

## Pre-Bid Proceedings

RFP for selection of System Integrator for e-Health



**Surat Smart City Development Limited**  
**Pre-Bid Proceedings**  
**RFP No.: SSCDL-eHealth-RFP 02-2022**

**RFP for Selection of System Integrator for Development of Integrated IT Infrastructure (HMIS, PACS, QMS, Network Infrastructure) for Hospitals & Health Centres under Surat Municipal Corporation (SMC)**

The queries raised and given by bidders, but the clarifications are not made in this online pre-bid proceedings shall be considered to remain unchanged as per the terms and conditions mentioned in the original RFP documents or Addenda & Corrigenda.

#	RFP Document Reference (Section No.,Page No.)	Content of the RFP requiring clarification	Clarification Sought	Clarification
1	Section 7.12 page no. 133	<p>1. The bidder should pay non-refundable Bid Fee of Rs.21,240 [Rs. 18,000 + 18% GST] by Demand Draft or Banker's Cheque in favor of Surat Smart City Development Limited, from Nationalized or Scheduled Banks except Co-operative Banks, payable at Surat. The Bid fees shall be in the form of a Demand Draft / Banker's Cheque.</p> <p>3.The bidder should also pay EMD of Rs. 25,00,000 (Rupees Twenty-Five Lakhs Only) in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited".</p>	We are an MSME bidder, kindly confirm if we are exempted from the payment of the same.	RFP Terms Prevails

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2	ADDITIONAL SPECIFIC TERMS AND CONDITION FOR EMS, Section - 4.18, Page 82	There shall be scope for customisation of the Software as per institute requirement.	Kindly clarify the customization that will be required as the proposed software is COTS software and any customisation will require understanding of use cases development time and efforts ( compliance & cost ).	Please refer to the RFP document for broad requirements. The successful bidder will be required to carry out necessary customizations as per requirement of SMC/SMIMER.
3	Completeness of the system, Section 4.19, Page 83	In addition to the above, any other functionality to be added & customized as per the requirements of the client. Integration with the other system like Library Management System and HMIS etc. shall be done as per the requirement of the Client.	Pls share details of the expected Library management system & HMIS for better understanding on the A8customization / integration methodology and protocols ( SNMP/ ICMP / Netstream / Rest API, etc , etc )	Please refer to the RFP document for broad requirements. The successful bidder will be required to carry out necessary customizations as per requirement of SMC/SMIMER.
4	Systems Administration Services, Section - 3.6.2 , Page 94	10. Configuring and monitoring of regular backups of relevant database and application so as to ensure minimum loss and ensure prompt restoration of the same as and when required.	Pls suggest the size of the data to be backed up & methodology - Tape, Disc, etc	RFP term prevails. Selected bidder is required to configure backup as per RFP requirement utilising the NLSAS storage on the HCI solution under this RFP.
5	e-Health Application Software Administration, Management & enhancement , Section - 3.6.5 , Page 101	Application support includes, but not limited to, production monitoring, troubleshooting and addressing the functionality, availability and performance issues, implementing the system change requests etc. The SI shall keep the application software in good working order; perform changes and upgrades to applications as requested by the SSCDL/SMC team.	Pls suggest if the proposed application is developed by SSCDL/SMC team or any 3rd party vendor. Is Application performance testing ( UFT / ALM and load testing ) part of this RFP scope.	RFP term prevails. Please refer RFP document carefully, the said activity is required to be done by selected bidder for implemented solution.

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6	4.1.3 QMS OEM Section 3	The proposed QMS solution must have been implemented for at least one healthcare facility with minimum OPD load of 800 patient registrations per day.	We have installed it many hospitals which has 800 + walkins per day. No hospital is ready to provide us the same in documented proof. We are eligible and comply with all remaining points	RFP Terms Prevails. Any client document that clearly specifies OPD load including the information available in public domain on client's official website should be provided.
7	4.1.1 HMIS OEM, Point 2,3 & 4, Page No. 106 & 107	In case of an ongoing project, the complete project must have achieved UAT	Please provide clarity on the term "the complete project must have achieved UAT" as the word complete project and UAT are contradicting. Normally, UAT is done for phase wise in large project and not for complete project. Hence, we suggest it should be UAT is completed	RFP Terms Prevails
8	4.1.1 HMIS OEM, Point 7, Page No. 107	Proposed solution to come with complete transparency including the Source Code for Customization.	We wish to confirm our assumption this qualification does not mean that the OEM has to transferred entire product Source Code to the customer	RFP term prevails. The source code required for customisation should be provided.

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9	4.1.1 HMIS OEM, Point 2,3 & 4, Page No. 106 & 107	Proof Document Required: For valuation of completed work, bed size or multilocation type	<p>We wish to convey to SMC authority that at many of times our past experience with Govt projects we have received PO, completion certificate or any such document in format and details approved by issuing govt authority. Hence although we comply to all norms but our document may not have precise information that is seek under these Prequalification condition. e.g. our past experience PO has one line item asking price for HIMS &amp; associated Hardware where it is difficult for us to provide price bifurcation or our completion certificate may not provide details of the project like numbers of bed or multilocation etc.</p> <p>Therefore, we humby request SMC authorities to allow any of our customer document or vendor auditor letter or vendor self declaration along with our customer support document available in public domain that provide information required for prequalification criterias.</p>	RFP term prevails. Any client document that clearly specifies hospital bed capacity including the information available in public domain on client's official website should be provided.
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10	4.2.1 ROLES & RESPONSIBILITY BIFURCATION, Point 6 & 7, Page No. 112 & 113	In case of an ongoing project, the complete project must have achieved UAT	Please provide clarity on the term "the complete project must have achieved UAT" as the word complete project and UAT are contradicting. Normally, UAT is done for phase wise in large project and not for complete project. Hence, we suggest it should be UAT is completed	RFP Terms Prevails
11	4.2.1 ROLES & RESPONSIBILITY BIFURCATION, Point 14, Page No. 114	Work order for PACS solution deployment Any client document that clearly specifies hospital bed capacity where PACS solution has been deployed. Any client document that clearly specifies the project completion/go-live date.	We wish to convey to SMC authority that at many of times our past experience with Govt projects we have received PO, completion certificate or any such document in format and details approved by issuing govt authority. Hence although we comply to all norms but our document may not have precise information that is seek under these 4.2.1. e.g. our past experience PO completion certificate may not provide details of the project like numbers of bed or multi location etc. Therefore, we humbly request SMC authorities to allow any of our customer document or vendor auditor letter or vendor self declaration along with our customer support document available in public domain that provide information required for prequalification criterias.	RFP term prevails. Any client document that clearly specifies hospital bed capacity including the information available in public domain on client's official website should be provided.

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<p><b>12</b></p>	<p>4.2.1 ROLES &amp; RESPONSIBILITY BIFURCATION, Point 17, Page No. 117</p>	<p>Work order for QMSsolution deployment Any client documentthat clearly specifies hospital bed capacitywhere QMS solutionhas been deployed.</p> <p>Any client documentthat clearly specifies the project completion/go-live date.</p>	<p>We wish to convey to SMC authority that at many of times our past experience with Govt projects we have received PO, completion certificate or any such document in format and details approved by issuing govt authority. Hence although we comply to all norms but our document may not have precise information that is seek under these 4.2.1. e.g. our past experience PO completion certificate may not provide details of the project like numbers of bed or multilocation etc.</p> <p>Therefore, we humby request SMC authorities to allow any of our customer document or vendor auditor letter or vendor self declaration along with our customer support document available in public domain that provide information required for prequalification criterias.</p>	<p>RFP term prevails. Any client document that clearly specifies hospital bed capacity including the information available in public domain on client's official website should be provided.</p>
<p><b>13</b></p>	<p>7.44.15 Intellectual Property Rights, Point (A), Page No. 151</p>	<p>(A) For the customized solution developed for the project, IPR of the solution would belong exclusively to the SSCDL. The SI shall transfer the source code to SSCDL. SI shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product. SSCDL may permit the SI, right to use the customized software for any similar project being executed by the same SI, with</p>	<p>Please confirm our understanding that the HMIS OEM has to provide out source and IPR of customized solution part only and not of entire original HMIS product proposed for the project. Kindly relax the IPR clause.</p>	<p>The criteria refers to "customised solution developed for the project".</p>

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		payment of reasonable royalty to SSCDL for the same.		
14	FORM –1.12: HMIS OEM’S DECLARATION, Page No. 186	HMIS OEM’S DECLARATION: (we would be providing our warranty maintenance or support services for proposed product in accordance with terms of standard product License agreement for next 7 years.	We wish to confirm our understanding as per other reference given in RFP that total contract duration of the proposed project is 5 yrs only from Go-Live and not 7 yrs.	RFP term prevails. Pl. refer to OEM's eligibility criteria as per which the OEM should commit to support the product proposed in the scope of this RFP for at least seven (7) years from the bid start date.
15	Scope of work section 5.2 point no 1 page no 83	The SI shall furnish complete details of acceptance tests proposed to be conducted before handing over the installation to the SMC Hospitals & Health Centres	Please clarify details of acceptance tests required after getting po or before .	The necessary acceptance tests will be required only after award of work to the successful bidder.
16	Scope of work section 5.2 point no 4 page no 84	4. SI shall complete the site survey and submit network topology, number of Wireless AP and number of RJ45- I/O Port requirement, length of optical fibre cable as well as copper cable laying with conduiting.	Please clarify : you have already given qty in boq for active and passive, then what is the expectation from site survey. If we need to conduct the site survey ,then at what stage we can do and please give detail timeline with procedure of approval.	The quantities provided in the BoQ is for reference purpose only. Actual quantities may vary as per the site requirements during the execution of the project. Accordingly, bidder should conduct the detailed site survey and prepare the Bill of Material/Bill of Quantity & get the same approved from HSCC/SMC. Please refer 6.1 Project Milestones for detail.

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17	Scope of work section 5.3 point no 1,F page no 85	f. Shifting of Network Equipment like Network Switches, Network Rack from one location to other location on requirement basis during contract period	Please clarify : scope of shifting along with qty.	The selected bidder needs to provide this service as part of Scope of Work during the contract period as and when required as per the requirement.
18	Scope of work section 5.3 point no 7 page no 86	SI is required to provide the Network Implementation Plan & Design Document of the particular site in Hard & Soft Copy to SMC/SSCDL Officials.	Plesae clarify : At which stage it is required	Please refer to Addendum & Corrigendum. This is required as part of Milestone-1 as defined in Section 6.1
19	Scope of work section 5.4 point no 1 page no 87	The network infrastructure and hardware & system software set up should be able to integrate with various software and system already running at SMC Hospitals & Health Centres.	Please specify systems for which integration expected.	SI is expected to capture this information during Requirement Gathering phase.
20	11.2.13 48 ports (1G/10G) L3 Lite Web Managed Switch page no 226	Either Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports Or Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Dayone in addition to above fixed 48 ports.	Request you to Revise as : "Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports or Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Day one in addition to above fixed 24 ports. or minimum 4 x 10G SFP+ uplinks.Reason:Normally access switches connects to core / distribution switch through uplinks and as per core switch port requirement mentioned as all optical ports then requesting to remove copper port requirement."	RFP Terms Prevails



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21	11.2.7 48 Port 10 G/40G Core Switch page no 217	<ul style="list-style-type: none"> <li>The switch must support dynamic VLAN Registration or equivalent and Dynamic Trunking protocol or equivalent (Optional)</li> </ul>	Requesting to remove this requirement as this an optional requirement and also this can be a security threat for switches.	RFP Terms Prevails
22	11.2.7 48 Port 10 G/40G Core Switch page no 217	<ul style="list-style-type: none"> <li>Support for Automatic Negotiation of Trunking Protocol, to help minimize the configuration &amp; errors.</li> </ul>	As mentioned above for DTP as an optional protocol. Kindly remove this too, as automatic trunking can be a security threat.	RFP Terms Prevails
23	11.2.7 48 Port 10 G/40G Core Switch page no 218	<ul style="list-style-type: none"> <li>Standard/Extended IP security router ACLs to define security policies on routed interfaces for control- and data- plane traffic.</li> </ul>	Standard/Extended IP security router ACLs to define security policies on routed interfaces for control- and data-plane traffic / Firewall Filters. Reason: Standard / Extendard ACL is a specific vendor way of doing ACL. Requesting to add Firewall Filters to achive the same.	RFP Terms Prevails
24	11.2.14 24 ports (1G/10G) L3 Lite Web Managed Switch pagen o 228	Either Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports Or Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Day one in addition to above fixed 24 ports.	Request you to revised as : "Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports or Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Day one in addition to above fixed 24 ports. or minimum 4 x 10G SFP+ uplinks. Reason: Normally access switches connects to core / distribution switch through uplinks and as per core switch port requirement mentioned as all optical ports then requesting to remove copper port requirement."	RFP Terms Prevails

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25	11.2.15 24 ports (1G/10G) L3 Lite Web Managed POE+ Switch page no 230	Either Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports Or Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Dayone in addition to above fixed 24 ports.	Request you to revised as : Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports or Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Day one in addition to above fixed 24 ports. or minimum 4 x 10G SFP+ uplinks. Reason: Normally access switches connects to core / distribution switch through uplinks and as per core switch port requirement mentioned as all optical ports then requesting to remove copper port requirement.	RFP Terms Prevails
26	11.2.8 24 Port 10G/40G Core Switch pa no 220	<ul style="list-style-type: none"> <li>The switch must support dynamic VLAN Registration or equivalent and Dynamic Trunking protocol or equivalent (Optional)</li> </ul>	Requesting to remove this requirement as this an optional requirement and also this can be a security threat for switches.	RFP Terms Prevails
27	11.2.8 24 Port 10G/40G Core Switch pa no 220	<ul style="list-style-type: none"> <li>Support for Automatic Negotiation of Trunking Protocol, to help minimize the configuration &amp; errors.</li> </ul>	As mentioned above for DTP as an optional protocol. Kindly remove this too, as automatic trunking can be a security threat.	RFP Terms Prevails
28	11.2.8 24 Port 10G/40G Core Switch pa no 222	<ul style="list-style-type: none"> <li>Standard/Extended IP security router ACLs to define security policies on routed interfaces for control- and data- plane traffic.</li> </ul>	Standard/Extended IP security router ACLs to define security policies on routed interfaces for control- and data-plane traffic / Firewall Filters. Reason: Standard / Extended ACL is a specific vendor way of doing ACL. Requesting to add Firewall Filters to achieve the same.	RFP Terms Prevails

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29	11.2.40 Centralized HCI Server, Page- 261,262	Ratio of SSD, SAS &NL-SAS storage in the HCI : 20:30:50	We request SMC to remove this ratio, as different OEM implement different combination on SSD, SAS and NL-SAS. Current Specification favors ONE OEM here. Also it is not recommended to have SSD, SAS and NL-SAS in same cluster. The HCI should have diferent cluster for optimal performance.	RFP Terms Prevails
30	RFP No.: SSCDL- eHealth-RFP-02- 2022 (11.2.23 Cat 6A Patch Cord 2,5 and 10 meterse, Page No.244)	Cat 6A Patch Cord 2,5 and 10 meters	Cat 6A Patch Cord 1,2,5 and 10 meters	RFP term prevails.
31		New Addition	Qty. of 1 Mtr. CAT6A Patch cord for wall mount rack pathcing should be mentioned in price bid format + specifying make & model format	RFP term prevails.
32	RFP No.: SSCDL- eHealth-RFP-02- 2022 (11.2.25 Cat 6A Cable, Page No.246)	Currently specifications are mentioned of CAT6	specifications should be CAT6A	Please refer to Addendum & Corrigendum.
33	RFP No.: SSCDL- eHealth-RFP-02- 2022 (11.2.31 9U/15U Wall Mount Network Rack, Page No.250)	Currently Vertive/Rittal/APC/Emerson/HPE/Lenovo/Dell. OEM are mentioned.	APW & NETRACK also should consider.	Please refer to Addendum & Corrigendum.

