

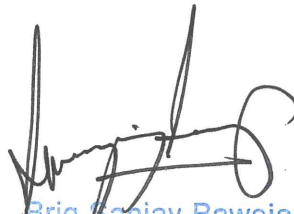
**CORRIGENDUM**

**Reference No : Expression of Interest dated 30 Apr 2025**

**Subject : Expression of Interest for Hiring of IT Firm for providing Human Resources for Integration, Maintenance & Management of Health Applications & Portals**

- Previous date and time for submission of bids : 21 May 2025, 1700 Hrs and extended vide Corrigendum dated 20 May 2025
- Revised date and time for submission Of bids physically or through courier/post : 07 Jun 2025, 1700 Hrs
- Minutes of the Pre-bid meeting held on 06 May 2025 and extended till 07 May 2025 are attached as per Annexure to this Corrigendum.
- All other terms and conditions will remain unchanged.

Dated : 23 May 2025

PAO   
Brig Ganjay Baweja  
Principal Administrative Officer  
National Health Systems Resource Centre  
NIHFW Campus, Munirka, New Delhi-110067

## Minutes of the Prebid Meeting held on 06th May & 07th May 2025

S.No	Agency Name	Source of Query	Page No. / Clause No.	Reference	Query	Response
1	Deloitte	Email	Page No. 16 Clause 14	Pre-Qualification / Eligibility Criteria The registered office of the firm/ facility/ association/ company (hereinafter referred to as “Bidder”) submitting the Bid shall be based within Delhi-NCR region.	The bidder may have registered office situated outside the Delhi NCR, such as in Mumbai or Chennai, but they maintain corporate or other offices within the Delhi NCR region, we believe that this criterion may unintentionally limit the participation. We kindly request that NSHRC consider updating the criteria to include corporate and other offices located in the Delhi NCR, which would encourage broader participation.	A proper Delhi/NCR-based office setup must be available with adequate staff needs to be maintained. As a proof of this the docs pertaining to office setup in Delhi registration, electricity bills and details of persons may also be mentioned in the same.
2	Deloitte	Email	Clause 5 Evaluation Page Number 09	The evaluation will be based on QCBS (Quality and cost-Based Selection) method. Ratio of Technical to Financial will be 60:40 in accordance with Rule 192(i) of GFR 2017. The evaluation is a 2 step Process: •Technical Evaluation: Bidder needs to score at least 60 marks out of 100 in technical evaluation to be eligible for Financial Evaluation. A Technical Interview and Presentation round will be performed for the bidders. •Financial Evaluation: please refer table (Financial Format): Bidder needs to provide the Financials as per the Financial Format. Only bidder(s) who qualify the technical evaluation will be considered for financial evaluation. Lowest quoted bidder will be considered for the selection and award of the contract, but it is clarified that National Health Systems Resource Centre is not bound to accept the lowest bidder or proposal.	1. In the Bid document the evaluation criteria will be based on QCBS but it is also mentioned that tah lowest bidder will be considered for the selection of award of the contract. There is an ambiguity in award of contract therefore we request the NSHRC to clarify. 2. We request NSHRC to clarify whether the QCBS criteria is 60:40 or 70:30. 3. For the effective service delivery, quality of resource deployment plays major role. Therfore, we request NSHRC to consider QCBS criteria for slection of the Bidder as 70:30.	Ratio of 60:40 Quality:Cost will be applicable.
