

GOVT. OF ASSAM
OFFICE OF THE MANAGING DIRECTOR
ASSAM MEDICAL SERVICES CORPORATION LIMITED

No: AMSCL-13/2017-18/103

Dated: 16th October 2017

MINUTES OF THE PRE PROPOSAL MEETING HELD ON 5TH OCTOBER 2017 RELATED TO EXPRESSION OF INTEREST FOR “IMPLEMENTATION AND SUPPORT OF CLOUD BASED SOFTWARE DEVELOPMENT AND MAINTENANCE SERVICES “ FOR ASSAM MEDICAL SERVICES CORPORATION LIMITED (AMSCL)

Pre-proposal meeting related to Expression of Interest for “Implementation and Support of Cloud Based Software Development and Maintenance Services“ for Assam Medical Services Corporation Limited (AMSCL) was held on 5th October 2017 under the Chairmanship of Shri J.V.N. Subramanyam, IAS, Managing Director, Assam Medical Service Corporation Limited (AMSCL).

At the onset, Chairperson of the meeting welcomed all participants and briefly described about Assam Medical Service Corporation Limited (AMSCL) and its functions.

The Managing Director, AMSCL described about the scope of the project and clarified the purpose of the Expression of Interest. He informed that, AMSCL is trying to find out the solution which is best in the Industry and for that reasons proposals are invited from the prospective bidders to finalize the technology. He informed that, AMSCL is a new organization and it has no legacy procedures. Hence, bidders can propose the best probable suitable solution available which could be implemented within 3-4 months with minimum customization. He clarified that, AMSCL is not looking for solution which will be built afresh which will take long time for development, rather AMSCL is looking for readymade solution which fit best for its functions.

The Chairperson of the meeting described the passbook system that is proposed to be implemented which is in the same line of Tamil Nadu Medical Services Corporation Limited which is a success story for the entire country. He also described the purpose of inclusion of smart card based system which is proposed to be implemented in AMSCL. He requested the participants to include innovative ideas in the proposal to make the proposed system as one of the best in the industry.

Meeting discussed about the written as well as verbal queries from the prospective bidders and recorded as mentioned below:

SI	Queries from prospective bidders			Response of AMSCL
	EOI document reference(s) [Section and page number(s)]	Content of EOI requiring clarification(s)	Points of clarification	
1	3. Scope of work 3-a Page-9	Design, Development and Implementation of a cloud based enterprise software for automating the various operations of the AMSCL	Please confirm whether corporation is looking for a fresh development as per the requirement of AMSCL or an existing solution with required customization/ enhancements as per the requirement of AMSCL	<ul style="list-style-type: none"> ▪ AMSCL is looking for an existing solution with required customization/ enhancements as per the requirement of AMSCL
2	3. Scope of work 3-g Page-9	Training of the end users and system administrators at State, District, Block and Health Institution Level	Number of users to be trained at each level. Whether training to be conducted at one central location only or at different districts, who will provide the training infrastructure	<ul style="list-style-type: none"> ▪ Scope of capacity building may be seen at 3.4 – Capacity Building of End Users (Page-19 of the EOI Document). ▪ Training load will be detailed in the RFQ document. ▪ Training infrastructure will be provided by AMSCL. However, the selected implementing agency will have to prepare training materials

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				and arrange technical resource person for the training as mentioned in clause 3.4 of the EOI document.
3	3. Scope of work 3-i Page-9	Provide on-site problem solving and hand-holding support for a period of 1 year after successful implementation of the proposed software application	Whether support should be provided at Corporation head office only or at various warehouses also	<ul style="list-style-type: none"> ▪ Support requirement may be seen at 3.3 – Maintenance & on-going Support for Project (Page-19 of the EOI Document). ▪ Detail support structure along with terms & conditions and Service level Agreement (SLA) will be provided in the RFQ document. ▪ As the proposed solution is Cloud Based solution, hence main support will be required at Central level for fixation of bug. ▪ However, technical support at the periphery level stores may

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				also be required for smooth functioning of the system.
4	3. Scope of work 3-k Page-9	The application ownership and copyright shall rest with the Assam Medical Service Corporation Limited, including prepared documentation and source-code in case it is a custom software	We would like to use existing solution components from us/ our consortium partner as much as possible and are willing to share the Source Code with required documentation with the corporation for its internal use. However, the copyright/ IPR should not be insisted as existing solutions are being used.	<ul style="list-style-type: none"> ▪ Details may be seen at 3.26 – Intellectual Property Rights section (Page-18 & 19 of the EOI Document).
5	3. Scope of work 3-t Page-10	Bidders may propose any model of cloud based solution- SAAS/PAAS/IAAS or any other model for which value proposition needs to be presented for the company.	Whether the cloud infrastructure provisioning is part of the scope	<ul style="list-style-type: none"> ▪ Bidders may propose the best solutions following Government guidelines. ▪ Detail scope will be mentioned in