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34	RFP No.: SSCDL-eHealth-RFP-02-2022 (11.2.31 9U/15U Wall Mount Network Rack, Page No.250, Serial No.9)	Min 5 Socket/Plug Power Strip (With repair/ replacement)	Min 5 Socket/Plug Power Strip (With repair/ replacement) & 5/15 AMP power rating with LED indicator, 3MTR Source cable with 15Amp 3 PIN plug top.	RFP term prevails.
35		New Recommendation	Depth should be 600Mm so that any of the OEM switches can be fitted.	Please refer to Addendum & Corrigendum.
36	RFP No.: SSCDL-eHealth-RFP-02-2022 (11.2.32 27U Rack, Page No.251)	Currently Vertive/Rittal/APC/Emerson/HPE/Lenovo/Dell. OEM are mentioned.	APW & NETRACK also should consider.	Please refer to Addendum & Corrigendum.
37	RFP No.: SSCDL-eHealth-RFP-02-2022 (11.2.32 27U Rack, Page No.251, Point No.9)	Rear split door design	Rear split door design/ Single door	RFP term prevails.
38	RFP No.: SSCDL-eHealth-RFP-02-2022 (11.2.32 27U Rack, Page No.251, Point No.17)	PDU Power Strips	Min 5 Socket/Plug Power Strip (With repair/ replacement) & 5/15 AMP power rating with LED indicator, 3MTR Source cable with 15Amp 3 PIN plug top.	RFP term prevails.
39	RFP No.: SSCDL-eHealth-RFP-02-2022 (11.2.33 42U Rack, Page No.251)	Currently Vertive/Rittal/APC/Emerson/HPE/Lenovo/Dell. OEM are mentioned.	APW & NETRACK also should consider.	Please refer to Addendum & Corrigendum.

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40	RFP No.: SSCDL-eHealth-RFP-02-2022 (11.2.33 42U Rack, Page No.252, Point No.10)	Side Panels: Side Panels should be of Halfheight on each side for easy access.	Side Panels: Side Panels should be of Half/ Full height on each side for easy access.	RFP term prevails.
41		New Addition	Specification of 24 Port unloaded patch panel should be mentioned in the RFP.	RFP term prevails.
42		New Addition	Qty. of 24 Port unloaded patch panel should be mentioned in the price bid format + specifying make & model format	RFP term prevails.
43	Page no:-119 , Section 5.4, point No- 1	All persons deputed shall be on the payroll of the Bidder's/ consortium partner's whose project experience is considered for evaluation and mentioned in R&R (Roles & Responsibilities) defined in Consortium Agreement. If required, the resource will be interviewed/screed using any screening procedure by SMC/SSCDL and/or is representative prior to deputation at SMC/SSCDL. The bidder would also remove a person from its staff at SMC/SSCDL if instructed to do so by the SMC/SSCDL within one month and provide suitable replacement with minimum overlap of 15 days	All persons deputed shall be on the payroll of the Bidder's/ consortium partner's whose project experience is considered for evaluation and mentioned in R&R (Roles & Responsibilities) defined in Consortium Agreement. If required, the resource will be interviewed/screed using any screening procedure by SMC/SSCDL and/or is representative prior to deputation at SMC/SSCDL. The bidder would also remove a person from its staff at SMC/SSCDL if instructed to do so by the SMC/SSCDL within one month and provide suitable replacement with minimum overlap of 60 days	No change. RFP terms & conditions prevail.

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<p><b>44</b></p>	<p>Page no:-120 , Section 5.4, point No- 2</p>	<p>The bidder shall depute a person on its staff at site only after the person is interviewed/ screened using any selection procedure by SMC and/or its any representative(s) and the sanction for the same is given in writing. The bidder would also remove a person from its staff at sites viz. SMC, SMIMER, Maskati Hospital or Health Centres if instructed to do so by the SMC within one month and provide suitable replacement with minimum overlap of 15 days. All persons deputed shall be on the payroll of the Bidder's organization. All the staff proposed to be deployed at site should be full time employees of the bidder's organization at the time of bid submission</p>	<p>The bidder shall depute a person on its staff at site only after the person is interviewed/ screened using any selection procedure by SMC and/or its any representative(s) and the sanction for the same is given in writing. The bidder would also remove a person from its staff at sites viz. SMC, SMIMER, Maskati Hospital or Health Centres if instructed to do so by the SMC within one month and provide suitable replacement with minimum overlap of 60 days. All persons deputed shall be on the payroll of the Bidder's organization. All the staff proposed to be deployed at site should be full time employees of the bidder's organization at the time of bid submission</p>	<p>No change. RFP terms &amp; conditions prevail.</p>
<p><b>45</b></p>	<p>Page no:-120 , Section 5.4, point No- 8</p>	<p>A schedule of up to 12 festival/national holidays per year for the staff will have to be provided by the bidder and get it approved by SMC/SSCDL in advance for the entire year. For the current year the list is to be provided as soon as the contract comes into effect. Any change thereat will have to be effected only after prior permission of SMC/SSCDL.</p>	<p>Request you to consider 21 Days leave for resources deputed at site for entire year (Including Paid Leaves)</p>	<p>Please refer to Addendum &amp; Corrigendum.</p>

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46	Page no:-120 , Section 5.4, point No- 8	# Role Deduction per resource/day 1 Project Manager 30002 Application Developer 1500 3 Hardware and Network Engineer 1000 4 Helpdesk Support 1000 Note:There is NO CAPPING on the applicable deduction for non-availability of resources as per the above table. 12 In case the minimum resources are not available, penalty will be charged over and above the deductions as specified above at the following rate for the respective positionsi. 25% of deduction amount as penalty for delay upto one month ii. 50% of the deduction amount as penalty for delay of more than one month upto two monthsiii. 100% of the deduction amount as penalty for delay of more than two monthsiv. This will be applied even for positions that fall vacant during the contract period and also for such period during which resource was not available due to leave of absence for more than 5 days and substitute is not provided.v. 13 The persons deployed by the bidder shall not claim nor shall be entitled to pay, perks, and	Recommend penalty cap of 10% monthly as well as for over all project	No change. RFP terms & conditions prevail.
47	Page No:-124	Project Milestone	Project Milestone should be 24 months in lieu of 15 months considering this is Applications based project	No change. RFP terms & conditions prevail.
48	11.2.40 HCI Features , Page - 264	HCI software license should be perpetual.	HCI software license should be perpetual in Nature	RFP terms & conditions prevail.

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49	11.2.40 HCI Features , Page - 264	HCI should have data at Rest Encryption.	HCI must have data at Rest Encryption on Day-1 at soft level / Cluster level.	RFP terms & conditions prevail.
50	11.2.40 HCI Features , Page - 264	Capability to support native VM/ HCI level replication for installed Hypervisor	Capability to support native VM/ HCI level replication for installed Hypervisor, license for the DR Orchestration and replication tool must be provided on Day-1 for 300 VMs. RPO Should be provided minimum 1 Min.	RFP terms & conditions prevail.
51	11.2.40 HCI Features , Page - 264	HCI should have built-in-security for data	HCI should have built-in-security for data as well as Microsegmentation for the VM - VM Traffic / East-West traffic	RFP terms & conditions prevail.
52	Additional Point to be added - 11.2.40 HCI Features	Additional Point	Hypervisor License Provided must have basic feature like HA and DRS Features from Day-1	RFP terms & conditions prevail.
53	Additional Point to be added - 11.2.40 HCI Features	Additional Point	20 TB for Distributed Files Services Must be provided from Day-1 to store the HIMS Data on SMB/NFS file share with WORM and Ransomware protection, if in case the solution don't have this natively bidder can quote 3rd party enterprise class NAS Solution with replication and other licenses.	RFP terms & conditions prevail.
54	Additional Point to be added - 11.2.40 HCI Features	Additional Point	The Proposed HCI Solution must be Hardware Agnostic and the licenses can be later on transfer to other HCI Compatible hardware or if wanted to run on Cloud Bare metal Server (Azure, AWS and GCP).	RFP terms & conditions prevail.



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55	Additional Point to be added - 11.2.40 HCI Features	Additional Point	The Proposed HCI Solution must be Hypervisor Agnostic for the investment protection. And must support min. 3 hypervisor (AHV, ESXi and Hyper-V)	RFP terms & conditions prevail.
56	11.2.40 Centralized HCI Server page 262	Ratio of SSD, SAS & NL-SAS storage in the HCI	The minimum RAW SSD to HDD ratio needs to be 15: 85 Ratio. Let the bidder take it as per the application requirement.	Please refer to Addendum & Corrigendum.
57	11.2.40 Centralized HCI Server page, page 265	61 .Integration with Third-Party FC Storage	The HCI means the storage and server both must be considered on the same cluster. Most of the HCI does not support FC, it is OEM-centric, please remove the same.	RFP terms & conditions prevail.
58	11.2.40 Centralized HCI Server , page 262,191	The mentioned quantity of nodes is the minimum requirement. The SI is free to quote the HCI node quantity and usable storage capacity as per the solution requirement to meet the RFP requirements.  7. Number of Nodes offered in HCI Cluster 6 or higher (must have protection of 1 node failure)	There is a contradiction in the HCI quantity. In the specification asked for a minimum of 6nos. HCI nodes. but in the bill of quantity (BOQ), it is 1 (one). In the HCI case minimum of 3node must be considered. So please specify the minimum number of nodes that must be considered in the proposed solution. As per the RFP statement, the bidder is free to quote the HCI node count as per the solution requirements.	RFP terms & conditions prevail.

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59	11.2.41 NMSApplication Point 15 Pg. no. 266	NMS solution should support viewing switch information, switch registration and authentication	Requesting you to please remove this specification as this specifications are related to Switch OEM proprietary NMS Specification. And generally not offered by any any of the vendor agnostic NMS. The asked specification is favouring to Single OEM and restricting participation of other Make in India OEMs.	Please refer to Addendum & Corrigendum.
60	11.2.41 NMSApplication Pg. no. 266	Suggestion to add NMS specification for qualifying product with superior functionality to meet customer requirement.	In order to avoid tempering with SLA calculation, we recommend authority to select solution with in-built database for ensuring better control and flexibility along with lower TCO, we heerby suggest the authority to incorporate the below clause: "The monitoring module of proposed solution must not use any third party database (including RDBMS and open source) to store data in order to provide full flexibility and control on collected data as well as avoiding tempering with SLA calculations"	No Change. RFP conditions prevails.
61	11.2.41 NMS ApplicationPg. no. 266	Suggestion to add NMS specification for Proven product deployment	In order to select proven NMS solution from industry, we would request you to add following clause in the NMS specification:"The proposed solution must be featured in Gartner/IDC reports. Documentary proof must be submitted at the time of submission."	No Change. RFP conditions prevails.

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62	11.2.41 NMS Application Pg. no. 266	Suggestion to add NMS specification for selecting a unified product for Network devices as well as server infra monitoring.	In order to enable monitoring of network devices as well as servers from a single platform, we would request you to add following clause in the NMS specification:  "The proposed solution should provide unified monitoring features encompassing network as well as server/infra for health, availability and performance monitoring."	No Change. RFP conditions prevails.
63	1.4.2 Telemedicine	Basic infrastructure to be provided for setting up Telemedicine unit in the SMC Hospitals & Health Centres as per requirements of SSCDL/SMC.	Kindly explain what is basic infrastructure provided by the SI in order to set up the telemedicine. Do you mean all hardware like camera, devices etc? Please list out the same.	Plesae refer point no. 8 of 1.4.2 Telemedicine. Bidder is not expected to provide hardware camera, devices, etc.
64	1.1.1.2 Appointment , 33	Patients can elect to receive communications from hospital through automated e-mails, text, and/or phone calls/SMS. Staff need not be involved, thus reducing workload and increasing efficiency, in addition to complying with Meaningful-Use requirements.	We are assuming the SMS Credentials, Email Gateway Details, and other communication ways shall be provided by the client and HIMS solution will be integrated with the gateways.	Understanding is correct.
65	1.1.1.4 Access of Personal Health Record – Patient’s Portal, 34	Once online accounts of patients are created, patients can request to have paper statements replaced with electronic statements. Patients can also make their payments electronically through the Portal as well as he/ she can view the payment history.	We are assuming the payment gateway details shall be provided by the client and HIMS solution will be integrated with the gateways.	Understanding is correct.
66	1.1.4.3 Display information about Operation Theatre, 37	All the relevant information shall be publicly displayed online in a real time manner on the LED TV.	We are assuming the LED TVs shall be provided by the client for displaying the required details.	RFP term prevails. The said functionality is required to be met with.

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67	1.1.8 Pharmacy Management, 38	The pharmacy management module needs to be linked with Drug Warehouse & any of its Application.	Kindly explain the drug warehouse and its applications	Please refer to the RFP document for broad requirements. The exact requirements will be captured by SI during Requirement Gathering phase.
68	1.1.8 Pharmacy Management, 38	The system would interface with the purchase order processing system so as to produce purchase order recommendations.	Purchase order processing system is a 3rd party system or is it included in scope?	It is within the scope of HMIS application.
69	1.1.9.2 Pathology, 44	Lab Document management	Can you please elaborate the scope of the Lab Document Management?	Please refer to the RFP document for broad requirements. The exact requirements will be captured by SI during Requirement Gathering phase.
70	1.2.1 Accounting and Billing, 48	The module may integrate with the existing accounting packages to achieve the functionality requirements.	We are assuming, the proposed HIMS will be interfaced with existing finance and accounting system. Kindly confirm.	Please refer to the RFP document for broad requirements. Interfacing with existing Finance & Accounting System is to be done based on requirement. The exact requirements will be captured by SI during Requirement Gathering phase.
71	Vehicle/Ambulance Management, 50	Mobile apps: It should have provision to capture patient data with vitals BP, Pulse, Temperature, etc. Treatment provided during transit.	We are assuming, the proposed HIMS will be interfaced with vital monitoring devices provided by the client. Kindly confirm.	As specified, necessary interfacing is to be done.

