



AN INITIATIVE OF HLL. A GOVT. OF INDIA ENTERPRISE

HLL LIFECARE LIMITED

(A Government of India Enterprise)

Healthcare Services Division, Corporate Head Office,
Poojappura P.O, Thiruvananthapuram – 695012, Kerala, India

Ph. : 0471- 2354949 Ext. : 266 , 224

Email : hcstenders@lifecarehll.com

CORRIGENDUM NOTICE

Sub: Corrigendum No – 01

Notice Inviting Tender for the Supply/Develop, Install & Implementation of Hospital Management Information
System (HMIS)

Ref: Tender No. HLL/CHO/HCS/IT/2022/95 Dated: 02/12/2022

The following points in the tender document are amended based on the pre-bid meeting discussion held on 09/12/2022 at 11.00 AM.

CORRIGENDUM – 1

S. No	DESCRIPTION	EXISTING TENDER DETAILS	AMMENDED TENDER DETAILS
1	RFP Main Document - Page Number: 06, Notice Inviting Tender, Point number : 12 & On tender Notice Document On Page Number : 01, Notice Inviting Tender , Point number : 12 - Last date and time for online submission of online bids	23-12-2022 at 15:00 hrs.	To be read as 09-01-2023 at 15:00 hrs
2	RFP Main Document - On Page Number: 06, Notice Inviting Tender , Point number : 13 & tender Notice Document On Page Number : 01, Notice Inviting Tender , Point number : 13 -Date and time of opening of e-tender	24-12-2022 at 15:00 hrs.	To be read as 10-01-2023 at 15:00 hrs.
3	In DOCUMENTS TO BE SUBMITTED ALONG WITH THE TECHNICAL BID, On Page Number : 02, Eligibility Criteria , Point number : 1.9 & On RFP Main Document - Page No. 38, Under Section - 02, Point no. 1.9	The bidder should have implemented a multi-site, multi campus LAN / WAN covering at least 500+ nodes implemented in 500 or more bedded hospitals described above and it should be running satisfactorily for more than 24 years as on date of the submission of bid.	To be read as "The software should have been implemented in multi-site (Hospital / Diagnostic Network) , multi campus covering at least 500+ nodes implemented in 350 or more bedded hospitals described above and it should be running satisfactorily for more than 2 years as on date of the submission of bid.

4	In DOCUMENTS TO BE SUBMITTED ALONG WITH THE TECHNICAL BID Document, On Page Number: 02, Eligibility Criteria Point number : 1.10 & On & On RFP Main Document Page No. 38, Under Section - 02, Point no. 1.10	The bidder should have implemented a server farm with redundant and failover servers in 500 or more bedded hospitals described above and it should be running satisfactorily for more than 2 years as on date of the submission of bid.	Read as, "The bidder should have technical expertise and experience in managing servers with redundant and fail over servers for solutions implemented in 350 or more bedded hospitals described above and it should be running satisfactorily for more than 2 years as on date of the submission of bid."
5	On RFP Main Document - Page No. 38, Under Section - 02, Point no. 1.1	The bidder should have implemented Hospital Management Information System including PACS and Medical Education System software at a hospital (Government medical college/Large Corporate Hospitals that has 750 or more bedded) running satisfactorily for more than 4 years as on date of the submission of bid. A letter of satisfactory performance from the Chief Medical Officer or Administrative Director of the hospital/Govt. Department in which it is running should be enclosed along with the bid.	Read as "The bidder should have implemented Hospital Management Information System including PACS and Medical Education System software in atleast one hospital (Government medical college/Large Corporate Hospitals that has 350 or more bedded) running satisfactorily for more than 3 years as on date of the submission of bid. A letter of satisfactory performance from the Chief Medical Officer/Administrative Director/ Authority concerned of the hospital/Govt. Department in which it is running should be enclosed along with the bid."
6	On RFP Main Document - Page No. 138 (Annexure 06 - Checklist , under Sl. No. 6) & On Annexures Document , Annexure No. : 06 - Checklist , under Sl. No. 6	Documentary proof attested by Chartered Accountant for establishing the average annual turnover of Original Manufacturers having a minimum average annual turnover of Rs.5 Crores (Rupees Five Crores only) during the last three years i.e., 2019-20, 2020-21 and 2021-2022 (Original/ provisional). In case of Authorized agents, they must submit the documentary proof attested by Chartered Accountant for minimum average turnover in the last three years i.e., 2019-20, 2020-21 and 2021-2022 (Original/ provisional) is Rs. 1 crore (Rupees One crore only). And documentary proof attested by	Read as "Documentary proof attested by Chartered Accountant for establishing the average annual turnover of bidder having a minimum average annual turnover of Rs.50 Crores (Rupees Fifty Crores only) during the last three years i.e., 2019-20, 2020-21 and 2021-2022 (Original/ provisional).