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				the RFQ document.
6	5.1 Annexure 1: Prequalification criteria, Page-34	The bidder should have submitted the tender fee (non-refundable). The bidder should have submitted non refundable Court Fee Stamp of Rs 8.25 (or IPO of Rs 10.00 in favour of "Assam Medical Services Corporation Limited" for bidders based outside Assam).	Request you to avoid the clause of submission of Court Fee Stamp/ IPO	<ul style="list-style-type: none"> ▪ Not accepted.
7	1.4 Important Dates Page -4	Last Date and Time of uploading of proposal in the portal is 17 th October 2017 up to 1:00 PM	Request you to extend the EOI submission date by giving 4 weeks time from the date of issue of Pre Bid Clarifications	<ul style="list-style-type: none"> ▪ Last date of submission of bids has been extended to 27/10/2017 up to 1:00 PM.
8			Kindly advise who are all the stakeholders for envisaged solution	<ul style="list-style-type: none"> ▪ Details may be seen at 2.2 Functions of AMSCL: How we operate - Clientele (Page- 6 of the EOI Document). ▪ AMSCL, Department of Health & Family Welfare, National Health Mission, Central and

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				District Warehouses and all Health Institutions of the State will be stakeholder of the solution.
9			Kindly advise how many number of users might require access to solution	<ul style="list-style-type: none"> ▪ Details may be seen at 2.2 Functions of AMSCL: How we operate - Clientele (Page- 6 of the EOI Document). ▪ There will be approximately 1300 users of the solution.
10			Kindly provide details of expected volume of transaction with the system.	<ul style="list-style-type: none"> ▪ Details may be seen at 2.2 Functions of AMSCL: How we operate - Clientele (Page- 6 of the EOI Document). ▪ The present client base of the Corporation includes 6 Medical College Hospitals, 25 District Hospitals,

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				<p>14 Sub Divisional Civil Hospitals, 162 Community Health Centers (CHCs), 1014 Primary Health Centers (PHCs) and 4621 Sub Centers. Each of them provide drugs and consumables to the patients which are procured centrally and distributed through the supply chain.</p> <ul style="list-style-type: none"> ▪ In the current financial year total Drugs Budget is around Rs. 226 crores which generally increases at least by 10% every year.
11			Kindly advise who will be responsible (AMSCL/ Vendor) for engagement of SMS gateway service provider	<ul style="list-style-type: none"> ▪ AMSCL will engage SMS gateway service provider.

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12	3. Scope of Work (a) – Page -9	Design, Development and Implementation of a cloud based enterprise software for automating the various operations of the AMSCL as listed below	Please let us know who is responsible for procuring hardware & OS?	<ul style="list-style-type: none"> The Vendor will suggest for the required hardware along with specification and AMSCL will procure the necessary hardware.
13	3. Scope of Work (d) – Page -9	The application should be capable of easy integration with bard codes and Smart Cards for tracking of items intended/ issued to various drugs store and health institutions.	Please clarify who will provide required hardware for reading barcode/ smart card	<ul style="list-style-type: none"> The Vendor will suggest for the required hardware along with specification and AMSCL will procure the necessary hardware.
14	3. Scope of Work (p), Page -10	Implementation of proper Contingency Management Plan & Disaster Recovery Process	Is it require to set up a separate disaster recovery site as part of the solution?	<ul style="list-style-type: none"> Detail will be provided in the RFQ document. The Vendor may include the Contingency Management Plan & Disaster Recovery Process in the proposal.
15	3. Scope of Work (s) – page -10	The system should be integrated with GIS system to represent availability/ shortage of medicines at different level.	Is there any existing GIS system present which integration need to be done?	<ul style="list-style-type: none"> Yes. The system need to be integrated with the existing GIS system of National Health Mission, Assam. Data will be

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				<p>pulled by NHM GIS application from the proposed solution of AMSCL.</p> <ul style="list-style-type: none"> The selected Vendor will have to provide the interface for data sharing.
16	3.1.4 Dashboard and Analytical Reports & Management Information System Reports, Page -15	Dashboard should also be accessible from Mobile Devices	Does it require to develop mobile app for this or mobile site (responsive website) will be sufficient? If mobile app is required, then please specify what are the platforms to be supported.	<ul style="list-style-type: none"> Detail scope will be mentioned in the RFQ document. The Vendor may propose for Anroid based Mobile App also.
17	Scope of Work 3-a, Page -9	Design, Development and Implementation of a cloud based enterprise software for automating the various operations of the AMSCL	What will be the timeframe for the development	<ul style="list-style-type: none"> Detail will be provided in the RFQ document. However, AMSCL is looking for existing solutions with minimum customization which could be fully implemented