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<p><b>72</b></p>	<p>Vehicle/Ambulance Management, 50</p>	<p>Mobile apps:          ➤ Availability &amp; tracking of ambulances.          ➤ Tracking of nearest Health Centre.          Application &amp; devices in the ambulance connected centrally.          Patient data synchronization with the hospital (vitals – BP, Pulse, Temperature etc.)          Availability of medical services during transit.          Preparation of needful procedures in the hospital before patient’s arrival</p>	<p>Kindly explain the expected functionality in terms of Application and Devices in the ambulance connected centrally, Patient Data Synchronization</p>	<p>Please refer to the RFP document for broad requirements. The exact requirements will be captured by SI during Requirement Gathering phase.</p>
<p><b>73</b></p>	<p>1.2.2.6 Planned Preventive Maintenance, 50</p>	<p>The various services under the Equipment Management System module are given below:          - Maintenance Schedules          - Project Management          - Work Order Maintenance          These modules should be linked with Inventory Management and Finance Management System.          These modules should be linked for medical equipment and building equipment and their maintenance</p>	<p>Since there is a requirement for the linking of finance module with equipment management system, kindly explain the scope of equipment maintenance module with finance module.</p>	<p>The basic module functionality required for Equipment Maintenance Activity Log of Preventive or Breakdown. Required to integrate with Work Order Management and Finance Application in the sense of maintenance (O&amp;M) work order issuance from Project Management Module/ Application the same would be required to integrate with equipment module to manage the activity log for any penalty calculation and Final Payment Calculation. The exact requirements will be captured by SI during Requirement Gathering phase.</p>

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74	1.2.2.7 Equipment Management System Module , 51	There should be provision to record initial cost, description and book value of the Asset	Do you need asset management system with depreciation of assets and valuation of the assests which shall reflect in finance P&L reports?	Please refer to the RFP document for broad requirements. The exact requirements will be captured by SI during Requirement Gathering phase.
75	1.2.2.8 Procurement, 52	This module should be customized as per the requirement of the hospital.	Do you need centralized procurement system? Or the procurement will be done by each facility?	Please refer to the RFP document for broad requirements. The exact requirements will be captured by SI during Requirement Gathering phase.
76	1.5 Other Requirements, 58	At time of Discharge via tablet/ kiosk Hospital/UHC should have customized feedback form based on the services given. Those can be individual portal or linked to the website of hospital. -Patient has to give ratings to the services along with overall experience in remarks. -Reports can be generated based on the ratings which namely are as service name Unsatisfactory, Satisfactory, Good, Excellent etc	Who will provide the KIOSK or Tablets?	Kiosk/tablet provisioning isnot within the scope of the bidder.
77	7.44.15 Intellectual Property Rights, 152	For the customized solution developed for the project, IPR of the solution would belong exclusively to the SSCDL. The SI shall transfer the source code to SSCDL. SI shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product. SSCDL may permit the SI, right to use the customized software for any similar project being executed by the same SI, with payment of reasonable royalty to SSCDL for the same.	Kindly relax the IPR clause.	RFP Terms Prevails

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78	7.44.13 Data Migration Details , 153	The master data and transactional data to the possible extent will be migrated to the new system. Extraction of data and data cleansing will be joint	Data from the legacy system shall be provided by the legacy vendor in required template of MSP. Since the data extraction and cleansing of the data will be timeconsuming and no bug free activity. Kindly confirm.	RFP Terms Prevails
79	1.1.1.3 Electronic Health Records (EHR), 33	The ICU monitoring chart should help the doctor to monitor the hourly/daily update of vitals. Vitals and frequency of monitoring should be decided for each patient. This helps the doctor to analyze the trend of the vitals for a patient and aids in decision-making.	Do we need to interface with ICU bedside monitors as well?	Necessary interfacing is to be done. The exact requirement will be finalised during requirement gathering phase.
80	1.5.1 Mother & Child, 60	1.5.1 Mother & Child 1. Automatic generation of the complete schedule & sms/alerts for: i. All medications. ii. All vaccinations. 2. Follow ups/home visiting for compliance. 3. Monitor growth of the child as per standard measurements like body weight etc. 4. Alerts for abnormal measurements	Does this scope includes household survey, community acitivity services? Please elaborate the scope for the mother and child services.	RFP term prevails. Said survey activity is not part of RFP scope, however if required the functionality to capture survey to be incorporated in solution.
81	1.5 Other Requirements, 59	Interfacing with medical equipment having USB/IR/RJ45/RS232/ Parallel interface etc.should be done. For interfacing purpose, all the hardware & software should be arranged by SI/agency without any additional charges.	We request client to coordinate with the equipment vendors to provide the necessary SDK's or any equipment dependent acitivity for MSP to interface	RFP Terms Prevails

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82	1.5 Other Requirements, 59	Proposed Integrated HMIS Solution should be integrated with Biometric Technology, Smart Card Technology, Barcode technology, Electronic Signatures, Queue Management System, SMS Gateway, Payment Gateway, RFID, IVRS, Hand held devices etc. Required APIs/credentials & devices if available & free for use for e-Health/HMIS system at premises/sites, will be provided. However, in case any device which is required & is not available at the site during the implementation, the same shall be provided by bidder on their own expenses.	We are assuming that all the devices/credentials/Services/APIs/ SDKs required to interface with HIMS shall be provided by the client.	Please refer to addendum & corrigendum.
83	4.Education Management System (EMS) , 78	The System should include processes student enrolment with basic data like mobile no., roll no, parents' names/mobile, address etc OR the system should be able to pick up or acquire the required information from the existing student admission / fee management of the college.	Kindly provide the tentative number of students getting enrolled in the system per year.	Please visit <a href="https://www.suratmunicipal.gov.in/smimer/">https://www.suratmunicipal.gov.in/smimer/</a> for details.
84	4.8 Student Helpdesk, 80	This System should facilitate the user for managing student feedback and inquiries. The user should have ready access to important College information such as details of department HoDs and affiliated college Principals, new admission schedule, Lecture schedules, student exam status, list of College holidays etc.	We are assuming this is going to be a web portal where student can login and see the required details as mentioned.	Necessary interface to be provided through web portal and or mobile app based on the requirement finalised during requirement gathering phase.
85	3.1 Scope of Work, 30	Supply, Installation, Configuration, Testing and Commissioning of Central Server, Local Servers for HMIS, PACS, QMS etc. as per the requirement and scope of work mentioned for SMIMER Hospital, Maskati Hospital and Urban Health Centres of SMC.	We are assuming only central servers are required for the implementation and local servers are not required since the implementation is expected at centralized level.	Please refer addendum & corrigendum.



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86	1.1.2.2 Prescription Management, 35	Drug Data Base (DDB) & Drug Information Framework (DIF) based on pharmacopoeia covering Generics and Packaged Drugs.	We are assuming the drug database and framework will be procured by the client and HIMS system will be integrated with the same. Kindly confirm.	Please refer addendum & corrigendum.
87	General	Documentation proof	We request tender authority to kindly consider the self declaration documents as well for the specific client certificates or client financial proofs (apart from PO)	RFP terms prevail.
88	1.1.4.2 OT Video Recording , 37	The unique medical cases should be recorded via audio/ video medium and stored in system and reproduced to whoever seeks them via proper privileged based rights.	We are assuming that all the hardware required to record the videos will be provided by the end customer. Kindly confirm.	Recording hardware is not in the scope of the bidder.
89	1.1.4.2 OT Video Recording, 37	Recording of surgical procedures is very important education tool for medical students/ fraternity	We are assuming that the storage to store the recorded surgeries will be incremental and shall be provided by the client as and when required. Kindly confirm	Bidder to provision the storage as per RFP capacity requirement.
90	General	Laboratory Device Integration	Can you please provide the number of laboratory devices to be interfaced?	Necessary details will be shared with successful bidder. If required prospective bidder may visit the site.
91	Section 8 , Page No. 161/275	2.C.The compliances should be submitted in original or notarized.	Request you to kindly clarify that whether the Compliances needs to be submitted online or offline and also do they need to be notarized?	RFP term prevails. Commercial bid is to be submitted online. The compliances should be submitted in original or notarized.
92	Section 7.44.13, Page No. 150/275	The master data and transactional data to the possible extent will be migrated to the new system.	Please Clarify what is the amount of Data, Data type to be migrated?	Necessary details will be shared with successful bidder.

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93	Section 11.1.22, Page 207/275	For custom made modules, industry standards and norms should be adhered to for coding during application development to make debugging and maintenance easier. Object oriented programming methodology must be followed to facilitate sharing, componentizing and multiple-use of standard code.	We request department to kindly specify minimum mandatory standards to be followed for custom made modules.	RFP term prevails.
94	Section 4.1.1, 6, Page 107/275	The OEM should commit to support the product proposed in the scope of this RFP for at least seven (7) years from the bid start date.	In several specifications the warranty asked is for 5 years whereas this clause is asking OEM to support for 7 years. Hence we request you to clarify the same	RFP term prevails. This requirement relates to OEM's commitment to support the proposed product.
95	Section 1.1.2.2, Page 35/275	Prescription Management Set Alarm/reminders for medications	Please Clarify Is there any existing SMS Gateway or is it expected to develop new SMS gateway?	SMS gateway provisioning is not in the scope of the bidder. SMC will provide it, however the selected bidder will be required to integrate it with the proposed solution.
96	Section 1.1.9.3, Page 44/275	Radiology Information System (RIS) The system should have integration capability for Picture Archiving & Communication Systems (PACS), for SMC Hospitals & Health Centres.	Please Clarify Does PACS solution needs to be included as part of RIS or standalone PACS solution is required.	Bidder to offer solution meeting the RFP requirements.
97	Section 1.2.2.9, Page 52/275	Inventory Management	Since Inventory Mgt is part of ERP, is the expectation to have Inventory Mgmt. integrated with ERP system? Please clarify.	Selected bidder is required to provide the inventory management module as the requirement under RFP. Integration requirements if any will be shared with successful bidder.

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<b>98</b>	Section 1.1.8, Page 38/275	Pharmacy Management The pharmacy management module needs to be linked with Drug Warehouse & any of its Application.	Please clarify below: 1. Drug Warehouse Details will be provided by SMC. 2. Does the Pharmacy Inventory Mgmt. (e.g.; Medications) is part of Inventory Mgmt. system? Or does it require separate integration with ERP system?	Selected bidder is required to provide the Pharmacy management module as the requirement under RFP. Integration requirements if any will be shared with successful bidder.
<b>99</b>	Section 1.1.1.3 , Page 33/275	Electronic Health Records (EHR)The EHR will enable the doctors' access to all other applications relevant to their role through this application (Doctor's Desk)	In case the doctor is on Leave then 1. What is the source of information for the EHR to get the leave information?2. Will there be an integration with HRMS to track the leave records of the concerned doctor?Please clarify.	Necessary details will be shared with successful bidder.
<b>100</b>	Section 6, Page 32/275	Change Management and Capacity Building including Training of users for effective use of system.	Kindly share the users details to whom training will be provided	Necessary details will be shared with successful bidder.
<b>101</b>	Section 1.5, Page 59/275	13. Proposed Integrated HMIS Solution should be integrated with Biometric Technology, Smart Card Technology, Barcode technology, Electronic Signatures, Queue Management System, SMS Gateway, Payment Gateway, RFID, IVRS, Hand held devices etc.	We believed that Department will provide the SMS / e-Mail Gateway, Payment Gateway please confirm & also required necessary API for integration will be provided by Department.	SMS/email/payment gateway provisioning is not in the scope of the bidder. SMC will provide it, however the selected bidder will be required to integrate it with the proposed solution.
<b>102</b>	Section 3.1, Page 73/275	On premises Token Generation	Please clarify if the hardware required for token generation needs to be procured by the Bidder?	Yes. Please refer BoQ for QMS.
<b>103</b>	Section 1.1.1.3 , Page 33/275	The EHR will enable the doctors' access to all other applications relevant to their role through this application (Doctor's Desk)	Please clarify what is the proposed method of beneficiary identification?	RFP term prevails.

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<b>104</b>	Section 6.1, Page 126/275	5. Data Migration into the e- Health System - Phase I	Please provide list of all applications whose data needs to be migrated. Please confirm if data will be available in electronic format	Necessary details will be shared with successful bidder. Only electronic data to be transferred.
<b>105</b>	Section 6.1, Page 126/275	5. Data Migration into the e- Health System - Phase I	Please confirm 1. If data digitization is part of the RFP scope 2. Please confirm digitization of records is not in the scope of the bidder	Necessary details will be shared with successful bidder. Only electronic data to be transferred.
<b>106</b>	Section 3.4, Page 89/275	Design Considerations for Data Center Infrastructure	Please confirm if Bidder is responsible for both DC and DR for the cloud	Please read the RFP requirements for clarity.
<b>107</b>	Section 1.1.9.1, Page 42/275	LIMS (Laboratory Information & Management System)	Please confirm is it expected that lab reports would be made available online for the consumption/reference of patients?	Exact requirements will be finalised during project implementation.
<b>108</b>	Section 1.1.9.3, Page 44/275	Radiology Information System (RIS):	Please confirm is the PACS module envisaged for local/onpremise deployment in offline mode with transfer of data at defined intervals or is it envisaged for realtime centralized online deployment?	As per requirement of SMC/ Institute. PACS data should be available online as well as offline. However, online deployment is must.
<b>109</b>	Section 11.1,22, Page 207/275	Before hosting the application, if required the application security audit (by any of the CERTIN empanelled vendors) may be carried out to ensure that the application is free from any vulnerability.	Please confirm how many iterations and at what frequency are the security audits expected?	RFP term prevails.
<b>110</b>	Section 2, Page 61/275	Picture Archiving and Communication System (PACS) –Functional Requirements	Please Clarify Licenses for PACS and all other components, Existing PACS needs to be Integrated	Please refer point no. 13 at Page no. 62 for PACS licensing. There is no existing PACS.

