F.A.Q.

Tender for Upgradation & Enhancement of Rashtriya Swasthya Bima Yojna (RSBY) IT System"

Sl. No.	DOCUMENT CLAUSE/ TITLE	Query (Content of the ToR, Bid Conditions, General Terms of Contract Requiring Clarification)	Clarification Sought	GIZ Response
1	Module 1 – Upgradation of TMS	Based on our knowledge the current TMS uses Business Objects, crystal reports for transaction receipts and reports. Who will be responsible for the licensing component of the BO / Crystal reports as there is a commercial license involved?		Any licence cost required should be included in financial proposal. It should be clearly mentioned in financial quote.
2	Module 1 – Upgradation of TMS	Synchorinization of data from hospital to server - is this real-time or periodical, automated or manual?		Data Synchronization from Hospitals to Servers should be priodic and automated with provision of manual transfer also incase automated transfer fails.
3	Module 1 – Upgradation of TMS	Connections with SFTP come with limitations as far as number of connections are concerned. Do we still require SFTP for uploading transaction data		Yes we requires SFTP
4	Module 1 – Upgradation of TMS	Renewal of policy, allowing RSBY balance update, and loading Top-up amount - are these changes required on the Smart Card also or only on TMS?		Feature in TMS to update balance on Smart Card
5	Module 1 – Upgradation of TMS	Development of Web service/routines by which data are populated from a Central Server to transaction Software - Does this need to be achieved in real-time or is it a sync service? (Assumption is that the service will be hosted on the central server)		It will be a sync service
6	Module 1 – Upgradation of TMS	Auto download of hot listing information from server to hospital - Assumption is that the hotlisting cards information is already exposed as a webservice from central server - Please confirm		Webservice for hotlisted cards need to be developed by selected agency
7	Module 1 – Upgradation of TMS	System alert for download of latest version TMS or patch - Assumption is that the notifications and alerts shall be pushed from the central server having the latest version of the software - please confirm		Since TMS software at hospitals are not on public/ static IP therefore it will be checked, and pulled from central server by TMS whenever system is started. Similar to that windows patch alerts.
8	Module 1 – Upgradation of TMS	Automatic update hospital with policy extension details - Assumption is that a central service will be available to push the policy extension details - Please confirm		Since TMS software at hospitals are not on public/ static IP therefore it will be checked, and pulled from central server by TMS whenever system is started. Similar to that windows patch alerts.
9	Module 1 – Upgradation of TMS	Debugging and fixing of issues already identified - Assumption is that the existing list of issues will be shared at the time of development please confirm		Yes list will be shared
10	Module 1 – Upgradation of TMS	Resolve any defects that are introduced inadvertently during the development process - Defects that are raised during the upgradation would be resolved. However any new changes shall have to go through Change management process - Please confirm		Yes, any new changes will go through change management process.
11	Module 1 – Upgradation of TMS	Application portability to use MySQL and MS SQL Server - In order to certify the compatability of the application with both MySQL and MS SQL server, we need to understand the structure and DB entities of MySQL		DB structure and entities will be shared with the selected bidder.
12	Module 1 – Upgradation of TMS	Latest baselined version of the TMS source code along with third party components (binaries) and source code where applicable and DB entitites to be made available. Please confirm		All source code and binaries will be shared with the selected bidder.
13	Module 1 – Upgradation of TMS	The Aadhar organic seeding - The cost of the Aadhar e-KYC service shall be borne by GIZ - Please confirm		e-KYC charges are not part of this tender that will be borne by Government or implementation agency
14	Module 1 – Upgradation of TMS	Will the data decryption tool also require changes as a result of modification of TMS software? If yes the latest version of the source code of the decryption tool should be made available - Please confirm		souce code of data decryption tool will be shared with the selected bidder
15	Module 1 – Upgradation of TMS	Since the transactions are triggered and resides in the TMS, what data is expected to be retrieved from the IT systems of the States?		Some of States are using top-up policy using states' owned IT system, therefore API need to be developed to retrieve the data from State server
16	Module 2 – Online Claim Settlement System	Will the online claim settlement system be hosted on Central Server location? If yes, all required hardware and software are already assumed to be in place - Please confirm		Claim settlement system will be hosted on central location required hardware and software will be available before the deployment.
17	Module 2 – Online Claim Settlement System	The hospitals will raise claims through the above Transaction Management System integrated with online Claim Management System.	What is the expected number of claims transactions per year?	Average 2,500,000 claims transactions per year

