

#	Bidder_code	Page No.	Section No.	Section Name	Statement as per RFP Document	Query by Bidder	NHA_Response
1	B1	17	4.1.2	Target Group	Since the project shall cater to internal processes and procedures thus the intended users are all employees of National Health Authority (current employees plus any new joiners as a result of any structural changes). The solution should support at least 120 concurrent users however the volume may increase. The solution should be scalable enough to include any number of users in future including the users from NHA's eco-system partners. The agency shall be required to finalize a detailed list of all users with the NHA.	Capped at 120 now, but it says open for extended users - limit not specified. Do bidder have to quote price for additional users? If yes, for how many years should the prices be fixed	Maximum up to 150 users. Solution should be scalable enough to accommodate increase in total users for the entire project duration/turnkey. Also please refer to query # 31 and corrigendum no. 1.
2	B1	18	4.3	Timelines and Term of c	The decision of contract extension shall be solely at the option of NHA and will be binding upon the agency	Who will bear the commercial impact of additional extension	Please refer to corrigendum # 1.
3	B1	21	4.4.8	4.4.8	content contribution from the users with defined workflow	Please elaborate more on defined work flow	Bidders proposed solution should have capability to configure workflows (preferably without coding) in the system as per NHA requirement.
4	B1	22	4.4.8	4.4.8	Employee feedback/ grievances	Please specify whether a chatbot option is required.	Yes. Please refer to corrigendum #1.
5	B1	22	4.4.8	4.4.8	To enhance knowledge contribution and collaboration	Please clarify	As per RFP and corrigendum.
6	B1	33	4.7.2	Development and Enhanc	Addition of new functionalities/features/ modules envisaged by the NHA.	The cost of such additional developments not mentioned directly. Do bidder have to quote standard rate for any additional requirements identified as CR / Addon development	As per RFP and corrigendum.
7	B1	55	7.2.1	Point 2	The Bidder should have a positive minimum net worth during the last three financial years (2015-16, 2016-17, 2017-18). Documents Required: Audited financial statements (standalone only) for the last three financial years OR Statutory auditor certificate specifying the net worth for the specified years.	Request you to modify the same to: The Bidder should have a positive minimum net worth during the last three financial years (2016-17, 2017-18, 2018-19). Documents Required: Audited financial statements (standalone only) for the last three financial years OR Statutory auditor/CA certificate specifying the net worth for the specified years.	As per RFP and corrigendum.
8	B1	55	7.2.1	Point 3	The Bidder must have had an average annual turnover of at least ₹ 20 crores in the each of the last three financial years (2015-16, 2016-17, 2017-18) from IT services/Implementation excluding sales of system software or COTS/Hardware services for IT Infrastructure. Documents Required: Audited financial statements for the three financial years. OR Statutory auditor certificate specifying the turnover for the specified year.	Request you to modify the same to: The Bidder must have had an average annual turnover of at least ₹ 20 crores in the each of the last three financial years (2016-17, 2017-18, 2018-19) from IT services/Implementation excluding sales of system software or COTS/Hardware services for IT Infrastructure. Documents Required: Audited financial statements for the three financial years. OR Statutory auditor/CA certificate specifying the turnover for the specified year.	As per RFP and corrigendum.
9	B1	56	7.2.1	Point 4	The Bidder should be a profitable organization for the last 3 financial years (2015-16, 2016-17 and 2017-18).	Request you to modify the same to: The Bidder should be a profitable organization for the last 3 financial years (2016-17, 2017-18 and 2018-19).	As per RFP and corrigendum.
10	B1	General Queries				Please clarify no. of concurrent transaction	This is new development of NHA, bidder has to come up solution based on his experience
11	B1	General Queries				Please clarify Is there any scope of Data Migration. If Yes please specify volume of data and physical files	This is a new development and no data migration requirements are there. Selected agency need to automate all manual processes through the proposed solution.
12	B2	24	4.4.13.	Claims system	Children Education Allowance Approval Computer Advance Approval Computer Bill Submission Computer Advance Cancellation Contingent Advance Approval Contingent Adjustment GPF Advance/ Part Final Withdrawal Approval GPF Final withdrawal (Retirement) Approval GPF Final withdrawal (Retirement) Authority GPF Final withdrawal form C and DLI Approval GPF Final withdrawal form C and DLI Authority HBA Permission HBA Advance Hans Incentive Honorarium Bills Approval Station Leaving Permission Approval Leave Management LTC Intimation Approval LTC Advance and 10 Days Leave Encashment Approval LTC Adjustment Approval Medical Permission Approval Medical Advance Approval Medical Bill Adjustment Medical Advance Cancellation	Considering the services which are required as part of RFP our recommendation is that NHA should include that proposed solution cover both online and offline form capabilities for various services mentioned in the RFP. Since PDF is more widely accepted format as it supports different OS and Devices and PDF readers are free. Therefore, NHA application should allow the forms to be downloaded in pdf format so that users can fill it offline and save and submit in future. Additionally, PDF has been used in various transformational projects like Passport, MCA etc. for similar offline use case. Please confirm the requirement.	As per RFP and corrigendum.