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<p><b>111</b></p>	<p>Section 4,2.2 Pre Qualification Criteria - Point No. 15 - Page no. 114</p>	<p>Sole Bidder / Any member of consortium (Primer Bidder or Consortium member) or subcontractor taking responsibility for SITC and Maintenance of IT Hardware &amp; Network Infrastructure should have executed at least one project of SITC based work related to DC/DR IT infrastructure components like server/storage /network equipment and/or LAN/WAN/WiFi infrastructure in last 10 years as on Bid Submission date of value not less than INR 1.5 Crore in India.</p> <p>OR</p> <p>at least two projects of SITC based work related to DC/DR IT infrastructure components like server/storage/network equipment and/or LAN/WAN/WiFi infrastructure in last 10 years as on Bid Submission date of value not less than INR 1 Crore in India.</p> <p>OR</p> <p>at least three projects of SITC based work related to DC/DR IT infrastructure components like server /storage /network equipment and/or LAN/WAN/WiFi infrastructure in last 10 years as on Bid Submission date of value not less than INR 75 lakh in India.</p> <p>Proof Document Required:</p> <ul style="list-style-type: none"> <li>• Copy of work order / Contract</li> <li>• Any client document that clearly specifies the project completion/ go-live date.</li> </ul>	<p>In reference to this clause, we would like to inform that the clause is very specific and it restricts most of the IT Projects wherein also supply of IT Hardware and software is included.</p> <p>We request to relax the with minor changes as requested below:</p> <p>Sole Bidder / Any member of consortium (Primer Bidder or Consortium member) or subcontractor taking responsibility for SITC and Maintenance of IT Hardware &amp; Network Infrastructure should have executed at least one IT projects or SITC based work related to DC/DR IT infrastructure components like server/storage /network equipment and/or LAN/WAN/WiFi infrastructure in last 10 years as on Bid Submission date of value not less than INR 1.5 Crore in India.</p> <p>OR</p> <p>at least two projects of SITC based work related to DC/DR IT infrastructure components like server/storage/network equipment and/or LAN/WAN/WiFi infrastructure in last 10 years as on Bid Submission date of value not less than INR 1 Crore in India.</p> <p>OR</p> <p>at least three projects of SITC based</p>	<p>RFP term prevails.</p>
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work related to DC/DR IT infrastructure components like server /storage /network equipment and/or LAN/WAN/WiFi infrastructure in last 10 years as on Bid Submission date of value not less than INR 75 lakh in India.

Proof Document Required:

- Copy of work order / Contract
- OR
- Any client document that clearly specifies the project completion/ go-live date.
- OR
- In case of ongoing projects a phase completion letter/certificate from client

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112	Section No:3.1.6- BROAD SCOPE OF WORK, Page No:30	Integration of existing application/ software implemented by SMC/ SSCDL.	Please share list of third-party application to be integrated with the proposed solution for better cost estimation	Necessary details will be shared with successful bidder.
113	Section No:3.2.3- Queue Management System (QMS), Page No:31	QMS should the spot registration, online Registration (through web portal of HMIS, Mobile Application)	Mobile Application is not available in commercial BOQ. Kindly suggest.	It is part of QMS application and should be quoted within the scope of the same.
114	Section No:1.1.1.4,(5)- Access of Personal Health Record – Patient's Portal, Page No:34	Once online accounts of patients are created, patients can request to have paper statements replaced with electronic statements.  Patients can also make their payments electronically through the Portal as well as he/ she can view the payment history.	Please suggest who will provide payment gateway?	SMC will provide payment gateway. Successful bidder will be required to integrate the same with proposed solution to meet RFP requirements.
115	Proposed Network Diagrams, Page No:88	Proposed Network Diagrams	1. Please clarify who will provide network connectivity (Internet/MPLS) at data centers and hospitals? 2. Please clarify how will users of UPHC/CHC will access the application? (Internet/MPLS)	WAN connectivity of Hospitals/UHCs with DC will be provisioned by SMC.
116	Section No:3.6.f- KEY ACTIVITIES AND DELIVERABLES, Page No:91	SI will be responsible for shifting of equipment installed under this project as and when required.	This project will run for 5 years and shifting the equipment will incur an additional cost, effort, and time; hence, to make every bidder on the same page, requesting to fix the requirement or consider this as a change request.	RFP term prevails.
117	Section no: 4.1.2 - PACS OEM, Page no 108	The PACS OEM must have done at least one RIS-PACS and VNA level based PACS implementation in India in last 10 years from the date of issuance of RFP	Request you to please remove VNA level based PACS implementation.	RFP term prevails.

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118	Section no: 4.2.1 - Roles & Responsibility Bifurcation, Page no 111	In case of consortium, each member must be assigned atleast one responsibility out of (1), (2), (3) and (4) above and the same must reflect in the Consortium Agreement.	Since there are 5 different options for the consortium, request you to add "(5)" also in this line.  Revised clause would be: In case of consortium, each member must be assigned atleast one responsibility out of (1), (2), (3), (4) and (5) above and the same must reflect in the Consortium Agreement.	Please refer Addendum & Corrigendum.
119	Section no: 4.2.2 - Pre Qualification Criteria , Page no 113	Sole Bidder / Any member of consortium (Primer Bidder or Consortium member) taking responsibility for SITC and Maintenance of HMIS Solution, should have an active SEI CMMI Level 3 (as on date of issuance of Bid).	Request you to please amend this clause to allow bidder whose CMMI certificate is under process for renewal.	Please refer Addendum & Corrigendum.
120	Section No:6.1.6 - PROJECT MILESTONE, Page No:126	Training, Trial Run, FAT, Hand Holding & Go-live of Phase I	Please suggest sign-off criteria for Training. i.e. number of users, number of batches, duration of the training, location, and required infrastructure, methodology (online or offline) etc.	Necessary details will be shared with successful bidder.
121	Section No:10.3- PRICE BID FORMAT, Page No:201	PRICE BID FORMAT	In the BOQ, the quantity of passive items (i.e cat6 cable, fiber cables, patch cords, pipes, face plates etc.) is given. Please clarify if SI is eligible to claim any additional quantity used?	Please refer Section 7.33.
122	General Query	Operations & Maintenance	Please clarify who will provide consumables i.e A4 papers, printer cartridge, thermal papers, etc. during O&M?	Said consumables are not in the scope of the bidder.



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123	1.3 Business Intelligence (BI) & MIS/Reports. Page no:55, 56, 57		Kindly Suggest the approximate count of users for business intelligence and reporting solution (who will be creating the analytical, business, statistical etc. reports) . How many of those will be data enngineers and report developers ? What should be the concurrfernt user counts ?	RFP term prevails. Please refer 11.1. GENERAL INSTRUCTIONS, point no. 16. The proposed solution should not be dependedent on no. of users.
124	1.3 Business Intelligence (BI) & MIS/Reports	Data Sources	Kindly share the list of external data sources from where data will be integrated	Necessary details will be shared with successful bidder.
125			Kindly share list of various Database and data formats from which data will be pulled into the Analytics and Business Intelligence Solution? Is there an existing BI or reporting database from which data will be pulled from?	Necessary details will be shared with successful bidder.
126			How much amount of data will be pulled on Daily basis?	Necessary details will be shared with successful bidder.
127			What is the volume & period of historical data? And list of applications from which the data will be pulled?	Necessary details will be shared with successful bidder.
128			Total Data volume in Count of Records	Necessary details will be shared with successful bidder.
129			What are the data sources that require API Integration ?	Necessary details will be shared with successful bidder.
130			What are the unstructured data sources required for analysis ? Is the department considering any SI to integrate data from external sources ?	Necessary details will be shared with successful bidder.

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131			Is there any GIS application that needs to be considered?	Necessary details will be shared with successful bidder.
132	3.4 Design Consideration - Environments for BI/Aalytics application Page no:90	The proposed Solution shall have following environments: <ul style="list-style-type: none"> <li>• Production environment at DC configured in High availability mode with no single point of failure in Active-Active Mode.</li> <li>• Non-production environment consisting of Development/Quality/etc. at DC without HA</li> </ul>	Will there be separate environments of Development and Test? How many environments are to be considered for Analytics and Business Intelligence module?  Also, We believe there is requirement of only one Testing/Development Environment for - Testing environment/UAT environment/ Pre-Production/Staging environment. Please validate our understanding	Bidder to propose solution to meet the requirements of the RFP.
133	3.6.5 e-Health Application Software Administration, Management & enhancement Page no:102	All tickets related to any issue/complaint/observation about the system shall be maintained as per ITIL standard, in this regard bidder may install on premise solution or propose cloud based solution (no extra payment will be made for this solution)	Will the overall solution (and hence BI/Aalytics piece) be deployed on cloud or On-Premise ? Its not clearly mentioned in the RFP	e-Health solution to be deployed at SMC data centre. Pl. refer FORM –1.14: PROPOSED SOLUTION ARCHITECTURE AND INFRASTRUCTURE and 11.2.40 Centralized HCI Server
134	3.4 Design Consideration - Environment Disaster Recovery (DR) Page no:90	The proposed Solution shall have following environments: <ul style="list-style-type: none"> <li>• Production environment at DC configured in High availability mode with no single point of failure in Active-Active Mode.</li> <li>• Non-production environment consisting of Development/Quality/etc. at DC without HA</li> </ul>	Is there a requirement of Disaster Recovery (DR) environment as well ? If yes, what will be the RPO & RTO for the same ?	DR environment not under the scope of RFP.

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135	OEM/COTS for data analytics (Business Intelligence Reports Page no:208	The system software licenses (including COTS products) shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to SSCDL for the entire period of contract.	For better Targeted Actions and Devising Actionable Insights, it is advised to position a COTS solution/tool for business intelligence and reporting (analytical, business, statistical etc. reports) to build and leveraged by Data Scientists and Data Analytics Expert. Please confirm if COTS based Data analytics tool is part of the requirement?	Bidder to propose solution to meet the requirements of the RFP.
136	Perpetual Licences Page no:208	The system software licenses (including COTS products) shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to SSCDL for the entire period of contract.	With current phase of digital transformation across industries, software licensing criteria is moving from perpetual towards user based, to provide customers & users with more flexibility. Proposed platform for business intelligence, reporting and advanced analytics should be user based licenses.	RFP term prevails.
137	Technical Evaluation Criteria		Methodology of evaluating the successful bidder is not mentioned in the RFP. In the interest of the project, it is important that the successful bidder is selected through a fair evaluation criteria. We request to kindly consider evaluating the proposals on the basis of Quality cum Cost based Selection-(QCBS) methodology.	RFP term prevails.

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<b>138</b>	Minimum Technical Requirements	Minimum Technical Specifications - Reporting & Analytics Artificial Intelligence based analytics, Machine Learning	Since Analytics and Reporting application within HIMS is quite essential and basis the functional requirements mentioned, currently the minimum technical specifications section does not have analytics related technical specifications. It is suggested to include detailed technical specifications as mentioned in sheet "Tech Specs-Analytics & Reporting"	Bidder to propose solution to meet the requirements of the RFP.
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<p><b>139</b></p>	<p>4.1 - Pre-qualification &amp; Evaluation Criteria Page no:106</p>	<p>OEM's minimum eligibility criteria</p>	<p>In the RFP, minimum eligibility criteria is focussed on HIMS application specific OEM's. Nothing specific has been mentioned for BI/Analytics OEM's. Request to kindly consider and include Pre-Qualification criteria for BI/Analytics OEM's as well.1)The Business Intelligence/Analytics, Reporting and Visualization Platform provided by bidder must be COTS platform comprising of Data management/preparation, Visualization from single OEM and it should meet all the technical criterion laid down in the functional specification with no special development shall be required to meet the specification and functional requirement- <b>MAF (Manufacturer Authorization Form) and Product fact sheet mentioning OEM solution &amp; capability for Data management/Preparation, Visualization. Technical and Functional Compliance Report.</b>2)The proposed platform for Advanced Analytics and Visualization platform should be user-based license.<b>Declaration from the authorized signatory of the OEM to this effect.</b>3)The OEM's Analytics suite should have been deployed in minimum three sites of project for</p>	<p>Bidder to propose solution to meet the requirements of the RFP.</p>
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Central / State / PSU/ Govt. undertakings in India with project value of more than 5 crores each, in last five years as on bid submission date.-**Documentary evidence from OEM (copy of client certificate/ Purchase Order/ Contract)**4)The OEM of proposed BI/Analytics and Visualization platform should have implemented at least 2 healthcare projects in last 3 years in central or state government of India, the project should be of minimum 5 crore of commercial value.-**An undertaking from OEM to be provided with necessary proof Workorders / Purchase Orders from procuring Govt. Authority or associate System Integrator**5)The entire BI/Analytics and Visualization platform should be from the same OEM and OEM should be supplying this software commercially for at least last 15 years in India.-**Declaration from the authorized signatory of the OEM to this effect.**6)The OEM of proposed BI/Analytics and Visualization platform and Visualization should have self-owned and operated Training Centre in India **An undertaking from OEM to be provided.**

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140	7.12. Bid Fee and Earnest Money Deposit (EMD) and amount, Sl. No. 3. Page – 133	The bidder should also pay EMD of Rs. 25,00,000 (Rupees Twenty-Five Lakhs Only) in the form of Demand Draft / Banker's Cheque in favour of "Surat Smart City Development Limited".	Request you to kindly allow submission of EMD in form of Bank Guarantee	RFP term prevails.
141	4.1.2 PACS OEM, Sl. No.2Page – 108	Pre-Qualification CriteriaThe PACS OEM must have doneat least one RIS-PACS and VNAlevel based PACSimplementation in India in last10 years from the date ofissuance of RFPProof Document Required1 Work order for PACS solutiondeployment.2 Any client document thatclearly specifies the projectcompletion/go-live date. 3 Any client document thatclearly specifies RIS-PACS andVNA level based PACS solutionhas been deployed.	Pre-Qualification CriteriaRequest you to kindly amend this clauseas below:The PACS OEM must have done at leastone RIS-PACS implementation in India inlast 10 years from the date of issuance ofRFPProof Document RequiredRequest you to kindly amend this clauseas below:1 Work order for PACS solutiondeployment. 2 Any client document that clearlyspecifies the project completion/go-livedate.	RFP term prevails.
142	2.Picture Archiving and Communication System (PACS) – Functional	Quoted VNA solution must also have US FDA 510K certificate and must be mentioned specifically on the Certificate.	Request you to kindly delete this clause	RFP term prevails.

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	Requirements, Sl. No. 11 Page – 62			
<b>143</b>	2.1.5 Image Archive, Sl. No. 3. Page – 65	Should be Vendor Neutral Archive (VNA)	Request you to kindly delete this clause	RFP term prevails.
<b>144</b>	4.1.1 HMIS OEM. Sl. No. 8. Page – 107	The HMIS OEM must have the following certification: 1. CMMI level 3 or higher 2. ISO 9001:2008 or higher	Like several other tenders published by Govt bodies, kindly put this rider “In case of bidders where the CMMI certification is under renewal, the bidders shall provide the details of the previous CMMI certification and the current assessment details for consideration in the RFP process.” If you wish, we can send you copies of 4-5 RFPs/tenders wherein such clauses are incorporated and published.	Please refer Addendum & Corrigendum.



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145	General		<p>Request for Extension:          Since the RFP requests for a very detailed offering, we would like to request for an extension of submission, so that we are able to fine tune our response further. Also there are dependencies on the OEM for received responses, datasheets and compliances. Hence request you to kindly extend the bid submission date by at least 15-days.</p>	Please refer Addendum & Corrigendum.
146	Notice Inviting Request for Proposal, Page 3	<p><b>Online Price Bid End Date</b> • To be submitted online only on <a href="https://smc.nprocure.com">https://smc.nprocure.com</a> on or before 04.07.2022 up to 18:00 hrs. <b>Technical Bid Submission (in Hard Copy) along with EMD &amp; Bid fee</b> • In sealed envelope strictly by RPAD/Postal Speed Post on or before 11.07.2022 up to 18:00 hrs. to the Chief Accounts, Surat Municipal Corporation, Muglisara, Surat – 395003</p>	<p><b>Request SMC to kindly extend the bid submission deadline by 4 weeks so as to allow bidders to prepare qualified responses with best of their abilities.</b> Additionally, request SMC to kindly check the status of the website <a href="https://smc.nprocure.com">https://smc.nprocure.com</a> as we have been unable to access it and we are only able to access <a href="https://suratsmartcity.com/Tenders">https://suratsmartcity.com/Tenders</a> for any details related to the RFP</p>	Please refer Addendum & Corrigendum.

