

RFP for selection of an Implementing Agency for the development and implementation for RSBY Web Portal and Data Management System for HP Swasthya Bima Yojna Society.

Corrigendum 1 (Dated 06.12.2016)

(Response to Pre- Bid Queries)

| S.No. | Company Name | RFP Reference (Section No./ Page No.) | Content of RFP requiring clarification | Points of clarification required | Response |
|--------------|-----------------------------|--|---|--|--------------------------------------|
| 1 | C-Net | Page No. 8 | Bidders shall submit, along with their Bids, EMD of Rs. 2, 50,000/- in the form of Demand Draft / Bank Guarantee from nationalized bank in favor of “Chief Executive Officer, HP Swasthya Bima Yojna Society, Department of Health & Family Welfare-Shimla. EMD (Bid Security) in any other form shall not be entertained | We are NSIC/MSME registered company, this is to request you please exempt EMD/Fee for this tender. | As per RFP |
| 2 | Ebix Software India Pvt Ltd | 2 - Page 6 | The purpose of this RFP is to solicit the prospective bidder for design, development and implementation of web based application for smooth implementation of all Schemes of the state. | As given in background of the project, there are Three schemes (RSBY, MMSHCS, Himachal Pradesh Universal Health Protection Scheme) are to be covered for smooth implementation. Please confirm and define all scheme with related benefits to beneficiaries. Which will help in accurately measuring Master Management, Scheme | No other schemes are there as of now |

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| | | | | Master, Enrolment Module, Claim and related modules. | |
| 3 | Ebix Software India Pvt Ltd | 5.5 - Project Timelines | Project Timelines | Looking at the defined scope under under section #12, timeline is very strict within 15 Week (around 3.75 Months), Request you to kindly reestimate and increase timeline to minimum 6 Months. | AS per RFP |
| 4 | Ebix Software India Pvt Ltd | 6 - Eligibility Criteria | The bidder must have ISO 9001 certificate with validity till submission of this RFP | Request you to consider other certifications like CMMi3 as well. | AS per RFP |
| 5 | Ebix Software India Pvt Ltd | 6 - Eligibility Criteria | The bidder should have completed similar web application development projects along with the maintenance & operational support i.e. one project of value Rs. 1 crore OR two projects of value Rs. 50 lakhs each OR three projects of value Rs. 35 lakhs each for any Government Department / Organization in India in last three years (as on date of submission of bid) | Request you to revise the projects accomplished in India/Abroad. | AS per RFP |
| 6 | Ebix Software India Pvt Ltd | 7 - Technical Evaluation Criteria | b-The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh. | Kindly revise it as experience in software development globally. The undertaking can be provided once the bid is awarded for establishing its presence in Himachal Pradesh. | AS per RFP |
| 7 | Ebix Software India Pvt Ltd | 7 - Technical Evaluation Criteria | c-The bidder should have a valid ISO Certification / SEI CMMi Level as on date of submission of Bid. | Request you to further categorized as for CMMi 3 organizations. | AS per RFP |

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| 8 | Ebix Software India Pvt Ltd | 7 - Technical Evaluation Criteria | Points d, e, f, g | Request you to revise the projects accomplished in India/Abroad. | AS per RFP |
| 9 | Ebix Software India Pvt Ltd | 12-Scope Of Work | m) Integration registered beneficiary details with AADHAAR database r) Cloud hosting services for a period of 1 year from date of go live | Kindly confirm, Integration API will be provided by HPSBYS. Costing for cloud hosting services, software licenses and other services required will be bear by bidder. | Yes, integration API will be provided by HPSBYS Cost for cloud hosting services, software licenses and other services required will be borne by bidder. |
| 10 | Ebix Software India Pvt Ltd | 12.2.1 User Management | f) Audit logs for the users to store for 30 days operation on page wise and after the periods the logs will be auto cleared | Request you to provide the level of logs need to be maintained. | All the user Login logs are to be maintained |
| 11 | Ebix Software India Pvt Ltd | 12.6 Social Media Management | k) Integration with existing online applications | Request you to provide details of existing online applications | As per RFP |
| 12 | Ebix Software India Pvt Ltd | 12.8- Deployment & Commissioning | The implementing agency would be responsible for the successful deployment and commissioning of the software applications | Request you to provide hardware specifications (if any specific), also please specify costing will be bear by bidder or HPSBYS? | Bidders need to recommend the hardware specification for hosting of their application. The same would be procured by the department. |
| 13 | Ebix Software India Pvt Ltd | 12.8.1 Training/Capacity Building | h) The training would be required to be provided again to ensure that personnel are ready to use the application whenever it is ready. It is important to ensure that the training provided | Request you to provide number of training sessions required along with number of resources to be trained. We assume, all training would be in HP HQ only. | Training needs to be conducted at state HQ and District level offices. Approximate no. of Users to be trained are 200-250 |

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| | | | is effective | | |
| 14 | Ebix Software India Pvt Ltd | 12.8.5- Hosting of Applications | Application Hosting Cloud Based. | Concerns: Hosting for one Year, but Operation and Maintenance is for 2 Year after go-Live. Hosting must be for 3 Years, | As per RFP |
| 15 | Ebix Software India Pvt Ltd | 12.11. Manpower Deployment | Resources | Please provide the details of other resources required or only three resources are required for entire tenure period from the Go-Live | AS per RFP |
| 16 | Ebix Software India Pvt Ltd | 12.11. Manpower Deployment | Onsite Project Manager | In the experience, kindly revise as Minimum 3 years of experience in managing large scale Insurance domain/e-Governance projects | AS per RFP |
| 17 | J.K. Technosoft | 12., Scope of Work Page No. 24 | a) The backend data format should be Sql. | Need more clarification; can the application be configured on any database or any specific database. If specific, then need clarity on the license details. | Specified in the RFP. Database needs to specific as per RFP |
| 18 | J.K. Technosoft | 12., Scope of Work Page No. 24 | g) Real time integration with the SNA Server to access the transaction data | Need more details about the SNA server and the details about the interface options provided by the SNA server | More details can be obtained at the time of Project Implementation |
| 19 | J.K. Technosoft | Page No. 28 | 12.2.5 Transaction Management Module | What will be the format of data exchange | All the data available is in SQL format |
| 20 | J.K. Technosoft | Page No. 36 | 12.8.4 Third Party Security Audit | At what stage of software implementation life cycle we need to get it certified. How many iterations cost is to be considered or the subsequent certification will be taken care by HP | As per RFP |

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| 21 | J.K. Technosoft | 7., Page No.14 | 7. b. Technical Evaluation Criteria The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh. | Request to consider the following "Post award of contract, the bidder shall have to open an office in Himachal Pradesh" to render support services during Warranty and O&M stages so that a quality service provider doesn't loose on technical score. | As per RFP |
| 22 | Mastek | 5.1 Earnest Money Deposit (EMD) | Bidders shall submit, along with their Bids, EMD of Rs. 2, 50,000/- in the form of Demand Draft / Bank Guarantee from nationalized bank in favor of "Chief Executive Officer, HP Swasthya Bima Yojna Society, Department of Health & Family Welfare-Shimla. EMD (Bid Security) in any other form shall not be entertained. | Request you to allow bidders to submit EMD in the form of DD/ BG from Scheduled banks such as ICICI bank as well. We intend to submit BG from ICICI Bank and request you to share the Bank Guarantee format and also the following details which are mandatory for issuing a bank Guarantee (BG). -Beneficiary Name -Address -Name of the Bank -Branch address -Type of Account -Account No -IFSC Code | Accepted Beneficiary Name: Chief Executive Officer -Address: HP Swasthya Bima Yojna Society -Name of the Bank: PNB -Branch address: Kasumpti, Shimla-9 -Type of Account: Saving -Account No: 4193000100034951 -IFSC Code: PUNB0419300 |
| 23 | Mastek | 5.10 Cost of RFP | The RFP document is available at cost of Rs. 1,000/- in form of a Bank Draft from any nationalized bank, | Request you to accept Demand draft from schedule bank as well. | Accepted |
| 24 | Mastek | 13.4 Annexure - IV, Page no.43, Bidder Authorization Certificate | Section 5.6 | | |