		Chartered Accountant for establishing their Principal manufacturers meets the eligibility criteria for original manufacturer as specified above. In case of bid by authorized agents, manufacturers authorization form must be attached with the bid submitted	
7	On DOCUMENTS TO BE SUBMITTED ALONG WITH THE TECHNICAL BID document - Point Number: g & on RFP Main document , Page No. : 42 - Point No. : g	Documentary proof attested by Chartered Accountant for establishing the average annual turnover of bidders having a minimum average annual turnover of Rs.5 Crores (Rupees Five Crores only) during the last three years i.e., 2019-20, 2020-2021 and 2021-2022.	Read as "Documentary proof attested by Chartered Accountant for establishing the average annual turnover of bidders having a minimum average annual turnover of Rs.50 Crores (Rupees Fifty Crores only) during the last three years i.e., 2019-20, 2020-2021 and 2021-2022."
8	In DOCUMENTS TO BE SUBMITTED ALONG WITH THE TECHNICAL BID Document, On Page Number : 02, Eligibility Criteria Point number : 1.3 & On & On RFP Main Document Page No. 38, Under Section - 02, Point no. 1.3	The bidder should be able to demonstrate the application software for the Hospital Management System at a location where they have implemented these systems covering most of the functionalities within 10 days after opening of the technical bid.	Read as "The bidder shall be able to demonstrate the application software for the Hospital Management System either at a location or online covering most of the functionalities within 10 days after opening of the technical bid. The demonstration can be on the test server with dummy data to avoid conflict of interest for the bidder."
9	On Main RFP Document - Page Number: 55 Point Number - 25. DELIVERY/DEMONSTRATION TERMS	The entire product/software solution must be delivered/demonstrated on the production server within 40 days of issue of Notification of Award /Letter of Intent / Purchase order by HLL.	The entire product/software solution must be delivered/demonstrated on the production server within 90 days of issue of Notification of Award /Letter of Intent / Purchase order by HLL.

10	On Main RFP Document - Page Number: 22 Under 1.7 Required HMIS Solution - The following points needs to be added	<p>The new HMIS module will include the following modules.</p> <ol style="list-style-type: none"> 1. Hospital Information System 2. Lab Information System 3. Radiology Information System. 4. Picture Archiving and Communication System. 5. Tele rad services. 6. Telemedicine/ Teleconsultation. 7. Hospital Management & ERP system. 8. Student Lifecycle Management. 9. Queue & Appointment Scheduling. 10. Self/Online Registration system 	<p>The new HMIS module will include the following modules.</p> <ol style="list-style-type: none"> 1. Hospital Information System 2. Lab Information System 3. Radiology Information System. 4. Picture Archiving and Communication System. 5. Tele rad services. 6. Telemedicine/ Teleconsultation. 7. Hospital Management & ERP system. 8. Student Lifecycle Management. 9. Queue & Appointment Scheduling. 10. Self/Online Registration system 11. Community Services Management and Frontline Workers 12. Citizen & Patients Web Portal & Mobile Application 13. Smart Mobile App for Citizen / Health Workers 14. Electronic Health Record (EHR)/ EMR 15. Integrations with existing State applications/ Hospital Applications 16. Command and Control Centre (CCC) 17. Centralized IT Helpdesk / Incident Management 18. Medical College Management System/ Student Lifecycle Management 19. Remote Patient monitoring system 20. Fleet management System 21. Health Id Creation / ABHA No 22. ABDM Compliance and Integration 23. Solution for Health Screening Application 24. Self/Online Registration system
11	On Main RFP Document - Section 02,	The following points needs to be added as	q. The bidder should have valid ISO & CMMI Level 3 or

	Point Number : 07 , Page Number: 42 Under " Preparation of bids"	additional point "q"	above certificates and should be duly furnished
12	Under Annexure - 06 , Page Number 139 Under " Checklist"	The following points needs to be added as additional point "22"	q. The bidder should have valid ISO & CMMI Level 3 or above certificates and should be duly furnished