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18	Module 2 – Online Claim Settlement System	Claims data will go to the SNA server, Central Server and the Insurance Company, with an email/ SMS alert.	Through this clause, we understand that email and SMS alert will be sent to the users on various transactions and the department is responsible to provide the SMS gateway and email server. The bidder shall be responsible for providing the integration services only. Please confirm	Yes - Department is responsible to provide the SMS gateway and email server. The bidder shall be responsible for providing the integration services only
19	Module 2 – Online Claim Settlement System	Is there any approval sought from the SNA for Claim adjudication? If yes, is the expectation to build a workflow to enable the approval process?		There is no approval process
20	Module 2 – Online Claim Settlement System	Please confirm that all the empanelled hospital bank details are available in the Central location to enable electronic payment of claims		Payment will not be made by claim settlement system. Only transaction reference number should be updated against each claim to Claim settlement system.
21	Module 2 – Online Claim Settlement System	Will the online claim settlement system be hosted on Central Server location? If yes, all required hardware and software are already assumed to be in place - Please confirm		Claim settlement system will be hosted on central location required hardware and software will be available before the deployment.
22	Module 2 – Online Claim Settlement System	Will the payments to the hospitals done from the insurance company finance systems and not through the central claims processing system?		Yes payment will be made by Insurance Co's financial system
23	Module 2 – Online Claim Settlement System	Development of Application Programming Interface (API) for retrieving/ pulling claims related data from IT system of States and storing in centralised system. Is this in relation to reconciliation of claims data?		Yes for the purpose of reconsilation
24	Module 3 – Aadhar Seeding layer	A provision in the enrolment software for organic seeding of Aadhar with follwing terms accepted - Data connectivity will be available in areas of enrolment - UIDAI service cost to be borne by GIZ		For biometric authentication connectivty will be required and provided by the field agency; there sould also be provision for demographic authentication before seeding Aadhaar which will be used in case of no internet connectivity. Authentication service charge will be borne by Government or implementing agency
25	Module 3 – Aadhar Seeding layer	Enrolment software latest source code along with third party components (binaries) and source code where applicable and DB entitites to be made available. Please confirm		All required source code and binaries will be shared with the selected bidder.
26	Module 4 – Web based Management Information System	Will Web based MIS also be hosted on central server location?		Yes- it will be hosted on central location
27	Module 4 – Web based Management Information System	In order to develop all MIS and reporting requirements listed, the respective data such as enrolment data (PED), signed data, Pre-enrolment data, transaction data, hospital empanelment data and all other data should be made available in the central server location - Please confirm		Sample data will be provided for purpose of development and testing, while live data will be availble on deployment
28	Module 4 – Web based Management Information System	Will the role matrix and user list to access web MIS system be provided ?		User and Role matrix will be provided
29	Module 4 – Web based Management Information System	Email and SMS alerts - SMTP for e-mails and gateway for SMSs details shall be provided - Please confirm		SMS, e-mail gateway will be provided by Government
30	MODULE 4: Web based Management Information System (MIS), MIS features, point No 2, Sub point iii	Enrolment related reports - Enrolment village wise data - Post and pre enrolment data comparison - Village/ district/ state wise enrolment status - National/ State/ District wise Aadhaar collected - National/ State/ District wise Mobile collected	Request you to please clarify what is meant by “District wise Mobile collected" report.	Enrolment software has provison to capture mobile number of beneficiaries. Report on Number of mobiles collected in each districts during enrolment.
31	Location and duration (ToR)	A senior member of the agency shall be deployed in Delhi for coordination with MoHFW/GIZ during requirement analysis and development phase (in case the agency does not have office premises in Delhi, the agency should arrange for the same).	Kindly clarify whether the senior member sought for deployment in Delhi as mention in adjoining clause refers to resource mentioned in the Expert profile or has to be an additional resource.	Resource should be as mentioned in expert profile
32	Deliverables	4. Design training modules (presentation & documents) in consultation with GIZ/ MoHFW for the field teams (SNA, Insurance Co./TPA, Hospitals) (to be developed alongside module 1-4)	Kindly provide the details of training like • No of user • Venue of training • Duration of training	4-5 Days training in Delhi only to about 25-30 participants