3	Deloitte	Email	Clause 2 Page No. 7	b. National Health Systems Resource Centre is not bound to accept the lowest bidder or any proposal. We also reserve the right to request any, or all, of the Bidders to meet with us to clarify their proposal. c. The final decision for approval/ rejection of the Bid of the Bidder at any stage of evaluation shall lie solely with NHSRC and NHSRC shall be under no obligation to disclose the reasons for the same to the Bidder.	1. In the Bid document the evaluation criteria will be based on QCBS but it is also mentioned that tah lowest bidder will be considered for the selection of award of the contract. There is an ambiguity in award of contract therefore we request the NSHRC to clarify. 2. We request NSHRC to clarify whether the QCBS criteria is 60:40 or 70:30. 3. For the effective service delivery, quality of resource deployment plays major role. Therfore, we request NSHRC to consider QCBS criteria for slection of the Bidder as 70:30.	<b>Bid Score = <math>[(EFQ_{LOW}/FQ) * 100 * W_{FIN}] + [ (TQ/ ETQ_{HIGH}) * 100 * W_{TEC}]</math></b> FQ = Financial quote (bid price) of the bidder EFQ <sub>LOW</sub> = the lowest of the evaluated financial bid price among the responsive bids TQ = the total marks obtained by the bidder against quality (Technical Bid) criteria ETQ <sub>HIGH</sub> = the highest marks scored against quality criteria (technical Bid evaluation) among all responsive bids W <sub>FIN</sub> = 0.4 (the weightage of the quoted financial bid price is 40%) W <sub>TEC</sub> = 0.6 (the weightage for the technical bid evaluation quality score is 60%)
4	Deloitte	Email	Clause 7 Page No. 10	Financial Format – Bill of Material (Annexure-II) Bid Score = $[(EFQ_{LOW}/FQ) * 100 * W_{FIN}] + [ (TQ/ ETQ_{HIGH}) * 100 * W_{TEC}]$ W <sub>FIN</sub> = 0.3 (the weightage of the quoted financial bid price is 30%) W <sub>TEC</sub> = 0.7 (the weightage for the technical bid evaluation quality score is 70%)		
5	Deloitte	Email	ANNEXURE—II Page No. 24	Bid Score = $[(EFQ_{LOW}/FQ) * 100 * W_{FIN}] + [ (TQ/ ETQ_{HIGH}) * 100 * W_{TEC}]$ W <sub>FIN</sub> = 0.3 (the weightage of the quoted financial bid price is 30%) W <sub>TEC</sub> = 0.7 (the weightage for the technical bid evaluation quality score is 70%)		
6	Deloitte	Email	Clause 3 Page No. 7	Timelines & Requirements The tenure of engagement would be for 36 months, subject to annual contract reviews based on delivery, starting from the date of the issuance of the Work Order to the Bidder by NHSRC (hereinafter referred to as the ‘Work Order’). The tenure for engagement may be extended for a period beyond the aforesaid period of 36 months as per procedures.	Although the company provides annual salary increments considering individual several performance indicators and firm performance. As per the terms of EOI Bidder shall give an annual increment of 7%. We understand same amount of price escalation shall be applicable in the contract value for Bidder. Please clarify.	Year 1 - Initial bid value Year 2 - First year contract value + 7% of First Year contract value Year 3 -2nd Year contract value + 7% of the Second Year contract value.
7	Deloitte	Email	Point 07: Financial Format – Bill of Material (Annexure-II) Page Number 12	Bidder shall give an annual increment of at least 7 percent of their total remuneration to each Resource(s) during the tenure of engagement.		



8	Deloitte	Email	Page Number 09 Point 06: Technical Evaluation Criteria A1	Experience of providing IT manpower on large (including 25 and above IT personnel) projects involving software development, management, and maintenance in last 5 yrs.	1. We understand, that as per the terms of EOI, there is a requirement of high number of IT manpower (25 and above IT personnel) in a large project including software development, management, and maintenance in last 5 years. To undertake similar scope of work IT personnel are also deployed on the large project under the scope of Program Management Unit (PMU) or Technical Support Unit (TSU). So We request NSHRC to consider experience of providing manpower under Program Management Unit or Technical Support Unit (TSU) for the wider participation from the Bidder 2. Also, the requirement of IT manpower 25 and above is a large number. There are very limited projects where such large number of resources were deployed for project delivery. Hence, this limit the participation. Therefore, we request NSHRC to reduce the manpower requirement from 25 to 15. This will increase the participation from Bidder.	No change, requirement remains as mentioned in the Eoi.