13	B2	19	4.4.1	Workflow and Business Rule Engine	Workflow Management system will enable to define different workflows for different jobs or processes. At each stage of workflow, one specific user or group will be responsible for a specific task.	As a part of workflow requirement there will be various stages where users can upload the supporting documents and can digitally signing them as well, so our recommendation is that since PDF is more widely accepted format and digital signing of supporting documents using eSign or Digital Signatures can be easily done using PDF based forms, so NHA IT application should include support for PDF based forms. Moreover rather than user signing multiple documents in a single transaction the solution should provide the ability to merge/assemble all the application data and all the attachments to create single secured PDF which can be signed. Please confirm our understanding?	As per RFP and corrigendum.
14	B2	19	4.4.1	Workflow and Business Rule Engine	Workflow Management system will enable to define different workflows for different jobs or processes. At each stage of workflow, one specific user or group will be responsible for a specific task.	As in the approval of transaction in proposed NHA IT application is through workflow management system and multiple users will be involved, so our understanding is that multiple users can digitally sign the attached document in a single transaction. Please confirm our understanding?	Yes, understanding is correct.
15	B2	16	4	Scope of work	Key activities required	Since the proposed NHA application would generate various templated documents (correspondence/letter), so our recommendation is that proposed application should generate secured, tamperproof PDF based certificates which will have security features to prevent the edit, copy and should include watermarks. Please confirm ?	As per RFP and corrigendum.
16	B2	13	3.3	Role of Government of India/NHA	Awareness Generation: Enable beneficiaries (who are the primary audience of this Mission) to receive correct information about entitlements, scheme benefits, empanelment and other key details.	To create awareness about scheme benefits, entitlements etc., our recommendation is that NHA should implement a Campaign management solution for stakeholder outreach through multiple channels (website, Mobile App, email, SMS etc.) to build awareness about NHA & services benefits and usage. Below are some key capabilities of the system: -System should continuously measure the performance of the campaigns on key metrics and take appropriate measures to optimize campaign effectiveness. -Should support sending periodic communications to partners, stakeholders, buyers of the services, policy changes, procedural reforms, brand marketing, NLP portal marketing globally. -Anomaly detection using AI (artificial intelligence) to help detect unexpected spikes/drop in traffic due to new digital initiative or campaign suggestion based on AI for email subject to make campaign more effective	As per RFP and corrigendum.
17	B6	55	Point No.7.2.1 Item No.3	Pre-qualification criteria	The Bidder must have had an average annual turnover of at least ₹ 20 crores in the each of the last three financial years (2015-16, 2016-17, 2017-18) from IT services / Implementation excluding sales of system software or COTS / Hardware services for IT Infrastructure. • The turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.	We request you to amend it as:- The Bidder must have a cumulative turnover of at least ₹ 20 crores in the last three financial years (2015-16, 2016-17, 2017-18) from IT services / Implementation excluding sales of system software or COTS / Hardware services for IT Infrastructure. • The turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.	As per RFP and corrigendum.
18	B6	56	Point No.7.2.1 Item No.6	Pre-qualification criteria	The bidder should be CMMI level 3 or above certified.	The bidder should be ISO 27001 or above certified.	As per RFP and corrigendum.
19	B3	55	3	Eligibility Criteria	The Bidder must have had an average annual turnover of at least ₹ 20 crores in the each of the last three financial years (2015-16, 2016-17, 2017-18) from IT services/Implementation excluding sales of system software or COTS/Hardware services for IT Infrastructure. • The turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered.	Please add below point:- We request you to consider the CA certified provisional financial statement for the year of 2018-2019.	As per RFP and corrigendum.
20	B3	56	4	Eligibility Criteria	The Bidder should be a profitable organization for the last 3 financial years (2015-16, 2016-17 and 2017-18). The profitability of only the bidding entity will be considered. Profitability of any parent, subsidiary, associated or other related entity will not be considered.	Please add below point:- We request you to consider the CA certified provisional financial statement for the year of 2018-2019.	As per RFP and corrigendum.
21	B4	57	7.2.2.1.	Relevant experience	One project with work order value of at least ₹ 4 Crores – 20 marks	Kindly amend this clause to - One project with work order value of at least ₹ 2 Crores – 20 marks	As per RFP and corrigendum.

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22	B4	57	7.2.2.1.	Relevant experience	Two projects with work order value of at least ₹ 2 Crores each – 20 marks (divided in equal marks to each citation)	Kindly amend this clause to - Two projects with work order value of at least ₹ 75 lacs each – 20 marks (divided in equal marks to each citation)	As per RFP and corrigendum.
23	B4	54	7.2.1	Pre-Qualification Criteria	The Bidder must have strength of at least 100 IT Professionals in application development / system administration / database administration / IT Infrastructure experts in its payroll as on 31-Dec-2019. Documents Required- Certificate from HR head	Kindly confirm, if the strength of at least 100 IT Professionals in application development / system administration / database administration / IT Infrastructure experts in its payroll needs to be considered as on 31-Dec 2018	Please refer to corrigendum # 1.
