



<b>Organisation Chain :</b>	National Health Authority
<b>Tender ID :</b>	2024_NHA_796520_1
<b>Tender Ref No :</b>	S-12019/141/2021-NHA-Part(4)
<b>Tender Title :</b>	RFE- Software Development and Maintenance Agencies -SDMAs
<b>Corrigendum Type :</b>	Date

**Corrigendum:1**

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**Critical Dates**

<b>Publish Date</b>	20-Feb-2024 05:00 PM	<b>Bid Opening Date</b>	02-Apr-2024 05:00 PM
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<b>Clarification Start Date</b>	20-Feb-2024 05:00 PM	<b>Clarification End Date</b>	29-Feb-2024 05:00 PM
<b>Bid Submission Start Date</b>	20-Feb-2024 05:00 PM	<b>Bid Submission End Date</b>	01-Apr-2024 05:00 PM
<b>Pre Bid Meeting Date</b>	27-Feb-2024 11:00 AM		

**Details Before Corrigendum**

**Critical Dates**

<b>Publish Date</b>	20-Feb-2024 05:00 PM	<b>Bid Opening Date</b>	21-Mar-2024 05:00 PM
<b>Document Download/Sale Start Date</b>	20-Feb-2024 05:00 PM	<b>Document Download/Sale End Date</b>	20-Mar-2024 05:00 PM
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**national  
health  
authority**

Ministry of Health  
and Family Welfare  
Government of India

## **Corrigendum no. 1**

# **Request for Empanelment (RFE) “RFE- Software Development and Maintenance Agencies -SDMAs”**

RFE Number: S-12019/141/2021-NHA-Part (4)

Tender ID: 2024\_NHA\_796520\_1

Date of Publishing RFE: 20.02.2024

Date of Publishing Corrigendum-1: 19.03.2024

The National Health Authority (NHA) has decided to make the following changes in the RFE as detailed below. All the other Terms and Conditions of the RFE shall remain unchanged.

RFE VOLUME I

#	Page No	Section No.	Section Name	Statement as per RFE document	Modification/Deletion
1	8	2	Factsheet, Sr. 10- Bid submission	The last date and time for submission of Proposal is on or before 1700 hrs, 20.03.2024 The bidder's proposal needs to be submitted online at <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> on or before the last date and time of submission.	The last date and time for submission of Proposal is on or before 1700 hrs, 01.04.2024 The bidder's proposal needs to be submitted online at <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> on or before the last date and time of submission.
2	9	2	Factsheet, Sr. 12 - Date, Time and venue for opening of bids of all bidders	<b>Date-</b> 1700 hrs, 21.03.2024 <b>Mode-</b> Electronically on CPPP only.	<b>Date-</b> 1700 hrs, 02.04.2024 <b>Mode-</b> Electronically on CPPP only.
3	19-20	12	Eligibility Criteria Part A	Full Stack Springboot Developer (7-10 Years and 5 - 7 Years) Full stack reactJs Developer (7-10 Years and 5 - 7 Years)	Full Stack Springboot Developer (5-10 Years) Full stack reactJs Developer (5-10 Years)

## Annexure-1

### Response to Pre-Bid Queries

#	Page No	Section No.	Section Name	Statement as per RFE document	Query by bidder	Response
1	13	4.1	Nature of Projects	It is envisaged that NHA shall assign the work to the selected Agency on end-to-end delivery model, who shall be working under the direct supervision and guidance of NHA officials.	By this statement, we assume that the responsibility of the delivery rests with the selected vendor, but NHA will hold regular status and standup meetings with the team but will not manage it like a typical T & M assignment. Please clarify.	As per RFE
2	15	4.2	Post Empanelment: Work Allocation	7. Completion of evaluation and identification of successful bidder	Will the selection be based on L1 or QCBS? Please clarify	It will be indicated in TOR, which will be shared to empanelled bidders
3	15	4.2	Post Empanelment: Work Allocation	8. Issue of Letter of Intent	The indicated process in this table does not have the step for approval of the financial proposal and does not mention about formal award of contract or Work Order. Please clarify process of issuing Work orders for selected SDMA	Work order will be issued, post receipt of acceptance of the Letter of Intent (Lol)
4	16	4.3	Post Empanelment: Execution	vii. Attendance will be recorded using NHA attendance system	If the assignment is delivery based and the work is done offsite, will this requirement still be relevant?	Attendance will be recorded in case of on-site deployment to manage the project timeline effectively to ensure that resources are available when needed.
5	17	4.4	Resource Requirements	11. The following service levels shall be applicable across all projects to be assigned by NHA to the selected SDAs-	The last column called "Applicable penalty" mentions a % of Man month. This does not align with the Delivery based model of this RFE. A clarification would be highly appreciated.	As per RFE.
6	43	8.5	Payment Terms	a. The payment shall be done (after deducting TDS) on a deliverable basis upon submission of the invoice by the SDMA to NHA	Please indicate the number of days before a Invoice will be paid up by NHA assuming all the conditions are met and there are no disputes.	It will be indicated in TOR, which will be shared to vendor post empanelment, as & when required

