

Replies to Queries of Intended Participants during Pre-EoI Meeting held on 25/01/2022 regarding Notice Inviting Expression of Interest for Implementation of HMIS in Identified District Hospitals in Jammu and Kashmir

S. No.	Section	Clause	Original Clause	Change/ Modification Requested	Comments from SHS
1	III	II(b)	Participant should have provided IT enabled services, preferably in healthcare, to at least one Central/ State/ UT Govt. Organization/ PSU/ Autonomous Body in India during past three (3) financial years	Participant should have provided IT enabled services to at least one Central/ State/ UT Govt. Organization/ PSU/ Autonomous Body in India during past three (3) financial years	In view of relative emphasis on Healthcare Services during this ongoing pandemic, it will not be possible to accept the same without any substantiating reasons
2	III	II(a)	Participant should have executed/ is executing project of Designing/ Development, Deployment/ Integration, Implementation, Operations and Maintenance of Hospital Management Information System (HMIS)/ Healthcare Management System (EMR/ EHR), at least Eight (8), but in any case, not less than four (4) modules, in Private and/ or Public Sector Hospitals in India during last five (5) years	Hitachi MGRM has rich experience of Implementation of educational e-Governance ERPs for Govt. Medical Colleges and General Education Institutes across Pan India. So, being an MSE organization, we request for exemption from this specific experience clause and request to accept our similar experience in educational domain. We will submit our valid MSE certificate along with our Bid Response	In view of relative emphasis on Healthcare Services during this ongoing pandemic, it will not be possible to accept the same without any substantiating reasons
3	II	B(2)(b)	Carry out gap assessment of all the hardware, alongwith other equipment, required for implementation of the Project in identified District Hospitals. Accordingly, as per the actual requirement, NHM J&K will procure the equipment as per the specifications provided by the Implementing Agency	For the confirmation of requirement, service providers will be required to visit all the District Hospitals individually or the requirements will be finalized by one central team at State level	For a realistic assessment of actual requirement, it is advisable to visit the District Hospitals as it will ensure optimum utilization of resources.
4				Robust, secure and scalable server infrastructure is going to be a very important factor for the success of the project. Server infrastructure will be provided by State or Global Providers like AWS, Azure etc? The responsibility of maintaining it during the development and implementation phase will lie with whom?	To be Decided by Service Provider
5	II	(D)	Being an IT driven cloud-based solution, intended HMIS solution will likely to be exposed to various challenges faced by IT systems/ cyber-world predominantly including cyber-attacks, violation of IT norms, etc., thus requiring increased emphasis on data security and integrity, so as to ensure implementation of solution not only as per applicable standards/ norms, but also in line with the requirements of ABDM	Given that deployment is going to be cloud based, performance depends on the speed of the internet. The responsibility of providing the internet lies during the development and implementation phase will lie with which party?	Responsibility to ensure Internet Connectivity rests upon concerned District Hospital(s)/ NHM, J&K

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6	II	B(2)(a)(ii)	Equipped with a Mobile Application for use by people while accessing health services across Jammu & Kashmir	Will mobile apps be used for both internal and external purpose?	Proposed solution should have the flexibility for Mobile Application. Primarily, it is intended for Internal purposes only. External usage of mobile application, if deemed appropriate, will be for Restrictive Purposes like Booking appointments/ OPD Registration, accessing Diagnostics Reports using Health ID/ Registration No.
7	II	B(2)(c)	Deploy requisite manpower, as & when and to the extent required, to ensure implementation of integrated solution in co-ordination with medical and para-medical staff of identified District Hospitals	As per the discussion hardware is to be provided on Premises. Hence at least one technical manpower for hardware and one for software would have to be provided. Need to know the duration of support that would be required.	Kindly Refer Corrigendum

**Sd/-
Mission Director
(EoI Inviting Authority)
National Health Mission, J&K**

No.: SHS/NHM/J&K/Estt./3061-62

Dated: 28/01/2022



MISSION DIRECTOR, NATIONAL HEALTH MISSION, J&K

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NHM Help Line for Jammu Division: 18001800104; Kashmir Division: 18001800102

