



राज्य स्वास्थ्य समिति, बिहार

CORRIGENDUM (Date Extension)



Date: 15-07-2025

1. With reference to the Notice Inviting Tender (NIT) Reference No.: - 10/SHSB/IT/2025-26 for the selection of agency for Design, Development, Deployment, Implementation, Support and Maintenance of Web and Mobile Application for the 'Mukhya Mantri Chikitsa Sahayata Kosh' published in leading newspapers bearing PR. No. 007315 (B&C) 2025-26 and uploaded on the website "<https://eproc2.bihar.gov.in>", the pre-bid meeting was held on 03.07.2025 at 11:00 AM.

2. The Schedule of Events has been extended. The revised dates are as mentioned below:

Sl.no.	Event Description	Timeline as per published tender	Revised Timeline
2.1	Last date & time for submission (upload) of online bidding document.	17/07/2025 (Thursday) till 05:00 PM, on e-Procurement Portal (https://eproc2.bihar.gov.in)	22/07/2025 (Tuesday) till 05:00 PM, on e-Procurement Portal (https://eproc2.bihar.gov.in)
2.2	Last date & time for submission of EMD (Online Mode)	17/07/2025 (Thursday) till 05:00 PM	22/07/2025 (Tuesday) till 05:00 PM
2.3	Time, Date of opening of Technical Bid	18/07/2025 (Friday) at 1:00 PM on e-Procurement Portal (https://eproc2.bihar.gov.in)	23/07/2025 (Wednesday) at 1:00 PM on e-Procurement Portal (https://eproc2.bihar.gov.in)
2.4	Time, Date of opening of Financial Bid	To be announced later on the e-Procurement Portal (https://eproc2.bihar.gov.in)	To be announced later on the e-Procurement Portal (https://eproc2.bihar.gov.in)

3. All changes/ modifications in NIT as above are binding to all bidders.


Executive Director,
State Health Society Bihar



राज्य स्वास्थ्य समिति, बिहार



Minutes of Pre-bid Meeting of the Tender published for Design, Development, Deployment, Implementation, Support and Maintenance of Web and Mobile Application for the 'Mukhya Mantri Chikitsa Sahayata Kosh'

Date: 15-07-2025

With reference to the Notice Inviting Tender (NIT) Reference No.: - 10/SHSB/IT/2025-26 for the selection of agency for Design, Development, Deployment, Implementation, Support and Maintenance of Web and Mobile Application for the 'Mukhya Mantri Chikitsa Sahayata Kosh' published in leading newspapers bearing PR. No. 007315 (B&C) 2025-26 and uploaded on the website "<https://eproc2.bihar.gov.in>", the pre-bid meeting was held on 03.07.2025 at 11:00 AM.

1. The following members were present in the Pre-bid Meeting:

(i) Dr. Ram Narayan Chaudhary, Director-in-Chief, Health Services, Bihar	Chairman
(ii) Shri Rajesh Kumar, Administrative Officer, State Health Society, Bihar	Member
(iii) Shri Priya Ranjan Raju, OSD-cum-I/c IT, State Health Society, Bihar	Member
(iv) Dr. Ashish Kumar, MO, RoHFW, Patna	Member
(v) Shri Nand Kishore Raj, AD- Finance, State Health Society, Bihar	Member
(vi) Shri Digvijay Kumar, IT Manager / Programmer, Health Department, GoB	Member
(vii) Shri Ashish Kumar, Representative Piramal Swasthya, Patna	Member

2. The following bidders participated or sent their queries with respect to the Pre-bid meeting:

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| (i) NRT Consultancy Services | (ii) Silver Touch Technologies Limited |
| (iii) Plus91 Technologies Private Limited | (iv) Cyberica Net Technologies Pvt. Ltd. |
| (v) Rodic Consultants Pvt. Ltd. | (vi) Veritos Infosolutions Pvt. Ltd. |
| (vii) Sigma e-Solution Pvt. Ltd. | (viii) Dreamline Technologies Pvt. Ltd. |

(ix) Adit Microsys Pvt. Ltd.

(xi) NMBR Systems Pvt. Ltd.

(xiii) Oasys Tech Solutions Pvt. Ltd.

(xv) Mechatronics Emergencies Pvt. Ltd.

(xvii) Medhaj Techno concept Pvt. Ltd.

(x) S.S.B Digital Pvt. Ltd.