#	Page No	Section No.	Section Name	Statement as per RFE document	Query by bidder	Response
7	38	7. Evaluation Process and Criteria	Technical Criteria Part B	Interested Agency shall submit details of minimum 3 different projects in any of the last 3 financial years ending on bid submission date, which they have undertaken covering different citation as mentioned below: -	1) We assume this as "Interested Agency shall submit details of minimum of 3 different projects completed or ongoing in any of the last 3 financial years ending on bid submission date". Also, we assume project started in any year but completed in last 3 financial year. Kindly Clarify?	Bidders are required to submit details for projects that have either been completed or are ongoing within the last three financial years. This includes projects that started in any year but were completed or are still ongoing by the bid submission date. End user certificate will be required before finalization of the technical bid.
8	19-20	12	Eligibility Criteria Part A	Full Stack Springboot Developer (7-10 Years and 5 - 7 Years) Full stack reacts Developer (7-10 Years and 5 - 7 Years)	Could you clarify the preferred experience level for deployed resources: 7-10 years or 5-7 years? And number of resources needs to be deployed.	Refer Corrigendum 1
9	19-20	12	Resource Requirement	Empaneled agencies shall be asked by NHA to submit the resume of the proposed resources for the specific task. NHA may conduct an interview of any or all proposed resources of the finalized agency, before issue of final Purchase Order	We assume that Cvs of proposed resources not need to be attached in Technical bid, Department will ask from empanelled vendors at later stage. Please clarify	Yes

#	Page No	Section No.	Section Name	Statement as per RFE document	Query by bidder	Response
10	34-37	7.2.1.4	Eligibility Criteria Part A	<p>Experience in Software projects • The bidder to submit details of 1 projects with a min. contract value of INR 1 Cr each which they have undertaken. Scope of 3 citations covering any of the following-</p> <ul style="list-style-type: none"> <li>✓ User Interface - Must</li> <li>✓ Microservice based Application Development - Must</li> <li>✓ HL7 /FHIR - Desirable</li> <li>✓ API gateway - Must</li> <li>✓ Dev-Ops CI/CD - Must</li> <li>✓ Database - Must</li> <li>✓ Testing - Must</li> <li>✓ Cloud Solution expertise - any GCC - Must</li> <li>✓ Analytics solutions/Visualization - Desirable</li> <li>✓ Web and mobile application development - Desirable</li> </ul>	<p>Could you please clarify the requirement regarding the "Scope of 3 citations covering any of the following"? While the RFP states "must" or "desirable" against each scope, it seems contradictory. Could you specify whether all scopes must be covered or if some are optional?</p>	<p>a. At least One project of 1 Cr value. b. At least 3 projects need to be submitted. Each of them should be containing atleast one "MUST" criteria citation.</p>
11	15	4.2.2	Post Empanelment: Work Allocation	Activity wise Indicative Timeline	Request you to kindly Relax the mentioned timeline.	As per RFE
12	43	8.5	Payment Terms	Payment Terms	Request you kindly provide more Clarity on payment Terms. Either it is monthly, quarterly, half yearly or as per milestone basis.	It will be shared with TOR after empanelment
13	42	8	Award of Empanelment	Within 14 days of the letter of award from the NHA, the successful agencies shall furnish the Empanelment Security Deposit of Rs. 21 lakhs in form of irrevocable Bank Guarantee valid for Sixty days beyond the period of empanelment.	Is there any waiver in the Performance Bank Guarantee if the bidder is an MSME registered vendor.	Relaxation may be provided as per GFR provision & MSME act, if any

