

HSCC India Limited
Amendment-02

Subject: Empanelment of strategic partners for the implementation of Integrated Health Management System projects for the period of 5 years – Reg. reply to the pre-bid queries.

EOI No: HSCC/IT/EOI/2023-24/04 dated 12/01/2024.

This has reference to above EOI for Empanelment of strategic partners for the implementation of Integrated Health Management System projects, the following replies to the pre-bid queries may please be noted:

S. No.	Query	Requested Change	Reply
1	<p>We are interested in Empanelment for implementation of Integrated Health Management System Project for the below mentioned services as per Clause-1.4 at Pg-7 of the EOI document:</p> <p>1.Deployment of skilled and unskilled manpower 2.Providing FMS</p>	Accordingly, may we request your kind self to kindly review the average turnover to Rs.2.0 crore under eligibility under Section- 2.	Amended at Point No. 2 under Clause No. 1 in Section -2 & may be read as "The Sole applicant / Consortium should have average annual turnover of at least INR 20 (Twenty) Crores during last three financial years (2020-21 to 2022- 23) from IT/ ITeS projects."
2	The document for empanelment mentions implementation of Integrated Health Management System Project, which as per our understanding refers to IT projects whereas we are interested in Deployment of skilled and unskilled manpower and providing FMS, the valuation of such projects is much smaller.		

<p>3</p>	<p>The Sole applicant / Consortium should have average annual turnover of at least INR 20 (Eighty) Crores during last five financial years (2018-19 to 2022- 23) from IT/ ITeS projects.</p>	<p>Sir, there is difference between Numeric and the Word Value for Required Turnover. We understand that it is a Typo error. Sir, Considering the unprecedented impact of the Covid-19 Pandemic on businesses globally over the past two years (2020-21 and 202122), we wish to bring to your attention the challenges faced by our industry during this period. In light of these exceptional circumstances, we kindly request your favourable consideration to extend the evaluation period for Financial Performance from the initially specified three years to a more comprehensive period of five years, spanning from 01 Apr 2018 to 31 March 2023. This adjustment would provide a more accurate reflection of our financial standing, taking into account the broader context of the recent challenges faced by businesses. Therefore, we request you to suitably amend the clause to state " The Sole applicant / Consortium should have average annual turnover of 10 Crore over the last five financial years (as on publishment of the RFP).</p>	<p>Amended at Point No. 2 under Clause No. 1 in Section -2 & may be read as "The Sole applicant / Consortium should have average annual turnover of at least INR 20 (Twenty) Crores during last three financial years (2020-21 to 2022- 23) from IT/ ITeS projects."</p>
<p>4</p>	<p>The Applicant must have the following valid certification: • ISO 9001: 2015 - Quality Management System • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMi Level – III</p>	<p>Sir, we understand that the mandatory clause of having all the certificates will restrict the participation of Companies who have vast experience in Healthcare Sector. We, Ohum Healthcare, are working as HMIS Solution provider with Rajasthan State Govt. where our solution has been used by more than 1000+ Hospitals. We kindly request you to revise the clause as follows- The Applicant should have min Three certificates from the followings- • ISO 9001: 2015 - Quality Management System • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMi Level – III</p>	<p>Amended at Point No. 8 under Clause No. 1 in Section -2 & may be read as "The Applicant must have the following valid certification: • ISO 9001: 2015 - Quality Management System • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMi Level – III/V Note - In case the applicant does not have any one of the above ISO certificates but has CMMI Level -V certification, then in such case, applicant can submit copy of at least 2 of the above 3 ISO certificates in their EOI.</p>

