



अखिल भारतीय आयुर्वेद संस्थान  
ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

(आयुष मंत्रालय, भारत सरकार के अंतर्गत स्वायत्त संस्थान)

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

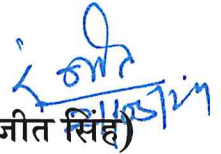
F.No: K-50/16/2024-AIIA

Dated: 21/05/2024

Corrigendum/शुद्धिपत्र

This has reference to Tender No. O-15/7/2021-AIIA-Part(1) (Tender id-2024\_AIIA\_754838\_1) for 'Development, Customization, Installation of Hospital Information HIMS and EMR at AIIA, New Delhi, its Satellite Centre AIIA Goa and its other centres at Safdarjung, AIIMS Jhajjhar, LBSNAA Mussorie, Supreme Court of India etc', all prospective bidders are hereby informed that the response against the pre-bid queries received through email is attached in Annexure-1.

2. The bids will be opened on 31.05.2024 as per the time mentioned in bid document. Other terms and conditions will remain unchanged.
3. This corrigendum will be an integral part of the tender document.

  
(रंजीत सिंह)

भंडार अधिकारी

Copy To

1. P.P.S to Director - for information

गौतमपुरी, सरिताविहार, मथुरारोड, नईदिल्ली -110076

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Annexure-1

S.no	RFP CLAUSE	BIDDER'S QUERY	Response from AIIA
1	AIIA has satellite institute of Goa & other centers at Safdargunj, Supreme Court, AIIMS Jhajjar and LABSNAA	Kindly explain the functioning of satellite institute and other centers. Also share the number of users at these locations. Further, what is the expectation in terms of roll-out of the application to the other centers?	Total no. of users are not fixed i.e it may be considered as perpetual in nature
2	Warranty Period. The heading states the warranty is for a period of 3 years while the narrative at point 2 refer to the period of 5 years for providing any updates to the institute free of cost.	Our understanding is that the Warranty period is limited for a period of 3years. Kindly confirm?	Warranty period required is for 03 years.
3	Performance Bank Guarantee in the form of Fixed Deposit Receipt	We request you to accept PBG from Scheduled Banks in addition to Fixed Deposit receipts as requested.	Accepted.
4	the bidder should be reputed organization rendering e-governance and it services for a large institutions. the firms only which have the mandate to execute IT infrastructure related works . the work must be done by participants himself	As per the RFP the requirement is for Development, Customization, Installation of Hospital Management Information System (HIMS) & Electronic Medical record (EMR). The requirement is for a software application and not IT infrastructure. Therefore, limiting the pre-qualification criteria to IT Infrastructure is not required. We kindly request you to modify the pre-qualification condition to state "the bidder should be	Accepted.

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*2/2/20*



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		reputed organization rendering e-governance and its services for a large institutions. The work must be done by participants himself."	
5	Hosting	Where the solution will host and who would manage the hosting charges, kindly confirm.	Solution will be hosted on NIC cloud and its hosting charges will be managed by AIIA.
6	General Queries	Total no of users No of Concurrent Users	Total users- 2000 Concurrent user- 50,000
7	General Query	Our understanding is the bidder is required to Development, Customisation, Installation of Hospital Management Information System (HIMS) & Electronic Medical record (EMR). Kindly clarify any and all hardware including servers, end client computing devices, network infrastructure, security, internet facilities etc. shall be provided by the institute?	Solution will be hosted on NIC Cloud and internet facility in AIIA premises will be provided by institute itself. However, in case any other hardware is required will be provided by bidder.
8	EMD @3% of Bid amount	The public procurement policy for MSMEs order, 2012 is applicable to all central ministries/departments/CPSUs and has become mandatory w.e.f 1st April 2015.  Under this policy the participation fee and EMD will be exempted along with other benefits mentioned in the policy for all the MSMEs registered with District Industries Centre (DIC) or Khadi & Village Industries Commission	EMD may be exempted to only those bidders who have MSME certification in the relevant field.

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*रामेश*



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		(KVIC) or Khadi & Industries Board (KVIB) or Coir Board or National Small Industries Commission (NSIC) or Directorate of Handicrafts and Handlooms or Udyog Aadhar Memorandum or any other body specified by Ministry of MSME under the public procurement policy irrespective of relevance of product category and capacity of the MSME. Kindly consider it and exempt MSME Registered Companies from submission of Tender Fees and EMD.	
9	The Bidder should be one stop solution to design ,develop, customize , supply of hardware & ICT Infrastructure .The bidder must have completed one similar nature of ICT infra work in last three years ,completion of which should be before closing of bid	Please allow it as Bidder/OEM	Not accepted
10	The bidder is required to submit certificate of completion of assignment from the respective institute as a proof of meeting the above qualifying criteria & submit copies of completion certificate	Please allow it as Bidder/OEM	Not Accepted
11	Experience & last Performance:	Please allow it as Bidder/OE	Not Accepted

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*रंजित*



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	<p>a.)The Bidder should have completed Development, Customization, Installation Of Hospital Information System (HIMS)&amp; Electronic Medical Record System (EMR)</p> <p>with the same or heigher specification as per scope of work</p> <p>mentioned in the bid document during last three years ending 31st march of 2023as under:</p> <p>i. One similar work of value equal to 80%of estimated bid value</p> <p>ii. Two similar work of value equal to 50% of estimated bid value</p> <p>iii. Three similar work of value equal to 40% of estimated bid value</p>		
12	<p>Technical Evaluation Criteria; Point No 3; Experience of having executed single largest work order from similar service in last six years ending 31st March, 2023.</p>	<p>Does Similar Service means rendering e-Governance and IT Services comprising "Design, Development, Customization, Implementation of Web Application/Software/Mobile Apps/IT Infrastructure" Please Confirm.</p>	<p>Yes</p>
13	<p>Scope of Work</p>	<p>Do we need to provide any hardware? As per the scope of work there is NO Mentioning of the Hardware provisioning</p>	<p>Solution will be hosted on NIC Cloud and internet facility in AIIA premises will be provided by institute itself. However, in case</p>

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			any other hardware is required will be provided by bidder.
14	Scope of Work: Key Professionals	How many Onsite Key Professionals will be required during the Entire duration of the Project?	01 person each needed on 24/7 basis at AIIA, Delhi and Goa i.e at both locations.
15	Scope of Work: Period of Working Days	As per the Tender Document, the bidder needs to deploy the system within 90 days. Afterwards the O&M period is kept for 90 Days. Please clarify, after the O&M period expires, who will take care of the deployed Application?	It is clear in tender document that bidder shall have to provide warranty for 03 years i.e bidder will take care of deployed solution.
16	Scope of Work: Training	Do we need to provide Training to AIIA Staff? If Yes what would be the estimated number of Staffs needs to be Trained?	Initially training will be provided to 2000 users and later on 500 users per year till the warranty period.

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