

Dated: 14th June'2023

CORRIGENDUM NOTICE-1

RFP Title : Engagement of the agency for Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services) under Private Sector Integration - Building Quality and Linkages (BQL)Project.

This corrigendum has to be read in conjunction with the main RFP document issued on the subject vide reference No. **HLFPPT/SM & SF/ Private Sector Integration - Building Quality and Linkages (BQL)/2023-24/101** & published on website on 07th June 2023.

Further to virtual pre-bid meeting held on 13th June'2023, following changes/addition in subject RFP are made:-

| Particulars | In Place of | Please read as |
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| General Terms and Condition | 100% of the payment for the development of the solution will be released after Go-live of the Solution. | Payment terms: (a) 20% on Submission of SRS. (b) 35% on development of Solution. (c) 35% on Go Live of the Solution (d) Balance 10% on handover of solution |
| Warranty | --- | The selected vendor will be required to provide one year warranty from the date of Go-Live of Solution. |

All other terms & conditions, clauses of the RFP remain unchanged. The corrigendum/addendum, changes in the RFP clause mentioned above will be part and parcel of the RFP.

The interested bidders may prepare their participation as per changes in this corrigendum notice.

| SOURCE.COM | | | | |
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| Sl.no | Section, Point no Page No | RFP Clause | Points of Clarification | Replies |
| 1 | General Terms and Conditions, Point No 24., Page No 4 | Payment to successful bidder will be made in India Rupee through account payee cheque/NEFT/RTGS. 100% of the payment for the development of the solution will be released after Go-live of the Solution. Payment shall be subject to deduction of TDS (Tax deduction at source) at the rate applicable from time to time as per the Income Tax Act, 1961 and other applicable deductions/Taxes. | We would request you to kindly consider the following payment terms: (a) 20% on Submission of SRS. (b). 40% on development of Solution. (c) Balance 40% on Go Live of the Solution | Will revert . |
| 2 | Scope of Work PointNo. 1.8 Page No. 9 | | We Would request you to kindly provide the Sizing of Cloud Infrastructure for hosting the app. | Based on the implementation requirement in the selected facilities |
| 3 | General | General | Can We Host the application in our own Data Center?. Kindly Clarify. | Yes |
| 4 | General | Warranty | Kindly Clarify the Warranty Period | 1 year from Go-live |

| Inspira Enterprise India Ltd. | | | | |
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| Sr.No | RFP Reference | Content requires clarity | Clarification | Replies |
| 1 | General Terms and Conditions / Page 4. | 19. All the bid needs to be submitted by 5.00 pm on Date- 19th June 2023 at the following address: Manager – Administration Hindustan Latex Family Planning Promotion Trust (HLFPPT) B-14A, IInd Floor, Sector 62, Noida, Gautam Budh Nagar, Uttar Pradesh - 201307 Ph. 0120 – 4231060/61/62 | We request the authority to provide extension on submission date. As we will required minimum 10 workdays to prepare befitting proposal post we required answers to our prebid queries. Also, the bid has to be submitted by post hence will consumed at 2 working days in transit (courier) | RFP guidelines to be adhered. |
| 2 | General Terms and Conditions / Page 4. | HLFPPT shall conduct pre-bid meeting on 13th June'2023 at 3PM at its corporate office (address as mentioned in clause 19), to answer any queries/provide clarifications that the Tenderers may have in connection with the Project and to give them relevant information regarding the same. | We request the authority to allow participation in pre-bid meeting through online medium and request them to provide online link for the same. | Accepted |
| 3 | Annexure – 2.1 / Page 13 | The bidder should have experience of atleast one IT project in North India for any Government organization during the last 07 FY, | Please confirm our understanding, here in the qualification criteria as the experience is to be given as per FY (Financial Year) which mean any project from 16 -17 FY till 22 - 23 FY (7 Financial Year) We request authority to allow project allotted in last 10 FY. | RFP guidelines to be adhered. |
| 4 | Annexure-3: Financial Bid Format / Page 14. | The above rate is for one time development of application for 10 Hospitals. For additional hospitals, a similar rate will be applicable. The quote is based on initial requirements and additional cost may be applicable in case of additional requirements. | Kindly let us following information to let us arrive suitable price: 1. What is the bed size of each hospital. 2. Please share consolidated volume for OPD, IDP, Pharmacy, Lab and Radiology. | 1. This will vary depending on range of hospitals/clinics - 10 - 100 bedded facilities 2. The platform must cater to avg. of 100 OPDs per day |