<p>13</p>	<p>On Main RFP Document - Page Number: 30 Under Point no. 03 , ESSENTIAL PRODUCT STANDARDS The following points needs to be added on page number 31</p>	<p>Existing Points:</p> <p>HLL intends to procure/develop an HMIS solution consisting of all the modules from registration to reports. The modules are namely.</p> <p>Patient registration. Queue Management System (QMS). Electronic Health /Medical Records. Lab Information System (LIS). Management Information System (MIS). CMS based Business Intelligence Module. Telemedicine platform (Both mobile and Web based Application with external device interfacing). Radiology Information System (RIS). Picture Archiving and Communication System (PACS). AI based Tele reporting. Bio-Medical Equipment interfacing with all major equipment through LAN/ RS232. HMIS system in place. Nursing station. Patient help desk. Self-registration KIOSK. College management software. Canteen management system. Pharmacy management. Document vault.</p>	<p>Patient Management</p> <p>Helpdesk & Enquiry Management Module Patient Registration & Visit Marking Module Appointment Scheduling Module Multiple OPD Management Module Queue Management System (QMS) MLC Reporting Module Admission Discharge Transfer Module (ADT) Bed Management Module Wards Management Module Operation Theatre Module Transfers & Referrals Emergency and Casualty Management IPD Management Module</p> <p>Clinical Management</p> <p>Doctors Workbench Module Prescription Module Nursing Workbench Module Multiple Surgery/Procedure Management Labour Room Cancer – Radiotherapy Management Cancer – Chemotherapy Management Cancer – TNM & Group Staging Care Plan Management Cath Lab Anaesthesia Management CPOE & SOAP</p> <p>Backend Modules</p> <p>Store & Inventory Management Module Purchase Management</p>
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			<p>IPD Billing (Cash/Credit/Sponsored) Diagnostic & Departmental Billing IPD Enquiry & Billing Estimate Package Billing</p> <p>Configurations Administration Module Masters & Configurations EDP Roles & Rights Corporate Accounts Management Management Information System (MIS) Reports</p> <p>Insurance & Claims Corporate & Payer’s Agreement Management Insurance & Services Management Payer Portal Connection Management Credit Claims Settlement Management</p> <p>Diagnostics Management System Radiology Information System (RIS) Laboratory Information System (LIS) Bio-Medical Equipment interfacing with all major equipment through LAN/ RS232.</p> <p>PACS & Imaging Zero Footprint Viewer 3D DICOM Workstation PACS Server Endoscopy Viewer & Recorder Reporting Template Management AI Based Telereporting system</p>
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			<p>Ticket & Complaint Management Autopsy CSSD Forensic Medicine & Toxicology Pay-outs Manager Finance Reporting Business Analytics Eye Bank Blood Bank Organ Donation Accounting Interface Birth & Death Registration Telemedicine platform (Both mobile and Web based Application with external device interfacing). Haemodialysis Information Management Remote patient monitoring system Quality Management System GIS based attendance management system CMS based Business Intelligence Module. Patient help desk. Self-registration KIOSK. Document vault. HMIS system in place. Nursing station.</p>
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14	On Main RFP Document, Page No.: 119, Under " General Terms & conditions" Point Number 8.3	The entire HMIS and hardware (Token, OMS) supplied by the vendor shall be provided with 5 years onsite maintenance support. For all Hardware, System Software, Networking, 5 years onsite comprehensive support (labor and parts) will be provided.	Read As " Deleted"
15	On Main RFP Document, Page No.: 57, Claus no 34. SETTLEMENT OF DISPUTES	Arbitration shall not be a means of settlement of any dispute or claim arising out of the contract relating to the work. Any disputes or differences arising between the parties with respect to the performance of any part of this agreement or anything connected therewith, etc. shall as far as possible be mutually settled by the process of dialog and negotiation. Any disputes or differences or questions or claims arising under or relating to a concerning or touching this agreement shall be referred for arbitration in accordance with the provisions of the Arbitration and Conciliation Act 1996. The arbitration proceedings shall be held at Thiruvananthapuram. The award passed by the arbitrator shall be final and binding on the parties hereto. The conduct of such arbitration shall be in English. Subject to arbitration, the Courts at Thiruvananthapuram alone shall have jurisdiction in respect of settlement of any matter arising out or in connection with the contract.	This clause is replaced by following 34. <u>COURT JURISDICTION:</u> In the event of any dispute arising out of this agreement, the parties agree that the courts of Thiruvananthapuram, Kerala alone will have exclusive jurisdiction.
16	On Main RFP Document, Page No.: 66, Claus no 16, RESOLUTION OF DISPUTES	a. The Purchaser and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with	Deleted

		<p>the Contract.</p> <p>b. If, after thirty (30) days from the commencement of such informal negotiations, the Purchaser and the Supplier have been unable to resolve amicably a Contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified in the Special Conditions of Contract. These mechanisms may include, but or are not limited to, conciliation mediated by a third Party, adjudication in an agreed national forum, and national arbitration.</p>	
17	<p>On Main RFP Document, Page No.: 47, Claus no 14.1, EVALUATION OF TECHNICAL BID , Point no.6</p>	<p>Implementation partner’s experience (no of implementations in India)/ team strength on the product quoted – maximum marks 10</p>	<p>Read As</p> <p>A. Implementation partner’s experience with respect to number of implementations in India - maximum marks 5</p> <p>B. Implementation partner’s capability to deploy adequate manpower for execution of large projects- maximum marks 5</p>