Corrigendum/ Addendum

In pursuance to threadbare discussions during Pre-EoI meeting held on 25th January 2022 regarding this office notice inviting Expression of Interest, vide No.: SHS/NHM/J&K/Estt./20621-25 dated: 21/01/2022, for implementation of Hospital Management Information System (HMIS) in Identified District Hospital in the Union Territory of J&K, after deliberations with the concerned Programme Division, following modifications are hereby made in the intended Scope of Work of this ambitious Project:

1.) Under Section II: Scope of Work, after Sub-Clause 2(a)(i) of Clause (B), following New Sub-Clause (ii) stands inserted:

Without adversely impacting cost efficacy of the project, proposed solution may be hosted either on Offline (Physical)/ Online (Cloud) Server ensuring continuity of services in identified District Hospitals on 24 x 7 basis with minimal downtime.

Accordingly, existing Sub-Clauses from (ii) to (x) shall be re-numbered as (iii) to (xi).

2.) Under Section II: Scope of Work, existing Sub-Clause 2(c) of Clause (B), shall now read as under:

Implementation Partner shall have to carry out gap assessment of all the hardware, alongwith other equipment, required for implementation of the Project in identified District Hospitals. Accordingly, as per actual requirement vis-à-vis existing equipment available at District Hospital(s), either

a. NHM J&K will procure the equipment as per the specifications provided by the Implementation Partner; or

b. Implementation Partner may be required for procurement, installation and commissioning of remaining equipment, including IT & others but excluding Bio-Medical equipment, as per specifications finalized in mutual consultation with H&ME/ NHM J&K, required for operationalization of proposed HMIS solution.

3.) Under Section II: Scope of Work, existing Sub-Clause 2(d) of Clause (B), shall now read as under:

Implementation Partner shall have to deploy requisite manpower, as & when and to the extent required, to ensure implementation of integrated solution in co-ordination with medical and para-medical staff of identified District Hospitals. H&ME/ NHM, J&K is not specifying any category(ies) of manpower for implementation of the

Project. Implementation Partner shall have to deploy manpower as per its own understanding about the requirements towards implementation of the Project. To illustrate the same, notwithstanding anything contained in the notice inviting EoI, as per its understanding about the project, and based on its experience in handling similar projects, Implementation Partner, may consider deploying manpower at:

- i) One Centralized level in J&K, or*
- ii) Two Divisional level(s) in Jammu/ Kashmir Division(s), or*
- iii) District level at One or more of the District Hospital(s), or*
- iv) Enter into AMC with any consortium partner for operations and maintenance of hardware, excluding Bio-Medical Equipment, and software during the intended contract period of five (5) years.*

4.) Under Section II: Scope of Work, under existing Clause (D), words “cloud-based solution” shall now stands deleted.

5.) Under Section IV: Submission, Validity and Evaluation of EoI, in addition to documents/ information stated under Sub-Clause(s) – (a) to (E) of Clause (I.), intended participant(s) shall have to furnish detail of all the requisite IT Hardware, Software and any other equipment, excluding Bi-Medical Equipment, as per annexure – III, required for implementation of proposed solution in each of the District Hospital(s), keeping in view the following(s):

- a. Hardware:** As a result of gap assessment, if required, Implementation Partner may be asked for procurement and installation of latest equipment of standard quality and capable of suitable upgradations during the Contract period. Ownership of all such hardware and/ or other equipment shall remain vested with NHM, J&K. Proposed equipment shall be of suitable specifications
- b. Software & Updates there-off:** Implementation Partner shall be responsible for maintenance of software, its regular updation, hosting of data, online/ offline, including its security, etc. during the contract period. In the event of NHM decides to use the software post conclusion/ termination of contract with Implementation Partner, it shall provide any software updates and maintenance of software after termination of contract. Modalities for annual maintenance cost shall be worked out at the time of conclusion/ termination of contract.
- c. Information Ownership:** All information received, acquired, processed, stored or transmitted by the Implementation Partner for this project belongs to H&ME/ NHM, J&K. By having the responsibility to implement the solution, Implementation Partner does not acquire right(s) to the information or right(s) to transmit/ redistribute the information. Implementation Partner shall have to understand that Civil, Criminal and/ or Administrative penalty(ies) will apply for failure to protect information appropriately. Implementation Partner must agree to