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| 25 | Mastek | General | | Request you to allow Bidders to bid in consortium and except consortium partners credentials for meeting the technical evaluation criteria as applicable | Consortium is not allowed |
| 26 | Mastek | 7 . Technical Evaluation Criteria - g, Page 15 | Grievance management application development & implementation experience for any Government client in India. (Work order must be submitted) | We understand that the projects wherein Grievance Management module is part / one of the module in the overall scope of work will also be considered as relevant projects for meeting the criteria. | Yes |
| 27 | Mastek | 7 . Technical Evaluation Criteria - b, Page 14 | The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh. | Request you to allow Bidders to bid in consortium and except consortium partners credentials for meeting the technical evaluation criteria's. This will allow bidders outside to HP to participate and bring in their expertise in large implementation and they can a tie up with a local partner or vendor working on existing project in HP, which will play a major role in the successful execution of engagement | As per RFP |
| 28 | Mastek | 10.11 Consortium conditions, Page 19 | The Bidders are not allowed to bid in Consortium. Sub-contracting of any activities are not allowed. The bidder who tries to breach this clause shall be penalized as per Government rules | Request you to allow bidders to bid in consortium as well allow subcontracting as the RFP Scope requires some niche skills and capabilities which could be leveraged by bidders if consortium / subcontracting is allowed. Such as requirement of manpower related to social media and providing resources for onsite requirements such as training and handholding etc. | Consortium & Sub-contracting is not allowed |

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| 29 | Mastek | 12.8.5 Hosting of Application, Page 36 | Upon successful UAT sign-off, the bidder is required to provide hosting services to HP Swasthya Bima Yojna Society over cloud platform for a period of one year. The hosting services can be renewed based on the performance and requirement of HP Swasthya Bima Yojna Society | We understand that bidders can subcontract the hosting requirement to third party cloud service providers and bidders have to provide Hosting Services for a period of 1 year. However there is no commercial line item for the hosting charges. Then as per the current clause Bidder need to be provide hosting services for a period of 1 year only which will be a warranty period and department is ready for the hosting on rental / shared basis, which will be extended if required. If the hosting requirement is not extended then where will the applications be deployed? Does department has any SDC where the developed applications to be deployed. | Bidder needs to include the costing of One Year Hosting in the commercial bid |
| 30 | Mastek | 12.10 Operations & Maintenanc e Support - Pt.i, Page 37 12.11, Manpower Deployment - Onsite Project Manager , Page 38 | Deployment of one onsite project coordinator to monitor and manage the successful operationalization of the software applications. | Our understanding is that Onsite Project Manager and Onsite Project Co-ordinator is 1 and same requirement only and 1 resource is to be proposed for the same. Please Confirm? | As per RFP |

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| 31 | Mastek | 12.12 Change Requests, Page 38-39 13.3, Annexure - III, Pt.e) , Page 42 | The man hour rate quoted by the bidder in the financial format under "Change Request "should be taken into consideration. Man-month rate for Change Request | In the Financial format, the rate asked is for man month rate for 30 months. Hence bidders will be quoting the rate for per man month which will be valid for 30 months and we understand that this man-month rate need not be multiplied with 30 to arrive at the total cost column. Please clarify if our understanding is correct? or else the department is asking bidders to quote for man month rate and for comparison person we have to assume 30 man months and multiply the unit rate with 30 to arrive at total cost. | Bidder needs to quote the Rate for the entire period of 30 Months |
| 32 | Mastek | 13.4 Annexure - IV, Page no.43, Bidder Authorizatio n Certificate | Rates quoted by the bidder should be inclusive of all taxes, duties and charges apart from service tax which will be paid separately. Any change in rate and/or type of tax will be applicable at the time of billing at the prevailing rate. | Request you to allow bidder to quote the rates exclusive of local taxes as well such as VAT in addition to Service tax. This will allow departments to compare the Commercial of all bidders on same parameters and the changes in local tax rate can also be accommodated at the time of billing. which will be very difficult to consider/ estimate in the commercial quotations at such an early stage. or allow bidders to add columns for applicable taxes, so that bidders can declare upfront the applicable taxes and rates in the commercial proposal before arriving at total cost. | Quote should be exclusive of all taxes. Taxes will be applicable at the prevailing rate at the time of billing. |

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| 33 | Mastek | 13.7 Annexure - VI, Page no.44, Self Declaration, | .In response to the RFP Ref No. _____ dated _____ Of Ref. _____ as owner/partner/Director/proprietor of _____ | Request you to accept the Self Declaration from The Company Secretary / Authorized signatory for this bid, and request you to accept the Self declaration with the change as mentioned below: In response to the RFP Ref No. _____ dated _____ Of Ref. _____ as owner/partner/Director/proprietor/Company Secretary / Authorized Signatory of _____ | Accepted |
| 34 | Mastek | 13.4 Annexure - IV, Page no.43, Bidder Authorization Certificate | Director Printed Name and Designation | Request you to accept Authorization Letter signed by Company Secretary as well. As we have power of Attorney in the name of company Secretary approved by Board of Directors for issue such authorization letter for bid related activities. We will provide the copy of PoA for reference along with the authorization letter. Please confirm if it is acceptable? | Accepted |
| 35 | United Health Group | Section 10.11 Consortium Conditions Page 19 | The Bidders are not allowed to bid in Consortium. Sub-contracting of any activities are not allowed. The bidder who tries to breach this clause shall be penalized as per Government rules. | Request the department to modify this clause to allow Consortium bids. Suggest the following modification- <i>"The Bidders are allowed to bid in Consortium with a maximum of 2 consortium partners. Sub-contracting would be allowed subject to mutual consent of the service provider and the department"</i> . | Consortium & Sub-contracting is not allowed |

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| 36 | United Health Group | Section 5.8 Other Conditions clause (j)- Page 13 | Subcontracting / Sublet: The subletting of work is not allowed. In case the Department finds that the selected bidder has subcontracted the work, it will lead to immediately termination of contract. | Request the department to make the following change to allow subcontracting with mutual consent. <i>"Sub-contracting would be allowed subject to mutual consent of the service provider and the department"</i> . | Consortium & Sub-contracting is not allowed |
| 37 | United Health Group | Section 7 Technical Evaluation Criteria (b) Page 14 | The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh. | Request the department to make the following change to the clause- <i>"The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh or the bidder should provide an undertaking to open a project office within 45 days of the contract award"</i> | As per RFP |
| 38 | United Health Group | Section 7 Technical Evaluation Criteria (d) Page 15 | The bidder should have experience in bespoke software application development & maintenance services in India of value Rs. 50 lakhs within last 5 years as on 30/06/2016. (Work order + Completion/On-going certificate must be submitted) | Request the department to make the following changes to the clause- <i>"The bidder should have experience in bespoke software application development & maintenance services in India or abroad of value Rs.50 lakhs (or equivalent) within last 5 years as on 30/06/2016. (Work order + Completion/On-going certificate must be submitted)"</i> | As per RFP |
| 39 | United Health Group | Section 7 Technical Evaluation Criteria (f) Page 15 | Mobile application development for any scheme / events for any client in India. (Work order must be submitted) | Request the department to make the following changes to the clause- <i>"Mobile application development for any scheme / events/ project for any client in India or abroad. (Work order must be submitted)"</i> | As per RFP |
| 40 | United Health Group | Section 7 Technical Evaluation Criteria (g) Page 15 | Grievance management application development & implementation experience for any Government client in India. (Work order must be submitted) | Request the department to make the following changes to the clause- <i>"Grievance management application development & implementation experience for any Government client in India or abroad. (Work order or client certificate must be"</i> | As per RFP |

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| | | | | <i>submitted)"</i> | |
| 41 | United Health Group | Section 12 Scope of work (e) Page 24 & 12.1 CMS web based portal (n) | Bilingual system for the web portal as well as web application with Unicode support for Hindi Language. Websites and portals to support multiple languages with English and Hindi being essential for the Go-Live. Unicode conversion for languages to be bidder's responsibility. | Here we understand that a web based system for both MIS and CMS will be developed in both English and Hindi Language which will include content as well with headings - Please Confirm | Yes |
| 42 | United Health Group | Section 12 Scope of work (g & h) Page 24 | g- Real time integration with the SNA Server to access the transaction data h - Transactional Notification through email and SMS | 1. Request the Department to confirm the transactions frequency count. 2. Also please confirm that notification through SMS gateway and email will be send only for Transactions happened at user end or it will be also applicable for any personal updates or changes made by the user in system . | 90-100/day |
| 43 | United Health Group | Section 12 Scope of work (m) Page 24 | Integration registered beneficiary details with AADHAAR database | Our understanding is that the Department will share state AADHAR CARD database services with the service provider and there is a need to integrate in their system to update register beneficiary system. - Request you to please confirm our understanding | Yes |
| 44 | United Health Group | Section 12 Scope of work (n) Page 24 | Development of Mobile Application to access the MIS application in both online and offline mode | Request the department to allow implementation of work Mobile app only in online mode . | As per RFP |

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| 45 | United Health Group | Section 12.1 CMS web based portal (b) | Web pages must be consistent in look and feel, in all popular browsers including, but not limited to, Internet Explorer, Mozilla Firefox, Chrome, Safari, Opera, etc. | Our understanding is that all the Browsers mentioned needs to be tested - Please confirm. | As per RFP |
| 46 | United Health Group | Section 12.1 CMS web based portal (d) | Personalization capability feature to be added for the end-users. | Please provide detailed list of features that need to be added. | As per RFP |
| 47 | United Health Group | Section 12.1 CMS web based portal (i) & 12.7.7 Test Plan | 12.1 Reduction in average page load time across the site, meeting industry standards and challenging environments. 12.7.7. Performance testing of the Application including measurement of all Service Levels as mentioned in this contract and finally implementing agency shall also carryout Load/ Stress testing. | Request you to please provide the expected SLAs for Performance or loading of application. | As per RFP |
| 48 | United Health Group | Section 12.1 CMS web based portal (p) | Search Engine Optimization of websites must ensure high rank on web searches and all relevant techniques for SEO (Search Engine Optimization) must be adopted. | Request you to please confirm if there are any specific SEO rules defined by department | No specific SEO rule is defined by Department. The source code should be SEO friendly |
| 49 | United Health Group | Section 12.4 Mobile Application | An Android based citizen centric mobile application is required to be developed under this projects and should cater to the following requirements under the Android based mobile application; | Please confirm if the testing of Mobile applications need to happen on Android only. | As per RFP |

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| 50 | United Health Group | Section 12.4 Mobile Application | An Android based citizen centric mobile application is required to be developed under this projects and should cater to the following requirements under the Android based mobile application; | Please share specific versions for testing on Android. Can we assume that we can test Android 5 or above - Please confirm | As per RFP |
| 51 | United Health Group | Section 12.1 CMS web based portal (j) | Information security measures to handle typical attacks observed in the past and new vulnerabilities like Heartbleed, etc. to be implemented. | Please provide details of past vulnerabilities | Bidder to comply with required security measures |
| 52 | United Health Group | Section 12.6 Social Media Management | The selected agency should create and manage the social media handles of HP Swasthya Bima Yojna Society on the platforms like Facebook, Twitter, Instagram and LinkedIn. k) Integration with existing online applications l) The selected agency is required to deploy 2 resources for the management of the social media handles and content updation. | Our understanding is that a. Testing of different social media pages will be needed to check the updates on the pages w.r.t HP SBYS. b. Testing team needs to check that web services or integration link of social media is implemented correctly through applications. Please confirm our understanding. | As per RFP |
| 53 | United Health Group | Section 12.7.3 Scalability & 12.7.2 Test Plan | The architecture should be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance. Performance testing of the Application including measurement of all Service Levels as mentioned in this contract and finally implementing agency shall also carryout Load/ Stress testing. | Please provide details of the current load or expected future load of concurrent number of users who will access the applications and mobile applications. | Concurrent user would be greater than 300 |

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| 54 | United Health Group | Section 12.7.2 Test Plan | Initial and Final User Acceptance Testing shall involve Test Case Development, Unit Testing, Integration and System Testing, Functional testing of Application, Performance testing of the Application including measurement of all Service Levels as mentioned in this contract and finally implementing agency shall also carryout Load/ Stress testing. | Our understanding is that Unit testing, End to end functional, Regression, Integration, System , Performance , Load and Stress testing , UAT needs to be covered for only application part. Please confirm our understanding. | Bidder to propose |
| 55 | United Health Group | 12.2.2 Master Management Page 26 | In the master management, the super administrator would have the privilege to create master screens for various schemes and plans along with uploading document and preparing checklist. | Creation of master screen involves development effort. Please confirm if the super administrator will have privilege to configure master screen or create master screen for various schemes and plans. | As per RFP |
| 56 | United Health Group | 12.2.2 Master Management Page 26d) Enrolment Plan Master: | Other enrolment related information such as Insurance Company name, SCSP name, FKO name, enrolment location, enrolment start date, enrolment end date etc. | Scope is not clear based on this sentence. Please provide clarity. | This is related to Enrollment Plan master management |

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| 57 | United Health Group | 12.2.3 Enrolment Module page 27 | The beneficiaries' families would get enrolled under various schemes depending on their family size, demography, gender, age, card issuance, etc. The Enrolment details are required to be generated as per the following requirements; a) Round Wise Enrolment MIS b) Family Size Enrolment MIS c) Gender Wise Enrolment MIS d) Age Wise Enrolment MIS e) Card Issuance MIS f) Nil Enrolment Village g) Enrolment Progress MIS h) Change in BPL Data Analysis i) Category Wise Enrolment MIS j) Enroll Data Update k) Kiosk Enrolment MIS | Request you to provide clarity on requirements given as points only in the RFP for Enrolment Module. | As per RFP |
| 58 | United Health Group | 12.2.4 Hospital Management Module, page27/28 | Sub point (a) to (k) | Point (a) to (k) except point no. (g) cover the information to be reflected in the portal as dynamic information. Our understanding is that the Hospital Management Module gives content information in the portal as CMS for mentioned activities to be performed. Please confirm our understanding. | Please refer to RFP for more details |
| 59 | United Health Group | 12.2.6 Claim Management Module, page28/29 | General | Please confirm if there is any process of preauthorization for patient before getting admitted ? | No as of now |
| 60 | United Health Group | 12.2.6 Claim Management Module, page28/29 | General | Please confirm if there is any process to initiate extension of stay during hospitalization as per policy. | Can be extended as per policy |

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| 61 | United Health Group | 12.2.6 Claim Management Module, page28/29 | The beneficiaries enrolled under the insurance scheme, undergoing or who have already undergone treatment in the hospitals in their area can claim for the amount from the respective hospitals. | Please provide more clarity on reimbursement process of claims initiated by beneficiaries to hospitals. Is the current process manual or portal driven ? Please confirm. | Currently Manual |
| 62 | United Health Group | 12.2.6 Claim Management Module, page28/29 | General | We need clarity on Schedule of Charges (SOC), standard procedure codes to process the claim. As per our understanding scheme must have a proper billing format with procedure codes and specified SOC and packages to the beneficiaries and stakeholders. Please confirm. | No proper format available. As per requirement analysis SI needs to design & develop |
| 63 | United Health Group | 12.2.7 Beneficiary Registration Module, page 29 | h) Development of a beneficiary dashboard to display relevant information | Please elaborate the information needed to be displayed as part of the beneficiary dashboard. | Bidder to propose. The scope would be finalized during requirement study phase |
| 64 | United Health Group | 12.2.7 Beneficiary Registration Module, page 29 | General | Is there any check on eligibility is imposed in the current As Is process of enrolment of beneficiaries? Please confirm. | Yes |
| 65 | United Health Group | 12.2.7 Beneficiary Registration Module, page 29 | g)System generated SMS and e-mail notification. | 1.We need clarity on recipients of notifications for seamless process implementation ? 2. Does the notification is limited to beneficiaries only or it is required to notify authorized system user also? | SMS notification to be sent to authorized system user and beneficiaries |
| 66 | United Health Group | 12.2.7 Beneficiary Registration Module, | g)System generated SMS and e-mail notification. | Please provide the details on the average number of SMS and e-mail sent in a period. | Depend on requirement |

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| | | page 29 | | | |
| 67 | United Health Group | 12.2.3 Enrolment Module f) Nil Enrolment Village and 12.3 Data Management System-Zero enrolment | | We need clarity on Nil Enrolment Village and Zero enrolment mentioned in the section 12.2.3 (Enrolment Module) | Villages which are not having any enrollment |
| 68 | United Health Group | 12.4 Mobile Application, page 30 | | Please provide details on the users of Mobile Application apart from Citizens. Also please provide the roles and stakeholders feature. | As per RFP |
| 69 | United Health Group | 12.6 Social Media Management, page 31 | d) Development/reuse from multiple Social Media templates and content in a multi-platform and multi-development environment | Please provide more clarity on multi-development environment. | As per RFP |
| 70 | United Health Group | 12.6 Social Media Management, page 31 | g) Providing collaboration to allow the society to share work and/or share projects with external agencies | Please provide the details of external agencies where collaboration is required and type of associated work given to external agencies. | Insurance Company and Support agency are working under different health insurance/protection schemes |
| 71 | United Health Group | 12.8.1 Training/Capacity Building, page 35 | b) Such trainings and skills will be imparted to the officials at state HQ. c) These would range from senior officers such as Secretaries up to the hospital level IT service peoples. | 1. Based on point b) and c) we understand that, training will be provided at State HQ to all Super users and Hospital level IT staff. Please confirm if our understanding is correct. 2. Please provide the details of users to be trained for solution. | 174 hospitals are there. The users has to be trained at district level offices |

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| 72 | United Health Group | 12.2.1 User Management, page 26 | f) Audit logs for the users to store for 30 days operation on page wise and after the periods the logs will be auto cleared | Please provide details of the user count in the current Process and also expected increase in user pool, It will help us to conduct seamless Training, UAT and Load balancing on the screen. | Concurrent user would be great than 300 |
| 73 | United Health Group | 3 Invitation for Proposal Page number 6 | b) The web based application sought under this RFP would be implemented in the offices of Department and Hospitals/ related stakeholders. | Please provide the list of total users or the details of Department / hospitals etc. | Concurrent user would be great than 300 |
| 74 | United Health Group | 12 Scope of Work Page no 24 | p) Implementation of the developed software and training to the end users | Kindly confirm the number of persons to be trained (onsite / single site) . Please provide the number of batches and participants per batch | Training needs to be conducted at state HQ and District level offices. Approximate no. of Users to be trained are 300-350 |
| 75 | United Health Group | 12 Scope of Work Page no 24 | p) Implementation of the developed software and training to the end users | Please confirm who will provide the training infrastructure (IT & non IT like tables chairs room etc.). | Department will provide |
| 76 | United Health Group | 5.7 Penalty Page number 11 | b) Penalty after Go-Live: HPSBYS shall impose a penalty of 1.0% of the total contract value for each week of delay of delivery after the go-live. | Please confirm the list of deliverables after go-live other than support & AMC | As per RFP |
| 77 | United Health Group | 7 Technical Evaluation Criteria Page 14 | The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh. | Request you to remove this clause. Bidders can provide an undertaking of opening an office in lieu of this within a specified time frame. | As per RFP |
| 78 | United Health Group | 12 Scope of Work Page no 24 | g) Real time integration with the SNA Server to access the transaction data | Please provide the details of SNA Server. Does the service provider need to incorporate the same in its proposed solution. | As per RFP |

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| 79 | United Health Group | 12 Scope of Work Page no 24 | h) Transactional Notification through email and SMS | Please provide the details of SMS Gateway/ Email Servers. Does the service provider need to incorporate the same in its proposed solution. | Yes |
| 80 | United Health Group | 12 Scope of Work Page no 24 | i) Renewal of insurance schemes with provision for Online Payment | Please provide clarity whether the integration of payment gateway is in scope or payment gateway is already present with HPSBYS. | Bidder need to provide the payment gateway |
| 81 | United Health Group | 12 Scope of Work Page no 24 | m) Integration registered beneficiary details with AADHAAR database | Please provide details about the level of integration required. Is the requirement limited to authentication only? Please confirm. | Yes Aadhaar integration will be used for authentication purpose |
| 82 | United Health Group | 12 Scope of Work Page no 24 | n) Development of Mobile Application to access the MIS application in both online and offline mode | Please provide more clarity on the offline mode. | As per RFP |
| 83 | United Health Group | 12 Scope of Work Page no 24 | q) Onsite resource deployment for application support and social media management | Please provide clarity on the scope of Social Media Management. | As per RFP |
| 84 | United Health Group | 12 Scope of Work Page no 24 | r) Cloud hosting services for a period of 1 year from date of go live | Our assumption is that it is considered on Meghraj. Please confirm if the understanding is correct or the bidder can choose any Indian cloud operator | Bidder to include the cost of one year of cloud hosting in its bid |
| 85 | United Health Group | 12 Scope of Work Page no 24 | s) Warranty support for a period of 1 year from date of go live | Please provide the details on hardware requirement for this phase. | Need to be assessed by bidder |
| 86 | United Health Group | 12 Scope of Work Page no 24 | t) Maintenance and support for a period for 2 years after end of warranty support | Please provide the details on hardware requirement for this phase. | Need to be assessed by bidder |
| 87 | United Health Group | 12 Scope of work Page 24 | Bilingual system for the web portal as well as web application with Unicode support for Hindi Language | Our understanding is that we need to provide screen labels in English and Hindi. However data entry will happen only in English. Please confirm our understanding. | Yes the labels has to be bilingual and the data entry will be done only in English. |