24	B4	73	11 11.1 5	Annexure II: Pre-Qualification Proposal Format Response to pre-qualification criteria	The Bidder must have strength of at least 100 IT Professionals in application development / system administration / database administration / IT Infrastructure experts in its payroll as on 31-Dec-2019. Documents Required- Certificate from HR head	Kindly confirm, if the strength of at least 100 IT Professionals in application development / system administration / database administration / IT Infrastructure experts in its payroll needs to be considered as on 31-Dec 2018	Please refer to corrigendum # 1.
25	B4	20	4.4.3	User Access Management & Single Sign On	The bidder needs to integrate proposed solution with NHA's LDAP where centralized user management is maintained.	Will NHA's LDAP just authenticate user or it will manage the whole user and access management.	Both cases are possible. Bidder needs to propose its solution based on the requirements specified in the RFP and details will be shared with the successful agency.
26	B4	20	4.4.5	Scalability	The NHA IT system must be horizontally and vertically scalable to handle the large volumes of transactions and users as and when required it can extend to ecosystem partners.	How many concurrent users are expected online?	As per RFP and corrigendum.
27	B4	20	4.4.6	Integration with SMS gateway	The Service Provider will integrate with SMS solution suggested or provided by NHA.	Who will bear the cost for purchase of SMS?	NHA shall bear the cost of SMS solution. Agency shall integrate with the solution.
28	B4	57	7.2.2.1.	Relevant experience	One project with work order value of at least ₹ 4 Crores – 20 marks	Kindly amend this clause to - One project with work order value of at least ₹ 2 Crores – 20 marks	As per RFP and corrigendum.
29	B4	57	7.2.2.1.	Relevant experience	Two projects with work order value of at least ₹ 2 Crores each – 20 marks (divided in equal marks to each citation)	Kindly amend this clause to - Two projects with work order value of at least ₹ 75 lacs each – 20 marks (divided in equal marks to each citation)	As per RFP and corrigendum.
30	B5	9	2	Fact Sheet and RFP Schedule	The last date for submission of Proposal is on or before 2 nd July 2019 up to 04:00 PM.	It is requested to extend the bid submission date atleast upto 10th July 2019.	Please refer to corrigendum # 1.
31	B5	17	4.1.2	Target group	The solution should support at least 120 concurrent users however the volume may increase. The solution should be scalable enough to include any number of users in future including the users from NHA's eco-system partners.	What is the expected maximum number of users, Who all are the NHA eco system partners who are going to use the application	As per RFP and corrigendum.
32	B5	17	4.1.3.	Key activities required	*additional modules may also be included during the contract period as per the needs of NHA.	Change management is not mentioned as part of this. Cliently clarify how it is planned to include additional modification	Any additional development to be delivered on the proposed technology by the development and enhancement team at no extra cost where time will be mutually agreed and all Service levels/SLAs will be applicable as per RFP. Also, please refer to corrigendum # 1.
33	B5	33	4.7.2	Development and Enhancement	Addition of new functionalities/ features/ modules envisaged by the NHA. New modules shall mean new modules for managing internal processes and operations at NHA apart from the one's specified in section 4.4 of this RFP.	Addition of Functionalities/ Features in the existing module can be managed but development of new modules should be with additional charges as per the agreed Man month rates.	As per query no. 32
34	B5	33	4.7.2	Development and Enhancement	Content management (content collection, translation, conversion, upload)	We presume that content management shall be handled by NHA	As per RFP and corrigendum.
35	B5	33	4.7.2	Development and Enhancement	Implementation support/ assistant (as and when needed for deploy and configure the application at other locations).	We presume that only one instance of the application has to be deployed on the cloud and NHA users will access the same over internet from different location. Hence there will not be any requirement to install the application in any other location. Please confirm	Yes, the understanding is correct. Please refer to corrigendum # 1.
36	B5	32	4.6	Acceptance and Go-Live	Effective trainings/capacity building of end users so that once the system is go-live the end users are fully capable to use the system on their own. The agency shall provide a mandatory training of 24 hours/3 days to each end user and if 10% of users reports to NHA that the training provided to them was unsatisfactory or less than satisfactory, then the agency would re-conduct the same training at no extra cost and go-live will be delayed accordingly	Please confirm the training requirements	As per RFP and corrigendum.
37	B5	34	4.7.4	Capacity Building	The agency shall ensure a proper hands-on training/capacity building to end-users (approx. 120 users) designated by NHA so as to make them well conversant with all the functionalities, features and processes built in the enterprise IT system. It is mandatory for the agency to provide a minimum of 40 hours of training to each of the end user i.e. NHA officials during a calendar year.	In page 32 under section 4.6 point no 2 b it is mentioned that the agency shall provide a mandatory training of 24 hours/3 days to each end user Please confirm the training requirements	It is clarified that capacity building requirements in section 4.6 refer to Go-live conditions and section 4.7.4 refers to capacity building requirements during operations and maintenance phase i.e. post go-live.
38	B5	39	4.11.1.	Phase 1: Development and testing phase	Penetration testing Penetration testing-Yearly basis	Hope NHA will bear the cost for the same, Please confirm	Selected agency to bear the cost.