9	Deloitte	Email	Page Number 09 Point 06 Technical Evaluation Criteria A3	Nature of Projects Executed: Public Health: 15 Marks Others: 8 Marks	EOI outlines the number of projects needed to secure full marks for the other criteria. However, it does not clarify the number of projects required for this criterion. We would greatly appreciate it if you could provide a detail or break up of marks allocation. Also, we understand, both IT and Non-IT project shall be considered for the evaluation. Please clarify.	1-2 Projects in Public Health
10	Deloitte	Email	Page Number 10 Point 06 Technical Evaluation Criteria A5	Experience working with MoHFW / Autonomous bodies / other ministries. 10 Marks for relevant working experience	EOI outlines the number of projects needed to secure full marks for the other criteria. However, it does not clarify the number of projects required for this criterion. We would greatly appreciate it if you could provide a detail or break up of marks allocation. Also, we understand, both IT and Non-IT project shall be considered for the evaluation. Please clarify.	1-2 Projects
11	Deloitte	Email	Page Number 13 Point 09: General Terms and Conditions	The engaged resources shall work under the guidance of NHSRC and be governed by the HR Policy of NHSRC unless so specified otherwise in the EOI/ Work Order	We would appreciate your assistance in clarifying the details mentioned in the EOI regarding the governance of engaged resources by NHSRC HR policies. In particular, could you provide information on whether leave, office hours, and holidays will align with these policies? Furthermore, it would be helpful to understand any additional areas that may also fall under the governance of the NHSRC HR policies.	The following HR policies will apply to all hired personnel: (a) Work timing (b) Leave Policies applicable to Senior Consultant ( Except Maternity Leave) (c) Code of Conduct (d) Prevention of Sexual Harassment (e ) Grievances
12	Deloitte	Email	Clause 7 Page No. 10	Financial Format – Bill of Material (Annexure-II) Note # The Amount quoted will be inclusive of salary of resource and campus expenses. No additional cost will be entertained post selection.	We request NSHRC to provide clarity on the applicable travel policy for IT manpower. We understand that the NSHRC shall reimburse the out-of-pocket expenditure of the Manpower in case of outstation travel.	The travel reimbursements shall be in line with the Travel Policy at NHSRC for the Senior Consultant position.
13	Deloitte	Email	Page Number 13 Point 09: General Terms and Conditions	“This RFQ is not exhaustive in describing the functions, activities, responsibilities, and services for which Bidder will be responsible. The Bidder, by participation in this RFQ, implicitly confirms that if any functions, activities, responsibilities or services which are either not specifically described in this RFQ or EOI or Work Order but has to undergo suitable changes/modifications due to regulatory/statutory changes and are termed necessary or appropriate by NHSRC for the proper performance of the contract, such functions, activities, responsibilities or services (with applicable changes, if any) will be deemed to be implied and included within the scope of services under this RFQ and Bidder’s response to the same extent and in the same manner as if specifically described in this RFQ and Bidder’s response”.	As per the scope of work, the selected bidder shall deploy the manpower on Time and material basis. We request NSHRC to elaborate the requirement under this requirement for better understanding of the scope.	The work will be related to the IT Division at NHSRC as per the scope defined, and also any asks from the IT Division which may arise time to time.



14	Deloitte	Email	Page Number 13 Point 09: General Terms and Conditions	P. The application development /customization work carried by the empanelled bidder(s) will be subject to unit testing, Stress/performance testing, system integration testing & user acceptance testing etc. and security audit, as applicable. However, no additional fees/ charges would be payable by NHSRC for the rectification of errors detected during the testing /audit compliance/ analysis process.	As per our understanding the EOI is related to the assignment for providing manpower. we understand all deployed manpower shall facilitate and support in the activities and NSHRC shall bear the cost associated with it. We would greatly appreciate your clarification on this matter.	As development team the manpower is expected to perform all technical tasks needed to ensure the Portal/ Application is performing optimally. Security audits shall be conducted through other third parties as per process.