| MANORAMA | | | | |
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| Sr.No | RFP Document Reference(Section or Clause or Point No.,Page No.) | Content of RFP requiring clarification | Clarification Sought | Replies |
| 1 | General Terms and Conditions, Point No. 9, Page No. 2. | HLFPPT shall without prejudice to its other remedies under the contract, deduct from the Contract Price, as Liquidated Damages a sum equivalent to 2.5% of the price of agreed unperformed service or for the delay of each day until actual deliverable or performance, up to a maximum deduction of 20% of the contract Price. Once the maximum is reached, HLPPT may consider termination of the contract. | Please provide clarity on below point and confirmation our understanding: 1. HLPPT will deduct 2.5% of the value of pending undelivered & unbilled contract. This will be applicable for any delay or under performance service for particular a event/deliverable/milestone and not 2.5% per day . 2. We request HLPPT to divide the deliverable in milestone for easy of project monitoring and performance capture of the project. | 1. Shall remain as per RFP. 2. Shall remain as per RFP |
| 2 | General Terms and Conditions, Point No. 10, Page No. 2. | In the event of award of contract the agency shall be able to start Technology Resource and Healthcare Innovation (Developing and upgrading technology to provide support for digital platform and system in Healthcare Services) within a week time from award of contract as per strategy provided by HLPPT representative. | 1. We assume award of contract covers time taken for awarding PO, MOU sign off and any required from HLPPT like manpower, resource and infra for project kick off is available at the HLPPT site. | The delivery period for the selected bidder will be started from the date of issue of PO/signing of agreement. |

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| 3 | General Terms and Conditions, Point No. 11, Page No. 3. | HLFPPT management reserves the right to change (increase or reduce) the numbers/units/specifications as per its sole discretion and Project requirement. | 1. We assume Right to Change involves concurrence with selected bidder and shall be during or before the project as any change in scope shall impact cost, time-line and viability of the project. | Any major change during/before the project will be considered taking selected bidder concurrence. |
| 4 | General Terms and Conditions, Point No. 23, Page No. 4. | All source code created by the selected bidder would belong solely to HLFPT and cannot be used by anyone else in any way, shape & form. | 1. We assume source code proprietary toward HLFPT will be applicable only if there is grounds-up development from scratch. For grounds-up development considering the scope of work the time line for project completion by Oct' 23 is too less. 2. Please clarify what if the bidders provides his propreity solution by customizing their existing application or product. In such case source code of the customized portion should be transferred HLFPT and not their core application or product. | The RFP floated is to develop the software for HLFPT from sctract. Hence source code needs to be provided by the selected bidder. |
| 5 | General Terms and Conditions, Point No. 24, Page No. 4. | Payment Terms: 100% of the payment for the development of the solution will be released after Go-live of the Solution. | 1. We request HLFPT to revise the payment term in milestone. Suggestion like 25% on SRS, 25% on UAT, 40% on Go-Live and 10% on handover of solution to the HLFPT IT Team. | Same shall be revert back after discussion with Mgmt. |
| 6 | General Terms and Conditions, Point No. 25, Page No. 4. | Data Security: Clause a. The successful bidder for this tender is required to ensure that all data generated or collected through the utilization of the new Software solution shall be securely stored and managed within the designated cloud system provided by the vendor. | 1. As per our understanding of the RFP : Scope of work does not involve supply of any hardware & Network, License like OS & DB, Lease & Internet Connectivity, Cloud infrastructure, RFID card/ tags or Post Go-Live any onsite or offsite Functional or Technical Manpower. It is pure customized solution development project. 2. In case the bid has to provide any of above infra or service please provide BOQ along with specification, qty, warranty period and support etc | No Hardware is required from the selected bidder |
| 7 | General Terms and Conditions, Point No. 25, Page No. 4. | Data Security: Clause b. The cloud data storage infrastructure should adhere to industry best practices, including robust security measures, data encryption, regular backups, and disaster recovery protocols. The vendor shall be responsible for maintaining the integrity, availability, and confidentiality of the stored data. | 1. In case the bid has to provide cloud infra for hosting and storage please provide BOQ and expected data volume for storage & SLA's. | The cloud infrastructure sizing has to be analysed by vendor to meet the requirement of the application |
| 8 | General Terms and Conditions, Point No. 29, Page No. 5. | The agency needs to sign and stamp all pages of the technical bid along with the terms and conditions of RFP. | 1. Do we need to submit duly signed and stamp RFP document along with Technical BID. | Yes |
| 9 | Scope of Work, Point 1.2, Page. 6. | Internet connectivity in rural Uttar Pradesh and Rajasthan is a challenge and thus the system needs to work on an online – offline mode i.e., data entry should be possible even without internet connectivity. | 1. Does the HLFPT envisaged to centralized or de-centralized system in absence of reliable internet connectivity. 2. Who is end user hospital or PHC. 3. It is not possible capture lot of data on offline mode therefore will these users site will have basic infra to host the application for in premise mode. | We understand in case of no int con, mutually agreed data to be captured by the application |
| 10 | Scope of Work, Point 1.2, Page. 7. | Capture doctor availability and schedule. | 1. Will the doctor availability & schedule simple calendar in the solution. In case, it is beyond this function please elaborate the requirement. | Yes |
| 11 | Coverage of the project, Point 1.3, Page 7. | In the current scenario, the software application is to be developed and installation is envisaged in selected ten health facilities across Uttar Pradesh. The details of facilities would be provided to the selected bidder at the time of award of contract. | 1. In case the selected hospital has some HIMS system hence will the scope involves replacement or integration with the existing system. If integration is involved will hospitals have similar HIMS solution across. 2. Please provide clarity bidder has provide customized and develop solution and implementation and Go-Live at each site is not bidder responsible. 3. In order to get the clear visibility, request authority to kindly provide the details of the healthcare facilities in terms of Bed Size and total number of users. | 1. There is no existing system in selected Hospitals 2. It is the bidders responsibility to do the implementation and make the software functional at all the locations . 3. It may vary depending upon the range of hopsitals/clinic. |
| 12 | Software Requirement, Point 1.7, Page 9. | With data expected to grow periodically better reporting tools and performance need to be key consideration. | 1. We assume performance monitor and reporting tool will be provided by HLFPT. | From HLFPT |
| 13 | Annexure – 2.1 Qualification Criteria, Point 8, Page 13. | The bidder must have a service center/office in Delhi NCR | 1. We request HLFPT to relax this point and allow either of below: a. To open service centre or office in Delhi once the bid is awarded b. To allow our channel partner office and show resource in the office c. To allow office of associated/Group company as we are associate company of MSI company having its office in Delhi | To be followed as per RFP. |

