MINUTES OF THE PRE-BID MEETING FOR "HIRING OF SERVICE PROVIDER FOR HOSPITAL MANAGEMENT INFORMATION SYSTEM" HELD ON 20.03.2023 (MONDAY) AT 3 P.M. THROUGH GOOGLE MEET

Tender No. IITM/SPS/HMIS/026/2022-23

An Open Tender was floated on 03.03.2023 for "Hiring of Service Provider for Hospital Management Information System" in the CPP Portal (e-Procurement). As per the tender, the pre-bid meeting was held on 20.03.2023 (Monday) at 3.00p.m. via Google Meet.

The representatives from the following 11 firms have participated in the pre-bid meeting, namely:
1. M/s. Manorama Infosolutions
2. M/s. Netcon Technologies
3. M/s. TrioTree Technologies
4. M/s. Aosta India Private Limited
5. M/s. Ohum Healthcare Solutions Pvt Ltd.
6. M/s. OASYS Cybernetics Pvt Ltd
7. M/s. Jio Platforms Ltd.
8. M/s. Suvarna Technosoft Pvt Ltd
9. M/s. NTT Data Information Processing Services Pvt Ltd.
10. M/s. Yro Systems Pvt. Ltd.
11. M/s. Aimil Ltd.

During the Pre-Bid meeting, the queries / clarifications raised by the above firms are clarified by the Committee as given in Annexure-A. Hence, corrigendum does not arise.

Sd/-
Chairman / Tender Committee

ANNEXURE-A

Sr No	Name of the bidder	Tender Clause Page No.	Content of requiring Clarification(s)	Bidders' Clarification	Committee's response
1		9	Technical Evaluation of Bids -Option 1A: Software hosted on-premise	In case of the on-premise deployment, who will be procuring the hosting infrastructure including Server OS, Server Hardware, Database Licenses and any additional infra suggested by the HMS vendor? Kindly clarify	Vendor to provide a full financial estimate of the infrastructure that is needed for this option.
2		13	Required characteristics of the solution One-Time Password (OTP) based login system	Who will be providing the SMS, WhatsApp and Email gateway credentials and credits? Kindly clarify	Vendor to make arrangements for this option. IITM has a registered SMS ID registered, which can be used. But the gateway may have to be arranged separately.
3	M/s. Manorama Infosolutions	13	Required characteristics of the solution The integration should not be dependent on the current solutions that provide these services (pharmacy, Clinical Laboratory, physiotherapy ERP, etc.). The solution should be flexible to accommodate changes in the provisions of these services.	We request authority to kindly bi-furcate which all modules are required as new modules from the newly proposed HMS solution and which all existing modules will be used for the integration from the existing system.	There is no existing HMIS at the Institute hospital. A list of features required in the solution is provided in the tender document. The vendor needs to provide details of availability of these features (and any additional features) during the technical presentation. The committee will then provide a technical score based on the feature list provided by the vendor.
4		13	Required characteristics of the solution The SP should provide audit results for the application's security (e.g. VAPT, OWASP, or other relevant), performance (e.g. Google Lighthouse, PageSpeed, or other relevant tests). The said certificate should show clear evidence of no vulnerability (robustness) and better performance.	If the proposed solution is already went with such audits and the same certificate can be showcased during the implementation will it suffice the requirement? If not, then we are assuming that the cost for this audit shall be a part of financial proposal? Kindly confirm.	Existing audit reports can be supplied. Any additional testing details may be provided.