15	Deloitte	Email	Page Number 13 Point 09: General Terms and Conditions	H. In case the bidder is unable to provide the replacement or resource within the specified time as per point (g) above, the Bidder shall be liable to compensate NHSRC at the rate of Rs. 1,500/- per day (up to 20% of the total monthly compensation of the Resource(s) as quoted by the Bidder in the Price Bid) towards damages, etc. incurred by NHSRC, unless the same is waived off by NHSRC in writing.  I. In case successful bidder is unable to provide the replacement of resource within the specified time as per point g, the Bidder shall be liable to compensate NHSRC at the rate of Rs. 1,500/- per day (up to 30% of the total monthly compensation of the Resource(s) as quoted by the Bidder in the Price Bid) towards damages, etc. incurred by NHSRC, unless the same is waived off by NHSRC in writing.	We would like to draw attention to two conditions stated in the EOI, designated as H and  I. Condition I indicate that the penalty may be as high as 20%, while the other condition permits a penalty of up to 30% of the compensation for the resources quoted by the bidder. In light of this, we kindly request consideration for reducing the penalty to 10% of the quoted compensation for the resources in the price bid. Furthermore, we would appreciate clarification regarding the timeline for providing the 40 resources mentioned in the EOI.	Penalty % would be 15 in both the cases.
16	Deloitte	Email	Page Number 20 Point 17: Performance Security	The successful bidder shall furnish a Performance Security for an amount equivalent to 5% of the contract value or Rs. 10 Lakhs, whichever is higher (as required under the Rule 171, General Financial Rules, 2017).	The EOI has addressed the performance security; however, it does not mention the Earnest Money Deposit (EMD). We request to please clarify whether EMD applies to this EOI and, if so, what the required amount would be?	Performance Security is 3% of total bid value as per OM issued by Ministry of Education.
17	Deloitte	Email	Page Number 5	Schedule to the Invitation of EOI: Last date and time for submission of bids: 21-05-2025 (1700 hrs)	We request NSHRC to extend the bid submission due date by 3-4 weeks from the release of corrigendum to submit a quality and informed bid.	Corrigendum will be published as per due approvals.
18	Deloitte	Pre-bid VC	N/A	N/A	Can you please elaborate on model of this engagement. After EOI, RFP will be floated ?	Tenets of RFP are already included in this EOI. Bid may be submitted as per details given in EOI.
19	Deloitte	Pre-bid VC	N/A	N/A	Clarity on annexure in EOI says application for vendor empanelment ?	Selected bidder will be the only empanelled vendor for this EOI.
20	Deloitte	Pre-bid VC	N/A	N/A	The bidder may have registered office situated outside the Delhi NCR, such as in Mumbai or Chennai, but they maintain corporate or other offices within the Delhi NCR region, we believe that this criterion may unintentionally limit the participation. We kindly request that NSHRC consider updating the criteria to include corporate and other offices located in the Delhi NCR, which would encourage broader participation.	Refer response at Sr.No. 1
21	Deloitte	Pre-bid VC	N/A	N/A	Bidder shall give an annual increment of at least 7 percent of their total remuneration to each Resource(s) during the tenure of engagement. What would be the modality ?	Refer response at Sr.No. 1. Modality is upto the Vendor.
22	Deloitte	Pre-bid VC	N/A	N/A	Experience of providing IT manpower on large (including 25 and above IT personnel) projects involving software development, management, and maintenance in last 5 yrs. Reduce 25 to 15 ? Tech evaluation criteria.	Refer to the EOI criteria, remains unchanged.
23	Deloitte	Pre-bid VC	N/A	N/A	Page 17 of RFP - Indemnification clause , we want limit it to x value of contract , it is unlimited as of now.	Refer EOI, remains unchanged.
24	Deloitte	Pre-bid VC	N/A	N/A	EOI outlines the number of projects needed to secure full marks for the other criteria. However, it does not clarify the number of projects required for this criterion. We would greatly appreciate it if you could provide a detail or break up of marks allocation. Also, we understand, both IT and Non-IT project shall be considered for the evaluation. Please clarify. how you will give marks for A3 (EOI)?	Refer response at Sr. No. 9 & 10.
25	Deloitte	Pre-bid VC	N/A	N/A	Do we need to submit the presentation alongwith bid ?	Date and time for presentaion will be shared via NHSRC website or Email.



26	Oasys Cybernetics	Email	Page No 9 5.Evaluation	The evaluation will be based on QCBS (Quality and cost-Based Selection) method. Ratio of Technical to Financial will be 60:40 in accordance with Rule 192(i) of GFR 2017. The evaluation is a 2 step Process: • Technical Evaluation: Bidder needs to score at least 60 marks out of 100 in technical evaluation to be eligible for Financial Evaluation. A Technical Interview and Presentation round will be performed for the bidders. • Financial Evaluation: please refer table (Financial Format): Bidder needs to provide the Financials as per the Financial Format.	a) Need to understand how QCBS would be carried out as there is no product requirement is denoted.	As per GFR rule 192 Rule 192. Quality and Cost Based Selection (QCBS):QCBS may be used for QCBS may be used for Procurement of consultancy services, where quality of consultancy is of prime concern.
27	Oasys Cybernetics	Email	Page No. 13 9. General Terms & Conditions	g. At any stage, if NHSRC is not satisfied by the performance of any Resource(s) and/ or termination of association with any Resource(s) or in case of termination of such association by the Resource(s), the Bidder must provide a replacement of such Resource(s) within 10 working days' of receipt of such information of termination/ request for replacement from NHSRC in writing	Request resource replacement to be 20 done in working days.	This is amended to 15 days.
28	Oasys Cybernetics	Email	Page No. 40 20 Product Manager	Qualifications: The resource should have done MBA & B.E / B. Tech from a recognized university or institution.	It is understood that the Product Manager should be MBA & BE or a B.Tech would do. Hope our understanding is correct.	MBA & BE/B Tech, both are required.
29	Oasys Cybernetics	Email	NA General	Resource Deployment	Hope all the resource can work from remote area.	All the resources will be required to work from the workspace allocated by NHSRC.
30	Oasys Cybernetics	Email	NA General	Application Details	Need the details of the applications where the resource can be used.	Multiple portals and applications exist on which the resources would work. Orientation would be provided to resources post onboarding.
31	Oasys Cybernetics	Pre-bid VC	N/A	N/A	Additional resources required for the selection of 40 ?	Modalities of selection are under Vendor purview, however suitability of the resource finalized by Vendor will be checked by NHSRC.
32	Oasys Cybernetics	Pre-bid VC	N/A	N/A	Would it be online offline work ?	Refer response at Sr. No. 29.
33	Oasys Cybernetics	Pre-bid VC	N/A	N/A	QCBS - How is this applicable ?	Refer response at Sr. No. 26.
34	Oasys Cybernetics	Pre-bid VC	N/A	N/A	Work is for single company or divided in multiple companies ?	As per EOI one Vendor will be selected, only one Vendor is intended to be for empanelment.
35	Oasys Cybernetics	Pre-bid VC	N/A	N/A	Any stage NHSRC not satisfied with resource performance, 20 days replacement should be given not 10 days as it is very short time.	Refer response at Sr. No. 27.
36	Oasys Cybernetics	Pre-bid VC	N/A	N/A	Page 9, Evaluation based on QCBS , 60-40 will be taken. But in formula 70-30? Which method will be considered.	Refer response at Sr. No. 3
37	Oasys Cybernetics	Pre-bid VC	N/A	N/A	Point 5 , lowest bidder considered ?	Financial aspects will be considered in the cost components of QCBS, Bid value will be considered in cost component. Marking will be done on a sliding scale format, depending on the no. of agencies who have applied. All the companies who applied will be considered in technical criteria, amongst these who have min 60% in financial criteria, and final scoring will be based on QCBS formula as per response provided at Sr. No.3
38	Oasys Cybernetics	Pre-bid VC	N/A	N/A	2-3 weeks of extension from corrigendum would be helpful ?	Corrigendum will be published as per due approvals.
39	Ernst & Young LLP.	Email	Page No 9 & 11 5. Evaluation 6. Technical Evaluation Criteria ( QCBS)	<b>Page 9:</b> The evaluation will be based on QCBS (Quality and cost-Based Selection) method. Ratio of Technical to Financial will be <b>60:40</b> in accordance with Rule 192(i) of GFR 2017. <b>Page 11:</b> WFIN = <b>0.3</b> (the weightage of the quoted financial bid price is 30%) WTEC = <b>0.7</b> (the weightage for the technical bid evaluation quality score is 70%)	We request NHSRC to confirm the selection criteria is 60:40 or 70:30?	Refer response at Sr. No. 3
40	Ernst & Young LLP.	Email	Page No 9 6. Technical Evaluation Criteria ( QCBS)	Lowest quoted bidder will be considered for the selection and award of the contract, but it is clarified that National Health Systems Resource Centre is not bound to accept the lowest bidder or proposal.	As this is an empanelment, we request NHSRC to clarify whether more than one vendor can be selected.	Refer response at Sr. No. 34
41	Ernst & Young LLP.	Email	Page No 9 6. Technical Evaluation Criteria ( QCBS)	Lowest quoted bidder will be considered for the selection and award of the contract, but it is clarified that National Health Systems Resource Centre is not bound to accept the lowest bidder or proposal.	As this is an empanelment, we seek clarification from NHSRC on whether there will be additional selection processes or steps involved in the allocation of work packet or resources to any product/project post empanelment.	Post selection work will be done under the NHSRC.
42	Ernst & Young LLP.	Email	Page No 9 6. Technical Evaluation Criteria ( QCBS)	Nature of Projects Executed Public Health: 15 Marks Others: 8 Marks	We request NHSRC to provide clarity on - 1. Number of projects vendor need to showcase to get full marks 2. We consider, these projects will be related to deployment technical resources or development of IT application for Health services, please confirm.	1) Refer response at Sr. No. 9 2) Any other IT Division related work as per need and assignment from time to time



43	Ernst & Young LLP.	Email	Page No 12 Location of Work/Remote work	NHSRC may ask the resource(s) to work from its registered office or any other place as designated by NHSRC.	We understand that work may need to be conducted from NHSRC office. Can we get the list of possible work locations? Kindly clarify whether remote work is permitted under this engagement.	Main work location is NHSRC, travel may be done as per work requirement. Physical working at NHSRC is required.
44	Ernst & Young LLP.	Email	Travel Requirement	N/A	Does the engagement involve travel to other states or locations? We request clarification on this requirement.	Refer response at Sr. No. 43
45	Ernst & Young LLP.	Email	Working Infrastructure	N/A	The EOI does not specify who will be responsible for providing laptops, internet connectivity, and other necessary resources for the assignment. We request clarification on this matter.	Hardware in terms of laptop with all essential software will be given by the vendor, other facilities (Internet, Printer, etc.) will be provided by NHSRC.
46	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	This 35 resources that you have asked with the RFP, what kind of requirements that will come in and can we have some visibility that in may be in 3 months or 6 months time ? This is the kind of skills that you are looking primarily, because 35 resources we can focus on few skills and we can be prepared for giving you if we are selected. So do we have some kind of visibility for that ?	Time given for providing resources remains as per EOI.
47	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	Do we have any provision for providing the resources partly on hybrid model online or offline in your office or they can work from diff loc as well?	No.