39	B5	37	4.9	Deployment of Manpower	Operations and Maintenance	Total 10 manpower is requested and out of which 3 persons has to be deployed onsite. We presume that the other 7 resources like application architect, Business analyst, Security specialist and four application developers can be deployed offsite. Please confirm the same. Also confirm whether they need to be dedicated resources for NHA or can be shared resources	1. Yes, the understanding is correct. However, resources deployed offsite shall come onsite if required by NHA for project discussion or requirement gathering. 2. Resources shall be dedicated to the project with attendance requirements.
40	B5	42	5.6.	Consortium/Sub-Contracting	Bidding as a consortium under this RFP is not allowed for implementation of any component under the scope of this project. The agency shall not be permitted to sub-contract any part of its obligations, duties, or responsibilities under this contract without the prior written approval of the NHA.	It is requested that consortium may be allowed	As per RFP and corrigendum.
41	B7	14	3.4	3.4. Role of State Government/SHA	State Government shall set-up State Health Agency (SHA) as a dedicated entity, under the administrative control of State Department of Health and Family Welfare for implementation of AB PMJAY.	Does this mean that SHA will not directly report to NHA and State will be the decision maker for implementation & customisation	As per RFP and corrigendum.
42	B7	14	3.4	3.4. Role of State Government/SHA	Decision on IT platform: State/SHA need to decide on the IT platform to be used for implementation of AB PMJAY, Central IT platform or their own IT platform (following data sharing guidelines). If using Central IT platform, decide on central hosting or State level hosting (in case additional features or functionalities are required).	Will there not be a single system across the country on common platform. (If one state wants distributed model and other wants centralised model then)	As per RFP and corrigendum.
43	B7	20	4.4.3	4.4.3. User Access Management & Single Sign On	The bidder needs to integrate proposed solution with NHA's LDAP where centralized user management is maintained. The proposed solution with all modules shall be able to access without entering the user-id / password again after once entered.	Request to provide more details on the LDAP being used by NHA	NHA has implemented open LDAP.
44	B7	20	4.4.6 & 7	4.4.6 & 7	4.4.6. Integration with SMS gateway 4.4.7. Integration with Email gateway	The service provider for SMS & email gateway shall be provided by NHA	As per RFP and corrigendum.
45	B7	28	4.5.1. (2)	4.5.1. IT Infrastructure Assessment	It is also clarified that all proprietary software licenses cost shall be borne by the agency and NHA shall provide only cloud based infrastructure	We recommend that all the software licensing should be done by NHA.	NHA will provide Infrastructure on CSP with OS and open source middleware (app, db only). If bidder is proposing any other technology stack, has to include into in cost.
46	B7	31	4.5.9	4.5.9. Ownership and Licenses	4.5.9. Ownership and Licenses 1. The ownership of all software developed/ customized/ configured/ procured for this project would lie with the NHA. 2. Since this is a turnkey project the agency shall provision for license till perpetuity 3. The ownership of any hardware and any other equipment purchased for the purpose of the project would lie with the NHA. 4. All licenses related to these would be in the name of NHA.	We request that the ownership of all pre-existing work should remain with the bidder and need not be transferred to NHA. We can provide ownership of development done specific to the requirements of NHA should be made available to NHA.	Yes, the understanding is correct.
47	B7	32	4.6	4.6. Acceptance and Go-Live	1. Go-Live shall mean full commissioning of all the modules (under conditions specified in next clause) for the enterprise IT system for NHA. It is clarified that go-live shall be an event when all the modules, as envisaged under this RFP, are made go-live i.e. when the last module is go-live	As per the industry standards GO Live is considered from the day (date) system is operational with respect to any module / application being used by the customer. Thus we recommend to please consider this point.	As per RFP and corrigendum.

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48	B7	32	4.6 2(b)	4.6. Acceptance and Go-Live 2 (b)	b) Effective trainings/capacity building of end users so that once the system is go-live the end users are fully capable to use the system on their own. The agency shall provide a mandatory training of 24 hours/3 days to each end user and if 10% of users reports to NHA that the training provided to them was unsatisfactory or less than satisfactory, then the agency would re-conduct the same training at no extra cost and go-live will be delayed accordingly.	Time line needs to be defined for us as well as NHA users as if in any case there is delay from the user hand in getting the training / providing the acceptance. This will delay the timely Go Live of overall project	Timelines to be mutually agreed. However, the agency shall be expected to deliver all the go-live requirements as per timelines specified in the RFP.
49	B7	32	4.6 2(c)	4.6. Acceptance and Go-Live 2 (c)	The solution should be certified by STQC or CERT-IN empaneled agency (cost shall be borne by the agency); AND GIGSW compliance for the project	Please provide more clarity on the standards	As per RFP and corrigendum.
50	B7	33	4.7.1	4.7.1. Manpower support	The agency shall maintain an attendance register for the resources deployed or shall comply with the bio metric attendance at NHA (if desired by NHA).	We assume that the shift for support manpower shall be regular office hours	As per RFP and corrigendum.
51	B7	67	9.2	9.2. Service levels and penalties	Number of hours the NHA Internal IT system (Web Application or Web Portal) is non-functional/ non-accessible/ non-available/ (4-8 hours and further down) (25 % of the applicable quarterly payment)	We suggest that penalty should be at the max 10% for any quarterly payment being done	Please refer to corrigendum no. 1.