and sign a Non-Disclosure Agreement with Health Deptt./ NHM, J&K that all the information as well as data will be protected using appropriate security measures. Any legal issues due to leakage or disclosure of information or data will be the liability of Implementation Partner and any cost incurred for resolution of the issue shall have to be borne by it besides the Civil, Criminal and/ or Administrative penalty(ies).

d. Intellectual Property Rights (IPRs): Any pre-existing IPRs of Implementation Partner shall continue to remain its property. However, IPRs arising out of this project shall be owned by the Health Deptt./ NHM, J&K.

6.) Under Section IV: Submission, Validity and Evaluation of EoI, Sub-Clause (f) of Clause (I.) shall now read as under:

Technical Presentation, to be made by intended participant(s) 'Individually' before the Committee in the given time slot of **Not more than 30 minutes**, including but not limited to the followings:

S. No.	Particular	Maximum Score
1.	Existing Solution regarding Implementation of HMIS in any Public/ Private Hospital(s) in India	10
2.	Proposed solution regarding implementation of various modules alongwith integration of various Departments in the identified Hospital(s) in J&K	10
3.	Technology offered emphasizing perceived security challenges and requisite protective measures	10
4.	Roadmap for implementation of proposed solution in identified District Hospitals alongwith training and capacity building of concerned staff within the indicative timeline(s)	10
5.	Question(s) from the Committee	10
Total		50

7.) Accordingly, following Revision in Critical Dates shall be effective:

S. No.	Particulars	Earlier Date/ Time	Revised Date/ Time
1	Date of Publishing Notice Inviting EoI	21.01.2022 at 1400 Hrs	
2	Start Date of Downloading Notice Inviting EoI	21.01.2022 from 1400 Hrs	
3	Websites for Downloading Notice Inviting EoI	www.jktenders.gov.in	
4	Last Date of Downloading Notice Inviting EoI	29.01.2022 upto 1600 Hrs	01.02.2022 upto 1600 Hrs

S. No.	Particulars	Earlier Date/ Time	Revised Date/ Time
5	Seek Clarification Start Date	21.01.2022 from 1400 Hrs	
6	Seek Clarification End Date	24.01.2022 upto 1400 Hrs	
7	Pre-EoI Meeting	25.01.2022 at 1200 Hrs	
8	Venue of Pre-Bid Meeting	Virtually	
9	Website for Submission of EoI	www.jktenders.gov.in	
10	Last Date for Submission of EoI	31.01.2022 upto 1000 Hrs	02.02.2022 upto 1000 Hrs
11	Date of Opening of EoI	31.01.2022 at 1100 Hrs	02.02.2022 upto 1100 Hrs
12	Date of Technical Demonstration	31.01.2022 from 1500 Hrs	03.02.2022 from 1100 Hrs
13	Place of Technical Demonstration	Virtually. Link will be Shared with Shortlisted Participants	

In case, any of the intended participant(s) have any reservation(s) to above-mentioned modification(s), they may feel free to contact the undersigned, alongwith detailed justification, on e-mail ID: mdnhmjk@gmail.com, by or before 31st January 2022, after which no further communication of any sort shall be entertained.

Sd/-
Mission Director
(EoI Inviting Authority)
National Health Mission, J&K

No: SHS/NHM/J&K/Estt./3063-64

Dated: 28/01/2022

List of IT Hardware, Software and any Other Equipment
(Duly Signed Copy To be Submitted on Letter Head of Participating Entity)

S. No.	Item(s)	Nature (Hardware/ Software/ Other)	Remark(s) (Essential/ Optional)

In Acceptance

Sig. & Seal of the Owner/
Authorized Representative
Contact No.:
e-Mail ID: