Corrigendum - 1/ Pre-bid meeting minutes - Empanelment of software testing agencies for the testing of EMR/HIS products as per NABH Standards for HIS/EMR Systems
(RFE No.: QCI/NABH/1024/374)

Date and Time of Pre-Bid Meeting: October 23, 2024, 12:00 noon to 1:00 PM

Mode of Pre-Bid Meeting: Video Conference

The following Bidders' Representatives attended the pre-bid meeting:

S. No.	Name of the attendee	Name of the organisation
1	Ms. Neha Bagmar	Code Decode Labs
2	Dr. Ravipreet Singh	ANZER IT Healthcare - Asia
3	Dr Ashutosh Pathak	ITQCR (STQC-SETL)
4	Ms. Sneha Singh	SDET Tech Pvt. Ltd.
5	Mr. Sivaprasath M	BEL, Bengaluru
6	Mr. Sunny Singh	AKS Information Technology Services Pvt. Ltd.
7	Mr. Saurabh Saksena and Mr. Rakesh Dubey	Yethi Consulting Pvt. Ltd.
8	Mr. Samir	Net Square solution Pvt ltd.
9	Mr. Ravi	AAA Technologies Limited
10	Mr. Kausik Maji and Mr. Sandeep Jha	Ernst & Young LLP
11	Mr. Mihir Brahme and Ms. Snehal Basale	Suma Soft Pvt. Ltd.
12	Ms. Manshi Tomar	Precise testing Solution Pvt Ltd.

QCI-NABH officials were present in the pre-bid meeting to provide clarification to the queries. The meeting began with a brief on NABH & its operations and brief on the said project. In order to bring uniformity and clarity among the prospective bidders on various terms and conditions as mentioned in the RFP document, the queries received from bidder(s) before and during pre-bid meeting were discussed and clarified. Also, queries received after the pre-bid meeting are also clarified in this document. The clarifications/responses/amendments arrived thereof are indicated as under:

S. No.	Bid Clause No.	Page No.	Original Clause	Query sought/ Suggestions of the Bidder	Responses/Clarifications/Amendments
1	Tender Summary	4	Last date and time for submission of applications November 01, 2024, by 5 PM	Request you to give us an extension of one week/five working days as Diwali is very close to the November 01, 2024 submission deadline. This extension will give us the ability to give a high-quality response.	The deadline of submission will be **November 08, 2024, by 5 PM**.

2	Key features of empanelment (Clause III, sub-clause 1)	6	Tenure of Empanelment by QCI: After 1 (one) year of empanelment, what is the performance evaluation method for extension to 2nd year and third year.	For Clarifications	Performance evaluation will be based on: • General quality of testing (as determined by NSA) • Responsiveness to HIS/EMR vendor and NABH • Ability to provide reasonable commercial proposals to HIS/EMR vendors and win projects Details will be shared with empanelled testing agencies.
3	Key features of empanelment (Clause III, sub-clause 4)	7	Training of Team Lead & Software Tester: The training for the Team Lead and Software Testers is free of Cost or any extra cost in involved?	For Clarifications	NABH will provide initial 'Train the trainer' trainings for free. NESTA will need to take care of travel, lodging etc. Please refer to clause "In case of attrition or change of Team Lead or Software Testers, NESTA must inform NABH about the same within five working days. NESTA will be responsible to conduct training of new team members or participate in refresher training before they are assigned to a project."
4				The meeting organizer had mentioned during the Prebid meeting discussion that you will provide training at no cost to the empanelled vendor's employee. In this case Vendor will be responsible only for transport, Board and lodging. How many employees are you planning to train from each empanelled vendor?	NABH will train Master Trainer and up to 5 Software Testers (min of 2 Software Testers) from each NESTA.
5				The meeting organizer had mentioned during the Prebid meeting discussion that you will provide training at no cost to the empanelled vendor's employee. In this case Vendor will be responsible only for transport, Board and lodging. What will be the length of this training in working days?	NABH will provide the initial training which will be for **5 days**
6	Scope of work & Terms of engagement (Clause IV, sub-clause 1)	8	A HIS/EMR vendor can apply for either HIS and/or EMR certification.	Do we need to have any of these certifications as a prerequisite to responding to this RFE?	The bidder does not need HIS/EMR certifications to be empanelled with QCI-NABH.

