

**CLARIFICATIONS ON PRE-BID QUERIES**  
**TENDER ENQUIRY NO. CGHQ/IT/ASHA/2018-19 DATED 30 MAY 18**

SI. No	RFP Reference	RFP Description	Pre Bid Query	ICG Response
1.	Para-(d)(ii) of Part-II of RFP	"(ii) The Bidding firm must be a positive net-worth making with annual turnover of minimum of 25 Crores company since the last three financial years: (2017 – 2018, 2016 – 2017 & 2015 – 2016) "	(ii) The Bidding firm must be a positive net-worth as on 31 March 2018 and annual turn-over of minimum of 25 Crores company since the last three financial years: (2017 – 2018, 2016 – 2017 & 2015 – 2016).	Healthcare being important project, certainty on timely rollout is critical. Adequate financial health is basic requirement and positive net worth for 03 years is standard requirement.  <u>Status:</u> As per RFP
2.	Para-(d)(vi) of Part-II of RFP	"(vi) The Bidder should have at least 100 technically qualified professionals in area of Healthcare domain (to include at least but not limited to Software architecture, implementation, integration, and service delivery) on its company payroll in India.  Self- certified letter signed by the Authorized signatory / CS."	100 technical qualified professionals in healthcare project may be relaxed to 100 technical qualified professionals only.	Minimum of 03 healthcare projects are mandatory for each vendor, hence to provide quality service, it is expected to have minimum of 100 technical professionals associated with HMS.  <u>Status:</u> As per RFP.
3.	General	Package B: Zero-Touch ROBO Datarack	ROBO specification seems to specific to Huawei. Can other products available could be offered for ROBO?	Zero-touch ROBO technical specifications are brand agnostic and as required for Coast Guard.  <u>Status:</u> Yes, bidders could offer any brand as per RFP
4.	Para-(d)(iii)	"(iii) 1. During last 5 years ending last day of	(i) Three projects in India be relaxed to	(i) HMS project need to be proven

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	of Part-II of RFP	<p>month previous to the one in which applications are invited: -</p> <p>The Bidder must have successfully completed/ongoing three similar contracts of Healthcare Management System (HMS) supply and Implementation within India, each costing not less than the amount equal to Rs. 1 Cr towards Non-COTS development/ HMS COTS licensing</p> <p>(OR)</p> <p>The Bidder must have successfully completed/ongoing atleast one similar Central/State Govt contract of Healthcare Management System (HMS) supply and Implementation within India, completed &amp; currently supporting minimum of 03 similar HMS contracts with Foreign Govts, each costing not less than the amount equal to Rs. 1 Cr &amp; \$ 01 Million respectively towards Non-COTS development/ HMS COTS licensing.</p> <p>2. Reference clients should authenticate &amp; recommend the Bidder through official email within 05 days/as required by ICG, of request email sent by ICG.</p> <p>"</p>	<p>one project</p> <p>(ii) Health Insurance Management System (HIMS) also be considered along with Healthcare Management System (HMS)</p> <p>(iii) Reference clients need only authenticate and be exempted from recommendation</p>	<p>implementation in India, hence minimum 03 projects are found necessary</p> <p><u>Status:</u> As per RFP</p> <p>(ii) HMS primarily built around EHR and suitable within Coast Guard context. Any software can include detailed EHR and HMS are acceptable</p> <p><u>Status:</u> Subject to meeting EHR &amp; HMS functionalities are available</p> <p>(iii) Recommendation from successfully implemented clients is essential requirement</p> <p><u>Status:</u> As per RFP</p>

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5.	Appendix A, Page 30, Objective 3 (b)	Maintain a detailed and comprehensive healthcare database of the ICG personnel and their dependents as per international standards and norms so that it is compatible with & interoperable with Healthcare Management software of other Services and Private Healthcare Establishments/ Facilities	Please give details whether it is scanned document or data capturing requirement	Physical records need to be scanned and digitised.
6.	Appendix A, Page 30, Objective 3 (c)	Digitisation of records held and generated in physical form including radiology images and integrating these with the proposed software for meaningful Healthcare Administration and analysis	<p>Are there PACS system with DICOM standard available? If yes, does PACS an external system?</p> <p>Integration to Clinical care is ok, but does storing all PACS images from various 3rdparty PACS system on Oracle database centrally part of vendor's scope?</p>	Oracle DiCOM shall be provided by ICG. However, PACS system to be provided by Bidder
7.	Page 90 Point (a) Acceptability of proposed HMS Product (COTS/Non-COTS)	<p>(i) The Healthcare solution is expected to have minimum of 10 active implementations including atleast 01 completed/ ongoing State/Central Govt Healthcare Project in India. Minimum of 03 completed HMS projects abroad in Armed Forces and include Appointment, Reception, IPD, Store and Dispensary modules: -</p> <p>&gt;=15 &amp; &lt;14 active India/abroad implementations and 02 &gt;= ongoing/completed implementations in India at Central/State Govt. of India – 50 Marks</p>	QCBS involves foreign Armed Forces/ Govt., whereas para-(i) specifies as Armed Forces only. May be reconciled.	03 implementations in Foreign Armed Forces/ Govt implementations is required.