52	B7	19	4.4	Solution Requirements	Integrated Financial and Budgeting system (It must include budgeting, accounting and statutory compliances)	Please Clarify: Whether Statutory Compliance refers to compliances of Taxes or It refers to certain accounting / Reporting standards. If so which .	It refers to the one decided by law.
53	B7	24	4.4.12.	Budgeting system		Please Clarify: 1. The accounting methodology to be followed in new system would be "Cash" Based or "Accrual" Based? 2. Whether the Chart of accounts used in legacy application is same across all the locations.	Details to be shared with the successful agency.
54	B7	24	4.4.12.	Budgeting system	Banking transactions	Please Clarify: Please clarify the different modes of payments like Cash, Cheque, Online(EFT, NEFT, RTGS) or PFMS to be considered. Whether the new solution needs to deal with a single bank or multiple banks. What are the modes of file transfer between the proposed solution and agency banks.	Details to be shared with the successful agency.
55	B7	24	4.4.12.	Budgeting system	Revenue	Please Elaborate: What are the various sources of revenue. Whether revenue data is to be imported from other System	Details to be shared with the successful agency.
56	B7	24	4.4.12.	Budgeting system	Loans	Please Elaborate: Whether the functionality is required to maintain the details of Loans taken by NHA or Loans provided by NHA or both	Details to be shared with the successful agency.
57	B7	24	4.4.12.	Budgeting system	Investment of surplus	Please Elaborate: What are the various modes/ instruments where investment of surplus is done by NHA? Is it limited to investment in bank FDs or NHA also issues Bonds etc.	Details to be shared with the successful agency.
58	B7	24	4.4.12.	Budgeting system	Financial statements : output	Please revert with the approximate count of various financial statements desired.	Details to be shared with the successful agency.
59	B7	NA	NA	NA	NA	Please Clarify: What is the Architecture of legacy application used for Budgeting (If any) Whether it is decentralized or centralized? Whether the version of application is same across all the locations? What would be approximate quantum of data to be migrated?	No existing IT application in place.
60	B7	NA	NA	NA	NA	Please Clarify: What would be approximate average count of transactions of Payments/Receipts daily, weekly, monthly. What would be the peak transaction period and the count of transactions (Payment/Receipts) during the peak period.	Details to be shared with the successful agency.
61	B7	NA	NA	NA	NA	Please Clarify: What are the agencies with which External Integration is to be carried out?	Integrations with internal systems within NHA. Ex- Bio Metric system.
62	B7	23	4.4.11	Inventory management system	If item is not available in inventory then it goes for indent followed by proposal, tender and bid processes.	We understand Auctioning and Reverse Auctioning is not in scope of implementation of bidder. Please confirm	Yes. Out of scope.
63	B7	26	4.4.14.	Contract/Project Management system	NHA has engaged several vendors/agencies for execution of works/goods/services under different contracts and envisages to have an in-house contract/project management system	Please confirm if mobile applications for work contractors needs to be considered in the scope of implementation of bidder.	No.
64	B7	NA	NA	NA	Data Migration	Please confirm if data migration is in scope of implementation of bidder. If so, please let us know the following: a. Current database size b. Expected Data Growth c. Data retention policy d. Expected frequency for data archival	No data migration required.
65	B7	NA	NA	NA	Expected User Base	Please confirm on the expected user base of the proposed solution	Please refer section 4.1.2 of the RFP.
66	B7	NA	NA	NA	Digitization	We understand digitization of existing documents like Project measurement books etc are not in scope of implementation of bidder. Please confirm	Yes. Out of scope.
67	B7	NA	NA	NA	Aadhar integration	We understand any transactional cost with respect to Aadhar integration would be borne by department. Please confirm	Yes, understanding is correct.
68	B7	89	15. Annexure VI	Security Requirements	Agency shall ensure that the Application have capability to ensure compliance against NHA IS Policy such as encryption (Data at rest, Data at transit & Data at use), anonymization, DLP (data leak prevention) etc.	Please confirm if you expect every field in the database to be stored in the encrypted format or only specific data fields.	Details to be shared with the successful agency.
69	B7	NA	NA	NA	Integration	Please let us know if the proposed solution is expected to integrate with any external business system (other than Aadhar system, email and SMS gateway). If so, please provide some information in this regards.	As per RFP. Details will be shared with the successful agency.
70	B7	16	4	Scope of Work	scope of work is not exhaustive but indicative in nature and not limited to the scope provided here	Scope of work should be defined as much as possible	As per RFP and corrigendum.
71	B7	17	4.1.2	Target group	The solution should be scalable enough to include any number of users in future including the users from NHA's eco-system partners	There should be an upper limit of users	1. Please refer section 4.1.2 of the RFP. 2. Please refer to query # 31 and # 1.
72	B7	18	4.1.3	Key activities required	List of activities is not exhaustive	It should not be open ended	As per RFP and corrigendum.
73	B7	18	4.1.3	Number of modules	*additional modules may also be included during the contract period as per the needs of NHA	Any additional module should be handled through CR.	Please refer to query # 32.
74	B7	16	4	Scope of Work	the scope of work is not exhaustive but indicative in nature and not limited to the scope provided here and the agency shall undertake such other tasks, within the scope of the RFP, as may be necessary to implement the scope and the project efficiently and effectively in order to achieve the desired objectives.	Scope of work has to be exhaustive, pre-defined and signed in the contract.	As per RFP and corrigendum.