7	Pre-qualification criteria (Clause V, sub-clause 2)	10	The applicant bidder must be empanelled with any of the following agencies: a) CERT in empanelled Information Security Auditing Organisations, OR b) STQC empanelled laboratories, OR c) ISO 27001 or ISO 29119, OR d) NABL Accredited Software Testing Laboratories, OR e) NABCB Accredited Certification Body under scope ITSMS	While the scope is for Functional Testing and CERT-In is focused on the security perspective, only an STQC empanelled lab with the scope of functional testing listed in the empanelment certificate can be considered	Kindly submit as per RFE document
8	Pre-qualification criteria (Clause V, sub-clause 3)	11	The bidder firm must be registered in India with appropriate tax and other administrative authorities. The bidder must have an average annual turnover of Rs. 5 (five) Crores generated in the past 3 (three) financial years (2021-22, 2022-23, 2023-24).	The bidder firm must be registered in India with appropriate tax and other administrative authorities. The bidder must have an average annual turnover of Rs. 2 (Two) Crores generated in the past 3 (three) financial years (2021-22, 2022-23, 2023-24) with positive net worth.	**Modification in RFE clause:** The bidder firm must be registered in India with appropriate tax and other administrative authorities. The bidder must have an average annual turnover of Rs. 2.5 Crores generated in the past 3 (three) financial years (2021-22, 2022-23, 2023-24).
9				Could you please confirm whether the Rs. 5 Crores turnover is required for each individual financial year, or if it refers to an average over the three-year period?	Average annual turnover of Rs. 2.5 Crores in the past 3 financial years
10	Pre-qualification criteria (Clause V, sub-clause 4)	11	The bidder must have carried out at least 10 (ten) IT software testing audits (including functional and technical audits) work orders with a value of Rs. 10 lakhs each in the last three (3) years.	The bidder must have carried out at least 10 (ten) IT software testing audits (including functional and technical audits) work orders with a value of Rs. 5 lakhs each in the last three (3) years.	**Modification in RFE clause:** The bidder must have carried out at least 5 (five) IT software testing work orders with a value of Rs. 5.0 lakhs each in the last three (3) years. OR The bidder must have carried out at least 10 (ten) IT software testing work orders with a value of Rs. 2.5 lakhs each in the last three (3) years.

11				The bidder must have carried out at least 10 (ten) IT software testing audits (including functional and technical audits) work orders with a value of Rs. 10 lakhs each in the last five (5) years. OR The bidder must have carried out at least 1(one) IT software testing audits (including functional and technical audits) work orders with a value of 100 lakhs in the last five (5) years.	**Modification in RFE clause:** The bidder must have carried out at least 5 (five) IT software testing work orders with a value of Rs. 5.0 lakhs each in the last three (3) years. OR The bidder must have carried out at least 10 (ten) IT software testing work orders with a value of Rs. 2.5 lakhs each in the last three (3) years.
12				Generally, the market value for application functionality and security testing is low. Therefore, you are requested to either remove the amount of 10 lakhs or you can add cumulative value instead of each PO value.	
13			Work Experience Copy of Completion certificate/ work order/Contract*/ Letter of Award/ for each of the mentioned assignments should be submitted	Copy of Completion certificate/ work order/Contract*/ Letter of Award/ **On-going** for each of the mentioned assignments should be submitted	**RFE Modification:** The contracts can be **ongoing** or completed
14			The bidder must have carried out at least 10 (ten) IT software testing audits (including functional and technical audits) work orders with a value of Rs. 10 lakhs each in the last three (3) years.	What do you mean by technical audits here? Please give an example. We want to understand this so we can give relevant references.	The statement (technical and functional audits) refers to any kind of software testing performed by the testing agency.