5	Integrity Pact & Integrity Agreement	We understand that that Bidder has to submit both Integrity Pact & Integrity Agreement. Integrity Pact on stamp Paper & Integrity Agreement on Bidder's Letterhead. Kindly confirm	Integrity Pact should be on stamp paper as per EOI conditions.
6	General	We kindly request you to allow EOI Processing Fee and EMD exemption for MSME companies.	No Change
7		We kindly request you to extend the EOI Response submission date by 10 days.	Extended till 12/02/2024.
8		Is Hardcopy Submission required for any document, please confirm	Hardcopy submission of EOI document is not required. Demand Draft for EMD & EOI document processing fee must be submitted at HSCC, Noida before due date & time of EOI submission.
9	1. Section – 2, SELECTION PROCESS ,1. MINIMUM ELIGIBILITY CRITERIA FOR APPLICANTS->2. Turnover from IT/ITeS Projects -The Sole applicant/Consortium should have average annual turnover of at least INR 20 (Eighty-TYPO error in document) Crores during last five financial years (2018-19 to 2022- 23) from IT/ITeS projects.	We request you to kindly relax it to 10 CR average annual turnover for last 3FYs instead of 20 Cr (In accordance to prevalent practice in Indian bidding (Gov) ecosystem, turnover criteria should not be more than 100% of performance criteria). Kindly refer to latest amendment of GFR.	Amended at Point No. 2 under Clause No. 1 in Section -2 & may be read as "The Sole applicant / Consortium should have average annual turnover of at least INR 20 (Twenty) Crores during last three financial years (2020-21 to 2022- 23) from IT/ ITeS projects."
10	2. 8. Certification The Applicant must have the following valid certification: <ul style="list-style-type: none"> • ISO 9001: 2015 - Quality Management System • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMi Level – III 	<p>We Request you to kindly relax it to following Mandatory Certificates</p> <p>1. Any of above-mentioned ISO Certificates And</p> <p>2. CMMi Level - III/V</p> <p>CMMi Level III/V QA has compliance with most of the ISO XXXXX:XXXX QA parameters.</p> <p>Alternatively, Imposition to have all the above mentioned ISO certificates should be during the empanelment period/ within 3 months empanelment begins.</p>	<p>Amended at Point No. 8 under Clause No. 1 in Section -2 & may be read as</p> <p>"The Applicant must have the following valid certification:</p> <ul style="list-style-type: none"> • ISO 9001: 2015 - Quality Management System • ISO/IEC 27001:2013 - Information Security Management System • ISO/IEC 20000-1:2011 – IT Service Management System • CMMi Level – III/V <p>Note - In case the applicant does not have any one of the above ISO certificates but has CMMI Level -V certification, then in such case, applicant can submit copy of at least 2 of the above 3 ISO certificates in their EOI.</p>

11	<p>The Lead applicant / Consortium must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India which should be a Multilocation Project with min 2+ Hospitals and should have Integrated with PACS /Teleradiology / Teleconsultation Solutions comprising minimum of One (1) similar work of value not less than INR 2 crores or Hospitals having bed capacity of 700 beds. OR two (2) similar works of value not less than INR 1.5 crores each or Hospitals having bed capacity of 500 beds each. OR three (3) similar works of value not less than INR 1 crores each or Hospitals having bed capacity of 250 beds each</p>	<p>The Lead applicant / Consortium must have experience in ongoing or completed at least one (1) HMIS/HIS/EMR project in India which should be a Multilocation Project with min 1 Hospital and should have Integrated with PACS / Teleradiology / Teleconsultation Solutions comprising minimum of One (1) similar work of value not less than INR 2 crores or Hospitals having bed capacity of 700 beds. OR two (2) similar works of value not less than INR 1.5 crores each or Hospitals having bed capacity of 500 beds each. OR three (3) similar works of value not less than INR 1 crores each or Hospitals having bed capacity of 250 beds each.</p>	No Change
12	<p>Work Completion Certificates from the client.OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor/ CA indicating the value of payment received against the work order(s)) (In the above case the value of payment received shall be greater than or equal to the amount mentioned in the eligibility criteria).OR Work Order + Completion Certificate from the client indicating the amount of payment made against the work order. OR Work Order + Phase Completion Certificate from the client indicating the amount of payment made against that Phase. (In the above case the value of payment received shall be greater than or equal to the amount mentioned in the eligibility criteria).(Note: The Work Order/ Completion certificate / Phase Completion Certificate should clearly depict the date, scope of work and the value of project. Only software development along with maintenance plus support cost will be considered. Hardware, hosting or any other such cost will not be considered.)</p>	<p>OR PO's/work orders/MoUs/certificates from customers/clients specifying "completion"or "satisfactory work in progress" and referencedetails with contact details of the customer.</p>	No Change
13	<p>Amended at Point No. 10 under Clause No. 1 in Section -2 & may be read as The applicant or any member in case of consortium should be the IP owner of the proposed Solution.</p>	<p>In case of authorized representative, a letter of authorization from original IP owner of software solution must be furnished. – Deleted.</p>	