(xii) EY LLP

(xiv) SFC Prism Solutions Pvt. Ltd.

(xvi) Hitachi MGRM

3. The following queries were raised during the Pre-bid meeting and submitted via email on statehealth_society@yahoo.co.in -

Sl. No.	NIT Reference	As Published in NIT	Query/Request of interested Agencies	Clarifications/ Amendments Recommended by Technical Committee
1.	Page no: 3, Clause No. 8, Section-I	The tender shall be accompanied by Earnest Money Deposit (EMD) of Rs. 6,00,000/- (Six Lakh Rupees Only) transferred through e-Payment mode (i.e. NEFT-RTGS, Internet Banking, Credit/Debit Card) on the link mentioned in the e-procurement portal (https://eproc2.bihar.gov.in). No bidder is exempted from submitting the EMD as mentioned in the tender document.	We request you to kindly allow EMD exemption for MSME companies as per the Government of India's MSME policy.	Tender Terms & Conditions shall prevail.
2.	Page no: 7, Clause No. 9.2, Section-II	Bidders are requested not to submit the hard copy of Financial Bid. In case the hard copy of financial bid is submitted the tender shall be straight away rejected. Also, uploading of the financial bid in prequalification bid or technical bid will result in rejection of the tender.	As per the clause, "Uploading of the financial bid in prequalification bid or technical bid will result in rejection of the tender." We request clarification on how the BOQ, which is to be submitted on the portal at the time of submission, should be handled to ensure compliance with this clause.	Both Technical and Financial Bids must be submitted online through the designated e-tendering portal. It is hereby clarified that the Financial Bid should not be included or uploaded as part of the Technical (Prequalification) Bid. Any such inclusion may lead to disqualification.
3.	Page no: 11, Clause No. 8.3, Section-III	The Financial Bids will only be opened for those bidders/agencies who are deemed technically qualified and meet the eligibility criteria based on the technical evaluation, and the bidder offering the lowest cost (L1) will be awarded the contract	1. While the LCS method prioritizes cost efficiency, it is equally important to ensure that only technically sound and capable agencies proceed to the financial evaluation stage. Introducing a minimum qualifying technical score will safeguard the quality-of-service delivery by	Tender Terms & Conditions shall prevail.

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		agreement, in accordance with the Least Cost Selection (LCS) method.	<p>ensuring that bidders demonstrate sufficient domain knowledge, relevant experience, and execution capability. A scoring- based filter will help the State attract both competitive and competent bidders, leading to better project outcomes.</p> <p>We hereby request the following modification to the original clause-</p> <p>"Introduce a minimum technical qualifying score (e.g., 70 out of 100 marks) as part of the technical evaluation under the LCS method, with scoring criteria clearly defined for relevant parameters such as experience, manpower strength, workplan, and approach."</p> <p>2. We noticed that no specific marking scheme or technical evaluation criteria has been provided in the tender document. Kindly confirm if there will be any technical evaluation or if the selection is solely based on financial bid (L1).</p>	
4.	Page no: 13, Clause No. 2.1 (b), Section-IV	Develop a responsive Web Portal and Mobile Application (Android & iOS) with offline capabilities as needed within 21 days of signing the contract agreement	<p>1. It is requested to amend the clause to: Develop a responsive Web Portal and Mobile Application (Android & iOS) with offline capabilities as needed within 120 days of signing the contract agreement</p> <p>2. We request you to amend this clause as: Develop a responsive Web Portal and Mobile Application (Android & iOS) with offline capabilities as needed within 60 days of signing the contract agreement.</p>	The selected bidder will be provided a total timeline of 45 days for the complete development of the application. However, a functional/beta version of the application software must be ready for launch within 21 days from the date of signing the contract.
5.	Page no: 13, Clause No. 2.2, Section-IV	System Integration a) Integrate Aadhaar-based authentication (via Sub-Authentication User Agency).	a) Please clarify the expected level of integration. Are we to implement authentication via Aadhaar OTP, biometric, or both? b) Will the department facilitate access to the required APIs from UIDAI	a) Level of Aadhaar based Authentication: Both OTP-based and biometric-based authentication capabilities should be provisioned by the bidder. However, in