15	Pre-qualification criteria (Clause V, sub-clause 5)	18	The bidding entity must not be blacklisted/terminated/debarred by any state or central government or PSU or autonomous body should not have been found guilty of any criminal offense by any court of law, in the last three (3) years.	Since INR 100 stamp paper is not available, should we go for Rs 500 stamp paper?	You can submit non blacklisting, as per the format given in Annexure (Form-D). No stamp paper required.
16	Pre-qualification criteria (Clause V, sub-clause 6)	11	The Applicant should have an office in India with at least 100 qualified professionals for IT services and at least 30 software testing professionals based out of India	The Applicant should have an office in India with at least 15- 20 qualified professionals for software testing.	The Applicant should have an office in India with at least 50 employees and at least 15 software testing professionals based in India
17			Team Size in India: The applicant should have an office in India with at least 100 qualified IT professionals and at least 30 software testing professionals.	Given that our current staffing levels are slightly below these thresholds, with fewer than 100 professionals in India and fewer than 30 in our overseas locations, would it be possible to consider any flexibility or relaxation of this requirement?	
18			**Employees** The Applicant should have an office in India with at least 100 qualified professionals for IT services and at least 30 software testing professionals based out of India	The Applicant should have an office in India with at least 100 qualified professionals for IT services and at least 30 software testing professionals based out of India/**in India**.	
19	Technical Evaluation Criteria (Clause VI, sub-clause 1)	12	Brief about the understanding of the mentioned scope of work, including the scope of NABH Digital Health Standards for HIS/EMR Systems (to be covered in Management Presentation)	Do we need to submit presentation along with technical proposal?	Yes
20	Technical Evaluation Criteria (Clause VI, sub-clause 2)	12	Approach, methodology, and work plan to carry out the project & commitment of the leadership team to invest in QCI/NABH	Do we need to submit presentation alongwith technical proposal?	Yes

			initiative (to be covered in Management Presentation)		
21	Technical Evaluation Criteria (Clause VI, sub-clause 3)	12	Relevant Experience: Citations highlighting the organization's experience of working on the following criteria: • Relevance • Scope of project • Scale and size of the engagement The marks will be distributed as follows, based on number of testing project completed in the past 3 years: • 5 = Carried out 10 testing projects of value >= Rs. 10 lakhs each • 3 = Carried out 6 testing projects of value >= Rs. 10 lakhs each • 2 = Carried out 4 testing projects of value >= Rs. 10 lakhs each In addition, based on number of testing projects of value completed in the past 3 years: • 5 = Carried out 4 testing projects of value >= Rs. 25 lakhs each • 2 = Carried out 2 testing projects of value >= Rs. 25 lakhs each	3. Relevant Experience: Citations highlighting the organization's experience of working on the following criteria: • Relevance • Scope of project • Scale and size of the engagement The marks will be distributed as follows, based on number of testing project completed in the past 5 years: • 5 = Carried out 10 testing projects of value >= Rs. 10 lakhs each • 3 = Carried out 6 testing projects of value >= Rs. 10 lakhs each • 2 = Carried out 4 testing projects of value >= Rs. 10 lakhs each OR Based on number of testing projects of value completed in the past 5 years: • 10 = Carried out 1 testing projects of value >= Rs. 100 lakhs • 5 = Carried out 2 testing projects of value >= Rs. 50 lakhs each • 3 = Carried out 4 healthcare projects of value >= Rs. 25 lakhs each • 2 = Carried out 1 healthcare project of value >= Rs. 10 lakhs each	**Same as mentioned above-Modification in RFE clause:** Citations highlighting the organization's experience of working on the following criteria: • Relevance • Scope of project • Scale and size of the engagement The marks will be distributed as follows, based on number of testing project completed in the past 3 years: • 5 = Carried out 10 testing projects of value >= Rs. 2 lacs each • 3 = Carried out 6 testing projects of value >= Rs. 2 lacs each • 2 = Carried out 4 testing projects of value >= Rs. 2 lacs each In addition, based on number of testing projects of value completed in the past 3 years: • 5 = Carried out 4 testing projects of value >= Rs. 5 lacs each • 2 = Carried out 2 testing projects of value >= Rs. 5 lacs each **Note:** Testing project on T&M model will be considered here.

