

| Annexure – A | | | | |
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| RAMTeCH Software Solutions Pvt. Ltd: Request for Clarifications to the Tender Document | | | | |
| Tender Notice No: JSAC/1/2014 dated.04.03.2014 | | | | |
| S.No. | Clause Ref.(Reference Page) | Clause Description | RAMTeCH Query | JSAC Response to Queries |
| 1 | Clause 5, Pg. No. 3 | The surveyed data will get verified and approved by the Head of the concerned health center. | It is understood that the HoD of the concerned Hospital/Medical Facility has to validate the data collected. Validating the data collected by the HoD for example Hospital Superintendent or the competent Authority after data collection would reduce the time consumed for the survey and shall also help to reduce any re-survey if required. please confirm. | Clearly written the surveyed data get verified by head of concerned health center |
| 2 | Clause 5, Pg. No. 3 | The surveyed data will get verified and approved by the Head of the concerned health center. | Also what support mechanism shall be provided by JSAC to seek support and cooperation from JRHM and Medical Institutions/Facilities, Kindly clarify. | The surveyed data will get signed and stamped by the Head of the concerned health center. |
| 3 | Chapter 5, Instruction to Bidders, Clause No. 9.1, Pg.No. 7 | Envelope - 1 - Technical Offer Submission Format | Please suggest the missing description under Item No.1, in specified format, that needs to be submitted in the Technical Offer. | Nothing |
| 4 | Proforma for IPHS Facilities | Proforma for IPHS Facilities | Please suggest, mechanism for seek resolution in case of event where desired information is not present/made available by the concerned hospital, please suggest control and support mechanism. | No Suggestion |
| 5 | Clause 6, Pg. No. 3 | The scope of the work includes the structured questionnaire survey of government health facilities with GPS reading and digital geo tagged photo of each location,..... | Please confirm, whether printout of questionnaires only have to taken on A-4 Size paper and photograph of the location needs to be only submitted as a soft-copy. | Yes |
| 6 | Clause 6, Pg. No. 3 | The scope of the work includes the structured questionnaire survey of government health facilities with GPS reading and digital geo tagged photo of each location,..... | Kindly confirm on the pixel size and other technical specifications to be adopted for the photograph of the location. | Standard photographs |
| 7 | Clause 6, Pg. No. 3 | The survey also includes Meso Hospitals, Hospitals under labour department, Government Hospitals empanelled under Rastriya Swasthya Bima Yojna, Govt. Recognized Private Hospitals, Police Hospitals, Jail Hospitals, Missionaries Hospitals, Hindalco Hospital, SAIL Hospital, DVC Hospital, CCL, BCCL, all Public Sector unit Hospitals, all Govt. and Non Govt. Hospitals and Govt. Autonomous Hospital. | Please confirm, weather Private small Clinics, dispensary and nursing homes are to be covered under the current scope of work, kindly confirm. | Govt. recognised private hospital only, other private hospital no need to survey. |
| 8 | Clause 6, Pg. No. 3 | The scope of the work includes the structured questionnaire survey of government health facilities with GPS reading and digital geo tagged photo of each location,..... | Can you tell appx. count of Meso Hospitals, Hospitals under labour department, Government Hospitals empanelled under Rastriya Swasthya Bima Yojna, Govt. Recognized Private Hospitals, Police Hospitals, Jail Hospitals, Missionaries Hospitals, Hindalco Hospital, SAIL Hospital, DVC Hospital, CCL, BCCL, all Public Sector unit Hospitals, all Govt. and Non Govt. Hospitals and Govt. Autonomous Hospital in Jharkhand division wise | No |
| 9 | Clause 1, Pg. No.3 | GPS reading and digital geo tagged photo of each location,..... | Please clarify the accuracy required for collection of GPS location of the health centres. | 10 Meters |
| 10 | Clause III, Pg. No. 4 | The information collected will be verified and authenticated by the JRHMS, Dept. of Health and Family Welfare, Govt. of Jharkhand. | What is the timeline adopted for QA/QC after the data has been submitted and Invoice is raised. Please confirm | No |

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| 11 | Clause III, Pg. No. 4 | The information collected will be verified and authenticated by the JRHMS, Dept. of Health and Family Welfare, Govt. of Jharkhand. | What shall be the minimum time duration for clearance of service provider bill from JRHM/JSAC. Please advice. | The payment will made by JSAC |
| 12 | Clause V, Pg. No. 4 | The Service Provider requires delivering the data in soft copy and hard copy with certification of completeness... | Please confirm, whether the service provider has to take certifications from the Dept. of Health or verification on the Survey form it self shall serve the certification requirement, please clarify. | The surveyed data will get signed and stamped by the Head of the concerned health center. |
| 13 | Earnest Money Deposit, Pg. No. 8 | Earnest Money Deposit Bidders are required to pay online Rs. 5 Lakhs (Rs. Five Lakhs Only) as Earnest Money Deposit (EMD) along with their offer. | Please confirm "EMD of Rs. 5 Lakhs to be paid online". RAMTeCH propose to consider submission of EMD in offline mode as Bank Guarantee, kindly consider. | EMD and tender fee to be paid online |
| 14 | Clause 9.1 Pg.7 | 9.1 ENVELOPE – I (Technical Offer): (To be submitted Online) | Kindly confirm, the Technical Offer has to be submitted online only and should not be sent physically with the bid to JSAC. | Online |
| 15 | Clause 9.2, Pg. No. 8 | 9.2 ENVELOPE-II (Commercial Offer) (To be submitted online) | Kindly confirm, the Commercial Offer has to be submitted online only and should not be sent physically with the bid to JSAC. | Online |
| 16 | Clause 16, Pg. No. 16 | 16. Warranty The SP warrants that the data for a period of three months from the date of submitting the final deliverables..... | Kindly clarify the scope of warranty, please clarify. | As per tender document |
| 17 | Clause 16, Pg. No. 16 | 16. Warranty The SP warrants that the data for a period of three months from the date of submitting the final deliverables..... | We understand that the warranty shall only begin after the entire scope of work is completed/ data collected and entered i.e. after completion of final milestone. Please confirm. | As per tender document |
| 18 | General (All Tender) | General | JSAC / Health Department will provide Authorization Letters to the surveyors. Please confirm. | Yes |
| 19 | General (All Tender) | General | Please confirm, whether any field coordinators from JSAC or Dept. of Health will be assigned for various regions to guide the survey teams. | No |
| 20 | Clause IV, Pg. No. 18 | The SP will need to develop a programme to find the missing and duplicate records from the entered data. | Methodology to ascertain the duplicacy of data during data entry can be derived. What methodology is envisaged for find the missing data or the data not collected. Request brief elaboration. | No comment |
| 21 | Clause 7, Pg. No. 20 | Infrastructure arrangement by SP | We understand that Office Space shall also have to be arranged by the SP. Please confirm. | Yes |
| 22 | General (All Tender) | Generic / Overall. | JSAC / Health Department has envisaged how many Service Providers to be selected for the entire scope of work i.e. for all five divisions. Request clarification. | Not decided |
| 23 | Survey Format (All) | Information Input 1.1 Population covered (in numbers) | How and who will define the population covered by each hospital. How will the service provider estimate/establish this information. | Census data |
| 24 | Survey Format (All) | Information Input V. Drugs (As per essential drug list) and other consumable | How and who will define and verify the details of consumable items in survey formats which shall tend to change from day to day | Hospital Authorities |
| 25 | Survey Format (All) | Information Input VII. Quality Control - Whether functional / available as per norms | How will service provide ascertain Whether quality norms are functional / available as per norms... Please clarify. | Observation |