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		<p>&gt;=10 active implementations and 01 &gt;= ongoing/completed projects in Central/State Govt. of India – 40 Marks</p> <p>* 10 additional marks if 02 of the implementation is from Central/State Government departments/public sector units at India</p> <p>* 20 additional marks if one of the implementation is from Armed Forces/ Defence PSU departments of India/ Abroad</p>		
8.	Prequalification criteria iii-2, Page 8	Reference clients should authenticate & recommend the Bidder through official email within 05 days/as required by ICG, of request email sent by ICG.	Suggestion for removal of this clause	As per RFP
9.	SLA for IT Service Desk, Page-13	Vendor to make available online portal on 24x7 basis to raise service tickets by Buyer	Clarification on this on point that vendor is to make helpdesk portal or portal is available where buyer will raise service tickets for the vendor	Vendor to provide IT Service Desk portal. Vendor to host, maintain portal
10.	Item ID-A-02, Para-1(a) of Appendix-H	Healthcare Records medical mobile tablet containing ICG personnel including family members Electronic Healthcare Record (EHR).	Quantity of EHR medical tablets	Total of 40 Nos. to be provided.
11.	Commercial Bid format, Page 100	g. All scanning includes required manpower, hardware such as document scanner etc.	Clarity on this points whether scanners along with other hardware's to require for document scanning would be	Bidder to include all required accessories such as scanner, manpower, transportation, data entry

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			provided by ICG/Bidders	for digitisation of physical records
12.	Part II Essential Details of Items/Services Required, Page-7	Cost of All Inclusive Annual Maintenance Contract (AIAMC) to be provided separately along with other breakdown cost in commercial bid	No line Item given in the commercial BOQ for the same. Will this AIAMC cost to be considered as part of the L1 cost	No. However, AIAMC cost shall be validated by the Buyer.
13.	Appendix B, non-functional requirement Page 45	License of Mobile Server*, to be supplied by Bidder	This should be supplied by ICG as remaining license to be supplied by ICG to establish the SIMHA platform. No line item provisioned in the BOQ for the same also.	Bidder to provide all licenses, if not explicitly mentioned other wise in RFP
14.	Page 51	Application Lifecycle Management (ALM) portal. Vendor should deploy and maintain ALM portal such as JIRA. ALM should consists of source code server on Git, document server, collaboration server for team interaction. Development of software should be on deployed ALM only	No line item considered in the commercial BOQ for the service desk portal implementation and maintenance	Vendor to provide ALM portal for Buyer to monitor project progress. Not all items could be mentioned in Commercial Bid format. Vendor to cater for all costing as required for Scope of Work.
15.	General Requirement, Page -33	Patient appointment, storage & retrieval of patient medical history, import medical records from service/ private hospitals following international medical standards, facilitate to conduct annual medical examination (AME) & medical boards,	Please clarify the requirements. What are the mobiles operating system healthcare application should be run and compliance?	(a) Both Android and iOS need to be supported for Mobile phone based application. (b) For EHR medical tablet, it depends on Make & Model of medical tablet as

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		pharmacy management, medical equipment inventory management and development of personal health record vault in mobile phones and secured Medical iOS tablets for Medical Officers/ Personnel of ICG.		provided by the Bidder.
16.	Para 6 of Part-II of RFP	Consignee details	Confirm all stores to be delivered at CGHQ	Stores to be delivered at CGHQ, Mumbai, Kolkata, Gandhinagar, and Port Blair) as per requirement
17.	Para-2.1.0, Sec-B, Annexure-I of Appendix-B	Hardware specification (v) All SSD support – Yes (vi) SSD storage per rack/node – 5 TB raw (vii) Storage of minimum 10 TB available space for usage	Please clarify whether Servers should support SSD and Storage of 5 TB raw be provided along with SAS drives.	Server should support SSD drives and minimum of 1 TB for SSD and remaining may be of SAS drive for capacity, together storage should provide 5TB raw per server.