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| 88 | United Health Group | 12 Scope of work Page 24 | Integration registered beneficiary details with AADHAAR database | What is the scope of Integration with AADHAAR database. Please clarify if AADHAAR is used for verification /Authorization of beneficiary identity or seeding of AADHAAR Database with beneficiary details. | Yes Aadhar integration will be used for authentication purpose |
| 89 | United Health Group | 12.1 CMS Based Web Portal | Websites and portals to support multiple languages with English and Hindi being essential for the Go-Live. Unicode conversion for languages to be bidder's responsibility | Please provide details of the languages that CMS portal should support other than Hindi and English?(multiple languages with English and Hindi being essential) | As per RFP |
| 90 | United Health Group | 12.7.3 Scalability | NFR | Please provide details of the expected peak load and average load on web application. | Bidder to evaluate |
| 91 | United Health Group | | NFR | Please provide the number of concurrent users of this web application. | Concurrent user would be greater than 300 |
| 92 | United Health Group | | NFR | Please provide details of the NFR for application with respect to response time, performance SLA,High availability and etc. | As per RFP |
| 93 | United Health Group | | NFR | Please provide details of the NFR for application with respect to response time, performance SLA,High availability and etc. | Repeat query |
| 94 | United Health Group | | General | Please suggest if there is any preference around Tools and Technology(e.g.: Open Source etc.) | As per RFP |
| 95 | United Health Group | Transfer of Assets (11.2/20) | HPSBYS shall be entitled to serve notice in writing on the Selected Bidder at any time during the exit management period as detailed hereinabove requiring the Selected Bidder to provide the HPSBYS with a | We understand that the selected bidder will be performing application development on the hardware asset provided by the HP Govt. Please confirm if our understanding is correct. | Bidder to develop application on their own environment |

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| | | | complete and up to date list of the Assets within 30 days of such notice | | |
| 96 | United Health Group | Rights of Access to Premises (11.6/20) | At any time during the exit management period, where Assets are located at the Selected Bidder's premises, the Selected Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the HPSBYS or its nominated agency and/or any Replacement Selected Bidder in order to make an inventory of the Assets. | Please confirm if the bidder can chose to host the hardware infrastructure on cloud outside the state of HP but within India. | Yes |
| 97 | United Health Group | Scope of Work (12 / 24) | a) The backend data format should be Sql | Please confirm if there is any existing SQL database. Is high availability like mirroring, etc. also required on this database? Please confirm | Existing database needs to be migrated |
| 98 | United Health Group | Scope of Work (12 / 24) | g) Real time integration with the SNA Server to access the transaction data | We understand that SNA server integration is required to access any mainframe or AS/400 or any other host system. Please confirm whether any such system exists and if integration is required | As per RFP |
| 99 | United Health Group | Scope of Work (12 / 24) | h) Transactional Notification through email and SMS | We understand HP Govt. has email server and sms gateway where integration will be required to be done. Please confirm whether our understanding is correct | As per RFP |

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| 100 | United Health Group | Scope of Work (12 / 24) | i) Renewal of insurance schemes with provision for Online Payment | 1)We understand HP Govt. has payment gateway in place where integration needs to be done. Please confirm 2) Whether the above payment gateway is PCI-DSS certified and whether bidder also needs to go through this certification? | Bidder need to provide the payment gateway |
| 101 | United Health Group | Scope of Work (12 / 24) | r) Cloud hosting services for a period of 1 year from date of go live | 1)We understand that the public cloud hosting is required to be done from any cloud service provider? Please confirm whether our understanding is correct 2)Who shall be responsible for providing Network bandwidth (Internet, MPLS and Replication link) in case of cloud approach | Bidder will provide hosting services as per RFP |
| 102 | United Health Group | CMS Based Web Portal (12.1/24) | Installation and configuration of Content Management System (CMS) along with migration of existing content (in any format, database) to new websites and portals will be bidder's responsibility. | We understand that the current database is hosted with HP Govt. In case, the selected bidder is hosting the website at third party, what is the mode of network connectivity available that can be leveraged to move database? | Proper connectivity is there |
| 103 | United Health Group | CMS Based Web Portal (12.1/25) | The complete solution should be capable of being deployed on a Private/Public Cloud and must support virtualization | We understand that the current database is hosted with HP Govt. In case, the selected bidder is hosting the website at third party, what is the mode of network connectivity available that can be leveraged to move database? | Repeat query |
| 104 | United Health Group | CMS Based Web Portal (12.1/25) | The complete solution should be capable of being deployed on a Private/Public Cloud and must support virtualization | 1)Please suggest whether Disaster Recovery Site is required to address any disaster situation. 2)If yes, please confirm whether the DR needs to be in different seismic zone? 3)What are the expected RPO and RTO? 4)Whether there is any disaster recovery management tool expected to be proposed | Bidder has to do the complete arrangement of hosting as per RFP |

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| | | | | for DC-DR Drills? 5)What are the preferred locations for DC and DR? | |
| 105 | United Health Group | Preparation of Application Design (12.7.2/33) | The IT infrastructure available at state shall be a part of the document | We understand that the IT Infrastructure for the development of application shall be provided by the HP Govt. Please confirm. | Yes, Infrastructure will be provided for the onsite resources as per RFP |
| 106 | United Health Group | Scalability (12.7.3/33) | One of the fundamental requirements of the proposed application is its scalability. The architecture should be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components. | Is it the selected bidder's responsibility to provision the hardware required for the application and mobile app? If Yes, can the same be provisioned on cloud to meet the scalability requirement? | As per RFP |
| 107 | United Health Group | Training/Capacity Building (12.8.1 / 35) | a) Imparting training in Information Technology (IT) and Change Management | 1) We understand the training on hosted / proposed application is required to be provided. Please confirm whether the understanding is correct. 2) Please provide the number of trainees | Yes |
| 108 | United Health Group | Scope of Work (12 / 24) | p) Implementation of the developed software and training to the end users | We understand that the end user compute and bandwidth for connectivity will be scope of HP Govt.Please confirm whether the understanding is correct | Yes |

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| 109 | United Health Group | Hosting of Application (12.8.5 / 36) | The selected bidder is required to arrange the staging server on its own for the purpose of demonstration and UAT | We understand that all the environments like development, staging , UAT, test shall be hosted in the same public cloud where the application will be hosted. Please confirm | Yes |
| 110 | United Health Group | Scope of Work (12 / 24) | p) Implementation of the developed software and training to the end users | Please provide details on the ownership of the system software licenses. Will it be owned by the department? Please confirm. | Yes |
| 111 | United Health Group | Scalability (12.7.3/33) | One of the fundamental requirements of the proposed application is its scalability. The architecture should be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance | Please confirm if the selected bidder is responsible to provision the hardware required for the application and mobile app? If Yes, can the same be provisioned on cloud to meet the scalability requirement? | Repeat query |
| 112 | United Health Group | Preparation of Application Design (12.7.2/33) | b) The IT infrastructure available at state shall be a part of the document | Please provide details of the current IT Infrastructure in the state. Please share the complete inventory | Complete Inventory can't be shared now. Bidder need to assess during system study |
| 113 | United Health Group | Scope of Work IPR and Source Code (11.9 / 23) | The ownership of IPR and source code of the application remains with HPSBYS | 1) Please confirm if the application is expected to be accessed through MPLS? 2) Also please confirm if the application will be accessible through internet/web. | Application needs to be web based |
| 114 | United Health Group | Warranty Support (12.9 / 36) | The selected bidder is required to provide warranty support for a period of 1 year from the date of Go-Live | We understand that bidder need to provide hardware on public cloud for 3 years (1 year warranty and 2 years O&M support). Request you to please share your inputs | As per RFP |
| 115 | United Health Group | Project Timelines (5.5 / 10) | Software Development & UAT & Go Live | We believe that the timelines are very aggressive and very difficult to achieve. Request you to relax the implementation timelines | As per RFP |