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147	Section No. - 7.38, Subcontracting, Page 142	The bidder is allowed to Sub-contract for “SITC and Maintenance of IT Hardware & Network Infrastructure” and/or “SITC & Maintenance of complete QMS Solution “activity.	Request SMC to kindly clarify the scope of subcontracting as the details memntioned under Section 4.2.1 ROLES & RESPONSIBILITY BIFURCATION, subcontracting is allowed for STIC & maintainence of PACS, QMS and IT hardware and network infra	Please refer Addendum & Corrigendum.
148	Section No. - 2.5, As-Is Situtation, Page 12	SMIMER HOSPITAL KEY STATISTICS & HIGHLIGHT	Kindly share the approximate number of users for SMIMER Hospital similar to the number of users shared for Maskati & Urban health centers on page 23, 27 and 28	RFP term prevails. Please refer 11.1. GENERAL INSTRUCTIONS, point no. 16. The proposed solution should not be dependent on no. of users.
149	Section No. - 3.1, BROAD SCOPE OF WORK, Page 30	Supply, Installation, Configuration, Testing and Commissioning of Central Server, Local Servers for HMIS, PACS, QMS etc. as per the requirement and scope of work mentioned for SMIMER Hospital, Maskati Hospital and Urban Health Centres of SMC.	Is there no requirement of setting up local servers for Community Health Centers	Not required.
150	Section No. - 3.1, BROAD SCOPE OF WORK, Page 30	Establishment of Wired & Wireless Network Infrastructure: Supply, Installation, Configuration, Testing and Commissioning of network as per the requirement and scope of work mentioned for SMIMER, Maskati Hospital and Urban Health Centres of SMC	Is there no requirement of setting up Wired & Wireless network infra for Community Health Centers	Please refer RFP for details.
151	Section No. - 3.1, BROAD SCOPE OF WORK, Page 30	Supply, Installation, Testing & Commissioning of Computer Hardware & associated software to implement HMIS, PACS, QMS for Hospitals and Various Health Centres of SMC.	Request SMC to kindly verify which health centers of SMC does the SI need to provide Supply, Installation, Testing & Commissioning of Computer Hardware & associated software to implement HMIS, PACS, QMS	Please refer RFP for details.

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152	Section No. - 3.1, BROAD SCOPE OF WORK, Page 30	6. Integration of existing application/ software implemented by SMC/ SSCDL. 7. Migration of all data from some of existing applications (that are being envisaged to be discontinued) to e-Health.	Request SMC to kindly share the list/details around the existing application and data volume to be integrated and migrated.  Kindly confirm details about overall landscape details of applications to be migrated to new solutions with storage size, security, deployed architecture for reference for planning migration strategy	Necessary details will be shared with successful bidder.
153	Section No. - 3.2, TO-BE SCENARIO ENVISAGED FOR SMC, Page 30	The e-Health must be a fully integrated, web-based solution that provides seamless incident – response management, collaboration with various National/ State level Health Schemes/programs.	Request SMC to kindly clarify the various National/ State level Health Schemes/programs.	Necessary details will be shared with successful bidder.
154	Section No. - 3.3, FUNCTIONAL REQUIREMENTS, 1.1.1.1 Registration, Page 32	The system should allow for pre-registration online (e-Health web Portal/ Mobile App) and walk-in patients through registration desk.	Please confirm total no. of users accessing this application over and details for concurrent users for accurately sizing the servers  Does SI need to provide access of HIMS to Patients? If yes, kindly clarify the cope for patient application/web portal	RFP term prevails. Please refer 11.1. GENERAL INSTRUCTIONS, point no. 16. The proposed solution should not be dependent on no. of users.
155	Section No. - 3.3, FUNCTIONAL REQUIREMENTS, 1.1.1.3 Electronic Health Records (EHR), Page 33	The EHR will provide access to information in the form of result data, text documents, scanned documents, images and waveforms from interfaced medical devices, as well as integrated clinical systems.	Request SMC to kindly share the list of clinical systems and medical devices to be interfaced along with make year and manufacturer details	Necessary details will be shared with successful bidder. If required prospective bidder may visit the site.

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<b>156</b>	Section No. - 3.3, FUNCTIONAL REQUIREMENTS, 1.1.1.4 Access of Personal Health Record – Patient's Portal, Page 34	The Personal Health Record (PHR) embedded in the Patient Portal should enable patients to view their records in a timely manner.	Request SMC to kindly specify the SoW for Patient application	Please refer to the RFP document for broad requirements. The exact requirements will be captured by SI during Requirement Gathering phase.
<b>157</b>	Section No. - 3.3, FUNCTIONAL REQUIREMENTS, 1.5 Other Requirements, Point 21, Page 60	The HMIS & PACS applications should be integrated & interfaced with medical equipment for data exchange without any incompatibility.	Request SMC to kindly share the list of medical devices to be interfaced along with make year and manufacturer details	Necessary details will be shared with successful bidder. If required prospective bidder may visit the site.

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<p><b>158</b></p>	<p>Section No. - 3.4. DESIGN CONSIDERATION, Page 89</p>	<p>SMC/SSCDL reserves the right to ask the bidder to supply only part of the hardware quoted and procure the rest of it separately by itself. The payments schedule will be adjusted accordingly.</p>	<p>Request SMC to kindly amend the clause as below:</p> <p>SMC/SSCDL reserves the right to ask the bidder to supply only part of the hardware quoted and procure the rest of it separately by itself <b>based on mutual agreement between selected Bidder and SMC</b>. The payments schedule will be adjusted accordingly.</p> <p>*Request SMC/SSCDL explicitly declare the percentage of such self procurement</p> <p>**Any hardware procurement by SMC leading to delay or impact on the project implementation schedule will not be responsibility of the selected bidder</p> <p>***Warranty for the hardware procured by SMC will be sole responsibility of SMC</p>	<p>RFP term prevails.</p>
<p><b>159</b></p>	<p>Section No. - 3.6. KEY ACTIVITIES AND DELIVERABLES, Point F, Page 91</p>	<p>SI will be responsible for shifting of equipment installed under this project as and when required.</p>	<p>Request SMC to kindly consider routing the shifting of equipment through Change Management Process.</p>	<p>RFP term prevails.</p>

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160	Section No. - 3.6. KEY ACTIVITIES AND DELIVERABLES, Point R, Page 92	SI will be responsible to provide onsite resources to monitor and manage the IT infrastructure created and implemented under this RFP.	Is the Onsite resource required to Monitor and Manage the IT infra different from Project Team, if yes, kindly specify details of the same? What will be the number of On-site resources?	Please refer "3.6.4 - Provision of Onsite Support" for details.
161	Section No. - 3.6. KEY ACTIVITIES AND DELIVERABLES, Point S, Page 93	The mobile app should be developed/customized as per the requirement of various stakeholders viz. patient, hospital staff (Doctors, Nurses, Radiologist, Lab Technicians, Faculty, Students, Parents, Store In-Charge, Administrative officers etc.) at SMIMER Institute & other hospitals and health centres	Request you to Kindly specify the total number of users and various stakeholders. What will be the expected maximum number of concurrent user at a given time on the Portal & Mobile App?	RFP term prevails. Please refer 11.1. GENERAL INSTRUCTIONS, point no. 16. The proposed solution should not be dependent on no. of users.
162	Section No. - 3.6.3 Warranty, ATS and Annual Maintenance Services, Point m, Page 96	The SI should also take up the work including reworks, relaying of cable cuts, shifting of equipment, reconfiguring the system, optimization or performance of the proposed system/solution, re-installation of software, expansion to the existing system such as adding Digital Display Boards etc. as & when needed. SI to ensure above activities without any additional cost to SMC/SSCDL	Request SMC to kindly clarify whether the display boards mentioned are included in the Price Bid format as mentioned on Page 203 under section 10.3 PRICE BID FORMAT	Please refer Addendum & Corrigendum.

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<p><b>163</b></p>	<p>Section No. - 3.6.6.2 Help Desk Services, Point a, Page 103</p>	<p>The SI has to maintain Dedicated Centralized Help Desk Service for end users, to solve the problems related to IT Infrastructure and solution implemented under the scope of this contract.</p>	<p>Request SMC to kindly clarify below queries:</p> <ul style="list-style-type: none"> <li>-Are Citizens covered under End User as well?</li> <li>-No of users for the HIMS/IT helpdesk?</li> <li>-Are Citizens to be provided with Helpdesk support as well?</li> <li>-What will be the working hours for helpdesk service? What are the number shifts for the helpdesk?</li> <li>-Will SMC Provide location/room for setup of helpdesk?</li> <li>-Is ther any estimate of average ticket volume for helpdesk</li> <li>-Is the Helpdesk service to be provided for all levels? (L1, L2 &amp; L3)</li> </ul>	<p>Please refer "3.6.4 - Provision of Onsite Support" for details.</p>
<p><b>164</b></p>	<p>Section No. - 3.6.6.3 End users Support, Point e, Page 104</p>	<p>SI will be responsible to provide end user application support either remotely or onsite as per the requirement. This support shall not be limited to the workstation/desktops provided by SI under this RFP. In case of workstation/desktops/printer/scanner not provided by SI, necessary primary hardware trouble shooting will be done by SI's resources.</p>	<p>Kindly clarify the no. of such workstation/ desktops/ printer/ scanner not provided by SI along with the no. of locations of such hardware, so that we can provision the field support staff accordingly.</p>	<p>End user could be from hospital, health center or concerned dept. of SMC. Primary trouble shooting will help resolve minor issue if any or will help identify the route cause for further resolution.</p>

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<p><b>165</b></p>	<p>Section No. - 7.44.13 Data Migration Details, Page 150</p>	<p>The Existing applications serving the requirements of SMIMER, Maskati Hospital &amp; Health Centers are developed on VB.NET, ASP.NET, C #, VB and backend used is MS SQL 2012. Applications whose functionalities are covered under E-HEALTH will retire/sunset after successful E-HEALTH implementation. The master data and transactional data to the possible extent will be migrated to the new system. Extraction of data and data cleansing will be joint responsibility of SMC current team along with selected bidder. Selected bidder will provide the templates in which data is expected and SMC current team to populate the data.</p>	<p>Request SMC to kindly share the volume of data to be migrated Kindly confirm details about overall landscape details of applications to be migrated to new solution like no. of applications, storage size, security, deployed architecture for reference for planning migration strategy. Integration efforts currently cannot be estimated without more information on these systems and the RFP should ideally include the details of such systems to enable the estimation of these efforts.</p>	<p>Necessary details will be shared with successful bidder. If required prospective bidder may visit the site.</p>
<p><b>166</b></p>	<p>Section No. - 3.3, FUNCTIONAL REQUIREMENTS, 2.1.9 Reports, Point 14, Page 68</p>	<p>14. PACS should support speech recognition using dragon software</p>	<p>Kindly clarify if only Dragon software is mandatory or any equivalent software to dragon will suffice</p>	<p>Please refer Addendum &amp; Corrigendum.</p>
<p><b>167</b></p>	<p>Section No. - 3.3, FUNCTIONAL REQUIREMENTS, 1.1.4.2 OT Video Recording, Point 14, Page 69</p>	<p>1. Recording of surgical procedures is very important education tool for medical students/ fraternity 2. The unique medical cases should be recorded via audio/ video medium and stored in system and reproduced to whoever seeks them via proper privileged based rights. 3. Videos of the surgeries should be live streamed in real time without any time lag in any place outside the OT either using the LAN or the internet connection. High bandwidth fibre cable laying should be done as per the requirement</p>	<p>Kindly clarify if the cameras required for recording videos and live stream will be provided by SMC or not? If no, kindly details and numbers of camera required for the same and if they are covered under SI's scope.</p>	<p>Selected bidder is required to provide the requested feature as per the requirement under RFP. Camera for recording is not in the scope of the SI.</p>



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168	Covering ,Page 1	<p>RFP No.: SSCDL-eHealth-RFP-02-2022                      Last date (deadline) for Online Price Bid Submission:                      04/07/2022                      Last date (deadline) for Technical Bid Submission:                      11/07/2022</p>	<p>We request authority to increase 'Online Price Bid Submission' and 'Technical Bid Submission' date of RFP by 3 more weeks post publication of response to Pre-Bid queries.</p>	<p>Please refer Addendum &amp; Corrigendum.</p>
169	7.44.15,Page 151	<p>(A) For the customized solution developed for the project, IPR of the solution would belong exclusively to the SSCDL. The SI shall transfer the source code to SSCDL. SI shall also submit all the necessary instructions for incorporating any modification / changes in the software and its compilation into executable / installable product. SSCDL may permit the SI, right to use the customized software for any similar project being executed by the same SI, with payment of reasonable royalty to SSCDL for the same.</p>	<p>We request authority to please confirm that HMIS OEM participating in this opportunity with solution whose IPR lies with OEM will only need to transfer IPR of the customized solution developed for the project to SSCDL.Original IPR of HMIS and EMR solution will remain intact with the proposed HMIS OEM.</p>	<p>Understanding is correct.</p>
170	4.2.2,Page 115	<p>1. The number of consortium members cannot exceed two, including the Prime Bidder</p>	<p>We request authority to allow more numbers of consortium members to participate in this RFP bidding process considering wide scope of work and requirements asked in this bidding process.Please consider this important request and modify cap on number of consortium members.</p>	<p>RFP term prevails.</p>

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<b>171</b>	7.44.13,Page 150	<p>The Existing applications serving the requirements of SMIMER, Maskati Hospital &amp; Health Centers are developed on VB.NET, ASP.NET, C #, VB and backend used is MS SQL 2012. Applications whose functionalities are covered under E-HEALTH will retire/sunset after successful E-HEALTH implementation. The master data and transactional data to the possible extent will be migrated to the new system. Extraction of data and data cleansing will be joint responsibility of SMC current team along with selected bidder. Selected bidder will provide the templates in which data is expected and SMC current team to populate the data.</p>	Please let us know what will be the data format and data volume	Necessary details will be shared with successful bidder.
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172	7.22, Page 138	A two-stage selection procedure will be adopted: Stage-1: Technical Bid (Basic Eligibility Criteria + Technical Compliance) and Stage-2: Commercial bid.	<p>Rule 193 under 'PROCUREMENT OF SERVICES' of "General Financial Rules, 2017" published by the DoE (GoI), pertaining to Least Cost System (LCS), states that "LCS is appropriate for assignments of a standard or routine nature (such as audits and engineering design of non-complex works) where well-established methodologies, practices and standards exist."</p> <p>Also, as per "MANUAL FOR PROCUREMENT OF CONSULTANCY &amp; OTHER SERVICES 2017" by Ministry of Finance Department of Expenditure, for projects of High complex/ downstream Consequences /specialized Assignments, QCBS with higher technical weightage should be used. As per the manual, 60/40 is advised for assignments of a standard or routine nature such as auditors/procurement agents handling the procurement. But, this project is a of strategic nature involving health &amp; life of the end users. Also, development &amp; implementation of state level HMIS necessitates extensive knowledge and expertise in the health care sector along with Information Technology.</p> <p>Using the "LCS" system for Evaluation</p>	RFP term prevails.
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and Selection would put the project at the statutory risk and might lead to quality issues in project timely delivery and implementation which would ultimately lead to issues in rendering healthcare delivery.