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| 14 | Annexure-3: Financial Bid Format, Page 15. | Specification | Please provide clarity on below point or confirmation our understanding: 1. Do we have quote consolidated price for 10 hospital unit. 2. The scope include only development of solution, hosting it to HLPPT provided cloud and integration with 3rd party solution like SMS etc 3. Scope DOES NOT includes implementation, Go-Live & support for each site or single site. 4. Do we have to provide AMC after handover of solution to the HLPPT team. | 1. Yes 2. Cloud has to be provided by Vendor and integration has to be done by vendor where as the gateway will be provided by HLL 3. Scope includes implementation, Go-Live & support for all the 10 sites 4. After the handover, there will be one year of warranty and after the warranty gets over HLL and vendor will mutually discuss and work on AMC scope. |
| 15 | Coverage of the project, Point 1.6, Page 9. | *Other activities might be included in the next phase on need basis. | Please provide the overall scope of the work to be delivered in various phases. We are assuming that the additional phase wise scope is not part of this delivery and project timeline. | Scope of work will be as mentioned in RFP |
| 16 | Annexure 2 Technical Bid, Page 11 | Use of open- source software in development of application will be preferred. | We are assuming that the use of open source software or language is not mandatory. Kindly confirm | It is not mandatory. |
| 17 | Annexure 2 Technical Bid, Page 12 | Penalty clauses will apply as per the company's policy, as per terms of the Work order: the decision of the HLPPT/Project Management shall be final and binding in this regard | Please provide the penalty clauses applicable to this RFP | As per RFP |
| 18 | General Terms and Conditions, Page 2 | Evaluation of the bids will be done by competent committee from HLPPT | Please specify the mode of evaluation. | Mode of evaluation is mentioned in RFP. |

Logix Net Solutions Pvt. Ltd.

No queries

ESDS Software Solution Ltd.

No queries