#	Page No	Section No.	Section Name	Statement as per RFE document	Query by bidder	Response
14	34	7.2.1.2	Part-A Criteria	Sr. No. 2 – The Bidder should have been in continuous operations delivering software services for a period of at least 3 years (i.e. for FY 2020- 21, 2021-22 and 2022-2023) in India prior to the date of submission of bid.	<p>The document proof for this criteria requires to submit copy of status certificates (Completed in the last two FY or in progress as on date of bid submission) from end customer to be submitted along with the copy of Work Order, clearly highlighting the award date and scope of work.</p> <p>a. Kindly clarify on the number of projects/citations required to be submitted under this clause.  b. Also, kindly clarify on the format for submission of Status Certificate.  c. Will completed projects in FY 2020-21 be valid for submission under this criteria?</p>	<p>a. No upper limit on number of projects. Minimum one project.  B. No specific format. Letter should be duly signed and stamped by respective client.  C. Yes</p>
15	34	7.2.1.4	Part-A Criteria	Sr. No. 4 – Experience in software projects	<p>The criteria in the RFE suggests to provide details of 1 project with a minimum contract value of INR 1 Cr each as per criteria. Whereas the criteria also requires to provide scope of 3 citations.</p> <p>Kindly clarify if details of 1 project or 3 projects to be provided in the proposal?</p>	<p>Atleaset one project should be of 1Cr.</p>
16	37	7.2.1.6	Part-A Criteria	Sr. No. 6 - The bidder should have at least 50 full time Software Developers/ Software Engineers/Test Engineers on its payroll as on date of publishing of RFE.	<p>The criteria requires EPFO registration and status of the resources. Kindly clarify what status is required for the resources? Also, clarify on the format for the status of these resources to be submitted.</p>	<p>As per RFE. Both the options are given in RFE. No specific format.</p>
17	39	7.2.1	Technical Criteria Part B	Sr. No. 1 - A technical presentation will be sought from the all bidders eligible in Part-A.	<p>a. Kindly clarify if the Technical Presentation sought under this criteria required to be submitted (Online/Offline) along with the Technical Bid submission?  b. We understand that a maximum of 25 mins per bidder will be provided for presentation. Hence, is there limitation of no. of slides in the presentation?</p>	<p>a. Technical presentation should be submitted alongwith the bid. However, the technical presentation will be in offline/online mode.  B. Limitation of Time, not slides.</p>

#	Page No	Section No.	Section Name	Statement as per RFE document	Query by bidder	Response
18	42	8.3	Performance Bank Guarantee	Performance Bank Guarantee	It is requested to kindly allow for waiver of Performance Bank Guarantee for firms/startups registered under MSE category for goods and service providers for services.	Relaxation may be provided as per GFR provision & MSME act, if any
19	35	7.2.1.4	Part-A Criteria - Eligibility Criteria Part A	HL7 /FHIR - Desirable Experience in implementing the HL7 FHIR (Fast Healthcare Interoperability Resources 1 ) standard defines how healthcare information can be exchanged between different computer systems regardless of how it is stored in those systems.	We have our PHR/ health locker which is under NHA functional testing. Please consider this as valid experience	End user certificate will be required before finalization of the technical bid.
20	34/35	7.2.1	Part-A Criteria - Eligibility Criteria Part A - point 2	The Bidder should have been in continuous operations delivering software services for a period of at least 3 years (i.e. for FY 2020-21, 2021-22 and 2022-2023) in India prior to the date of submission of bid. a. Copy of Status Certificates (Completed in the last two FY or in progress as on date of bid submission) from End Customer to be submitted along with the copy of Work Order, clearly highlighting the award date and scope of work.	We have ongoing projects with in PAN and NPS which are ongoing for last few years. So, please consider self-declaration by authorized signatory	End user certificate will be required before finalization of the technical bid.
21	34/35	7.2.1	Part-A Criteria - Eligibility Criteria Part A - point 4	a. Copy of Status Certificates (Completed in the last 3 years ending on the bid submission date or in progress as on date of bid submission) from End Customer to be submitted along with the copy of Work Order, clearly highlighting the award date and scope of work.	We have ongoing projects with in PAN and NPS which are ongoing for last few years. So, please consider self-declaration by authorized signatory	End user certificate will be required before finalization of the technical bid.

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