We recommend that SMC adhere to all applicable regulations and norms and adopt 70/30 QCBS criteria for this project. This will facilitate better participation in the bid by credible bidders.

Suggested criteria for evaluation of Financial Bids:

The Financial Proposals of the Bidder, who are technically qualified, will be opened. The Financial Bid should contain the total cost of all services, proposed to be charged by the Bidder including all the expenses and taxes. Formula to determine the scores for the Financial Proposals shall be as follows:

$S_f = (FL / F)$ , where

$S_f$  is the Financial Score

$FL$  is the value of lowest Commercial Bid

$F$  is the price quoted in the bid under consideration

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### Ranking of Proposals (QCBS):

- Following completion of evaluation of Technical and Financial Proposals, final ranking of the Proposals will be determined. This will be done by applying a weightage of 0.70 (or seventy percent) and 0.30 (or Thirty percent) respectively to the technical and financial scores of each evaluated qualifying Technical and Financial Proposals and then computing the relevant combined total score for each Bidder.
- The technical and financial scores shall be combined, and the Contract will be awarded to the agency which scores maximum points.

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173	Section 6.1. Milestone # 4, Page - 124	Project execution at site - Phase I SMIMER and Health Centres in East Zone (A) of SMC	These timelines are very aggressive, SMC may consider reviewing and rationalizing these timelines and subsequent effects. Such timelines require extra resource and cost allocation, and might affect the quality of the work too.	RFP term prevails.
174	Section - 5 KPIs & SLA, Page 116	The SLA also specifies the penalties for lower performance and breach conditions. Payment to the SI is linked to the compliance with the SLA metrics.	<p>Many a times lower performance, breach conditions, Service gaps might happen due to some dependency factors. For eg. Security breach might happen due to human error at user side, for which bidder can't be held responsible.</p> <p>SMC is requested to consider the provision of mutual investigation in such cases, and penalties should not be imposed directly.</p>	RFP term prevails.
175	1.1.5, Page 37	Data from Anaesthesia machine	What are the data touchpoints expected from the Anaesthesia machine?	Necessary provision for integration with anaesthesia machine to be done apart from provision of manual entry.
176	1.2.1, Page 48	The module may integrate with the existing accounting packages to achieve the functionality requirements	Can we have details related to existing accounting package & expected interface scope?	Necessary details will be shared with successful bidder.

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177	1.2.1, Page 48	The payment due from the Patients should be determined by the system automatically, based on pre-defined rules and parameters. The system should be able to check for possible exemption from payment of any fees by the Patient by searching the Patient category based on Registration details.	Can we have details regarding pre defined rules & its use cases?	SI is expected to capture this information during Requirement Gathering phase.
178	1.2.1, Page 48	This module is to be customized as per the requirements of Accounts and billing department of SMC Hospitals & Health Centres.	Can we have the requirements detailed as per SMC Hospital & Health centres?	SI is expected to capture this information during Requirement Gathering phase.
179	Generic	Generic	What Data visualization / BI tools are used for reporting at present? Could you please clarify?	There are not Data Visualisation / BI tools being used at present. Bidder to offer solution meeting the RFP requirement.
180	Generic	Generic	What are the number of users to be considered for subscription including staff & students? Could you please clarify?	RFP term prevails. Please refer 11.1. GENERAL INSTRUCTIONS, point no. 16. The proposed solution should not be dependent on no. of users.
181	Generic	Generic	What are the number of concurrent users to be considered? Could you please clarify?	RFP term prevails. Please refer 11.1. GENERAL INSTRUCTIONS, point no. 16. The proposed solution should not be dependent on no. of users.
182	Generic	Generic	Do we need to support 24x7 support? Could you please clarify?	24x7 support is required.
183	11.2.1 Desktop All in One Computer (i3 Based) - Page 209	Processor - Intel® 10th generation Core™ i3- 10105 Processor (3.70 GHz Base Frequency/Clock Speed, 6MB Cache, 4 core) or higher	We request to please change as below with latest available option & enable us to participation. Also, we request to add AMD processor as well for healthy competition	RFP term prevails. The mentioned specifications are minimum and bidder can offer product with higher specifications.

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			<p>Processor - Intel® 12th generation Core™ i3- 12100 Processor (3.3 GHz Base Frequency/Clock Speed, 12MB Cache, 4 core) or higher / AMD R3 5300G (4.0 Ghz Base Frequency/Clock Speed, 10MB Cache, 4 core)</p> <p>Also, asked processor in the tender is with limited OEMs. So, we are restricted to participate.</p>	
		Memory - 8 GB DDR4 RAM @ 2666 MHz or higher with 1 DIMM slot free. (Single Module Should be supplied)	<p>We request to please change as below with latest available option &amp; enable us to participation.</p> <p>8 GB DDR4 RAM @ 3200 MHz or higher</p>	RFP term prevails. The mentioned specifications are minimum and bidder can offer product with higher specifications.
184	11.2.1 Desktop All in One Computer (i3 Based) - Page 210	Interfaces/Port - Minimum 7 USB Ports (min. 3 USB ports in front and 4 USB ports in back) of which	<p>We request to please change as below and enable us to participate.</p> <p>Minimum 7 USB Port (min 3 USB in front &amp; 4 USB port in back) out of minimum 4 USB port 3.2/3.1 or higher</p> <p>- Minimum 1 no. of HDMI port</p>	Please refer Addendum & Corrigendum
		<ul style="list-style-type: none"> <li>• Min. 2 USB 3.2/3.1 ports (front)</li> </ul>	- Minimum 1 no. of VGA / Display Port	
		<ul style="list-style-type: none"> <li>• Min. 2 USB 3.2/3.1 ports (back)</li> </ul> <p>- Minimum 1 no. of HDMI port</p>	- Audio – Line In, Line Out, Microphone/Headphone Combo Jack	
		- Minimum 1 no. of VGA / Display Port		
		- Audio – Line In, Line Out, Microphone	Different OEM have different designed CPU chassis. Also, current clause is restricted us t participate with competitive model. Desktop have only microphone jack	



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185	11.2.2 Desktop All in One Computer (i5 Based) - Page 211	Intel® 10th generation Core™ i5- 10505 Processor (2.60 GHz Base Frequency/Clock Speed, 12MB Cache, 6 core) or higher	We request to please change as below with latest available option & enable us to participation. Also, we request to add AMD processor as well for healthy competition	RFP term prevails. The mentioned specifications are minimum and bidder can offer product with higher specifications.  Please refer Addendum & Corrigendum for Interface/ port requirements.
			Processor - Intel® 12th generation Core™ i5- 12500 Processor (3.0 GHz Base Frequency/Clock Speed, 18MB Cache, 6 core) or higher / AMD R5 5600G (3.9 Ghz Base Frequency/Clock Speed, 18MB Cache, 6 core)	
			Also, asked processor in the tender is with limited OEMs. So, we are restricted to participate.	
		Memory - 16 GB DDR4 RAM @ 2666 MHz or higher with 1 DIMM slot free. (Single Module Should be supplied)	We request to please change as below with latest available option & enable us to participation.	RFP term prevails. The mentioned specifications are minimum and bidder can offer product with higher specifications.
		16 GB DDR4 RAM @ 3200 MHz or higher		
186	11.2.40 Centralized HCI Server, Page- 261,262	Ratio of SSD, SAS &NL-SAS storage in the HCI : 20:30:50	We request SMC to remove this ratio, as different OEM implement different combination on SSD, SAS and NL-SAS. Current Specification favors ONE OEM and restricts other key HCI OEM's including us from participating. Also it is not recommended to have SSD, SAS and NL-SAS in same cluster. The HCI should have diferent cluster for optimal performance.	Please refer to Addendum & Corrigendum.

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<p><b>187</b></p>	<p>11.2.7 48 Port 10 G/40G Core Switch 11.2.8 24 Port 10G/40G Core Switch 11.2.13 48 ports (1G/10G) L3 Lite Web Managed Switch 11.2.14 24 ports (1G/10G) L3 Lite Web Managed Switch 11.2.15 24 ports (1G/10G) L3 Lite Web Managed POE+ Switch</p>	<p>Required Make: CISCO/ HPE/ Juniper/Extreme Networks</p>	<p>We are also one of the key Networking OEM's so we would request you to please include the DELL brand to the asked list of OEM's which would inturn help us to qualify and bid for this requirement.</p>	<p>RFP term prevails.</p>
<p><b>Technical Specification for Active devices and Passive Devices (LAN &amp; Wi-Fi)</b></p>				
<p><b>188</b></p>	<p>General Criteria, Point no. 3, Page no. 216</p>	<p>NMS should be provided to manage all the switches and Wi-Fi APs.</p>	<p>Please modify this clause to  NMS should be provided to manage all the switches and Wi-Fi Aps from multiple NAS or single NMS console from Same OEM</p>	<p>RFP term prevails.</p>
<p><b>11.2.13 48 ports (1G/10G) L3 Lite Web Managed Switch</b></p>				

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189	48 ports (1G/10G) L3 Lite Web Managed Switch ,Port, Page no. 225	48 ports (1G/10G) L3 Lite Web Managed Switch	<p>Please modify this</p> <p>48 ports (1G/10G) L3 Lite full Managed Switch.</p> <p>Full manage switch is having better capability and control. so request you change web manage to full manage switch.</p>	RFP term prevails.
190	Point no. 2 ,Port, Page no. 226	<p>Either Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports</p> <p>Or</p> <p>Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Day one in addition to above fixed 48 ports.</p>	<p>Please change this cluse to</p> <p>"Minimum 4x 1/10G SFP+ port"</p> <p>for standard switch, it will have 48 port 1G and 4 port 1/10G SFP+ port</p>	RFP term prevails.
<b>11.2.14 24 ports (1G/10G) L3 Lite Web Managed Switch</b>				
191	24 ports (1G/10G) L3 Lite Web Managed Switch ,Port, Page no. 227	24 ports (1G/10G) L3 Lite Web Managed Switch	<p>Please modify this 24 ports (1G/10G) L3 Lite full Managed Switch.Full manage switch is having better capability and control.so request you change web manage to full manage switch.</p>	RFP term prevails.

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192	Point no. 2 ,Port, Page no. 228	Either Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports Or Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Day one in addition to above fixed 48 ports.	Please change this cluse to  "Minimum 4x 1/10G SFP+ port"  for standard switch, it will have 48 port 1G and 4 port 1/10G SFP+ port	RFP term prevails.
<b>11.2.15 24 ports (1G/10G) L3 Lite Web Managed POE+ Switch</b>				
193	24 ports (1G/10G) L3 Lite Web Managed POE+ Switch ,Port, Page no. 229	24 ports (1G/10G) L3 Lite Web Managed POE+ Switch	Please modify this Clause to  24 ports (1G/10G) L3 Lite full Managed POE+ Switch.  Full manage switch is having better capability and control. so request you change web manage to full manage switch.	RFP term prevails.
194	Point no. 2 ,Port, Page no. 228	Either Minimum 2 x 10G SFP+ ports and 2 x 10G BASE-T RJ-45 ports Or Minimum 4 x 10G SFP+ ports with 2 x 10G BASE-T RJ-45 SFP+ Transceivers Modules Supplied with Product from Day one in addition to above fixed 48 ports.	Please change this cluse to  "Minimum 4x 1/10G SFP+ port"  for standard switch, it will have 48 port 1G and 4 port 1/10G SFP+ port	RFP term prevails.
<b>11.2.17 Indoor WIFI Access Points (AP)</b>				

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195	Point no. 1 ,Architecture, Page no. 232	The Access Point should support IEEE 802.11a/b/g/n/ac/ac Wave 2 standards	Please change this clause to "The Access Point should support IEEE 802.11a/b/g/n/ac/ac Wave 2 and 802.11AX standards"  802.11ax is the new wireless standard technology and is having more feature than 802.11ac. So for SMC 802.11ax technology will provide better user experience.	RFP term prevails.
196	Point no. 2 ,Architecture, Page no. 232	Frequency of Radio 2 shall be 5 GHz b/g/n/ac/ac Wave 2 20/40/80 MHz (3x3:3 stream)	Please change this clause to "Frequency of Radio 2 shall be 5 GHz b/g/n/ac/ac Wave 2 20/40/80 MHz (2x2:2 stream)"Maximum 5Ghz clients are having either 1x1 or 2x2 antenna. So asking 3x3:3 will not have any improve performance for end users/device.	RFP term prevails.
197	Point no. 5 ,Architecture, Page no. 232	Should have minimum 1x GE RJ45	Please change this clause to "Should have minimum 2x GE RJ45"  Wireless as a critical infrastructure, SMC should require at lead 2x1G port on AP to achieve better throughput using LACP and high availability at access points.	RFP term prevails.

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198	Point no. 6 ,Architecture, Page no. 232	Radio 1 should minimum Throughput: 300Mbps	Please change this clause to "Radio 1 should minimum Throughput: 280Mbps"  99% of 2.4Ghz clients are having either 1x1 or 2x2 antenna. If 1x1 antenna, through put will not go beyond 76 Mbps and for 2x2 antenna, through put will not go beyond 152 Mbps.	RFP term prevails.
199	Point no. 7 ,Architecture, Page no. 332	Radio 2 should minimum Throughput: 1300Mbps	Please change this clause to "Radio 2 should minimum Throughput: 1200Mbps"	RFP term prevails.
200	Point no. 25 ,Management, Page no. 233	It should be WI-FI Alliance Certified and RoHS Compliant	Please change this clause to "It should be WI-FI Alliance Certified and RoHS Compliant/Green AP Energy Efficiency"  Green AP Energy Efficiency utilize analytics to automatically transition in and out of a sleep mode based on client density to achieve the green energy initiative.	RFP term prevails.