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		<p>b) Integrate with SMS, Email, and Payment Gateways.</p> <p>c) Enable integration with national master disease lists and hospital databases.</p>	<p>c) Are the APIs/pre-build configuration/SDK for SMS/Email/Payment gateway services to be provided by the department, or should the bidder propose suitable third-party solutions?</p> <p>d) Should the cost of SMS/email/payment gateway transactions be included in the bid or will they be borne by the department?</p> <p>e) For National Master Disease List and Hospital Databases, are there any existing APIs or datasets available from the department for integration, or is data acquisition the bidder's responsibility?</p> <p>f) Please specify if the department will provide existing gateway service providers (e.g., NIC SMS gateway, Bharat BillPay, or any preferred vendor) or if the bidder is expected to provision and bear the cost.</p> <p>g) For payment gateway: Is UPI integration mandatory?</p> <p>h) Will transaction charges be borne by the department or end-users?</p>	<p>the initial phase, OTP-based authentication will be prioritized.</p> <p>b) It will be the bidder's responsibility to build and implement all the checklist notified by UIDAI.</p> <p>c) The bidder is expected to propose and integrate suitable solutions for SMS, email, and payment gateway services.</p> <p>d) The bidder is required to factor in these costs of SMS/email/payment gateway transactions as part of the overall solution.</p> <p>e) If available, the department will share access to standardized datasets or APIs for disease lists and hospital information. However, in the absence of such APIs or datasets, it will be the bidder's responsibility to compile, structure, and maintain this data in coordination with the relevant stakeholders.</p> <p>f) The department does not mandate the use of specific service providers such as NIC SMS Gateway or Bharat BillPay. The bidder may propose any reliable and government-compliant provider for SMS, email, or payment services. If the department has any preferred service provider at the time of implementation, it will be communicated to the selected bidder.</p> <p>g) Yes, UPI integration is mandatory as part of the digital payment functionality.</p>

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Sl. No.	NIT Reference	As Published in NIT	Query/Request of interested Agencies	Clarifications/ Amendments Recommended by Technical Committee
6.	Page no: 13, Clause No.2.3 (d) Section -IV	Integrate e-Sign/digital signature functionality for approvals.	Kindly clarify whether the department will provide access to any preferred e-Sign service provider (ESP) or whether the bidder is required to procure and integrate a third-party e-Sign API?	The bidder shall be responsible for procuring and integrating a suitable e-Sign functionality.
7.	Page no: 13, Clause No. 2.4, Section-IV	Hosting and Deployment - Host, deploy, and manage the system on State Data Centre (SDC) or Ministry of Electronics and Information Technology (MeitY) approved cloud infrastructure with high availability and disaster recovery.	<ol style="list-style-type: none"> 1. Will SHSB provide the hosting environment, or must bidders arrange it? 2. Are there minimum server specs (CPU/RAM/storage) or approved vendors? 3. Are there any minimum hardware specifications (CPU/RAM/storage) required for hosting the application? 4. In case the application is hosted on a MeitY-approved third-party cloud infrastructure provider, kindly clarify who will bear the cost of the cloud infrastructure and related services. 5. Should the cost of Security Audit be included in the bid or will they be borne by the department? 6. The scope mentions deployment on SDC or MeitY approved cloud. Please clarify who will bear the recurring cloud / SDC charges (infra + bandwidth)? 	<ol style="list-style-type: none"> 1. The selected bidder will be required to provision the hosting environment. SHSB will not provide any pre-existing infrastructure for hosting. However, the bidder must ensure the hosting is compliant with Government of India norms either on the State Data Centre (SDC) or a MeitY-approved Cloud infrastructure. 2. Minimum hardware specifications (CPU, RAM, storage, etc.) must align with application performance requirements, data security standards, and user load. 3. If the application is hosted on a MeitY-approved cloud infrastructure, the bidder will be responsible for provisioning and bearing the cost of cloud infrastructure and associated services. 4. The cost of conducting a security audit must be included in the bidder's financial proposal. 5. Whether hosted on SDC or a MeitY-approved cloud platform, the bidder shall bear the recurring charges.
8.	Page no: 17, Clause No.12.1, Section- IV	The bidder/agency shall ensure that the developed web and mobile application is properly integrated with the Electronic Health Record (EHR) system, Ayushman Bharat – Pradhan Mantri	1. Clarification on whether the authority will facilitate access to the sandbox or production APIs of AB-PMJAY and EHR. List of any "other relevant government or health management	The authority shall facilitate necessary coordination for access to APIs of AB-PMJAY and EHR, subject to approvals from the respective departments or