48	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	When the 35 positions(40 resources )will be deployed ?	As mentioned at the top para of page No-12, the selected bidder shall provide the final list of candidates within 28 days of issuance of the work order.
49	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	Can deployment be done phase wise based on priority as it is 3 years contract ?	No.
50	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	What is the background on EOI ? Single lot deployment or phase wise ? When you don't require you wont ask for resource ?	Single lot. All resources would be engaged.
51	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	Any vendor onboarded already ? Nature of work/manpower required ?	EOI has been floated for identifying a suitable company for provision of empanelment. Nature of work as per Eoi.
52	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	Scope involves travel related to work for resources. Cost associated ? Out of pocket expenses will be reimbursed ?	Refer response at Sr. No. 12
53	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	Cost related to security testing, audit should be excluded or bear by NHSRC ?	Refer response at Sr. No. 14
54	Pricewaterhouse Coopers Pvt. Ltd.	Pre-bid VC	N/A	N/A	Will there be provision for additional resource is added to team if required ? We can supplement more team members in future ?	As and when requirement comes up will be intimated alongwith timelines.
55	Bharuwa Solutions Pvt Ltd.	Email	Page No. 09 – Clause No. 6. Technical Evaluation Criteria ( CBS) >> A. Relevant Experience and competency of Firm>> A1	Experience of providing IT manpower on large (including 25 and above IT personnel) projects involving software development, management, and maintenance in last 5 yrs • 4 or more projects- 45 Marks • 3 Projects-30 Marks • 1-2 Projects-15 Mark • 0 Projects-0 Marks	With reference to the mentioned clauses, we understand that common work orders would be consider for Technical	
56	Bharuwa Solutions Pvt Ltd.	Email	Page No. 09 – Clause No. 6. Technical Evaluation Criteria ( CBS) >> A. Relevant Experience and competency of Firm>> A1	IT Manpower provisioning done in Government of India/ States / UTs / PSUs/ Autonomous Bodies of government of India. 5 Projects: 15 marks 3-4 Projects 10 marks 1-2 Projects: 8 marks		



57	Bharuwa Solutions Pvt Ltd.	Email	Page No. 09 – Clause No. 6. Technical Evaluation Criteria ( CBS) >> A. Relevant Experience and competency of Firm>> A3	Nature of Projects Executed Public Health: 15 Marks Others: 8 Marks	Evaluation Criteria (Sl. No. A1,A2,A3 and A5) and full marks will be given.	
58	Bharuwa Solutions Pvt Ltd.	Email	Page No. 10 – Clause No. 6. Technical Evaluation Criteria ( CBS) >> A. Relevant Experience and competency of Firm>> A5	Experience working with MoHFW /Autonomous bodies / other ministries 10 Marks for relevant working experience		
59	Bharuwa Solutions Pvt Ltd.	Email	Page No. 09 – Clause No. 6. Technical Evaluation Criteria ( CBS) >> A. Relevant Experience and competency of Firm>> A3	Nature of Projects Executed Public Health: 15 Marks Others: 8 Marks	With reference to this clause, we kindly request a relaxation and consideration of the relevant Central Ministry orders for awarding full marks.	Refer response at Sr. No. 9
60	Bharuwa Solutions Pvt Ltd.	Email	Reimbursement of Traveling Allowance and Dearness Allowance of resource	N/A	The RFP does not mention reimbursement of Traveling Allowance (TA) and Dearness Allowance (DA) for resources. We understand that the Department will reimburse TA/DA incurred by the deployed resources	Refer response at Sr. No. 12
61	Bharuwa Solutions Pvt Ltd.	Email	Bid due date extension	N/A	We request that the bid due date be extended by at least three weeks from the date of the response to the bidders' pre-bid queries.	Refer response at Sr. No. 38
62	NetProphets Cyberworks Pvt. Ltd.	Email	Page No.-9, Clause 6 A3	Nature of Projects Executed Public Health: 15 Marks Others: 8 Marks	Please clarify that the work orders attached above mentioned requirement-A1 & A2 will be considered for this criteria or other different work need to be attached	Refer response at Sr. No. 9
63	NetProphets Cyberworks Pvt. Ltd.	Email	Page No.-9, Clause 6 A2	IT Manpower provisioning done in Government of India/ States / UTs / PSUs / Autonomous Bodies of government of India.	Please Differentiate between the above clause A1 & A2 , same work orders are eligible for both criteria of different work orders need to be attached	Same given will also be considered.