**11.2.18 Wireless LAN Controller for Indoor WI-FI Access Point**

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<p><b>201</b></p>	<p>Point no. 26 ,System Architecture, Page no. 235</p>	<p>The proposed architecture should be based on controller-based Architecture within AP deployment. While Encryption/ decryption of 802.11 packets should be performed at the AP.</p>	<p>Please change this clause to "The proposed architecture should be based on controller-based Architecture within AP deployment. While Encryption/ decryption of 802.11 packets should be performed at the AP or Controller" In controller based deployment all the Encryption/ decryption will be performed at controller level for better security and visibility.</p>	<p>Please refer Addendum &amp; Corrigendum</p>
<p><b>202</b></p>	<p>Point no. 35 ,RF Management, Page no. 236</p>	<p>Should be able to load balance clients based on client count</p>	<p>Please change this clause to "Should be able to load balance clients"</p> <p>in the wireless, Client load balancing depends on the channel utilisation, channel interference, SNR and other RF parameters.</p> <p>So client load balancing based on the client count is not the feasible option.</p>	<p>Please refer Addendum &amp; Corrigendum</p>

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<p><b>203</b></p>	<p>Point no. 36 ,RF Management, Page no. 236</p>	<p>Should be able to load balance clients based on effective throughput on AP</p>	<p>Please change this clause to "Should be able to load balance clients based on effective throughput on AP or support client bandsteering and load balancing"</p> <p>in the wireless, Client load balancing depend on the channel utilisation, channel interference, SNR and other RF parameter.</p> <p>So client load balancing based on throughput is not the feasible option.</p>	<p>RFP term prevails.</p>
<p><b>204</b></p>	<p>Point no. 37 ,RF Management, Page no. 236</p>	<p>Should be able to use client and throughput as a measure to load balance between bands</p>	<p>Please change this clause to "Should be able to use client and throughput as a measure to load balance between bands or support Band steering"</p> <p>in the wireless, Client load balancing depend on the channel utilisation, channel interference, SNR and other RF parameter.</p> <p>So client load balancing based on the band is not the feasible option.</p>	<p>RFP term prevails.</p>



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<p><b>205</b></p>	<p>Point no. 39 ,Inline Security Features, Page no. 236</p>	<p>Controller should support AES-128 and AES-256 encryption</p>	<p>Please change this clause to "Controller should support AES-128 and AES-256 encryption or encryption technology" In wireless, Controller and AP communication is encrypted communication and its having proprietary protocol by all the OEMs. Wireless communication is not having any open standard encryption protocol between AP and controller communication.</p>	<p>RFP term prevails.</p>
<p><b>206</b></p>	<p>Point no. 40 ,Inline Security Features, Page no. 236</p>	<p>WLC should support WIDS/WIPS for security including Rogue AP detection and prevention, Evil-twin/AP spoofing detection and Ad-Hoc detection, jamming attack, SSID spoofing, Same network rogue AP, MAC spoofing</p>	<p>Please modify this clause to</p> <p>WLC should support WIDS/WIPS for security including Rogue AP detection and prevention, Evil-twin/AP spoofing detection and Ad-Hoc detection, jamming attack/ DoS attack, SSID spoofing/ valid-ssid-misuse, Same network rogue AP/ Rogue AP, MAC spoofing/AP Spoofing.</p> <p>Wireless Security features(WIPS) name are varies from OEM to OEM, so Wireless IPS is not having standard signature applicable for all OEMs. So every OEM is achieving these features in different way with different mechanism and name.</p>	<p>RFP term prevails.</p>

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<b>207</b>	Point no. 41 ,Inline Security Features, Page no. 236	WLC should support WIDS/WIPS to detect Management Frame flood, Probe request flood, Null probe flood, EAP handshake flood, ARP Replay, Rogue client impersonation, Rogue authorization	Please modify this clause to  WLC should support WIDS/WIPS to detect Management Frame flood, Probe request flood, Null probe flood, EAP handshake flood / AP Rate Anomaly, ARP Replay/ TKIP Replay Attack, Rogue client impersonation/ Valid client protection, Rogue authorization/Rogue containment.  Wireless Security features(WIPS) name are varies from OEM to OEM, so Wireless IPS is not having standard signature applicable for all OEMs. So every OEM is achieving these features in different way with different mechanism and name.	RFP term prevails.
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<b>208</b>	Point no. 42 ,Inline Security Features, Page no. 236	WIPS/WIDS future should be able to detect Rogue stations and association to rogue AP, Active probing, DE authentication Flood, Disassociation Flood, RTS abuse, CTS abuse, Unencrypted data Frames, Unauthorized encryption schemes	Please modify this clause to WIPS/WIDS future should be able to detect Rogue stations and association to rogue AP, Active probing, DE authentication Flood / Detect Broadcast Deauthentication, Disassociation Flood / Detect Broadcast Disassociation, RTS abuse, CTS abuse/ Detect RTS Rate Anomaly, Unencrypted data Frames /Detect Unencrypted Valid Clients, Unauthorized encryption schemes/ detect WPA Misconfiguration. Wireless Security features(WIPS) name are varies from OEM to OEM, so Wireless IPS is not having standard signature applicable for all OEMs. So every OEM is achieving these features in different way with different mechanism and name.	RFP term prevails.
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<b>209</b>	Point no. 43 ,Inline Security Features, Page no. 236	WLC should support WIPS/WIDS Classification type mentioned below. 1) Detect RF-based DoS. 2) Detect Traffic injection-based DoS DE authentication Flood 3) Detect Traffic injection-based DoS Disassociation Flood. 4) Detect P2P wireless bridge 5) Detect unencrypted data frames	Please modify this clause to  WLC should support WIPS/WIDS Classification type mentioned below. 1) Detect RF-based DoS /Detect RTS Rate Anomaly 2) Detect Traffic injection-based DoS DE authentication Flood/ Detect Broadcast Deauthentication 3) Detect Traffic injection-based DoS Disassociation Flood/ Detect AirJack 4) Detect P2P wireless bridge/protect windows bridge  5) Detect unencrypted data frames/ Detect Unencrypted Valid Clients  Wireless Security features(WIPS) name are varies from OEM to OEM, so Wireless IPS is not having standard signature applicable for all OEMs. So every OEM is achieving these features in different way with different mechanism and name.	RFP term prevails.
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<p><b>210</b></p>	<p>Point no. 44 ,Inline Security Features, Page no. 236 &amp;237</p>	<p>WIPS/WIPS feature should take following protection measures to prevent wireless attacks. a) Spoofing De-Authentication frames towards Rogue AP clients. b) Block a client after repeat authentication failures</p>	<p>Please modify this clause to WIPS/WIPS feature should take following protection measures to prevent wireless attacks. a) Spoofing De-Authentication frames towards Rogue AP clients / Protect from Adhoc Networks b) Block a client after repeat authentication failures / configure authentication failure threshold Wireless Security features (WIPS) name are varies from OEM to OEM, so Wireless IPS is not having standard signature applicable for all OEMs. So every OEM is achieving these features in different way with different mechanism and name.</p>	<p>RFP term prevails.</p>
<p><b>11.2.20 Wireless AC300 Router</b></p>				
<p><b>211</b></p>	<p>Point no. 7 ,Hardware, Page no. 242</p>	<p>Working Mode Router Mode Universal Repeater/ Range Extender Mode Access Point Mode WISP</p>	<p>Please change this clause to</p> <p>"Working Mode Router Mode/Universal Repeater/ Range Extender Mode/Access Point Mode/ WISP"</p> <p>Wireless router will work to sever the client on wireless so it will work in wireless access point mode only.</p>	<p>RFP term prevails.</p>

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<b>212</b>	Point no. 12 ,Hardware, Page no. 243	Port Forwarding DMZ Host	Please change this to "Port Forwarding DMZ Host/ IP address assign on port"	RFP term prevails.
<b>11.2.46 NMS Application</b>				
<b>213</b>	Point no. 6 , Page no. 267	The NMS should provide reports encompassing key performance indicators (KPIs)and exported in multiple formats.	Please change this clause to  The NMS should provide reports encompassing key performance indicators (KPIs)and exported in multiple formats or NMS should provide the network performance report.  KPI based report is OEM specific feature.	RFP term prevails.

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<p><b>214</b></p>	<p>Point no. 11,Hardware, Page no. 267</p>	<p>NMS should support Traffic analysis that displays AP/Switch, WLAN ,and AP traffic And Client trends overtime. It should quickly find the most heavily loaded AP/Switches/Ports or top network users and devices. It should be able to inform about the Client OS types and application consumption for wireless Clients. NMS should support filter of statistics by band (2.4GHz,5GHz, or both) and traffic direction (uplink, downlink, or both), and monitor Client load over time.</p>	<p>Please change this clause to"NMS should support Traffic analysis/Traffic details that displays AP/Switch, WLAN and AP traffic And Client trends overtime. It should quickly find the most heavily loaded AP/Switches/Ports or top network users and devices. It should be able to inform about the Client OS types and application consumption for wireless Clients. NMS should support filter of statistics by band (2.4GHz,5GHz, or both) and traffic direction (uplink, downlink, or both), and monitor Client load over time."NMS tool will provide traffic details for clients.</p>	<p>RFP term prevails.</p>
<p><b>215</b></p>	<p>Point no. 15,Hardware, Page no. 267</p>	<p>NMS solution should support viewing switch information, switch registration and authentication.</p>	<p>Please change this clause to "NMS solution should support viewing switch information details."</p> <p>Switch registration and authentication is part of NAC solution not the NMS solution.</p>	<p>Please refer Addendum &amp; Corrigendum</p>

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216	Point no. 16, Hardware, Page no. 267	NMS solution should support Switch inventory (model, FW version, last backup, etc.) management.	Please change this clause to "NMS solution should support Switch inventory (model, FW version, etc.) management."	RFP term prevails.
217	Point no. 17, Hardware, Page no. 267	NMS solution should support Health and performance monitoring (status, traffic stats, errors, Clients etc.) with alarms.	Please change this clause to "NMS solution should provide report for Health and performance monitoring (status, traffic stats, errors etc.) with alarms."	RFP term prevails.
218	Point no. 21, Hardware, Page no. 267	NMS should allow viewing switch port details, switch health, switch alarms, switch events, LLDP neighbors, traffic trends in the switch and firmware history of the switch.	Please change this clause to "NMS should allow viewing switch port details, switch alarms, switch events, LLDP neighbors in the switch and firmware history/details of the switch."	RFP term prevails.
<b>11.2.40 Centralized HCI Server</b>				
219	Point no. 3 ,Centralized HCI Server, Page no. 261	200 TB or higher. Pl. specify offered HDD combination with capacity	Pls confirm if this can also be achieved using an external Storage based HCI Solution.	RFP term prevails.
220	Point no. 4 ,Centralized HCI Server, Page no. 262	Ratio of SSD, SAS & NL-SAS storage in the HCI	In All flash solution the ratios are fixed as per Appliance configured ... pls change the same to <b>"as preferred by vendor"</b>	RFP term prevails.
221	Point no. 12 ,Centralized HCI Server, Page no. 262	512 GB or higher. Pl. specify offered RAM.	Is the 512 GB inclusive of HC overheads as it is mentioned RAW .. Pls clarify.	RFP term prevails.



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222	Point no. 14 ,Centralized HCI Server, Page no. 262	No of cache drives per node - 2 or higher	Refer to row 33 ... pls mention that <b>"OEM to decide and declare cache drive capacity"</b>	RFP term prevails.
	Point no. 15 ,Centralized HCI Server, Page no. 262	2 or higher		
223	Point no. 23 ,Centralized HCI Server, Page no. 263	IOPS delivered at 70:30 Read: Write Ratio on 8K block size with latency of 5ms maximum for each node 20000 or higher	This is for the Cluster ... not the individual Node. Pls specify	RFP term prevails.
224	Point no. 27 ,Centralized HCI Server, Page no. 263	Number of nodes HCI supports in same cluster/deployment 24 or higher	Pls change this minimum 8 & max 32 with Storage & compute Only Nodes	RFP term prevails.
225	Point no. 30 , HCI features, Page no. 264	HCI must support all industry's standard Hypervisor	Pls change this to Type-II hypervisors from Magic Quadrant	RFP term prevails.
226	Point no. 33 , HCI features, Page no. 264	HCI is configuration of SSD/SAS/NL SAS/NVMe then the caching must be on appropriate capacity of SSD/NVME drives to meet the IOPS/performance requirements.	Pls provide the exact Storage to arrive at reqd 200TB. External Storage based HCI solution should also be considered if it fits all the compliance, architecture and performance points as specified in the RFP.	RFP term prevails.
227	Point no. 46 , HCI features, Page no. 265	HCI should have built-in-security for data	Pls specify this point	RFP term prevails.
228	Point no. 50 , HCI features, Page no. 265	HCI should have data at Rest Encryption.	Kindly add the point <b>"should be integrated with the solution without any 3rd party SW"</b>	RFP term prevails.

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229	Point no. 52 , HCI features, Page no. 265	HCI should have integrated/Softwarebased remote Data recovery/Replication solution	Pls mention ... <b>"there has to be no 3rd party SW integration to achieve this."</b> This should be a native in-built feature	RFP term prevails.
<b>Additional Points - Request for incorporating in the RFP</b>				
230	Pls add this point if possible	Hyper-converge solution should allow storage capacity choice of SSD's not more than 2TB in size. Or if using NL SAS / SATA not more than 3TB	This will help in rebuilding RAID quickly as HW RAID is a requirement and helps in effective balacing across RAID/Node/Clusters	RFP term prevails.
231	Pls add this point if possible	Each node should have 1 or more 12G RAID controllers to manage internal SSD and hard drives	AS RAID 5/6 is a requirement ... this will help in deploying RAID Controller HW based solution and not a SW based soln which can be easily corrupted with lot of overheads	RFP term prevails.
232	Pls add this point if possible	Hyper-converged solution should support VMware vSphere or Microsoft Hyper-V Type-1 hypervisors only, this should be placed on disks that are not part of the primary data storage	Type-II hypervisors are scalable and have more enterprise features w.r.t scalability, stability and performance factors	RFP term prevails.
233	Pls add this point if possible	Hyper-converged solution should be able to start small with minimum 2 nodes, for high availability, and scale-out when required	Deployment should not be fixed at minimum qty ..	RFP term prevails.
234	Pls add this point if possible	Hyper-converged solution should support addition of compute only/access nodes ( without data storage ) to provide additional compute resources and should support servers from all OEM brands as CN.	There should be a flexibility available to scale only Compute if Storage is not a requiremnt. This will help in saving HCI SDS lics, and overheads in the Cluster / DC / Federation	RFP term prevails.
235	Pls add this point if possible	Solution can be deployed as a stretched cluster with Zero RTO. Solution should support stretched cluster deployment in a near site metro DC deployment out of the box with minimum 2 nodes to start	for achieving RPO = 0 .. The said solution should be ready and should start with a minimum nodes ( 2 ) for HA.	RFP term prevails.