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5	M/s. Manorama Infosolutions	15	General Requirements - In-Premises or In case of Cloud The SP shall carry out the migration of the VMs, data, content and any other assets to the new environment created by the Institute or any other agency (on behalf of the Institute) on alternate cloud service provider's offerings to enable successful deployment and running of the Institute's solution on the new infrastructure including software licenses at no extra cost.	Kindly clarify the scope of the migration.	This will be relevant when the HMIS data and code needs to be migrated to a new system as decided by the institute at that time. If vendor's solution is to be migrated to new environment, the migration is to be carried by the vendor.
6		21	PROFORMA FOR FINANCIAL BID (BoQ) OPTION 2: License cost for twenty thousand stakeholders	In case of the option 2 as License Cost only, what will be the scope of the implementation cost?	For the option 2 of subscription based access, the relevant costs may be mentioned as per the BoQ in Anexure-C
7	M/s. TrioTree Technologies			For scope of the project 1 would like to know about the size and type of the facility unit	There are about 20,000 total users (total medical records). Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx 2 admissions per day. There is also an in-patient facility at the hospital. An associated laboratory and a pharmacy. This should have been examined during the visits mentioned in the tender document.
8				Need clarification on the Service provider / bidder eligibility criteria	Clarified.
9	M/s. Ohum Healthcare Solutions Pvt. Ltd	Page 13, Point 1.01.f	The HMIS solution provider should be ABDM ready with all the data security, portability and data exchange conditions met. The SP should ensure that the solution can be upgraded to be fully ABDM compliant at a future date.	How a Bidder/SP will ensure that solution can be upgraded to be fully ABDM complaint, what supporting documents or certificate is required from Bidder's side, please clarify..	At the time when ABDM guidelines are clear, the vendor will be expected to meet those guidelines. The current solution must be geared to meet the ABDM guidelines.

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10	M/s. Ohum Healthcare Solutions Pvt. Ltd	Page 14, pint 2.02. b	The HMIS shall be configured and optimized for on average 200 concurrent users. For a brief period of time, the concurrent users may go to a maximum of 1000 users.	Because concurrent users may go upto 1000, how many numbers of Bed and Doctor IITM is targeting for future?	The number of beds are not expected to go beyond 25 and the maximum number of doctors and staff may not be more than 100 ever.
11				Also request you to share current hospital size in terms of number of Bed, Doctor and Patients.	Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx. 2 admissions per day.
12		Page 14, Point 2.02.i	The data integration with the Institute's ERP system shall be designed, coded, implemented and maintained with the coordination of the Institute IT team and the Institute's ERP vendor. Complete two-way integration between HMIS and ERP shall be achieved. Meanwhile, the data integration to be happened with Pharmacy, Clinical Laboratory, Physiotherapy which may be extended in case of outsourcing of other labs.	As IITM is asking for data integration with current ERP so we request you to share the ERP detail to know the effort of integration also with the detail of other labs which may be outsources in future if possible.	ERP will provide details of the patients (students, employees, families). That data may have to be integrated. For lab and pharmacy, the vendor may propose the level of integration possible in the solution. The committee will evaluate accordingly.
13			General Query	Is IIMT current using any HMIS solution?	No current HMIS.
14			General Query	If yes then please share the detail	NA
15	M/s. OASYS Cybernetics	13	2.01 Installation services - In-Premises or Cloud a) The resources shall be made ready for installation In-Premises or Cloud based Infrastructure.	What type of cloud based infrastructure is expected ? Is it Miety empanelled cloud or any cloud ?	MIETY empanelled cloud.
16		15	2.05 General Requirements - In-Premises or In case of Cloud c) In case of cloud, the services shall be selected in such a way that the Primary and DR Data Centre (Cloud) shall be physically located in India. The data shall not be transferred outside of the country's boundary.	Is there any place preference for DR? What is the minimum distance of DR location preferred ?	No specific requirements. General industry standards will be acceptable.