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				within 3-4 months.
18	Scope of work 3-i, Page - 9	Provide on-site problem solving and hand-holding support for a period of 1 year after successful implementation of the proposed software application.	How many persons to be deployed onsite and the location of deployment	<ul style="list-style-type: none"> ▪ Scope of capacity building may be seen at 3.4 – Capacity Building of End Users (Page-19 of the EOI Document). It has been mentioned that, the selected Agency will have to constitute minimum 3 teams with technical expertise to orient the teams. ▪ Training load and other details will be detailed in the RFQ document.
19	Scope of work 3-k, Page -9	The application ownership and copyright shall rest with the Assam Medical Service Corporation Limited, including prepared documentation and source-code in case it is a custom software	Please confirm whether the vendor can sell the same software to other similar organizations	<ul style="list-style-type: none"> ▪ Details may be seen at 3.26 – Intellectual Property Rights section (Page-18 & 19 of the EOI Document). ▪ The Vendor will not sell the customs done for AMSCL without written

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				permission from competent authority of AMSCL. This restriction does not apply for the standard package.
20	Pre qualification Criteria 2, Page - 33	Should have experience in successfully implementing similar solutions services to at least one similar corporation or organization	As we understand from the industry, most of the Medical Services Corporations in the Country has implemented/ implementing CDAC solutions and one or Two are having the system developed by M/s Broadline. This clause restrict fair and open competition from other capable vendors with considerable experience in the domain and seem to be preferring single vendor. Hence request you to suitably modify this condition to	<ul style="list-style-type: none"> ▪ Any experience on standard Supply Chain Management solutions along with inventory management will be accepted.

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			ensure fair and open competition.	
21			Generally, for such kind of Software Projects Quality process of the vendor is a major parameter. Considering the Critical nature of the project vendors with minimum CMMI level 3 or above certification only should be considered. Please confirm on the quality parameter requirements.	<ul style="list-style-type: none"> ▪ Quality conditions will be put in the Stage II of RFP.
22		Cloud based Software Development and maintenance services	Please elucidate the cloud enabled solution in the context of this project requirement	<ul style="list-style-type: none"> ▪ Available in the EOI document.
23	1.1 – Expression of Interest (EOI) – 1 st Para, Page - 3	Leading Software OEM and Authorized partners of OEM having skills, capacities and experience in the Software design, development and implementation of software solutions in Cloud	Need more clarity on this clause	<ul style="list-style-type: none"> ▪ Available in the EOI document

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		based system for warehouse/logistics/supply chain/inventory management services		
24	4.7 Short Listing Criteria of EOI Step-2: Assessment of presentation cum Demonstration, Page – 31, sl. No. 5	Demonstration on the ease of use and user interface of proposed software solution (currently in use by some clients)	Please clarify	<ul style="list-style-type: none"> ▪ Please refer to methodology of evaluation. ▪ Marks will be given based on features available in the demonstrated software solutions which are as per the requirement mentioned in the Scope of the Work section of the EOI document. Most suitable solution as per requirements out of the presented solutions will be given maximum marks.
25	4.7 Short Listing Criteria of EOI Step-2: Assessment of presentation cum Demonstration,	Minimum Customization requirement against the standard solution proposed	Please clarify whether the requirement is COTS product.	<ul style="list-style-type: none"> ▪ AMSCL is not looking for Commercial off-the-shelf (COTS) product. ▪ AMSCL is looking for a product

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	Page – 31, sl. No. 5			which is best suitable for its business with minimum customization. Objective is to implement the best solution within minimum timeframe (3-4 months).
26	5.1 Annexure 1: Prequalification criteria, Page-33	Should have Cloud solutions implementation and development experience of at least five-year standing as on April 1 st 2017	Requested to reduce the number of years of experience in Cloud Computing	<ul style="list-style-type: none"> As it is mentioned in the EOI document.
27	4.7 Short Listing Criteria of EOI Step-2: Assessment of presentation cum Demonstration, Page – 30, sl. No. 2	Project experience of similar nature – Number of similar work complete by the Agency. Atleast implementation projects worth Rs. 2 crores and above only will be considered	Requested to reduce the value of single project	<ul style="list-style-type: none"> It is decided not to change the clause.
28	4.7 Short Listing Criteria of EOI Step-2: Assessment of presentation cum Demonstration		Requested to allow use of dummy data during presentation of the application.	<ul style="list-style-type: none"> The Vendor can use dummy data for demonstration of the software application.

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29	Scope of work 3-j, Page -9	Post Sale Service of the Software for at least 5 years including bug fixing and upgrades/customization of the software as per requirement.	Please clarify, whether it will be in AMC	<ul style="list-style-type: none"> ▪ Yes, it will be under AMC. ▪ Detail scope of Annual Maintenance Services will be published in the RFQ document. ▪ The vendor may propose probable AMC models in the proposal.

The meeting ended with a vote of thanks from the chair.

Sd/-
(J.V.N. Subramanyam, IAS)
Managing Director
Assam Medical Service Corporation Limited (AMSCL)