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		Jan Arogya Yojana (AB-PMJAY), and any other relevant government or health management applications. This integration must be designed to ensure interoperability, eliminate data duplication, and prevent any misuse, manipulation, or corruption of data. The bidder/agency shall also ensure compliance with applicable data security and privacy standards while implementing these linkages.	applications" to be integrated, along with their API documentation and integration protocols. 2. Kindly clarify if integration with EHR, Ayushman Bharat (AB-PMJAY) and e-Hospital will be done via APIs provided by SHSB or should bidder arrange for integration with respective departments.	agencies. However, the responsibility of following up, obtaining technical documentation, adhering to integration protocols, and completing the API integration lies with the selected bidder.
9.	Page no: 17, Clause No. 12.3, Section-IV	The bidder/agency shall be responsible for integrating the developed application software with a secure, government-approved payment gateway for the processing of all financial transactions under the 'Mukhya Mantri Chikitsa Sahayata Kosh'. The payment gateway must comply with applicable national standards and guidelines. The bidder/agency shall ensure the smooth functioning of the payment gateway, including transaction security, encryption of sensitive information, generation of payment receipts, and reconciliation of payments. All costs related to payment gateway integration, configuration, and maintenance shall be borne by the bidder/agency.	We would like to seek clarification on whether the transaction charges levied by the payment gateway service provider (per successful transaction) and SMS charges for OTPs and payment confirmations will be borne by the client/government, considering these are recurring operational expenses that are transaction-volume dependent and directly linked to service uptake. In similar government-funded schemes and digital health programs, it is a standard practice for the government to bear such transaction-linked costs to ensure financial sustainability, encourage user adoption, and avoid additional burden on the implementation agency, whose scope is primarily limited to system integration, technical maintenance, and service facilitation. Kindly confirm or clarify our understanding.	Bidder/Agency is required to factor in these costs as part of the overall solution.

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Sl. No.	NIT Reference	As Published in NIT	Query/Request of interested Agencies	Clarifications/ Amendments Recommended by Technical Committee
			<p>system-wide repercussions. Hence, we request the clause to be modified as follows- "The Bidder must have an average annual turnover of at least Rs. 30 Crores from the business of design, development, deployment, and management of Websites/ Web Portals/Web Applications/ Mobile Applications during the FY 2021-2022, FY 2022-23 and FY 2023-24."</p> <p>4. Request to Increase Turnover Criteria to ₹50 Crores Query: The current average turnover requirement of ₹10 Cr appears low for a project of this scale. We request increasing the minimum turnover to ₹50 Cr in the last three financial years, to ensure only financially stable and experienced vendors participate. Suggestion: Kindly revise turnover criteria for sole bidder to: "Average annual turnover of ₹50Cr from web/application development-related business in FY 2021-22, 2022-23, and 2023-24."</p> <p>5. We request to increase the average annual turnover requirement from Rs. 10 Crores to Rs. 25 Crores in order to ensure participation of financially stronger and more capable bidders, thereby enhancing the quality and reliability of project execution.</p>	

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11.	Page no: 19, Clause No. 1, Sr. No.3, Section-V	The bidder (<i>Sole Bidder or Lead Partner in case of a consortium</i>) must have successfully completed at least two (2) Projects involving the design, development, deployment, and management of Websites/Web Portals/Web Applications/Mobile Application for the Government Department (Central or State) / PSU / Corporation in India, each with a project cost of not less than Rs. 3 Crore during the last three financial years (FY 2022-23, FY 2023-24, FY 2024-25).	<ol style="list-style-type: none"> 1. Are there any provisions for exemption/relaxation in the experience criteria for MSMEs as per the Public Procurement Policy for MSMEs, 2012? 2. Relaxation in Pre-Eligibility Criteria: We respectfully request a relaxation in the time frame of this clause — from the current <i>three</i> financial years to the last seven financial years (i.e., from 2018–19 onwards). 3. It is requested to amend the clause to: The bidder (<i>Sole Bidder or Lead Partner in case of a consortium</i>) must have successfully completed at least two (2) Projects involving the design, development, deployment, and management of Websites/Web Portals/ Web Applications/ Mobile Application/ IT/ ITes for the Government Department (Central or State) / PSU / Corporation in India, each with a project cost of not less than Rs. 3 Crore during the last three financial years (FY 2022-23, FY 2023-24, FY 2024-25). 4. We request the Authority to consider that similar digital transformation projects for Government Departments are typically multi-year engagements, where "Go-Live" marks the functional completion of the core system, even though post-Go-Live Operations & Maintenance(O&M) phases continue under the same contract. Treating Go-Live as the milestone for project completion ensures that bidders with ongoing but live and fully operational projects are not unfairly excluded. Additionally, we suggest increasing the minimum project cost to ₹10 Crore to better reflect the scale, complexity, and investment 	Tender Terms & Conditions shall prevail.