75	B7	17	4.1.3.	Key activities required	*additional modules may also be included during the contract period as per the needs of NHA.	Scope of work has to be exhaustive, pre-defined and signed in the contract.	As per RFP and corrigendum.
76	B7	18	4.3	Timelines and Term of contract	The project will be for a duration of 3 (three) years, from the date of go-live, extendable to a further period of one year at one time at the discretion of NHA. The decision of contract extension shall be solely at the option and discretion of NHA and will be binding upon the agency.	Any extension over and above the agreed timelines needs to be mutually agreed. Also Prices needs to be redetermined and mutually agreed.	Please refer to corrigendum # 1.
77	B7	32	4.6.	Acceptance and Go-Live	(2c) The solution should be certified by STQC or CERT-IN empaneled agency (cost shall be borne by the agency); AND (2d) GIGSW compliance for the project.		No query asked.
78	B7	33	4.7.2	Development and Enhancement	The agency shall be responsible for doing any kind of new development.		No query asked.
79	B7	46	5.19	Right to Terminate the Process	NHA may terminate the RFP process at any time and without assigning any reason. NHA makes no commitments, express or implied, that this process will result in a business transaction with anyone.	There is no termination clause, in RFP.	Please refer to corrigendum # 1.
80	B7	64	9	Payment Terms	Phase 1: Development and Testing phase	It is recommended to change the payment terms as below: - 100% payment for Hardware (if any) and Software on delivery. - 100% payment for Implementation Services till Go-live - Payment for Services O&M as equated monthly installment in Arrears. - For development and enhancement team- how is this addressed? There are 4 resources earmarked as Development and Enhancement team and payment for their services shall only be made in case of developments / enhancement in phase 2. So, are these resources required to be deployed from day 1 or are they required to be provided on need basis? How will their cost be covered in the PnL and what will be their payment terms?	Please refer to corrigendum # 1.
81	B7	64	9	Payment Terms	As part of tax payments only applicable GST shall be paid by NHA.	What about changes in the applicable tax structure during the duration of the contract?	Applicable GST shall be paid by NHA.
82	B7	**	NA	NA	NA	NA	No query asked.
83	B7	65	9.1.	Penalties for delay in Go-Live	One week after completion of 6 months from on-boarding - 1% (of component A of the commercial bid) for each week of delay - maximum up to 10% value of component A of the commercial bid.		No query asked.
84	B7	67	9.1	SLA Penalty	Service level parameters	SLA penalties should be revised.	As per RFP and corrigendum.

#	Bidder_code	Page No.	Section No.	Section Name	Statement as per RFP Document	Query by Bidder	NHA_Response
85	B7	77	11.4	Format - Self Declaration for non-black listing	Signature of Company Secretary is required	Can we get this signed by the Authorised signatory instead of the Company Secretary	As per RFP and corrigendum.
86	B8				It is clarified that the scope of work is not exhaustive but indicative in nature and not limited to the scope provided here and the agency shall undertake such other tasks, within the scope of the RFP, as may be necessary to implement the scope and the project efficiently and effectively in order to achieve the desired objectives.	Assuming, the extra work would be completed by the team (O&M phase) formed for new enhancements and changes. Agency would not provide additional resources for the enhancements after the go live. Please clarify.	The agency to provide manpower as specified in section 4.9 of the RFP.
87	B8	16	4	Scope of Work		Timeline for implementation of pilot phase is T+2 months. Our request is to increase up to T+3 months for smooth delivery.	As per RFP and corrigendum.
88	B8	18	4.3	Timeliness and Term of contract	Phase 1: Development and Testing phase (pre go-live)		As per RFP and corrigendum.
89	B8	32	4.6	Acceptance and Go-Live	Effective trainings/capacity building of end users so that once the system is go-live the end users are fully capable to use the system on their own	Please clarify, training will be provided in several batches or entire employees will come in one batch for 3 days? Also it is conflicting with the statement mentioned in section '4.7.4 Capacity Building' : a minimum of 40 hours of training to each of the end user i.e. NHA officials during a calendar year	Additional resources, beyond mentioned in the RFP, shall be considered on change request basis.
90	B8	33	4.7.1	Manpower support	It shall be the responsibility of the agency to scale up the Operations & Maintenance (O&M) team as and when required to confirm smooth project execution throughout the duration (at no extra cost to NHA).	O&M Resources would be provided as per the demand in the RFP. Additional resources would be provisioned at extra cost. Please clarify.	As per RFP. Bidder may provision to meet the desired scope of work and SLAs. Mentioned resource requirements are minimum and indicative, however bidder may include additional skill requirement like admin, UI / UX as per business need during implementation and operation phase.
91	B8	37	4.9	Deployment of Manpower	During phase 2 the agency shall provision for two different teams i.e. 1. Operations and maintenance team (for operations and maintenance services) and second is the Development and enhancement team (for new enhancements and new developments)	It is not mentioned anywhere in the RFP that to provide system administrator to monitor servers are up and running. Please suggest.	Bank details for EMD not required.