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17		20	2.0 TECHNICAL SPECIFICATION 10 Radio Information System	Is this Radiology information system ? Is PACS required ?	Yes. PACS may not be required at this version.
18		20	2.0 TECHNICAL SPECIFICATION 4 Appointment Scheduling	Will this be required on Mobile App ?	YES.
19		NA	Max Transaction per Day	What is the number of transactions per day	Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx 2 admissions per day.
20		NA	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx 2 admissions per day.
21		NA	Any Document Upload Permitted	Is there any document upload required	Yes. There may be a possibility of uploading an external medical report.
22	M/s. OASYS Cybernetics	NA	Max Size of File in MB	What is the file Upload size in MB	10 MB.
23		NA	Max Files per User	What is the file upload per user required	500 MB
24		NA	Database Backup Policy	What is the database back policy	Once in a day should be sufficient. General industry standards are acceptable.
25		NA	Database Retention Policy	What is database retention policy	Minimum 8 years. (that is the maximum amount of time a PhD student may spend. So minimum should be 8 years.)
26		NA	DC - DR Policy	What is Data recovery policy	General industry standards are acceptable.
27		NA	RPO -- Recovery Point of Object	What is the required recovery Point of Object	General industry standards are acceptable.
28		NA	RTO -- Recovery Time of Object	What is the Recovery Time of Object	General industry standards are acceptable.
29		NA	Data Archival Policy	What is the Data Archival Policy	General industry standards are acceptable.
30		NA	What is Project Budget ?	What is the Project Budget ?	No specified budget.

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31	M/s. Suvarna Technosoft Pvt Ltd.	Page 4-Clause H-Point- V	As per Rule 170 of GFR 2017, exemption of EMD will be given subject to submission of undertaking by the firm seeking such exemption. Copies of relevant orders/ documents regarding such exemption should be submitted along with the tender document	MSME Registered Vendor Will Be Allowed for EMD Exemption?	On production of valid certificate for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Dept. of Micro, Small and Medium Enterprise (MSME).
32		Page 14-Clause - 2.01 Point- D	The SP shall install and configure the necessary database system. All other supporting systems (for OS and applications) shall be installed, configured and optimized. Necessary version of software packages shall be installed on the machine.	Supporting systems(OS & RDBMS licenses) will be purchased by institute or Vendor?	Vendor to provide a full financial estimate of the all the systems and sub systems that is needed for this option.
33		Page 14-Clause - 2.01 Point- G	The data of the existing Doctors, Visiting specialists, Institute and Hospital employees, Pharmacies and Labs shall be migrated to the newly installed system	Do vendor need to migrate Trasaction data as well as master data of pharmacy and LAB?	Not in the current version
34	M/s. NTT DATA			Total how many end users? How many doctors and nurses are going to use the HIS?	There are about 20,000 total users (total medical records). Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx 2 admissions per day.
35				Is there any IT team at the hospital? Will there be an HIS administrator from the Hospital's team?	There is an IT team to support installation and deployment. The actual support for the HMIS solution will be the responsibility of the vendor. The support may include bug fixing, training, new development and general support.
36				Types of Billing?	Vendor to propose.

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37				Are the lab machines required to be integrated with HIS? If yes, how many machines require uni-directional & bi-directional integration?	Not in the current version
38				Are there any other existing applications/tools which are interfaced and running?	Hospital has a fully functional laboratory. And a pharmacy that may need to be integrated. The institute ERP will be integrated to get the user data.
39				What is the Cloud requirement to be worked across for?	MEITY empanelled cloud.
40				What is the scope of Mobile App and who would be their users?	Appointment booking is a must in the mobile application.
41				Will the hardware infra for queue/token management system be arranged by customer?	Vendor to propose the requirements. The committee will evaluate.
42				Average no of daily admissions	Less than 10
43	M/s. NTT DATA			Average no of daily consultations (OPD + IPD)	Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx 2 admissions per day.
44				Total no of visiting doctors/consultants	Total about 20
45				Total strength of the hospital staff	10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff,
46				Please list the specialities, e.g. general medicine, gynaecology, ortho, cardio, etc.	All the specialities are represented.
47				Is Telemedicine model required?	Not in the current version. The vendor may propose (at an additional cost).
48				Which Healthcare standards should the HIS comply a minimum of?	Current ABDM guidelines.
49				Is multi-device accessibility required? E.g. Desktop, Laptop, Mobile, Tabs, etc.	YES.
50				Any 3rd party software integration required?	YES.

