

RFP For Implementation of Hospital Information System Gorakhpur Pre-bid Meeting
Held On 17/11/15: Point-wise Clarification On Pre-bid Queries

The RFP notice for "Implementation of Hospital Management System CHCs & PHCs of Gorakhpur District of UP" was published on 10 November, 2015. The Pre-bid meeting was held on 17 November, 2015 at SPMU, NRHM Conference hall, Lucknow. The list of participants is annexed at Annexure A.

The list of queries raised by the prospective bidders and clarifications are mentioned in the table below:

Sl. No.	Queries/Suggestions	Clarification
1.	As a UP Government undertaking do we need to purchase the tender document or submit the cost of the same?	Yes, interested bidder has to purchase the tender document. No change proposed
2.	Government undertakings are exempt from depositing EMDs. Are we also exempted from the same in this particular case?	No exemption for any entity.
3.	As decided from your side the payment will be divided into Capex and Opex in a ratio of 20:80%. But we would like to suggest you to make payment terms Capex as 40% and Opex as 60% (which will be given on equal installments on monthly basis).	No change proposed
4.	Source code can be given to department only for the use of location for which the software has been procured.	Yes, this is to clarify that the source code has to be given to Department. It will be used for location etc for which the software has been procured.
5.	We would like to have a consortium with Keltron or an IT organization of UP Govt. Since the Govt. organizations will be front ending and we will supply the HMIS, can the EMD and the tender fees be waived off?	No change proposed
6.	The Document mentions that 209 Data entry operators are required and at the same time it also mentions that all records have to be captured at each PHC. The document does not mention the quantum or records that need to be captured at each PHC. Ideally, we would require the quantum to be defined and appropriate number of personnel to be deployed for an 'x' percentage of records.	This is to clarify that a minimum of 120 Computer Operators are to be provided and they are expected to capture all the required data as mentioned in Part III Scope of Work Clause .
7.	The budgets allocated in PIP should be in line with the data entry operators required.	This is clarified that a minimum of 120 Computer Operators (1 Data Entry Operator for each PHC and 2 Data Entry Operators for each CHC totaling to 118 Operators and 2 additional Operators) as approved in PIP are to be provided. Accordingly, minimum 120 Desk Top computers are to be provided. Therefore, on Part I/Page 1/ FORMAT 13-A: under DETAILED FINANCIAL BID the number of Data entry operators

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		is to be read as 120; and on Part III/Page 2/1.9 under Details of Manpower and Infrastructure the number of Data entry operators is to be read as 120 and number of desktop computers is to be read as 120. Any reference to number of Operators/desktop in the RFP is to be taken as 120 numbers/ units.
8.	Qualification of Data entry operators is too high, retaining such over-qualified people in Gorakhpur do a data entry job will not be possible, request you to rephrase the required to knowledge of computers with data entry skills.	No change proposed.
9.	Over emphasis on training, in marks allocated for technical qualification, this is not a training program and resources are provided by the operator/vendor and no training to Govt. staff is required.	No change proposed.
10.	No mention on deliverable by NHM, this can impact the schedule during the initial stages as the operator/vendor has to customize the software as per NHM-Uttar Pradesh requirements.	This is to clarify that any delay at the level of Authority will not be passed on as penalty on operator. No change proposed.
11.	RFP Part 1 Clause 2.3.2 Manpower The Company in case of a Sole Bidder or the Lead Member of the Consortium in case of a consortium bid should have at least 15 Technically Qualified Professionals on its permanent rolls engaged in delivery of Information Technology Services as on 1st April 2014. Please clarify if the technical manpower details required as on 1st April 2014 or 2015	The technical manpower details as on 1st April 2014 will be taken for the purpose of evaluation. Accordingly, the Bidders are expected to provide the details. No change proposed.
12.	RFP Part 1 Clause 2.3.2 Project Experience The sole bidder in case of sole bids or any consortium member in case of consortium bids should have completed IT based turnkey projects in India (involving Design/Development/ Implementation/ Maintenance/ Roll out of IT Systems) OR have IT based turnkey projects in India (involving Design/ Development/ Implementation/ Maintenance/ Roll out of IT Systems) which are ongoing for a minimum duration of two (2) years from the date of issue of purchase order of the project as on date of publication of this RFP meeting any one of the following three criteria: 1. One project costing not less than INR 188 Lakhs 2. Two projects costing not less than INR 141 Lakhs each 3. Three projects costing not less than INR 94 Lakhs	This is to clarify that under turnkey projects all activities required for operation of the project, whether software or hardware are included.