92	B8	75	11.2	Format for Bank Guarantee Earnest Money Deposit	Application Demo to NHA to check the readiness and usability	Please provide NHA Bank Details for Bank Guarantee. What would be the duration and when demo would be presented to NHA?	The schedule for technical presentation will be shared by NHA.
93	B8	-	-	Generic	Employee Type (NHA, Contractual)	Please clarify, how many type of employees will be covered in the targetted solution?	As per RFP and corrigendum.
94	B8	-	-	Generic	Data Migration	Is there any legacy data available for migration? If yes, please specify the size and number of database tables.	No IT application in place. Please refer to query # 64.
95	B7	42			5.7. Debarment from Bidding 1. A bidder shall be debarred if he has been convicted of an offence – under the Prevention of Corruption Act, 1988; or the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. 2. A bidder debarred under Section 5.7 (1) (a) above or any successor of the bidder shall not be eligible to participate in this bidding process for a period not exceeding three years commencing from the date of debarment.	To be deleted	As per RFP and corrigendum.
96	B7	45			2. Without prejudice to the rights of NHA under clause above and the rights and remedies which the NHA may have under the Agreement, if a Bidder is found by NHA to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the selection process, or after the issue of the Letter of Award (LOA) or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by NHA during a period of 3 years from the date such Bidder is found by NHA to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.	To be deleted	As per RFP and corrigendum.
97	B7	63			2. Within 7 days of the notification of award, the successful bidder shall execute the Services Agreement/contract and the Non-disclosure agreement. 3. If the successful bidder fails to execute the agreement or furnish the PBG within the stipulated time period (or such other extended timelines as agreed by the NHA in its sole discretion), the NHA shall have the right to forfeit the EMD of successful bidder and award the work to the next successful bidder.	2. Within 7 days of the notification of award, the successful bidder shall execute the mutually agreed Services Agreement/contract and the Non-disclosure agreement. 3. If the successful bidder fails to execute the mutually agreed agreement or furnish the PBG within the stipulated time period (or such other extended timelines as agreed by the NHA in its sole discretion), the NHA shall have the right to forfeit the EMD of successful bidder and award the work to the next successful bidder.	As per RFP and corrigendum.
98	B7	63			8.5. Failure to Agree with the Terms and Conditions of the RFP Failure of the successful bidder to agree with the Proposed Contract terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NHA may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the NHA shall invoke the PBG of the most responsive bidder.	8.5. Failure to Agree with the Terms and Conditions of the RFP Failure of the successful bidder to agree with the Proposed Contract terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event NHA may award the contract to the next best value bidder or call for new proposals from the interested bidders.	As per RFP and corrigendum.
99	B7	64			3. Payments shall only be made if all deliverables and scope is met for a particular milestone (refer section 4 of the RFP). 4. As part of tax payments only applicable GST shall be paid by NHA. 5. Payments as stipulated above shall be subject to meeting the service levels by the agency as defined in section 9.2 of this RFP and appropriations to the amount being paid shall be done (if applicable). Any penalties/ liquidated damages, as applicable, for delay and non-performance, as per the criterion mentioned in this bidding document, will be deducted from the payments for the respective milestones. 6. Advance payments will not be made. 7. In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.	3. Payments shall only be made if all deliverables and scope is met for a particular milestone (refer section 4 of the RFP). 4. As part of tax payments only applicable GST shall be paid by NHA. 5. Payments as stipulated above shall be subject to meeting the service levels by the agency as defined in section 9.2 of this RFP and appropriations to the amount being paid shall be done (if applicable). Any penalties/ liquidated damages, as applicable, for delay and non-performance, as per the criterion mentioned in this bidding document, will be deducted from the payments for the respective milestones. 6. Advance payments will not be made. 7. In case of disputed items, the disputed amount shall be withheld and will be paid only after settlement of the dispute.	As per RFP and corrigendum.
100	B7	65			9.2. Service levels and penalties	9.2. Service levels and penalties Notwithstanding anything contained in this Agreement the maximum aggregate penalty shall not exceed 5% of the delayed service or products.	As per RFP and corrigendum.
101	B7	77			11.4. Format – self declaration for non-black listing The certificate below is to be provided by the bidder. <To be printed on Company letterhead> We confirm that our company _____ as on date of submission of the proposal is not blacklisted by any Central/State Government/PSU entity in India for corrupt, fraudulent or any other unethical business practices	11.4. Format – self declaration for non-black listing The certificate below is to be provided by the bidder. <To be printed on Company letterhead> We confirm that to the best of our knowledge our company _____ as on date of submission of the proposal is not blacklisted by any Central/State Government/PSU entity in India for corrupt, fraudulent or any other unethical business practices	As per RFP and corrigendum.
102	B7	81			12.5. No Deviation certificate A certificate in the below format to be provided by the bidder- <To be printed on Company letterhead> This is to certify that our offer is exactly in consonance with your RFP no. _____ dated _____ issued by National Health Authority and subsequent amendments/corrigendum's etc. This is to expressly certify that our offer contains no deviation on the solution requirements and scope of work. Legal or Commercial aspects as specified in the RFP in either direct or indirect form.		No query asked.