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51				How many PCs/Laptops are already there in place?	About 25.
52				What kind of Internet connection is in place already? What is the bandwidth?	NKN.
				Insurance Claims Management required?	Vendor may propose. Not in the current version.
54				Is there any recommendation from the customer for a specific cloud server? If yes, please name the provider.	MEITY empanelled cloud.
55	M/s. NTT DATA			Is RIS required?	Yes. Will be asked at a later stage.
56				Is Pharmacy Management required?	Vendor may propose.
57				Cloud Server: How many Public IP addresses will be required?	Only one should do.
58				Cloud Server: Any specific firewall/security requirement	General industry standards are acceptable.
59				Cloud Server: Is there any plan on external connectivity for P2P to Mpls?	Not required.
60				Cloud Server: Requirement of Antivirus?	YES.
61				Cloud Server: High Availability required?	YES.
62				Cloud Server: Is there a requirement to allow access of the HIS outside of the hospital's premises (remote access)?	YES.

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63	M/s. Netcon	Page No : 19, 1.0 PRE-QUALIFICATION CRITERIA Clause no: 3	The bidder shall have experience in designing, implementing, deploying, executing, and supporting HMIS projects Including application building & cloud services provided on MeitY (Ministry of Electronics and Information Technology) empaneled cloud and Information Technology Enabled Services/Information and Communication Technology projects for any Central/State Govt/PSU or Government Body/ Institution in India during last three financial years (2019-20, 2020-21, 2021-22 and till the date of bid submission). Experience with building, managing IT applications and services projects on cloud for a reputed private organization may also be considered.	We request to change this clause as below for fair and healthy competition, "The bidder shall have experience in designing, implementing, deploying, executing, and supporting HMIS projects Including application building & cloud services provided on MeitY (Ministry of Electronics and Information Technology) empaneled cloud and Information Technology Enabled Services/Information and Communication Technology projects for any Central/State Govt/PSU/ private or Enterprises or Government Body/ Institution in India during last five financial years (2017-18, 2018-19, 2019-20, 2020-21, 2021-22 and till the date of bid submission). Experience with building, managing IT applications and services projects on cloud for a reputed private organization may also be considered"	Vendor is asking for last five years instead of last three years.

Tender condition PREVAILS. |

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64	M/s. Netcon	Page No : 19, 1.0 PRE-QUALIFICATION CRITERIA Clause no: 4	The bidder should have experience on similar clients for tertiary health care system in the last 3 years handled a minimum of: One HMIS project of Rs.30 lakhs value including cloud based services. (OR) Two HMIS projects of Rs.22 lakhs each project value including cloud based services. (OR) Three HMIS projects of Rs.15 lakhs each project value including cloud based services.	We request to change this clause as below for fair and healthy competition; The bidder should have experience on similar clients for tertiary health care system in the last 5 years handled a minimum of: One HMIS project of Rs.30 lakhs value including cloud based services. (OR) Two HMIS projects of Rs.22 lakhs each project value including cloud based services. (OR) Three HMIS projects of Rs.15 lakhs each project value including cloud based services.	Vendor is asking for last five years instead of last three years. Tender condition PREVAILS.
65		Page No : 6, 6.Payment term	Payment: Payment terms shall be decided based on an agreement arrived at after discussion between the SP and the Institute. Detailed itemized report should be submitted along with invoice for payment. In case of the cloud hosting, the recommendation for the payment mechanism for the cloud services (either direct to the cloud vendor or through the bidder shall be mentioned).	We suggest considering payment term as below " 25% advance payment, remaining on successful completion "	Payment terms may be proposed by the vendor. The committee will evaluate accordingly.