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| 116 | United Health Group | Transfer of Assets (11.2/20) | In the event, if the Assets to be transferred are mortgaged to any financial institutions by the Selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer | We understand the deployed and hosting of the application shall be done in public cloud, hence the hardware and software licenses might not be transferred to HP Govt. Please confirm whether the understanding is line with the ask | Yes |
| 117 | United Health Group | Scope of Work (12 / 24) | p) Implementation of the developed software and training to the end users | 1. Please confirm the number of total users accessing the portal and mobile applications and tentative expected concurrency. 1. Please suggest how many users will connect through MPLS and internet respectively. | Concurrent user would be great than 300 |
| 118 | United Health Group | Payment Terms (5.6 / 10) | If there is any penalty to be imposed as per the SLA, same will be deducted from the amount payable | Our understanding is that SLAs will be applicable right from System Study & Requirement Analysis phase. Does HP Govt have a provision to measure SLAs. If yes, which tools are being used and whether the same tools are going to be continued across contract duration. Please confirm. | As per RFP |
| 119 | United Health Group | Section 12.1 CMS Based Web Portal - Page 24 | User Count | What is the total number of business users for the system? What is the expected number of concurrent users in the system? | Repeat query |
| 120 | United Health Group | General | | Please provide details of the data retention policy? | As per SDC |
| 121 | United Health Group | Section 12.8.5 Hosting of Application - Page 36 | DC & DR | 1.Please provide details on the ownership of the Data Center (Cloud platform) and Disaster Recovery (DR) sites? 2.Is DR required ? Please confirm. | Repeat query |
| 122 | United Health | Section 12.2.6 Claim | | What is the expected number of claims transactions per year? | 30,000 per year. There may be increase in future i.e. |

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| | Group | Management Module | | | 1%-2% |
| 123 | United Health Group | Section 12.2.6 Claim Management Module | | Is there any integration expected with Provider's HMIS system? | As per RFP |
| 124 | United Health Group | Section 12.1 CMS Based Web Portal | Version | Please confirm if community version can be used for deployment in production environment. | As per RFP |
| 125 | United Health Group | Section 5.6 Payment Terms | SLA | Services and SLAs for Application and cloud performance are not defined for Maintenance and Support period. Please specify. | As per RFP |
| 126 | United Health Group | General | | Please provide details of current state of system (if any). | As per RFP |
| 127 | United Health Group | Section 12 Scope of Work | Cloud hosting services for a period of 1 year from date of go live | Please confirm if hosting is required on a private cloud or public cloud? | As per RFP |
| 128 | United Health Group | Section 12 Scope of Work | Cloud hosting services for a period of 1 year from date of go live | Please specify if there are any guidelines with respect to hosting services in terms of data centre quality, security etc. | As per RFP |
| 129 | United Health Group | Section 5.7 Penalty | HPSBYS shall impose a penalty of 1.0% of the total contract value for each week of delay of delivery upto the go-live. | Request the department to make the following change to the clause- <i>"HPSBYS shall impose a penalty of 0.25% of the total contract value or 1% of the missed milestone payment for each week of delay of delivery upto the go-live."</i> | As per RFP |
| 130 | United Health Group | Section 12.11 Manpower Deployment | The following resources are required to be deployed onsite for a period of 3 years from the date of Go-Live (1 Year Warranty and 2 | Please confirm if HP SBY will provide space for the manpower asked to be deployed onsite (3 resources) for them to work from the office of HP SBY? | Space will be provided for onsite resources to be deployed as per RFP |

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| | | | Years O&M). | | |
| 131 | United Health Group | Section 12.8.1 Training/Capacity Building | Imparting training in Information Technology (IT) and Change Management | Please provide count of personnel to be trained. | Training needs to be conducted at state HQ and District level offices. Approximate no. of Users to be trained are 300-350 |
| 132 | United Health Group | Social Media Management Page 31 | Integration with existing online applications | Please clarify on the scope of Integration with Existing Online Applications with respect to Social Media Engagements. | The application needs to be integrated with Social Media Channels wherever required |
| 133 | United Health Group | 12.8.4 Third Party Security Audit | The selected bidder is required to get all modules of the application software along with the website cyber security audited from any CERT-IN certified security auditing agency | CERT-IN in their Website has extended validity of their auditing agents only till November 30-2016 and is still expected to call for new agencies. In the scenario if the empanelment is not extended, we would not be able to provide a Quote for the same, hence request you to please consider submission of the quote without the Auditing Agency requirement. Their website is http://www.cert-in.org.in/ . | As per RFP |
| 134 | United Health Group | 12 Scope of Work Page 24 | The backend data format should be SQL. | Please confirm if backend data format should be SQL only or we can have other data formats too. Request you to help us with the rationale behind the same. | As per RFP |
| 135 | United Health Group | 12.1 CMS Based Web Portal, Page 25, point I. | Bidder must adopt industry standard methodology for Change Management and Content Change Tracking for both websites and portals. | Please be specific on the Industry Adopted Standard to be used in the project. Various Methodologies are used for Change Management like:-Prosci's Change Management Methodology, Lewin's 3-Stage Model, Kotter's 8-Step, ITIL Standards. | Bidders are free to adopt their own methodology but that needs to be as per industry standard |

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| 136 | United Health Group | 12.8.1 Training/Capacity Building | Sign off Deliverables / Exit Criteria Training Plan Capacity Building Plan Completion of training and attendance sheet | Training Needs Analysis Document has to be included as the need for training to individuals has to be assessed in detail for an effective training. | As per RFP |
| 137 | United Health Group | 12.10 Operations & Maintenance Support Page 37 | The agency shall perform (at no extra cost) minor changes, bug fixes, different reports of HP Swasthya Bima Yojna, error resolutions and minor enhancements that are incidental to proper and complete working of the application. | Any changes after the SRS stage should be considered as a Change Request and should be handled through Change control process and then a decision on cost to be arrived at on discussions. Hence request the department to consider only error resolution, bug fixes (at no extra cost). | Yes |
| 138 | Silvertouch Limited | 5.5 Project Timelines / Page 10 | | 1. Looking at the project scope 15 weeks seems to be very tight schedule. We request you to change this to 20 weeks. | As per RFP |
| 139 | Silvertouch Limited | 5.7 Penalty / Page 11 | a). Penalty upto Go-Live: HPSBYS shall impose a penalty of 1.0% of the total contract value for each week of delay of delivery upto the go-live | 1. Penalty should be calculated on entire project value. It should be based on phase wise value only. Please amend this clause. 2. We also request you to keep upper cap of 5% for each penalty clause. | As per RFP |
| 140 | Silvertouch Limited | 5.7 Penalty / Page 11 | b). Penalty after Go-Live: HPSBYS shall impose a penalty of 1.0% of the total contract value for each week of delay of delivery after the go-live. | 1. Penalty should be calculated on entire project value. It should be based on phase wise value only. Please amend this clause. 2. We also request you to keep upper cap of 5% for each penalty clause. | As per RFP |
| 141 | Silvertouch Limited | 7. Technical Evaluation Criteria/ Page 15 | Resources CV proposed in both development team & operation / maintenance team (onsite) | 1. Format for CV has not been provided. We assume that bidder can provide CV in their own format. Please confirm. 2. Please let us know how many CVs (onsite and offsite) need to be submitted for each | 1. Format of CV has been attached as Annexure IX 2. CVs are to be provided for below resources: a. Development Team Lead |

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| | | | | <p>resource type.</p> <p>3. Are you looking for any specific qualification criteria and experience for onsite and offsite resources? If yes, then please specify.</p> <p>4. How marks (20 Marks) will be given for CV? Please provide marking criteria.</p> | <p>(10 Marks)</p> <p>b. Onsite Project Manager (10 Marks)</p> <p>3. Specific Qualification and experience of Onsite Project Manager has been mentioned in the RFP. The CV of Development team lead will be evaluated on the basis of qualification & project specific experience as per scope mention in the RFP</p> <p>4. Please refer to point no. 2</p> |
| 142 | Silvertouch Limited | 12. Scope of Work / Page 24 | h) Transactional Notification through email and SMS | We are assuming SMS gateway will be procured and provided by the client and vendor will be responsible for integration only. Kindly confirm. | Bidder need to do the arrangements |
| 143 | Silvertouch Limited | 12. Scope of Work/ Page 24 | i) Renewal of insurance schemes with provision for Online Payment | Kindly provide the workflow and process for Renewal of Insurance Schemes by the beneficiaries through the online system? | Workflow would be given to the winning bidder |
| 144 | Silvertouch Limited | 12 Scope of Work/Page 24 | g) Real time integration with the SNA Server to access the transaction data | <p>1. We assume that web service API will be provided for integration with SNA Server. Kindly confirm.</p> <p>2. Is there any requirement to push data to SNA Server from this application? If yes, then we assume that web service API will be provided to the vendor. Kindly confirm.</p> | Yes, bidder will arrange |