64	NetProphets Cyberworks Pvt. Ltd.	Email	Page No.-5, Clause 9 A2	<p>5. Evaluation</p> <p>The evaluation will be based on QCBS (Quality and cost-Based Selection) method. Ratio of Technical to Financial will be 60:40 in accordance with Rule 192(i) of GFR 2017.</p> <p>The evaluation is a 2 step Process:</p> <ul style="list-style-type: none"> <li>• Technical Evaluation: Bidder needs to score at least 60 marks out of 100 in technical evaluation to be eligible for Financial Evaluation. A Technical Interview and Presentation round will be performed for the bidders.</li> <li>• Financial Evaluation: please refer table (Financial Format): Bidder needs to provide the Financials as per the Financial Format.</li> </ul> <p>Only bidder(s) who qualify the technical evaluation will be considered for financial evaluation.</p> <p>Lowest quoted bidder will be considered for the selection and award of the contract, but it is clarified that National Health Systems Resource Centre is not bound to accept the lowest bidder or proposal</p>	<p>QCBS is mentioned at two difference place at page no.-9 and page no-11</p> <p><b>WFIN = 0.3 (the weightage of the quoted financial bid price is 30%)</b></p> <p><b>WTEC = 0.7 (the weightage for the technical bid evaluation quality score is 70%) &amp; page no.- 9 Clause A2 QCBS -60:40</b></p> <p>"We kindly request an amendment to the QCBS criteria from the <b>current 60:40 (Quality:Cost) ratio to 80:20</b>. This change would ensure that the selection process emphasizes quality more significantly over cost, which is essential for delivering high-standard outcomes in this project."</p>	As per GFR, 80:20 is not permissible. Refer response at Sr. No. 3
65	NetProphets Cyberworks Pvt. Ltd.	Pre-bid VC	N/A	N/A	If one work order on public health is submmited then also 15 marks ?	Refer response at Sr. No. 9
66	NetProphets Cyberworks Pvt. Ltd.	Pre-bid VC	N/A	N/A	Can we email queries by tomorrow ?	Concern already addressed through Corrigendum published on 6th May 2025



67	Appventurez Mobitech Pvt. Ltd.	Email	Page No: 18 Sr. No: 2 Financial: Turnover from IT/ITeS	Average Annual Turnover of the bidder from IT/ITes during last three financial years, i.e. FY:2021-2022, 2022-2023 2023-2024 as per the last published audited balance sheet), should be at least Rs. 25 Crores.	We kindly request you to please allow Turnover Exemption for MSE.	As per Rule 160(i) (a) of GFR
68	NetCreative	Pre-bid VC	N/A	N/A	Please allow MSME 2017 GFR rules for exception of turn over ?.	Refer response at Sr. No. 69
69	NetCreative	Pre-bid VC	N/A	N/A	PQ no project related experience asked & net worth also on lighter mode, you should increase pre qualification as it is open for all. Page 18 RFP.	Remains as per Eol.
70	NetCreative	Pre-bid VC	N/A	N/A	When pre bid queries will be answered ? Can we get email as answers ?	Pre bid queries will be published on NHSRC website.
71	WeExcel	Email	N/A	N/A	We are submitting our pre-bid queries to be discussed in the pre-bid meeting scheduled on 06.05.2025.  We request you to kindly confirm if the meeting will be online or offline.	Concern already addressed before Pre-bid meeting.