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Sl. No.	Queries/Suggestions	Clarification
	<p>each</p> <p>This statement says that IT projects should be turnkey based. Are we considering the hardware portion in this as definition does not include any hardware portion as provided (involving Design/ Development/ Implementation/ Maintenance/ Roll out of IT Systems)</p>	
13.	<p>RFP Part 1 Clause 2.4 Sub-contracting</p> <p>The Bidder is allowed the option to sub-contract the following areas of work.</p> <p>a. Telecom services related requirements to telecom service providers</p> <p>b. Hosting services related requirements to cloud/data center service providers</p> <p>We want clarification that the hosting/ data center services will be part of this bid and all other hardware requirements will be provided by the client.</p> <p>Please clarify that Hosting of application will be done in State Data Centre (SDC) or it is require to setup different data centre under this project. We suggest that State may leverage Mobile Service Delivery Gateway (MSDG) of GoI. Under above, can bidder is required to include hosting charges under financial bid?</p>	<p>This is a turnkey project and the Bidder is expected to make adequate/required arrangements.</p> <p>No change proposed.</p>
14.	<p>RFP Part 1 Clause 3.2.3 Evaluation Criteria:</p> <p>IT based turnkey projects in India(involving Design/Development/ Implementation/ Maintenance/ Roll out of IT Systems)completed OR IT based turnkey projects in India (involving Design/Development/ Implementation/ Maintenance/ Roll out of IT Systems) which are ongoing for a minimum duration of two years from the date of issuance of Purchase order of the projects on date of publication of this RFP awarded by Government of India or any State/UT Government in India/client</p> <p>Please clarify if this includes hardware supplied only or an end to end solution provided which does not have hardware components can be considered</p>	<p>Its self explanatory.</p> <p>No change proposed.</p>
15.	<p>RFP Part 1 Clause 3.2.3</p> <p>Projects completed or projects which are ongoing for a minimum duration of two years from the date of issuance of Purchase orders on date of publication of this RFP in Public Healthcare in India. Such projects in public healthcare shall have been awarded by a State/UT Government in India or by Government of India.</p>	<p>Its self explanatory.</p> <p>No change proposed.</p>







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	Are these projects of IT domain only or other health domain projects can be considered?	
16.	<p>RFP Part 1 Clause 7.14 FORMAT 13-A: DETAILED FINANCIAL BID Work Station on Rent</p> <p>Please clarify what all is require to be set up as work station: Table Chair, Or, Desktops (Computer System)/ Tab, Or, Internet connectivity (Dongals).</p>	<p>Its self explanatory.</p> <p>No change proposed.</p>
17.	<p>RFP Part 1 Clause 7.14 FORMAT 13-A: DETAILED FINANCIAL BID Staff related costs: Data operators-209</p> <p>Please clarify on whose payroll requested data operators and call center executive will work. What is the exit policy of these Data operators and call center executive. We assume that all requested Data operators and call center executive will be require after commissioning of system software and will moved out within stipulated timelines (12 month) of the project.</p>	<p>Please refer to RFP Part-II Article 9 Manpower clause 2 which states that manpower appointed or hired shall be employee of the Operator and the Authority will not be liable for any act of omission/ commission vis-à-vis the manpower appointed or hired by the Operator. Its self explanatory.</p> <p>No change proposed</p>


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