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| 145 | Silvertouch Limited | 12 Scope of Work / Page 24 | m) Integration registered beneficiary details with AADHAAR database | 1. We assume that web service API for AADHAAR Database integration will be provided by the department. Please confirm. | As per RFP |
| 146 | Silvertouch Limited | 12 Scope of Work / Page 24 | n) Development of Mobile Application to access the MIS application in both online and offline mode | 1. What information need to be shown OFF LINE to the users? | Bidders to finalize during the implementation phase |
| 147 | Silvertouch Limited | 12 Scope of Work/Page 24 | q) Onsite resource deployment for application support and social media management | Will equipment, tools and software required for operation and daily work be provided by HPSBY? Kindly confirm. | Bidder to arrange |
| 148 | Silvertouch Limited | 12.1 CMS Based Web Portal/Page 25 | Installation and configuration of Content Management System (CMS) along with migration of existing content (in any format, database) to new websites and portals will be bidder's responsibility. | <p>In case the supplier/vendor has to migrate any data then kindly provide information on below queries:</p> <ol style="list-style-type: none"> 1. Which data is to be migrated? 2. In which Form / Format the data will be provided to us? 3. What is the quality of data? Is any kind of data cleansing required? 4. Does the project scope include scanning of physical documents? If yes, please let us know size-wise quantum of such type of physical document and quality of such documents. 5. Is there any data entry work involved in the scope of work? If yes, then let us know the quantum of such data. | Bidder would be required to migrate the data from other systems. |
| 149 | Silvertouch Limited | 12.2 Web based MIS / Page 25 | Reports | <ol style="list-style-type: none"> 1. Let us know how many reports are to be developed. 2. Please provide us list of MIS reports generated for the various | As per RFP |

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| | | | | stakeholders/departments from the web application? | |
| 150 | Silvertouch Limited | 12.1 CMS Based Web Portal/Page 25 | o) The websites should facilitate social media integration. | Please list which Social Media you want to integrate apart from Facebook, LinkedIn, Youtube, G+, Twitter. | As per RFP |
| 151 | Silvertouch Limited | 12.2.2 Master Management / Page 26 | Schemes | <p>Kindly provide the answers of following queries related to schemes:</p> <ol style="list-style-type: none"> 1. As mention in RFP, currently there will be two types of schemes for the BPL people of HP. Will there will be any other types of schemes except the two types of schemes mentioned in the RFP i.e. 30,000/- under Basic Package and Rs. 1.75 lakh under Critical Care Package ? If yes kindly provide the list of all schemes that we need to integrate with the application and there work flow ? 2. What will be the work flow for applying for these schemes? 3. Will all schemes have same form for applying? 4. Will all schemes have same workflow or different? If different, please provide details of all different workflows. | As per RFP All the schemes have the same form |

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| | | | | <p>5. Will users of all schemes be same or different?</p> <p>6. Are you planning to add more schemes in future? How will all these new schemes be managed? Kindly provide more details?</p> | |
| 152 | Silvertouch Limited | 12.2.3 Enrolment Module/Page 27 | The beneficiaries' families would get enrolled under various schemes depending on their family size, demography, gender, age, card issuance, etc. | Kindly provide the process flow that would be followed by the beneficiary family to get enrolled under various schemes on the application ? | As per RFP |
| 153 | Silvertouch Limited | 12.2.4 Hospital Management Module / Page 27 | | 1. How claims of beneficiaries will be settled? Online or Offline? Please provide detailed process flow for each. | Currently done Offline |
| 154 | Silvertouch Limited | 12.2.5 Transaction Management Module / Page 28 | b) Details of village having <2% hospitalization | Kindly let us know from where system will get / fetch these details? | As per RFP |
| 155 | Silvertouch Limited | 12.2.6 Claim Management Module/Page 28 | | Kindly provide the workflow of the Claim Management Module? | It would be based on a work flow |
| 156 | Silvertouch Limited | 12.2.7 Beneficiary Registration Module / Page 29 | | Please let us know the process of Beneficiary Registration Approval over the application? | It would be based on a work flow |
| 157 | Silvertouch Limited | 12.3 Data Management | The selected implementing agency should support the State Government | 1. What kind of support is required from bidder? Please elaborate. | Yes, master data management will be of |

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| | | t System/Page 29 | in monitoring and reviewing RSBY, MMSHCS and other state specific insurance schemes. This shall require supporting the State Government in taking fortnightly review of activities taken up in the RSBY and other insurance programmes by the various selected insurance companies, TPA and hospitals. | 2. We assume that responsibility of master data management will be of HPRSBY. Please confirm. | HPSBYS |
| 158 | Silvertouch Limited | 12.6 Social Media Management/Page31 | d) Development/reuse from multiple Social Media templates and content in a multi-platform and multi-development environment | 1. Will templates be shared by HPSBY or vendor has to create it from scratch? 2. Please also clarify Multi-Development Environment from Social media perspective. | As per RFP |
| 159 | Silvertouch Limited | 12.6 Social Media Management/Page31 | f) Using social media functions that will extend citizen participation in government | Clarify Social Media Function – What is “Functions” referring here? | As per RFP |
| 160 | Silvertouch Limited | 12.6 Social Media Management/Page31 | g) Providing collaboration to allow the society to share work and/or share projects with external agencies | Providing collaboration – What is “Collaboration” referring to? Do we act as an agent between external agencies (like PR, Press, etc). What kind of collaboration be done with external agencies? | As per RFP |
| 161 | Silvertouch Limited | 12.6 Social Media Management/Page31 | h) Support the ability to program in and integrate with multiple types of environment and systems | Please Clarify “multiple types of environment and systems”. Apart from social media platforms what other environment and systems are we talking about? | As per RFP |
| 162 | Silvertouch Limited | 12.6 Social Media Management/Page31 | k) Integration with existing online applications | Integration would be based on respective social media platform policy. What kind of integration is expected? Does integration need to be done in mobile application also? | As per RFP |

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| 163 | Silvertouch Limited | 12.8.1 Training/Capacity Building / Page 35 | Training | <p>1. We assume that Training needs to be provided at single location only. Please confirm.</p> <p>2. If training is required at multiple locations then please provide list of all locations?</p> <p>3. Please provide total Number of Users to be trained? Please also specify batch size.</p> <p>4. We assume that Training needs to be provided one time only. If not then please specify Frequency of Training.</p> | Please refer to S.No 131 |
| 164 | Silvertouch Limited | 12.9 Warranty Support & 12.10 Operations & Maintenance Support / Page No. 36 | Support and Maintenance | <p>1 As per RFP, onsite support and maintenance for the website is required. Please let us know what type of resource and number of resources required onsite?</p> | As per RFP |

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| 165 | Silvertouch Limited | 12.8.5 Hosting of Application / Page No. 36 | | <p>1. It is possible that each bidder will quote hosting price as per their understanding, hence it will be difficult to evaluate the bidder. Therefore we suggest you to share Bill of Material (hardware and software) for Hosting Server requirement so that all the bidders will arrive at same platform and give quote for same BoM. Please consider. Bill of Material (Application + Database Server + DR):</p> <ol style="list-style-type: none"> 1. Processor 2. HDD 3. RAM 4. Bandwidth 5. OS 6. Database | Bidder to include the cost of one year hosting in its bid |
| 166 | Silvertouch Limited | 12.8.5 Hosting of Application / Page No. 36 | | <p>1. Should bidder consider cost for hosting service for 1 Year only or 3 Years (including 2 years of O & M) in commercial bid?</p> <p>2. Once Project or Hosting Service is over, where will the data (application and database) be migrated? Please suggest your planning on the same.</p> | Bidder to include the cost of one year hosting in its bid |
| 167 | Silvertouch Limited | 12.11 Manpower Deployment / Page No. 37 | | Are we allowed to modify the numbers or job specification as per the need of the social media project? | As per RFP |
| 168 | Silvertouch Limited | General Query | Development Technology | Let us know if you have any preference in technology to be used for website development (like Drupal - PHP, .Net, etc.)?? | Bidder to propose its own technology |

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| 169 | Silvertouch Limited | General Query | Requirement Study | <p>1. We assume that requirement gathering has to be done from single location, Kindly confirm.</p> <p>2. In case requirement gathering needs to be done from multiple locations (cities) then provide the list of all the locations.</p> | Bidder to propose |
| 170 | Silvertouch Limited | General Query | User Types and Workflow | <p>1. How many concurrent users will be there?</p> <p>2. Please provide number of users per user type for our understanding.</p> | Concurrent user would be great than 300 |
| 171 | Silvertouch Limited | General Query | Content | <p>1. We assume that HP Swasthya Bima Yojna will provide all content (in all languages) for web site and web application. Kindly confirm.</p> | Yes |
| 172 | CSM Technologies | 7. Technical Evaluation Criteria/ Pg 14 | <p>The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh.</p> <p>Number of projects 1-3: 2 Marks 3-5: 5 Marks</p> | <p>The scoring pattern in mentioned technical evaluation criteria is overlapping. As per our understanding it should be read as: The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh Number of projects 1-3: 2 marks >3: 5 marks</p> | Accepted |
| 173 | CSM Technologies | 12. Scope of work (e)/ Pg 24 | <p>Bilingual system for the web portal as well as web application with Unicode support for Hindi Language</p> | <p>Through this clause, we understand that the system will have interface for data entry in bilingual format and the messages/alert will also be displayed in bilingual format? Kindly Confirm</p> | Yes |

| | | | | | |
|-----|------------------|--|--|--|---|
| 174 | CSM Technologies | 12. Scope of work (h)/ Pg 24 | Transactional Notification through email and SMS | Through this clause, we understand that email and SMS alert will be sent to the users on various transactions. Kindly clarify about the transactions on which the SMS and email will be sent. Please clarify this point | 90-100/day |
| 175 | CSM Technologies | 12. Scope of work (P)/ Pg 24 | Implementation of the developed software and training to the end users | We understand that the training program will be conducted at a centralized location at State Level. Kindly Confirm | Sl. No. 131 |
| 176 | CSM Technologies | 12.8.4 Third Party Security Audit | The selected bidder is required to get all modules of the application software along with the website cyber security audited from any CERT-IN certified security auditing agency. | The security audit of mobile application is also required. Please clarify | Yes |
| 177 | CSM Technologies | 12.11 Manpower Deployment / Pg. no. 37 and 13.3 Annexure-III [Format for Financial Quotation]/ Pg. no. 42 | The following resources are required to be deployed onsite for a period of 3 years from the date of Go-Live (1 Year Warranty and 2 Years O&M). The services can be extended for another 2 years based on the performance of the deployed resource. | As per our understanding, the bidder has to deploy the onsite manpower for the project. We believe the cost of manpower component needs to be considered in the Financial Proposal Format. | Revised format is attached as Annexure III(Revised) |

| | | | | | |
|-----|---------------------|---|---|--|---|
| 178 | CSM Technologies | 5.2 (a) Performance Bank Guarantee/ Page No. 8 | Performance Bank Guarantee of value of 10% of cost of work order (excluding the tax) in the name of "Chief Executive Officer, HP Swasthya Bima Yojna Society, Department of Health & Family Welfare-Shimla" should be submitted within 7 working days of issuance of the work order, failing which Department may revoke its decision. The PBG shall be valid till 3 months (90 days) after completion of tenure of appointment | We request to kindly accept the performance guarantee as per the following milestones and not on the total project cost from the beginning of the project. a) First PBG may be collected on 10% of the total cost of Software Development, Go-Live & Warranty b) 2nd PBG may be collected on 10% of the total cost of Operation & maintenance support from the date of its commencement c) 3rd PBG may be collected on 10% of the total cost of Resource deployment from the date of its commencement d) Further we recommend not to accept the PBG on the Man-month rate for Change Request as the Change Request clause may be applicable at a later stage during the execution of the contract. | Accepted |
| 179 | CSM Technologies | 12.10 (h) Operation & Maintenance Support / Page. no. 37 | The SI shall address all the errors/ bugs/ gaps/ in the functionality offered by system at no additional cost during the operations & maintenance period | This point is repetitive and already mentioned in the point (g). Kindly remove this point | Accepted/clause stands deleted. |
| 180 | CSM Technologies | General Query | CV's format | Request you to kindly provide the format of the CV | Format of CV is attached as Annexure IX |

Annexure IX: Format of CV

| | | | | |
|----|--|---|---------------------------------------|----------------------------|
| 1 | Proposed position | | | |
| 2 | Name of firm | | | |
| 3 | Name of staff | | | |
| 4 | Date of birth | | | |
| 5 | Nationality | | | |
| 6 | Education | College/university/ institutions | Degrees obtained | Dates of obtainment |
| | | | | |
| 7 | Training & Professional Certifications | | | |
| 8 | Total Years of Work Experience | | | |
| 9 | No. of Years of relevant work experience | | | |
| 10 | Countries of Work Experience | | | |
| 11 | Languages | Language | Proficiency (good/ fair/ poor) | |
| | | | Speaking | Reading |
| | | | | |
| | | | | |
| 12 | Employment record | Name of Organization | Position held | Duration |
| | | | | |
| 13 | Details of tasks assigned | | | |

| | | |
|---|--|--|
| 14 | Work Undertaken that Best Illustrates Capability to Assigned Handle the Tasks Assigned | Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed: |
| 14 | Certification | I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged. |
| Signature Date: Name of staff member: | | |

Annexure III (Revised): Format for Financial Quotation

| A. Software Development Cost | | | | |
|--------------------------------------|---------------------------------------|------------|------|-----------|
| S.No. | Items | Unit & Qty | Rate | Cost (Rs) |
| 1 | Software Development & Implementation | One-time | | |
| 2 | Training, UAT and Go-Live | One-Time | | |
| Sub-Total (A) | | | | |
| B. Application Support | | | | |
| S.No. | Items | Unit & Qty | Rate | Cost (Rs) |
| 1 | Warranty & Support | 12 Months | | |
| 2 | Operation & Maintenance | 24 Months | | |
| Sub-Total (B) | | | | |
| C. Onsite Resource Deployment | | | | |
| S.No. | Items | Unit & Qty | Rate | Cost (Rs) |
| 1 | Onsite Project Manager | 36 Months | | |
| 2 | Social Media Management Manager | 36 Months | | |
| 3 | Social Media Graphic Designer | 36 Months | | |
| Sub-Total (C) | | | | |
| D. Change Request Cost | | | | |
| S.No. | Items | Unit & Qty | Rate | Cost (Rs) |
| 1 | Man month rate for Change Request | 30 Months | | |
| Sub-Total (D) | | | | |
| Total Cost (A+B+C+D) | | | | |

NOTE: Rest Other clauses of RFP remains unchanged