| 22 | | | | Typically Software testing or audit work orders are of less than 10Lakh value. Is it fine if we show multiple work orders which total amounts to mor than 10lakhs? We are executing testing projects on T&M model in which we bill monthly to customers. Is it fine if we show these work orders? Also, we are currently Certifiers in AA, ABDM and ONDC, we can show multiple work orders which amounts to more than 1Cr value. Currently we have completed more than 300 certifications till date. Is it fine if we show ecosystem wise revenue on certifications? | **Same as mentioned above-**
Modification in RFE clause:
Citations highlighting the organization's experience of working on the following criteria: • Relevance • Scope of project • Scale and size of the engagement The marks will be distributed as follows, based on number of testing project completed in the past 3 years:
• 5 = Carried out 10 testing projects of value >= Rs. 2 lacs each
• 3 = Carried out 6 testing projects of value >= Rs. 2 lacs each
• 2 = Carried out 4 testing projects of value >= Rs. 2 lacs each
In addition, based on number of testing projects of value completed in the past 3 years:
• 5 = Carried out 4 testing projects of value >= Rs. 5 lacs each
• 2 = Carried out 2 testing projects of value >= Rs. 5 lacs each |
| 23 | | | | Each PO value should be lesser than 10 Lacs | |

24	Technical Evaluation Criteria (Clause VI, sub-clause 4)	12	Healthcare Software Experience: The testing agency should have carried out software development or software testing in healthcare. The marks will be distributed as follows, based on number of healthcare project completed in the past 2 years: • 5 = Carried out 4 healthcare projects of value >= Rs. 10 lakhs each • 3 = Carried out 3 healthcare projects of value >= Rs. 10 lakhs each • 2 = Carried out 2 healthcare projects of value >= Rs. 10 lakhs each • 1 = Carried out 1 healthcare project of value >= Rs. 10 lakhs each	Healthcare Software Experience: The testing agency should have carried out software development or software testing in healthcare. The marks will be distributed as follows, based on number of healthcare project completed in the past 5 years: • 5 = Carried out 4 healthcare projects of value >= Rs. 10 lakhs each • 3 = Carried out 3 healthcare projects of value >= Rs. 10 lakhs each • 2 = Carried out 2 healthcare projects of value >= Rs. 10 lakhs each • 1 = Carried out 1 healthcare project of value >= Rs. 10 lakhs each OR Healthcare Software Experience: The testing agency should have carried out software development or software testing in healthcare. The marks will be distributed as follows, based on number of healthcare project completed in the past 5 years: • 10 = Carried out 1 healthcare projects of value >= Rs. 100 lakhs • 5 = Carried out 2 healthcare projects of value >= Rs. 50 lakhs each • 3 = Carried out 4 healthcare projects of value >= Rs. 25 lakhs each • 2 = Carried out 1 healthcare project of value >= Rs. 10 lakhs each	**Same as mentioned above-** **Modification in RFE clause:** Healthcare Software Experience: The testing agency should have carried out software development or software testing in healthcare. The marks will be distributed as follows, based on number of healthcare project completed in the past 2 years: • 5 = Carried out 4 healthcare projects of value >= Rs. 5 lakhs each • 3 = Carried out 3 healthcare projects of value >= Rs. 5 lakhs each • 2 = Carried out 2 healthcare projects of value >= Rs. 5 lakhs each • 1 = Carried out 1 healthcare project of value >= Rs. 5 lakhs each
25			The testing agency should have carried out software development or software testing in healthcare	We are empaneled certifier by ABDM, request you to consider total revenue year wise for this clause as we have worked with 150+ Health care companies.	
26	Technical Evaluation Criteria (Clause VI, sub-clause 5)	12	Annual turnover >= Rs. 20 Cr	Is it average annual turnover or each year turnover?	Average annual turnover

