUYER with Bidder personnel during this stage of the assignment.</p>	
620	General	Methodology, Tools and Techniques	NA	RFP Needs to address this clause: Bidder will use the methodology, tools and techniques as stated in the accompanying Technical Proposal. Any change in these, if desired by the BUYER will need to be communicated to Bidder in writing with a reasonable notice period to allow for an assessment of their impact, if any, on schedule, technical requirements, feasibility and cost.	As Per RFP
621	General	Additional Support and Services	NA	RFP Needs to address this clause: In case the BUYER requires any additional support in execution of its tasks in respect of the assignment, it shall be provided to them by Bidder on availability-basis at its then current market rate.	As Per RFP
622	General	Travel and Related Expenses	NA	RFP Needs to address this clause: Should the assignment require any travel by any Bidder expert outside their respective base location(s), the BUYER will provide to-and-fro airfare, board-and-lodging expenses (or, arrangements for the same), as well as local transportation for all such travels.	As Per RFP
623	General	Cost Escalation	NA	<p>Validity unknown Signature valid</p> <p>Digitally signed by S. Krishna                      Designation : Sr. Bid Director                      Date: 2024.09.05 13:52:34 IST                      Reason: Approved</p> <p>RFP Needs to address this clause: Bidder will monitor the cost components of the assignment. At each milestone time of periodic reviews, in case of variances against its budget for reasons not</p>	As Per RFP

## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				attributable to Bidder like delays in inputs/approvals by the BUYER, non-availability of facilities at the BUYER, increase in the scope of the agreed Change-Requirements or increase in the BUYER's Implementation support requirements etc., Bidder will bring this to the attention of the BUYER. All such cost increases will be discussed and mutually agreed upon. Bidder will then raise invoices, payment period and other conditions for such invoices, which will be similar to those for payments laid out in this proposal.	
624	General	Non-employment	NA	RFP Needs to address this clause: The BUYER will neither offer to employ nor employ, directly or otherwise, any Bidder employee, associated for the purpose of, or with the assignment, during the period between the date of this proposal and two years from the completion of the assignment arising herefrom.	As Per RFP
625	General	General Indemnity	NA	RFP Needs to address this clause: The BUYER will, during the period of the coverage of this assignment, indemnify and hold Bidder harmless from any loss, injury, claim or damage resulting from any death or injury to any person or property of Bidder arising out of the use or possession of the equipment or location of the BUYER by Bidder or its personnel, unless caused by the negligence of Bidder personnel and the Bidder's liability provided herein shall not extend to any loss, injury, claim or damages.	As Per RFP
626	General	Assignment	NA	RFP Needs to address this clause: Neither Party shall be entitled to assign or	As Per RFP

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Krishnatri  
Designation : General Director  
Date: 2024.09.06 13:52:34 IST



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
				transfer all or any of its rights, benefits and obligations under this proposal without the prior written consent of the other Party	
627	General	Nonexclusively	NA	RFP Needs to address this clause: Bidder shall be free to do similar business either for itself or for any other party or offer similar services to any third parties but without in any way affecting the services agreed to be offered by Bidder under this Proposal.	As Per RFP
628	General	Independent Relationship	NA	RFP Needs to address this clause: This Proposal is not intended to create a relationship such as a partnership, joint venture, agency, or employment relationship. Neither party may act in a manner, which expresses or implies a relationship other than that of independent party nor bind the other party.	As Per RFP
629	21	3	Technical Capability & Experience	As some of the projects are under NDA , sharing work order copies will not be feasible hence the bidder requests to please accept the Self certificate by Authorized Signatory/Company Secretary certificate .	Please refer to Updated Clause in RFP
630	22	3	HMIS Project Experience	As some of the projects are under NDA , sharing work order copies will not be feasible hence the bidder requests to please accept the Self certificate by Authorized Signatory/Company Secretary certificate .	Please refer to Updated Clause in RFP

Validity unknown Signature valid

Digitally signed by S. Mendra  
Krishnatri  
Designation : Regional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved



## Pre-BID Response & Clarifications

S. No	Pg No	Clause No.	Clause Details	Point on which Clarification required	Response By RISL
631	314	9.1.	Covering Letter of the Bid 6. I/ We undertake, for timely establishment of a local office in Jaipur (if the award is made to us) and within 30 days from the date of issue of Work Order. Or (strike out whichever is not applicable) We have an existing office at Jaipur at the following address: .....	Request you to please remove this clause	As Per RFP
632	71	5.14. Technical Qualification Criteria	The bidder must have successfully implemented software projects using micro services architecture in the last five (5) years (from 1st April 2019 to 31st March 2024) Min 1 Project : 2 Marks 1 – 2 Projects : 3 Marks More than 2 Projects : 5 Marks	Is Micro services compulsory in the application to qualify	As Per RFP

(Sahilendra Krishnatri)  
Additional Director  
RISL

Validity unknownSignature valid

Digitally signed by Sahilendra  
Krishnatri  
Designation : Additional Director  
Date: 2024.09.06 13:52:34 IST  
Reason: Approved