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			<p>typically involved in such comprehensive government portals and mobile applications. This revision would help ensure that only experienced bidders with proven capabilities in delivering large-scale, mission-critical digital platforms participate, thereby enhancing the overall quality and reliability of the project outcomes. We hereby request the following modification to the original clause-</p> <p>"The bidder (Sole Bidder or Lead Partner in case of a consortium) must have successfully completed (i.e., achieved Go-Live status) at least two (2) Projects involving the design, development, deployment, and management of Websites / Web Portals / Web Applications / Mobile Applications for a Government Department (Central or State) / PSU / Corporation in India, each with a total project cost of not less than ₹10 Crore during the last three financial years (FY 2022-23, FY 2023-24, FY 2024-25). Ongoing Operations & Maintenance phases post-Go-Live will be considered valid as part of the engagement."</p> <p>5. The bidder (Sole Bidder or Lead Partner in case of a consortium) must have successfully completed project involving the design, development, deployment and management of Website/Web Portals/ Web Applications/ Mobile Application for the Government Department (Central or State)/ PSU/ Corporation in India, at least one (1) project cost of not less than Rs. 10 Crore or two (2) projects each with a project cost of not less than Rs. 3 Crore, during the last three financial years (FY 2022-23, FY 2023-24, FY 2024-25).</p>	

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			6. The bidder (Sole Bidder or Lead Partner in case of a consortium) must have successfully completed at least two (2) Projects involving the design, development, deployment, and management of Websites/Web Portals/Web Applications/Mobile Application for the Government Department (Central or State) / PSU / Corporation in India, at least one project should be cost of not less than Rs. 1 Crore during the last three financial years (FY 2022-23, FY 2023-24, FY 2024-25)	
12.	Page no: 20, Clause No. 1, Sr. No. 4, Section - V	The bidder/agency (<i>Sole Bidder or any one Partner in case of a consortium</i>) must possess valid certification for ISO-9001, ISO-27001, and CMMI Level-3 or higher, as of the last date of bid submission.	<p>Request for Higher Process Maturity Requirement – CMMI Level 5</p> <p>Query: As per Section V, Clause 3, the current requirement is CMMI Level 3 or higher. For better assurance of quality processes and robust project delivery, we request to revise this requirement to CMMI Level 5 certification (valid as of bid submission date).</p> <p>Suggestion: Kindly modify the requirement to “The bidder must possess a valid CMMI Level 5 certification.” In order to ensure the delivery of a robust and high-quality application, we earnestly recommend allowing only companies with CMMI Level 5 certification.</p>	<i>Tender Terms & Conditions shall prevail.</i>

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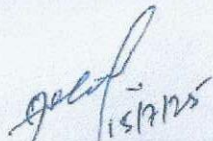
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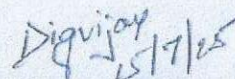
Sl. No.	NIT Reference	As Published in NIT	Query/Request of interested Agencies	Clarifications/ Amendments Recommended by Technical Committee
13.	Page no: 20, Clause No. 1, Sr. No. 4, Section - V	<p>Eligibility Criteria: The bidder/agency should have a minimum of 50 Technical/IT professionals on its payrolls as on 31st March 2025, and in case of consortium the cumulative of both the partners should have a minimum of 50 Technical/IT professionals on its payrolls as on 31st March 2025.</p> <p>Supporting Document: Self-attested copy of corresponding EPF Statement as documentary evidence.</p>	<p>1. We request you to kindly consider Professional Tax Challans as valid proof of employment. None of our employees fall under the mandatory PF scheme as all have salaries above Rs.15,000/month, in accordance with applicable laws.</p> <p>2. We request you to kindly consider the self-attested copy of EPF certificate as documentary evidence.</p>	Tender Terms & Conditions shall prevail.
14.	Page no: 21, Clause No.4.(i), Section-V	The number of partners in a Consortium shall not exceed 2 (Two) members.	<p>1. Request for Removal of Consortium Clause Query: The current eligibility allows bidding in consortium with a maximum of two partners. Considering the complexity and criticality of the project, we request the department to allow only single entity participation (no consortium). This ensures clear accountability and streamlines execution. Suggestion: Kindly modify eligibility to allow only single bidder participation and remove consortium provision from the RFP. We can handle this application within the time frame suggested by the department, provided the Aadhar API is made available. To ensure the quality of the application, we respectfully request the removal of the consortium requirement.</p> <p>2. We are confident in our ability to deliver the application within the department's specified timeframe, assuming the Aadhar API is provided as required. In the interest of maintaining application quality and streamlined execution, we kindly urge the removal of the consortium condition.</p>	Tender Terms & Conditions shall prevail.