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236	Pls add this point if possible	Data loss protection against a minimum of 2 simultaneous local hard disks failures per node and Data loss protection against a minimum of 1 simultaneous local hard disk failures in all nodes of the cluster	for local disk failure support and since RAID is asked .. This points needs to be added. IF simultanoeous disk fail in more than 2 nodes - particular VMs are lost and hence affecting downtime and data loss.	RFP term prevails.
237	Pls add this point if possible	Hyper-converge solution should have a guaranteed local cluster backup time of $\geq 5$ minute and less $\leq 1$ mins faster recovery time during Ransomware / Cryptollogger attacks for close to 1TB of VMs from the local backups	This is needed for faster RPO & RTO to receover from immediate VM failures like Cypto or Ransomware attacks. An integrated backup soln is already asked in the RFP	RFP term prevails.
238	Pls add this point if possible	Offered Hyper-coverge solution shall be supplied with licenses with remote backup to DR location for maximum numbers of VMs supported on offered solution. Should include licenses for atleast 4 multi-site deployments	This is needed for faster RPO & RTO to receover from immediate VM failures like Cypto or Ransomware attacks. An integrated backup soln is already asked in the RFP	RFP term prevails.

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239	Pls add this point if possible	<p>Inbuilt Predictive Analytics &amp; Recommendation Engines need to be provided with details as below.</p> <p>Predictive support automation</p> <ul style="list-style-type: none"> <li>- Predicts and prevents issues</li> <li>- Solves problems across infrastructure</li> <li>- Transforms the support experience</li> <li>- Integrated wellness and planning</li> <li>- Monitor performance and capacity trending</li> <li>- Visibility to performing VMs</li> <li>- Visibility to Noisy Neighbours in the Cluster</li> <li>- HCI visibility of Federated resources</li> <li>- Integrated and Global View</li> </ul> <p>Out of box availability is mandated, An alternate solution to be provided if this feature is not available out of box with Enterprise wide licenses.</p>	<p>An automated telemetry / AI sw which takes care of day to day issues and resolves almost 60% of daily problems is needed to ensure smooth operation of the HCUI cluster</p> <p>This helps in automated call logging, predictive analysis of HCI cluster, Capacity planning and host of other things.</p>	RFP term prevails.
240	Pls add this point if possible	Backup functionality shall be an integral feature of Hyper-Converge instead of a separate server / software license and should be able to deliver local site/DR site & External D2D backups devices as a backup policy integration.	Need to add this into the backup point additionally	RFP term prevails.
241	Pls add this point if possible	Backup must be an independent copy of source Virtual Server and must allow restore of deleted or corrupted source Virtual Server	Need to add this into the backup point additionally	RFP term prevails.
242	Pls add this point if possible	The ability to replicate Any-to-Any in a Mesh Data Center deployment of more than 3 DC's out of box	Need to add this into the backup point additionally	RFP term prevails.
243	Pls add this point if possible	Data Protection should have RPO of <=10 minutes at least for local backups	Need to add this into the backup point additionally	RFP term prevails.

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244	1.1.1.1 RegistrationPoint no: 2		Is this Patient ID for lifetime reference of the person(e.g. Permanent Health Card ID) OR just for the specific hospital visit.	UHID shall be for lifetime reference of the patient.
245	1.1.1.2 Appointment Point no: 5		What kind of configuration you think of?	As per health care & industry standards and latest trends.
246	1.1.1.3 Electronic Health Records (EHR) Point no: 2		ASSUMPTION: 'patient viewer' means the provision where patients can view their previous and current visit data like Rx, Diagnosis, Symptom, etc?	Requirement is clearly defined. Details with be shared with successful bidder.
247	1.1.1.3 Electronic Health Records (EHR) Point no: 3		Are the Lab and Pharmacy users can be outside of hospital users, like private labs or pharamacy?	There could be users outside SMC hospital and health centers and necessary access provision based on role rights configuration to be done.
248	1.1.1.3 Electronic Health Records (EHR) Point no: 5		Do we need to have live ICU monitoring chart in web portal OR just the ICU monitoring data that was manually entered by the operators?	Necessary interfacing is to be done. The exact requirement will be finalised during requirement gathering phase.
249	1.1.1.4 Access of Personal Health Record – Patient's Portal Point no: 3		What does it mean by, organizations engaged in quality-reporting initiatives?	The exact requirement will be finalised during requirement gathering phase.
250	1.1.2.2 Prescription Management Point no: 9		There several systems listed, How will our newly developed system will integrate with other listed systems? Please provide more details on it.	Necessary integration requirements will be finalised during requirement gathering phase.

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251	1.1.4.1 Management Point no: 2		What kind of alerts could be? Is it only shortage of resources alerts only OR can be other thing as well?	The exact requirement will be finalised during requirement gathering phase.
252	1.1.4.3 Display information about Operation Theatre Point no: 1		Data about the 'Progress of surgery' will be entered into the system manually OR automatically? Suregery is a critical task & during the surgery how can someone enter the data in system?	The exact requirement will be finalised during requirement gathering phase.
253	1.1.8.1 Management Point no: 7		What kind of locations?	The exact requirement will be finalised during requirement gathering phase.
254	1.1.8.2 Demand, Indenting, receipt of Stores Point no: 1		Do we need to have automated indent, based on minimum level set for the items? If yes, Does it apply for every items or some specific ones?	Automated and manual indent functionality is required and should be configurable based on the item. The exact requirement will be finalised during requirement gathering phase.
255	1.1.9.2 Pathology -> LIMSP Point no: 8		What kind of status of the sample could be? Does it involve other departments or just a lab?	Satus of sample could be like sample collected, in testing stage, in provisional report approval stage, under final report approval stage and under report generation & issued stage. The exact requirement will be finalised during requirement gathering phase.

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256	1.1.9.2 Pathology -> LIMS Point no: 11		Can we have a list of such Equipments from which we can directly capture the test results? How many equipments are involved in this feature?	Necessary details will be shared with successful bidder. If required prospective bidder may visit the site.
257	1.1.9.3 Radiology Information System (RIS): Point no: 12		Can we have a list of such Equipments from which we can directly capture the test results? How many equipments are involved in this feature?	Necessary details will be shared with successful bidder. If required prospective bidder may visit the site.
258	1.1.9.3 Radiology Information System (RIS): Point no: 19		Brief detail on this point can help us understand.	Here the requirement from the proposed HMIS is to seamlessly handle inbound and outbound HL7 messages i.e. standard inbound and outbound HL7 messaging operations that receives and sends the HL7 messages from an external system that has capabilities for integration with HMIS and PACS i.e. HL7 or DICOM compatible Equipments. And it sends and receives an acknowledgement of the message, provides sequence numbering, writes and reads the HL7 message to it.

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259	1.1.10.2 Blood Bank Management System Module Point no: 7		What is the motive of capturing vitals of a person in Blood bank management? Is this vital/general health detail is about the blood donor?	Vitals of a person is required to be captured for assessing the fitness of the donor for blood donation and other assessments. Necessary details will be shared with successful bidder
260	1.1.10.2 Blood Bank Management System Module Point no: 22		How private hospital's blood banks will register in our portal? Do we need to have a registration and approval kind of feature for new hospitals that wants to be a part of our system?	System should have provision for necessary integration with external blood bank. The exact requirement will be finalised during requirement gathering phase.
261	1.2.1 Accounting and Billing Point no: 3		What kind of insurance requirements are there that need to be handled by the system?	The exact requirement will be finalised during requirement gathering phase.
262	1.2.2.3 House Keeping Point no: 3 -> 4th point		Does that mean, mobile app can capture the patient's health data on the way(In ambulance) and this data should have to integrate with the provision where generally primary health data(captured by health monitoring system) are being displayed?	Please refer to Addendum & Corrigendum.
263	1.2.2.7 Equipment Management System Module Point no: 19		What kind of help is expected from system to do with costing of the maintenance activity?	System should capture the cost of maintenance activity and should provide captured information in form of report. The exact requirement will be finalised during requirement gathering phase.



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264	1.2.2.8 Procurement Point no: 2		Are the mentioned parties that gives approval in this part are the same persons who are providing approvals in other mentioned sections, or these are different?	RFP term prevails. The exact requirement will be finalised during requirement gathering phase.
265	1.3.7 Personalized Dashboard Point no: 2		There written, IA. Does it mean AI? If yes, what is the expectation of Artificial Intelligence in term of "Pending Activities" management?	IA here means Implementing Agency (IA).
266	1.4.2 Telemedicine Point no: *		This section is majorly concerned about the registration and booking appointment, so, what is the purpose of having video connectivity feature in this part? Are we missing something?	RFP term prevails. The exact requirement will be finalised during requirement gathering phase.
267	1.4.3 Complaint Management System/Grievances Point no: 3		What does it mean by, the same shall be arranged by SI without any extra cost for the trial run, testing & handholding period of the project duration.	RFP term prevails.
268	1.5.2 Referral Creation Point no: *		Need more information on this.	RFP term prevails. The exact requirement will be finalised during requirement gathering phase.
269	General Point no: 2		Which is primary system and which one subsystem?(PACS or HMIS)	HMIS is primary system & PACS is the subsystem.

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270	2.1.5.5 - Image Archive Point no: 5		The system s+A10all make exams available for retrieval by workstations. (Can you please elaborate which type of exams it is?)	RFP term prevails. By exams here, it is referred to the radiology diagnosis of the patient's radiology images which is being performed from the modalities like x-Ray, CT etc. retrieved by their consoles & PACS into the workstations etc.
271	2.1.10.1 - Exam Display Point no: 1		does multiple monitors should have authenticated user? because they can all examine images, annotating and marking on images.	Multiple monitors may have authenticated users depending on the requirement of user/department of the Insitute/Hospital.
272	Section 5.1 – LAN & WIFI Point No. 6,Page No .83	All types Fiber Patch Cords, Direct Attached Cables, Cat-6Patch Cables, RJ-45 Connector with Crimping, Fiber Splicing as per on field requirement to Interconnect Switch to Switch, Switch to WI-Fi controller, Switch to Access Point, Switch to Server,Switch to LIU, etc to utilize and connect all active equipment to their full potential must beprovided/supplied from day one and additional quantity as per requirement thorough out the contract period/project tenure must be supplied/provided without any additional cost or financial implications to SMC/SSCDL	Here, additional quantity throughout the contract period is asked without any additional cost. Sir, additional quantity shall be billed on pro-rata basis. Or please share the quantity to be considered up to how much bidder need to consider without any additional cost.	RFP term prevails.

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<p><b>273</b></p>	<p>Section 5.2  Point No. 3, Page no. 84</p>	<p>SI shall complete the site survey and submit network topology, number of Wireless AP and number of RJ45-I/O Port requirement, length of optical fibre cable as well as copper cable laying with conduiting.</p>	<p>Do we have to consider the BOQ asked in tender or have to revise the quantity as per site survey and submit the revise BOQ? Secondly, for Network designing – wired and wireless to create hit map SMC need to provide the CAD files as well as drawings.</p>	<p>The BoQ is for reference purpose only. Actual quantities may vary during implementation. Selected bidder will provided the available drawings.</p>
<p><b>274</b></p>	<p>Section 5.3  Point No. 10, Page no. 86</p>	<p>The Local Area Network (LAN) will be accepted only when authorized person from the SMC Hospitals &amp; Health Centres, SMIMER Medical College/SSCDL/SMC/HSCC has given satisfactory performance report of the installation.</p>	<p>As per point no. 8, in same section/page the design revisions shall be directed by an engineer prior installation. We believes the engineer will be designated by SMC. Our request is to get the work certified by same SMC designated officer as per approved design prior installation. Or prior installation mentioned people has to approve the pre- installation work.</p>	<p>RFP term prevails.</p>

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<p><b>275</b></p>	<p>Section 5.3  Point No. 11, Page no. 86</p>	<p>The goods, if as &amp; when required, will be inspected and tested by SMC / HSCC or their Authorized Representative / Nominated External Inspection Agency (Fee/Charges taken by the External inspection Agency shall be borne by the Bidder) at bidder/OEM's premises for their compliance to the contract specifications. The bidders will provide necessary testing facilities and shall bear cost of in-house testing required, if any. Bidder shall notify the SSCDL/SMC/HSCC through e-mail about readiness of goods for pre-dispatch inspection and SSCDL/SMC/HSCC will notify the bidder about the Authorized Representative/ Nominated External Inspection Agency and the date for testing. The goods would be Accepted/complied only after clearance in the inspection.</p>	<p>We request you to please confirm the inspection call if it is sure. Also, please have the list of nominated agencies carry such jobs for SMC. It will give us a clarity to incorporate the cost. Secondly, is this inspection is only for the network hardware or it will be applicable for complete supply of IT Infrastructure?</p>	<p>RFP term prevails. The goods, if as &amp; when required, will be inspected and tested by SMC / HSCC or their Authorized Representative / Nominated External Inspection Agency. In case of third party, necessary details will be shared with successful bidder.</p>
<p><b>276</b></p>	<p>Section 5.4Point No. 7, Page no. 87</p>	<p>The SI shall bear for any damage occurring during supply, installation, testing, commissioning &amp; activation of network components, computer hardware etc. The same has to be rectified by agency at their own cost. In case agency fails to do rectification, the same shall be rectified by SSCDL/HSCC and involved cost will be recovered from the agency.</p>	<p>Sir, what if the damage is happen due to other reason; i.e. physical damage / stolen / fire / water logged at site , which may be the security concern at SMC premise. Also what will be the material inward process and once material is inward, SMC will take care of it? We understands any technical issue shall be addressed by the bidder/agency.</p>	<p>RFP term prevails. Please refer RFP document and insurance requirements.</p>

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277	Section 5.4  Point No. 8, Page no. 87	In case of additional hardware, software or any other work is required for completeness of the system, the same shall be provided by SI without any extra charges.	Sir, it is limiting to Network only or applies the same to complete IT Infrastructure? Additionally, this is an open statement and additional component cannot be provided free of cost. Hence, please re-verify the BOQ and or share the quantity to be considered up to howmuch bidder need to consider without any additional cost.	Bidder is responsible to propose the solution meeting the RFP requirements and quote such items under price bid.
278	Section 5.4  Point Network Diagram Page no. 88		SMIMER network is designed with Primary and Secondary uplinks as well as core level redundancy. For Maskati SMC is not looking for High Availability or Core Level redundancy?	RFP term prevails.
279	Section 11.2.7, 11.2.8, 11.2.13, 11.2.14, 11.2.15  Page no. 216,220,226,227, 229	Required Make : Cisco / HPE / Juniper / Extreme Networks	We are requesting you to please allow DELL Technologies.	RFP term prevails.
280	Section 11.2.17, 11.2.18, Page no. 232, 234	Required Make : Cisco / HPE / Juniper / Extreme Networks	We are requesting you to please allow Ruckus who are leading in wireless Technologies.	RFP term prevails.

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<b>281</b>	Section 11.2.40, Page no. 261/262	Ratio of SSD, SAS &NL-SAS storage in the HCI : 20:30:50	We are requesting to remove this ratio, as different OEM implement different combination on SSD, SAS and NL-SAS. Current Specification favors ONE OEM here. Also it is not recommended to have SSD, SAS and NL- SAS in same cluster. Recommended to go with SSD and SAS in same cluster. The HCI should have different cluster for optimal performance.	Please refer to Addendum & Corrigendum.
<b>282</b>	General		Request for Extension:	Please refer Addendum & Corrigendum.