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33	Task to be performed: (ToR)		How many insurance companies needs to be integrated? What are the sub products under health insurance which would need to be provided to beneficiary? What are the different parties (and their count) in ecosystem and their number which we would need to integrate – like insurance companies, TPAs, hospitals, state/centre govt nodal agencies. What are the administrative roles and privileges which we need to configure in the system?	There is already a database of Insurance Co. with their login on RSBY portal, same database will be refered wherever required. - No sub product interface envisaged for beneficiary - All stakeholders have their right based login on RSBY portal, that database will only be refered wherever required. Users and Roles matrix will be shared with selected agency.
34	Remuneration and Terms of Payment	The Appraiser/Firm of Consultants shall submit the final in-voice together with the certificate of performance/acceptance signed by the officer responsible for the contract and cooperation immedi-ately after the end of the contractually agreed period of assignment or the contractually agreed time for completion of the work. It must be verifiable and contain all the necessary details (and all the re-quired documentary evidence). Immediately after submission of accounts, the Appraiser/Firm of Consultants shall reimburse to the GIZ those amounts paid by the latter in excess of its liability for payment.	We request you to disburse the payment as per project milestone S.no | Deliverable | Timeline | Payment terms 1 | Final understanding and design document as mentioned above under deliverables 1-3 | Within 1 month from start of the contract | 20% upon submission of document as mentioned above under deliverables 1-3 2 | Deployment of Module 1: Revised TMS along with user manual and training module | Within 3 months | 30 % on Deployment of Module 1 3 | Deployment of Module 2 & 3: Claim Settlement system and Aadhaar seeding layer along with user manual and training module | Within 5 months | 20 % on Deployment of Module 2 & 3 4 | Deployment of Module 4: Web based MIS along with user manual and training module | Within 6 months | 30 % Deployment of Module 4 5 | Maintenance and support | After delivery of modules 1-4 until the end of the contract | Quarterly basis	Payment will be made as per the schedule mentioned in the tender document
35	Hospital Transaction Process Flow, The broad changes required to existing TMS software are	Integration of API's exposed by State's IT system for transaction related data sharing	Through these clause, we understand that the department is responsible to provide the API for integration. In case of any delay in obtaining the API bidder should not be held responsible and do not liable to pay any penalty. Please confirm	Bidder will not be liable for any penality If there is any delay from States in providing this API
36	8 Experts Profile, Project Manager / Onsite	PMP, ITIL certified with minimum 5 years of experience as project manager Total no of days 132	We belive that the Space and Infrastructure will be provided by the department. Please confirm.	Bidder has to arrange the Space and Infrasture.
37	9 Eligibility criteria	In order to bring utmost quality bidder for this project we request you to increases the average annual turnover Rs 1 crore to 10 crore in the last three financial years		This can not be changed
38	Relevant Experience:	Can you please confirm the relevance of experience required in field of agriculture and renewable energy?		Experience as mentioned in evaluation criteria will be considered
39	Profile of organization	What supporting documents are required to be submitted as proof of annual turnover?		Audited Balance sheet
40	Not in TOR (Data Migration)		We request you to clarify is there will be any data migration within the scope of work. If yes Please provide the details	Data migration is not in scope of work
41	Not in TOR (Eligibility Criteria)		In order to bring utmost quality to the project during its execution we request to add CMMI level 3 Certification as evaluation criteria as well	No Change is possible in evaluation criteria at this stage
42	General	UAT and Data center environments would be provided by GIZ - Please confirm		UAT and Data center will be provided by MoHFW
43	General	SLA for support and maintenance activities not mentioned in the document. Please provide		SLA will be mutually agreed with the selected bidder
44	General	Sample beneficiary Smart cards, sample FKO cards, card reader software modules, bio metric readers software modules, smart card printer software modules will have to be provided during the inception of the project. Please confirm		Sample beneficiaries and authority cards will be provided

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45	General	In order to upgrade existing enrolment software, signed key would be required on regular interval basis. Please confirm if the same would be made available		No Change required in enrolment software where there is a signature
46	General	We understand that the tender is free of cost and EMD/BG is also not required.	Please confirm if it is correct	Tender is free of cost, no BG/EMD is required
47	Technical Assessment Grid of offers		Considering the nature of the project, we request to consider the experience in implementation of the e-governance project for evaluation of the bidder. Also we recommend to have "Technical Assessment Grid of offers" in line with the "Eligibility Criteira" mentioned in the ToR. Therefore we request to revise the "Technical Assessment Grid of offers" as per the Annexure.	No modification is possible in "Technical Assessment Grid" at this stage
48	Content of the Technical Offer, Relevant Experience (Bid Conditions)	This section should contain project credentials of the bidder. This section should mention relevant experiences in agriculture and renewable energy sector in India.	We believe that this project comprises of upgrdation and enhancement of RSBY IT System,and services to be provided to the citizens. And it has nothing to do with the agriculture and renewable energy sector. Therefore, we request the department to ask the bidders to high light their experiences in development and implementation of web portals and citizen centric services for govt. sector in India	This is was an oversight and was rectified immediatley on web portal.