

REQUEST FOR PROPOSAL FOR DESIGN, DEVELOPMENT & MAINTENANCE OF DOCTOR DIARY WEBSITE & MOBILE APP			
RFP Page No	RFP Reference	Bidder Requested clarification	Clarification
21	An EMD of Rs.50000.00 (Rupee Fifty Thousands only) in the form of Demand Draft(DD) drawn in favor of India Health Action Trust, payable at Lucknow has to be submitted along with the proposal.	It is written in the RFP document that EMD amount of 50,000 has to be paid and I think as per the rules of central govt , Bidders who are registered as MSME under Govt act will be exempted from Payment of EMD money , so please clarify this point.  and if not exempted then kindly let me know whether Online payment of EMD is possible or not with details od Net banking if IHAT	No Exemption.  No online EMD payment is acceptable.
5	Date & Time for Pre-bid Meeting: 13/10/2020, 03:30 PM	Pre Bid meeting is scheduled on 13th October , can this be done on online ( Zoom or google meet or webex or some online meeting platform of IHAT ) as considering the COVID situation ,it is very difficult and risky to travel	Accepted
13	Point No. VI. The bidding company/ partnership firm/any other should have a fully functional developmentand service center in LUCKNOW mere marketing and representative office will not qualify.	Can we give a 'Declaration' that, if we get the order we will be opening up an office there in 45 days, which is a normal practice in a bidding process	Accepted
13	Point No. VII. The bidding company/ partnership firm/any other should have proven experience in designing a new site or migrating an old site as per WCAG2.0 guidelines for Levels A, AA, and AAA	We have all the required credentials / eligibility / experience , except this one, i.e " Experience of Maintaining Guidelines of WCAG 2.0', in this context may we quest you to please 'Remove' this clause, if possible ?	Accepted
NA		1. Will this be a totally new requirement or will it be the upgradation of the existing doctor diary web and mobile apps	New Application
NA		2. What IT infrastructure will be provided to us for development/deployment?	Until the go-live event all the Infra related to Development and deployment will be managed by Bidder, Final Deployment infra will be provided by IHAT based on mutually agreed configuration with the Bidder
NA		3. Do we have to setup a new database or if it is an upgrade do we have to develop the application on top of the existing one?	Setup a new database.
NA		4. Do we have existing APIs from the previous Doctor Diary suite of apps which need to be integrated with the new solution or do we have to create a new set of APIs?	New API will be designed
NA		5. How many users are expected to use the application (both Web & Mobile)?	expected but not limited to 1000
NA		6. Does the timeline of 3 months include UAT testing, security audits and pre development infrastructure setup?	Yes excluding security audit.
NA		7. Will there be separate environments like Dev, Test, Pre-Prod and Prod?	Yes
NA		8. Does the whole setup need to be a highly available system?	Yes
NA		9. Will the solution include payment gateways? If yes, will the cost of the payment gateways be borne by IHAT?	No

NA		10. Does the AMC include just the software support or will it also include the IT infrastructure support (ex. servers)? a. Will this be a 24x7 support and is there any minimum number of resources required for support? b. App upgrades for iOS and Android be a part of AMC (1 year)?	Only Application Support a. 6 Month support post Go-Live (Page No. 47 under warranty support) b. Yes
NA		11. Will the Google and Apple Development account to publish the app over play store and app store be provided or do we have to set up a new account for it?	IHAT will provide the account for Google and Apple store
NA		12. Minimum version of iOS and Android OS required	For Android- 7.x and above For iOS - 6.x and above
NA		13. Will there be a flexibility to work from home	Yes
12	Eligibility Criteria The bidding company / partnership firm / any other should have a fully functional development and service center in LUCKNOW mere marketing and representative office will not qualify.	Please consider the declaration of setting up the development center in Lucknow within three months of getting the work order.	Accepted
10	Scope of Work, h) Migration Migration from existing hosting environment and website content to the proposed environment with latest application code and database.	Kindly provide the size of data to be migrated.	~ 5 GB Max
12	Eligibility Criteria The bidders should meet the following qualifying criteria with average annual turnover during the last 3 financial years ending 31st March, 2017-18; 18-19; 19-20. Turnover Criteria of the Firms in Rupees (Minimum) - 25 Lakhs	As per the "GUIDANCE NOTES of MODEL RFP TEMPLATES FOR IMPLEMENTATION AGENCIES" published by Government of India 2.5.1 Financial Stability: Sales Turnover and Net Worth, Page 31 of 216: "Sales Turnover and Net worth requirements should be included only for System Integration Turnkey projects that require significant initial investments from the bidders and reasonably high levels of operating expenditure. In such projects, the Sales Turnover multiplier used should be around 20 times the annual value of the project". Hence we request you to kindly revise the clause as under to encourage qualitative bid: The bidders should meet the following qualifying criteria with average annual turnover during the last 3 financial years ending 31st March, 2017-18; 18-19; 19-20. Turnover Criteria of the Firms in Rupees (Minimum) - 2 Crore	Not Accepted
14 & 18	<b><u>Two - Stage Bidding Process</u></b> a) For the purpose of selection of the vendor, a two - stage Quality - and Cost - Based Selection (QCBS) bidding process will be followed with 60% weightage towards Technical Bid and 40% weightage towards Commercial Bid. <b><u>Evaluation</u></b> IHAT will evaluate the bids on QCBS (70% Technical and 30% Commercial) following the process as stated above.	Both the statement is contradictory to each other. We request you to kindly confirm the evaluation criteria.  In order to bring greater quality to bidding process and project delivery, we request to follow QCBS selection method with 70:30 weightage	This is QCBS and weightage is 60:40

16	Technical Evaluation Criteria:	In order to attract more qualitative bidders, we request you to add Turnover criteria in Technical Evaluation Criteria. The suggested marking scheme is as below. 2 Crore to 3 Crore – 5 marks 3 Crore to 4 Crore – 8 marks 4 Crore to 5 Crore – 10 marks	Not Accepted
22	Performance Bank Guarantee Performance Bank Guarantee from a scheduled commercial bank, payable on demand in terms of Annexure III, for an amount equivalent to ten percent (10%) of the contract price for the due performance and fulfilment of the contract by the Bidder.	We request to allow for submission of PBG as 5% of total contract value (exclusive of taxes) initially valid for a period of one year then to be renewed annually.	Not Accepted
36	Annexure IV A. Web Enabled Doctor Diary Module - Broadcast Message	Please specify the number of SMS which is required to be sent to users. Kindly clarify who will be responsible for providing SMS gateway and bear SMS charges	IHAT
42	Training There may be certain users for whom a detailed training will be required in modules to enable them to identify and operate the modules as per requirement.	We believe that the training shall be done in centralized lactation only with mutual consent of Bidder and the client.	Correct
NA	General : Hosting	As per RFP there is no clarity about hosting of application. So please clarify the scope of hosting and responsibility	Hosting Cost will be bear by IHAT only, detailed sizing of infra will required from successful bidder
NA	Not in RFP : Users of the application	Kindly specify the number of concurrent users	~150