| 27 | Technical Evaluation Criteria (Clause VI, sub-clause 7) | 13 | Leading industry certifications attained by the testing agency. Some of the leading testing certifications are:
• ISO 9001 and ISO 27001
• CMMi level 3 and above
The marks will be distributed as follows:
• 5 = Any relevant two or more leading industry certification
• 3= Any one industry leading certification
• 0 = No leading industry certification | As this project is meant to achieve the quality benchmark for healthcare industries, instead of giving more weightage/focus in turnover it is imperative that we adhere to the highest standards of quality and compliance, especially in a sector as critical as healthcare. In light of this, we respectfully request that the project requirements be updated to include certification under the International Standard ISO 17025:2017 as a mandatory criterion. This standard, recognized by the National Accreditation Board for Testing and Calibration Laboratories (NABL) and the Quality Council of India (QCI), is a benchmark for the competence of testing and calibration laboratories. Incorporating this requirement will not only ensure the project's adherence to international quality standards but also instill confidence among all stakeholders involved.
It is worth noting that the mentioned CMMI Level 3 certification pertains to development organizations and activities, which is not applicable in the context of this project focused on testing laboratories. Regarding the technical evaluation parameters, we propose a revision in the marks distribution to emphasize the importance of organizational certifications, particularly ISO 17025:2017. We suggest the following allocation:
• 10 marks for ISO 17025:2017 certification, underscoring its significance in ensuring the laboratory's capability to produce precise and reliable test and calibration results.
• 3 marks for ISO 9001 and ISO 27001 certifications, recognizing their value in quality management and information security, respectively.
• 0 marks for organizations without any leading industry certifications, highlighting the necessity of such certifications in maintaining the project's integrity and quality. | Kindly submit as per RFE document |

28	Financial bid evaluation criteria (Clause VII, sub-clause B)	14	Maximum Testing Pricing (MTP)	What is the current Maximum Testing Pricing (MTP)?	The Maximum Testing Pricing to be discovered through this empanelment process.
29	General Terms & Conditions (Clause VIII sub-clause 14)	16	Bidders must submit the empanelment application fee and Bid Security (EMD) of INR Rs 25,000 with their bids.	We request you to as per government of India MSME norms please relaxed EMD submission criteria for MSME organisation after submission of MSME registration certificate which was issued before the publication of this RFP	As per clause VIII sub-clause 14, "MSEs (Micro and Small) are exempted from paying Earnest Money Deposit. In this case, participants are required to submit valid MSE registration certificates (Udyog Aadhaar) to avail exemption."
30				As BEL is a Navaratna PSU under Ministry of Defence, we request you to provide exemption from EMD	Firms registered with the concerned Ministry or Department are exempted from submission of EMD. Valid document indicating the same shall be submitted with the proposal.
31	General query	-	The meeting organizer had mentioned during the Prebid meeting discussion that all the presentations are available on your website.	Please provide links to your website and any resources online that you feel represent your organization or are recommended by you for prospective vendors like us to view/read.	Links of resources: a) Link 1 b) Link 2

Note:
a. These minutes of pre-bid meeting shall form the part of bid document/Agreement.
b. Rest of the terms and conditions and specifications of the bid document shall continue to remain same.
c. The above amendments/ clarifications are issued for the information for all the intending bidders.
d. The submission of bid by the firm shall be construed to be in conformity to the bid document, Corrigendum and amendments/ clarifications given above.