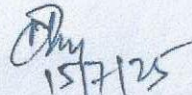
Sl. No.	NIT Reference	As Published in NIT	Query/Request of interested Agencies	Clarifications/ Amendments Recommended by Technical Committee
15.	Page no: 22, Clause No.4.1 Section- VI	The service provider should start the service within 15 days from the date of signing the contract.	The service provider should start the service within 30 days from the date of signing the contract.	<i>Tender Terms & Conditions shall prevail.</i>
16.	Page no: 23, Clause No. 6.1, Section-VI	<p>2. Activity / Task: Project Planning & Mobilization Timeline (In Days): T + 7 Days</p> <p>3. Activity / Task: Requirement Study (As Is, and To Be) Timeline (In Days): T + 15 Days</p> <p>4. Activity / Task: Application Development Timeline (In Days): T + 21 Days</p> <p>5. Activity / Task: User Acceptance Testing (UAT) Timeline (In Days): T + 25 Days</p> <p>6. Activity / Task: Customization of Application Software Timeline (In Days): T + 27 Days</p> <p>7. Activity / Task: Security Audit Timeline (In Days): T + 30 Days</p> <p>8. Activity / Task: Deployment on State Data Centre (SDC) & Go-Live Timeline (In Days): T + 35 Days</p> <p>9. Activity / Task: Training & Documentation Timeline (In Days): T + 60 Days</p>	<p>2. Activity / Task: Project Planning & Mobilization Timeline (In Days): T + 10 Days</p> <p>3. Activity / Task: Requirement Study (As Is, and To Be) Timeline (In Days): T + 20 Days</p> <p>4. Activity / Task: Application Development Timeline (In Days): T + 120 Days</p> <p>5. Activity / Task: User Acceptance Testing (UAT) Timeline (In Days): T + 125 Days</p> <p>6. Activity / Task: Customization of Application Software Timeline (In Days): T + 130 Days</p> <p>7. Activity / Task: Security Audit Timeline (In Days): T + 130 Days</p> <p>8. Activity / Task: Deployment on State Data Centre (SDC) & Go-Live Timeline (In Days): T + 130 Days</p> <p>9. Activity / Task: Training & Documentation Timeline (In Days): T + 135 Days</p>	All suggested changes, if deemed appropriate and mutually agreed upon, shall be addressed and incorporated during the finalization of the resultant contract. However, the selected bidder will be provided a total timeline of 45 days for the complete development of the application. However, a functional/beta version of the application software must be ready for launch within 21 days from the date of signing the contract.
17.	Page no: 23, Clause No. 6, Sr. No. 4, Section-VI	<p>Activity / Task: Application Development</p> <p>Deliverables/Milestone: Finalization of Core Module Development with Functional Integration</p> <p>Timeline (In Days): T + 21 Days</p>	<p>Concern Regarding Application Development Timeline</p> <p>Given the scope and integration involved in this project, we believe that 6 days for complete application development may not be sufficient to deliver a secure, reliable, and feature-complete solution.</p> <p>Based on our experience with similar government applications, we kindly suggest extending the application development timeline to at least 30</p>	Please refer to clarification mentioned above for Sr. No. 4.