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66			How Many End Users or Concurrent Users	Less Than 10 People	There are about 20,000 total users (total medical records). Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx 2 admissions per day
67	M/s. Aosta		No of Outpatient	300 Per Month	There are about 20,000 total users (total medical records). Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx 2 admissions per day.
68			No of Inpatient	30 Per Month	There are about 20,000 total users (total medical records). Hospital size about 20 beds, 10 full time medical officers, 20 part time consultants, 30 nursing, para-medical and office staff, 300 - 400 outpatients per day over 10 hours (2 shifts). In patients approx 2 admissions per day.
69			No of Beds in Hospital	20 Bedded	20 beds
70			Are we quote both Cloud and on Premises Model	Either one Cloud or on Premises	Vendor may choose to bid for one or more options.
71			Should we Provide VAPT or OWASP Certification	Please Provide HL7 or HIPAA Compilance document.	All relevant documents to be exchanged after the award of the bid.
72			What is Radio Information System?	Will Check with our team and Clarify	

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73			How do you setup the Hardware?	Quote the hardware cost along with on Premises Bid	YES. Quote the hardware cost in this option.
74			How Many Lab equipments is there in laboratories	2 Equipments	Shouldn't matter how many equipments are available.
75			Proforma for Financial Bid 36 Months Quantity?	It is 3 years contract validity, Based on feedback of end users will be decided whether go by same vendor or a different Vendor.	YES.
76			EMD Payment	If it is Small or Micro Company exception given for EMD Transfer	On production of valid certificate for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Dept. of Micro, Small and Medium Enterprise (MSME).
77	M/s. Aosta		Is MSME eligible for EMD Exception?	Need Clarifications	On production of valid certificate for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Dept. of Micro, Small and Medium Enterprise (MSME).
78			MeitY (Ministry of Electronics and Information Technology) empaneled cloud and Information Technology Enabled Services/Information and Communication Technology projects for any Central/State Govt./PSU or Government Body/ Institution in India during last three financial years (2019-20, 2020-21, 2021-22 and till the date of bid submission).	Need Clarifications	MEITY empanelled cloud.
79	M/s. Aosta		We Start Providing the Cloud Based Services to our clients in FY 22-23, Is still meet in your eligibility criteria?	Need Clarifications	Tender document specifies the conditions.

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80	M/s. Ohum Healthcare Solutions Pvt. Ltd	Page 8, point 21.Eligibility Criteria-II.3	The bidder shall have experience in designing, implementing, deploying, executing, and supporting HMIS projects Including application building & cloud services provided on MeitY (Ministry of Electronics and Information Technology) empaneled cloud and Information Technology Enabled Services/ Information and Communication Technology projects for any Central/State Govt./PSU or Government Body/ Institution in India during last three financial years (2019-20, 2020-21, 2021-22 and till the date of bid submission). Experience with building, managing IT applications and services projects on cloud for a reputed private Organization may also be considered.	We, Ohum Healthcare Solutions Pvt. Ltd, are working as HMIS Solution provider since 2009.We have successful track record of implementing HMIS solution for the government of Rajasthan, Till date we have on boarded 960 hospitals including District Hospitals, Maternal and Child Health Hospitals, CHC, PHC, and Urgent Care facilities. In last three years we have served many Public and Pvt. Clients with our solution and providing support to them till date. It is always customer's choice/decision where they want their solution be hosted. Our customer use own infrastructure for hosting. None of them use cloud based solution. IITM has also open all option to bidder so that best solution can be choose. We request you to make slight change in this condition so that we can be eligible for participation.	Tender condition PREVAILS.
81		Page 8, point 21.Eligibility Criteria-II.4	The bidder should have experience on similar clients for tertiary health care system in the last 3 years handled a minimum of: One HMIS project of Rs.30 lakhs value including cloud based services. (OR) Two HMIS projects of Rs.22 lakhs each project value including cloud based services. (OR) Three HMIS projects of Rs.15 lakhs each project value including cloud based services.		Tender condition PREVAILS.