

Point Number	Description of the Point	Query	Expectation	Reply to the Query
2.1 Page 6	All field staffs are being trained to use computers. The Department is now all set to take the IT implementation to the next level.	This being a new system / infrastructure training may have to be imparted to the stake holders	Can the training be organized in groups or it needs to be on a one to one basis	All stake holders are to be trained on the new system. The training can be arranged in groups. However there has to be a hand holding support in all institutions for a few months initially. This would require positioning one or two persons in each institution during this period. Details will be provided in the RFP which is to be released later.
3.1 Page 13	The solution to be deployed in the State Data Centre (SDC) centrally and the healthcare institutions are going to be connected by way of Kerala State Wide Area Network (KSWAN) and also provided with MPLS VPN for redundant network connectivity	<ul style="list-style-type: none"> <li>• Whether the solution will be hosted on existing infrastructure? If yes what would be the configuration? This would help us in designing the solution.</li> <li>• In case the infrastructure is to be procured then who would procure the same?</li> <li>• Are there any constraints on the type of infrastructure to be proposed?</li> </ul>	Request Clarity	<ul style="list-style-type: none"> <li>• The KSWAN connectivity can be used up to the District Head Quarters level. Each institution is to be connected using MPLS VPN built over this KSWAN back bone. There has to be redundancy for the connectivity provided through a Primary and secondary band width service provider. Establishing this WAN will be the responsibility of the selected solution provider.</li> </ul>

		<ul style="list-style-type: none"><li>• As the solution needs to be deployed in the SDC, how the maintenance would be taken care of?</li><li>• In case the solution is deployed in the SDC, what is the business continuity plan for the infrastructure? Like is there a separate Disaster Recovery Site? This would help us in designing the Business Continuity Plan for the solution.</li><li>• For connectivity KSWAN shall be used. However, in case and if it suits the solution can any other network be suggested?</li></ul>		<ul style="list-style-type: none"><li>• The present proposal is to provide Rack spaces at the SDC to co-locate the eHealth servers. Providing all the remaining hardware and software infrastructure required for this project at the SDC will be the responsibility of the selected solution provider.</li><li>• There will be minimum specifications prescribed in the RFP. However the solution provider can offer higher configurations to suit the solution.</li><li>• The maintenance of the servers will be responsibility of the vendor during the warranty period.</li><li>• There will be another location identified as the Disaster Recovery Centre.</li><li>• The KSWAN capacity is to be fully utilized. At this stage no other type of connectivity is planned.</li></ul>
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<p>3.1 Page 13</p>	<p>The Field level health worker shall be given with Handheld devices/Smart phones with GPRS/3G connectivity. The device will have a mobile application to enter data and update the central database and in turn to receive the information, plans &amp; schedules.</p>	<p>Is any device identified and used currently or there is a option for suggestion</p>	<p>Request Clarity</p>	<p>Minimum requirements and specifications of the hand held device will be provided in the RFP. The selected service provider has the option to suggest the device conforming to the prescribed specifications and requirements.</p>
<p>Point &amp; Sub Point 2.4 and Point &amp; Sub Point 3  Page 10 to Page 15</p>	<p>Introduction to e-Health Project  Broad Scope of work</p>	<p>Can the proposed solution include other value additions other than those mentioned in the document.</p>	<p>Request Clarity</p>	<p>The vendor can include value additions other than those mentioned in the document. However acceptance of those additions will be the discretion of the Department.</p>
<p>Point 5  Page 18</p>	<p>Capability Requirements</p>	<p>Will the experience of group companies be considered in the eligibility.</p>	<p>In case a wholly owned subsidiary is bidding for the EoI, then , provision should be there for parent company / or group company to meet the eligibility criteria.</p>	<p>Experience of group of companies will be considered provided there is a consortium agreement among the companies. Please note that there will be a separate pre-qualification process as part of the RFP and qualifying in the EoI will not make a company or consortium eligible for pre-qualification at the RFP stage.</p>

<p>Appendix III</p> <p>Form IV to Form IX</p> <p>Page 24 to Page 27</p>	<p>Total Contract Value of the Project</p>	<p>We are implementing e Governance projects for Government Departments and the charges are transaction based. Any specific guideline to arrive at the Total Contract Value of the Project.</p>	<p>In case companies implementing and managing government projects, where there is no fixed contract value and government / department / entity is charged on per transaction basis and existing shared resources of implementing company is used for implementing the project, in that case, the total revenue earned till date by way of transactions charges, should be permitted to be considered as contract value.</p>	<p>In such cases the total revenue earned till date by way of transactions charges, can be considered as contract value.</p>
<p>Appendix III</p> <p>Form IV to Form IX</p> <p>Page 24 to Page27</p>	<p>Date of successful completion of the project</p>	<p>Most of our projects are e Governance projects and are ongoing, with continuous enhancement to bring in efficiency for the stake holders.</p>	<p>In such a situation what should we consider as the Date of successful completion of the project, the date of starting of the commercial operations of the project?</p>	<p>Such cases can be recorded as on-going projects.</p>