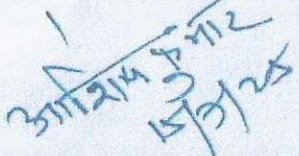
Sl. No.	NIT Reference	As Published in NIT	Query/Request of interested Agencies	Clarifications/ Amendments Recommended by Technical Committee
			working days post-requirement finalization (e.g., T+45), to ensure thorough development, testing, feedback incorporation, and quality assurance.	
18.	Page no: 24, Clause No. 7 Section- VI	Performance Review & Penalty Provisions	Please specify the maximum cumulative cap on penalties applicable (monthly or overall project value).	Please refer clause no. 7.2 under Section-VI which states that "Besides other consequential action, the penalties would be imposed for each occurrence as per the details mentioned in the sub-identified Key Performance Indicators (KPIs) listed below. However, the maximum penalty would be limited to 10% of total payments due for the month against the invoice raised. In case of a deduction of a maximum penalty (10% of invoice value) for three (3) consecutive months, the agency shall be considered for termination. In case of exceptional circumstances, the penalty may be deducted from the performance security."
19.	Page no: 38, Annexure-8	Staffing	A detailed job description of the manpower should be mentioned.	Tender Terms & Conditions shall prevail.
20.	Page no: 41, Clause No. 1, Annexure-10	Assignment of similar nature successfully completion	The contents of the table provided in the RFP document appear to be incomplete and misaligned/distorted, making it difficult to interpret the required information accurately. We kindly request the authority to provide a clear, complete, and properly formatted version of the table to ensure uniform understanding and compliance by all bidders.	A clear and complete information for 'Annexure-10' is enclosed.

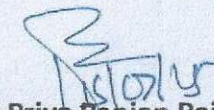
Sl. No.	NIT Reference	As Published in NIT	Query/Request of interested Agencies	Clarifications/ Amendments Recommended by Technical Committee
21.	Page no: 42, Clause No. 1 & 2, Annexure-11	The bidder/agency have to quote the price in Indian Rupee (INR) for the below component. The actual financial bid is to be submitted in MS Excel format available on e-proc portal: The bidder with the lowest quoted amount for "Total Cost" (L1) shall be selected and awarded the contract.	The BOQ specifies that the bidder quoting the lowest "Total Cost" (L1) will be awarded the contract. We kindly request clarification on whether any additional evaluation criteria will be considered prior to awarding the contract.	Tender Terms & Conditions shall prevail.
22.	N.A	N.A	Please clarify whether subcontracting for specialized services (like security audit by CERT-IN empaneled agency) will be allowed.	Subcontracting is not allowed. However, exceptions may be made for specialized services that are critical for regulatory compliance or technical certification purposes, subject to prior approval and written concurrence from the State Health Society, Bihar (SHSB). The primary responsibility for overall project delivery, integration, and performance will remain with the lead bidder.

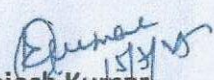

Shri Ashish Kumar
Representative Piramal
Swasthya, Patna

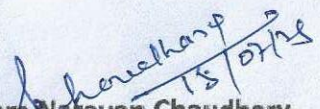

Shri Digvijay Kumar
IT Manager/Programmer,
Health Department, GoB


Shri Nand Kishore Raj
Additional Director (Finance),
State Health Society, Bihar


Dr. Ashish Kumar
MO, RoHFW (Gol),
Patna


Shri Priya Ranjan Raju
OSD-cum-I/c IT,
State Health Society, Bihar


Shri Rajesh Kumar
Administrative Officer,
State Health Society, Bihar


Dr. Ram Narayan Chaudhary
Director-in-Chief, Health Services, Bihar

ASSIGNMENT OF SIMILAR NATURE SUCCESSFULLY COMPLETED

1. Details of work experience evidencing relevant experience in design, development, deployment, and management of Websites/Web Portals/Web Applications/Mobile Application for the Government Department (Central or State) / PSU / Corporation in India during the financial years FY 2022-23, FY 2023-24, and FY 2024-25 (as per required in the RFP)

Sr. No.	Full Address of the Organization with Phone No. where Assignment done	Assignment Contract No./Work Order No. & Date	Description of Work/ Services Provided	Date of Commencement	Date of completion	Please indicate the Page nos. mentioned in submitted Bid to verify/check the details
1						
2						
3						
4						
....						

(Note: - Bidders may increase the rows to include additional experience details for the purpose of technical evaluation and the corresponding documents must be submitted online for the above-mentioned experience to verify)

We certify that all the above details are correct in my knowledge and further confirm that we are aware that, our application for the captioned scope of work defined in this tender document would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Bidding Process or thereafter during the contract period and the amounts paid till date shall stand forfeited without further intimation.

Dated this..... Day of....., 20__

Name of the Bidder/agency:

Signature of the Authorized Person:

Name of the Authorized Person:

Designation of the Authorized Person: