

I/1545/2022



अखिलभारतीयआयुर्वेदसंस्थान

ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

(आयुषमंत्रालय, भारतसरकारकेअंतर्गतस्वायत्तसंस्थान)

(An Autonomous Organization under the Ministry of AYUSH, Govt. of India)

Pre-Bid Meeting was held on 21.01.2022 at 3.00 PM

On

EOI for Tele-Consultation services through Mobile App Published at CPP and AIIA website on 17.01.2022 vide No. File No.I-I-12/3/2021-AIIA

S.No.	Bid Document page number	Tender Value in respective clause	Bidder Query	AIIA Response and amendments
1	2	The work must be completed within one month (45 days) after receiving the Letter of Intent.	Considering the requirement mentioned in the EOI, the project will take min. 2 months times with the consistent efforts from both the parties. We request you to please amend the clause from 45 days to 60 days minimum.	The work must be completed within one month (60 days) after receiving the Letter of Intent.
2	11	The versions of Android and iOS supported for Mobile Apps will Android and iOS released in 2019 or later	Do you want a Native technologies or Hybrid technologies like Flutter, React Native etc.? Native applications are good performance as compared to hybrid but costlier than hybrid technologies. Please suggest.	Hybrid technologies
3	16	Annual average turnover of the bidder should be more than Rs. 5 Crore in last three financial years ending 2019-20.	On page 16, AIIA has asked for more than 5 crore turnover whereas in technical evaluation criteria there is a huge difference in marking system for 5 crore turnover company. We request you to amend the clause as >15 <= 20 : 10 marks >10 <= 15 : 8 marks >5 <= 10 : 6 marks > 5 <= 1 : 4 marks	No such line is mentioned in Bid document.

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4	16	Manpower-Strength-The Bidder should have minimum number of 100 employee strength on their payroll >2000 employee :10 marks > 1500<= 2000 :8marks >1000 <=1500 :6marks >500 <=1000 :4marks >=100<=500 :2marks <100 : 0marks	On page 16, The marking system is made in such a way that company like us with 500-1000 strength will not be able to get marks in evaluation criteria. Hence, not in the interest of bidders like us. You are requested to amend the clause so that bidder like us can also participate and maximise the competition. >700 : 10 marks >500 <= 699 : 8 marks >400<= 499 : 6 marks > 300 <= 399 : 4 marks >200<=299 : 3 marks <100: 0 marks	No change
5	16	Bidder should have run under pilot project or under implementation at least one similar work in last 5	Asking minimum 1 similar work seems fine but marking system is not in favour of the companies who has good experience but have not implemented 5 similar projects. We request you to amend the clause so that companies like us can also participate and get the marks.	No change
6	12	The technical maintenance of the software will be the specified as the responsibility of the Bidder. The charges for such AMC shall be borne by the Institute after the expiry of standard warranty only. Duration of standard	Please mention your expectation for support & maintenance. For Ex.: 24/7 support, a dedicated resource , onsite/offsite etc.	Bidder has provide technical maintenance and support either onsite or offsite provided that the allowed downtime for application is only 12 Hrs .

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		warranty will be one year after successful go live.		
7	2	The work must be completed within one month (45 days) after receiving the Letter of Intent.	Considering the requirement mentioned in the EOI, the project will take min. 2 months times with the consistent efforts from both the parties. We request you to please amend the clause from 45 days to 60 days minimum.	The work must be completed within twomonth (60 days) after receiving the Letter of Intent.
8	13	Point 4.1; Page no. 13 The bids are invited only from Central Government/State Government PSUs/ CMMI III or above level company in the feld of Information Technology	Point 4.1; Page no. 13 The bids are invited only from Central Government/State Government PSUs/ CMMI III or above level company in the feld of Information Technology	No Change
9	10	This solution will also be required to be integrated with the existing healthcare system for providing related services and leveraging of resources. The existing AIIA IHMS system is in Microsoft dot net(as user interface) and MS SQL (as backend data)	Integration with existing HMIS needed API, So request to the authority to specify who will provide API to enable integration	API will needs to provide by both side i.e bidder and exiting system for integration
10	NA	NA	Request to authority to specify that project will comes under Ayushman Bharat Digital Mission	The telemedicine system to be integrated with existing AIIA IHMS

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		Method for support Request to Authority to specify that duration of suport	Method for support Request to Authority to specify that duration of suport	Bidder has provide technical maintenance and support either onsite or offsite provided that the allowed downtime for application is only 12 Hrs .
11	10	Automatic Notifications to Patent and Consultant through SMS/ /Email	What notifications are required to be sent to patients ?	All transactional notifications
12	10	There should an option to save the video of consultations for future references	What would be the size of a video consultation ?	Depends upon duration of consultation.
13	10	Common Medicine can be added to the system. which can be used during prescription by consultant for time saving.	What common medicines can be added to the system ? Is this based on symptoms ?	List of common medicines will be provide to the selected bidder
14	10	Common symptoms can be key-in well in advance which can be used during diagnosis by consultant for time saving	Are these based on any codes ?	Yes
15	10	Can Book appointment for self or Family Or Friends	Will there be a need for group appointments ?	No
16	10	can view the appointment calendar through dashboard and their availability time slots	Will the consultant be able to merge appointments ?	No

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17	10	6. The Bidder Should have Experience in Education and Health domain in Providing End to End Process Automation.	can this be either Education or Health Domain ?	No change
18	2	The estimate cost of work may be Rs. 48.5 Lac.	What is the expected final cost of the project ?	No change
19	4	NA	Page 4, clause 1.9, work completion period. In sentence it is one month and in number it is mentioned 45 days. Please clarify.	The work must be completed within two month (60 days) after receiving the Letter of Intent.
20	8	NA	Page 8, Clause C, implementation of EMR/HMIS with similar features and capabilities to be considered. Please clarify.	No change
21	10	NA	Page 10, scope of work, interface with existing HMIS not asked in EOI. Why EMR reconciliation not asked. Please clarify.	No change
22	10	NA	Page 10, Scope of work, HIPPA, HL7 FHIR, no compliance asked in SOW. Patient EMR needs secure transmission is required. Please clarify.	No change
23	10	NA	Page 10, scope of work, security protocols are must which is not asked in EOI.	No change

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24	10	NA	Page 10, Scope of work, video consultation license not asked in EOI, freeware should not be used due to many concerns around reliability and data loss. Please clarify	No change
25	11	NA	Page 11, Scope of work, who will provide SMS Email& Payment gateway, all 3 services are chargeable who will own the gateway and who will pay the charges. Please clarify	SMS and Payment Gateway will be provide by AIIA and bidder has to integrate this as per SMS and Payment Gateway provider guideline.
26	12	NA	Page 12, clause 3.8 license, daily OPD crosses more than 1000 per day, why to limit 100 concurrent connections	No change
27	25	RELEVANT EXPERIENCE -Value of works completed (each exceeding Rs. 15 lac) in last five years on course content development (videos development) or similar work	NA	RELEVANT EXPERIENCE -Value of works on Telemedicine app and web portal development or similar works under pilot run project or under implementation (each exceeding 40 lakhs) in last 5 year
28	17	Design, Built, Testing, Training, handholding and handover Work Duration :-	NA	Design, Built, Testing, Training, handholding and handover Work



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		08 weeks from the commencement of the mobilization activities.		Duration :- 06 weeks from the commencement of the mobilization activities.
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Note:

1. All the AIIA Response and Amendments mentioned in this document are part of Bid documents. The other terms and conditions will remain Unchanged.

(Dr Umesh Tagade)
Joint Director