#	Bidder_code	Page No.	Section No.	Section Name	Statement as per RFP Document	Query by Bidder	NHA_Response
103	B7				<p>Commercial letter format</p> <p>13.1. Proposal Cover Letter (To be submitted on the Letter head of the Bidder) (Location, Date)</p> <p>To, General Manager (Administration) National Health Authority 9th Floor, Tower-I Jeevan Bharti Building Connaught Place New Delhi – 110001</p> <p>Ref: Submission of Commercial proposal for Request for Proposal (RFP) Notification No. _____ dated _____</p> <p>Dear Sir,</p> <p>1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide No. _____ dated _____ for NHA, in full conformity with the said RFP document.</p> <p>2. We, the undersigned, offer to provide services to NHA in accordance with your RFP.</p> <p>3. We have read the provisions of the RFP document, confirm our acceptance for the same and we are hereby submitting our commercial Bid.</p> <p>4. We agree to abide by this RFP, consisting of this letter, commercial bid and all requisite supporting documents, for a period of 3 years from the closing date fixed for submission of bid as stipulated in the RFP document.</p> <p>5. We would like to declare that we are not under a declaration of ineligibility for corrupt or fraudulent practices anywhere in India.</p> <p>6. We hereby declare that we have not been charged with any fraudulent activities by any Central/State/UT Government, PSU or autonomous body under Government of India or any State Government.</p> <p>7. We have not been blacklisted or debarred by any Central/State/UT Government, PSU or autonomous body under</p>	<p>13: ANNEXURE IV: Commercial Proposal Format</p> <p>13.1. Proposal Cover Letter (To be submitted on the Letter head of the Bidder) (Location, Date)</p> <p>To, General Manager (Administration) National Health Authority 9th Floor, Tower-I Jeevan Bharti Building Connaught Place New Delhi – 110001</p> <p>Ref: Submission of Commercial proposal for Request for Proposal (RFP) Notification No. _____ dated _____</p> <p>Dear Sir,</p> <p>1. Having examined the RFP document, we, the undersigned, herewith submit our response to your RFP Notified vide No. _____ dated _____ for NHA, in full conformity with the said RFP document subject to deviations.</p> <p>2. We, the undersigned, offer to provide services to NHA in accordance with your RFP.</p> <p>3. We have read the provisions of the RFP document and subject to deviations confirm our acceptance for the same and we are hereby submitting our commercial Bid.</p> <p>4. We agree to abide by this RFP, consisting of this letter, commercial bid and all requisite supporting documents, for a period of 3 years from the closing date fixed for submission of bid as stipulated in the RFP document.</p> <p>5. We would like to declare that we are not under a declaration of ineligibility for corrupt or fraudulent practices anywhere in India.</p> <p>6. We hereby declare that we have not been charged with any fraudulent activities by any Central/State/UT Government, PSU or autonomous body under Government of India or any State Government.</p> <p>7. To the best of our knowledge we have not been blacklisted or debarred by any Central/State/UT Government, PSU or autonomous body under Government of India or any State Government for failure to execute services as agreed upon/contracted for.</p> <p>8. We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.</p> <p>9. We undertake that, in competing for (and, if the award is made to us, in executing) the above</p>	As per RFP and corrigendum.
104	B7	86			<p>14. Annexure V: Format for Performance Bank Guarantee</p>	<p>14. Annexure V: Format for Performance Bank Guarantee</p> <p>This Bank Guarantee issued by _____ Bank, on behalf of the Bidder in favor of NHM is in respect of the Contract/agreement dated _____.</p> <p>As communicated by Bidder on the date of execution of this Bank Guarantee an amount of Rupees _____ (Rupees _____ only) is outstanding and payable to Bidder by NHM, in respect of previous contracts between Bidder and NHM.</p> <p>As communicated by Bidder on the date of execution of this Bank Guarantee, there are no outstanding disputes related to any previous contracts between Bidder and NHM.</p> <p>Notwithstanding anything contained hereinabove:</p> <p>a) Our liability under this Bank Guarantee shall not exceed and is restricted to Rs. _____ (Rupees _____ only)</p> <p>b) This Guarantee shall remain in force up to and including _____ (including claim period of three months)</p> <p>c) Unless the demand/claim under this guarantee is served upon us in writing before _____ all the rights of NHM under this guarantee shall stand automatically forfeited and we shall be relieved and discharged from all liabilities mentioned hereinabove.</p>	As per RFP and corrigendum.
105	B7	95		Integrity pact	<p>2. If the Principal has terminated the contract according to Section3, or if the Principal is entitled to terminate the contract according to Section3, The Principal shall be entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.</p>	<p>2. If the Principal has terminated the contract according to Section3, or if the Principal is entitled to terminate the contract according to Section3, The Principal shall be entitled to demand and recover from the Contractor liquidated damages of the 10% of the Contract value or the amount equivalent to Performance Bank Guarantee.</p>	As per RFP and corrigendum.
106	B7			Integrity pact	<p>Section 9: Pact Duration This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidder 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.</p>	<p>Section 9: Pact Duration This pact begins when both parties have legally signed it. It expires for the Contractor one month after the last payment under the contract, and for all other Bidder one month after the contract has been awarded. Any violation of the same would entail disqualification of the bidders.</p>	As per RFP and corrigendum.