

### MINUTES OF MEETING

<b>TENDER ID</b>	Tender No: HLL/ HCS/e-Tender/2023-24/03 Dated 26.10.2023
<b>MEETING TITLE</b>	Pre-Bid Meeting For Selection Of Service Provider For Radiology Information System- Picture Archiving & Communication System And Teleradiology Software Solutions On Software-As-A-Service (SAAS) Model
<b>DATE</b>	01-11-2023
<b>TYPE OF MEETING</b>	VIRTUAL (GOOGLE MEET)- meet.google.com/zxg-rorc-nui
<b>MEETING DURATION</b>	11 AM – 12 PM

#### PARTICIPANTS DETAILS

<b>HLL</b>	Mr. Jayakumar A (DGM - HCS)
	Mr. Binesh Kumar, Senior Manager (HCS-IT)
	Mr. Aravind V, Dy. Manager (IT)
	Mr. Sanoop.S, Dy. Manager (IT)
	Mrs. Aswathy Dinesh.T , Manager (HCS)
<b>Prospective bidders participants</b>	Mr. Vivek Verma – Stradus Radiology
	Mr. Kumar Narendra – Raster Images
	Mr. Madhu Shudhan – Deeptek AI
	Mr. Ravindranadh Oruganti – Tata Communications

#### DISCUSSION POINTS

S.NO	POINTS
1	The meeting started with a brief introduction about expression of interest and the expectation from the prospective bidders by HLL team
2	The prospective bidders posed their technical queries on the EOI which was clarified to them by the HLL team.
3	It was mentioned by HLL team to submit the queries over mail so that the same will be considered for amendment of the EOI after internal discussion by HLL team.
4	The prospective bidders were requested to send their queries over mail to hcstenders@lifecarehll.com for further consideration.
5	It was also mentioned to the prospective bidders that the queries will be considered only after discussion by the HLL team and the amendment (If any) will be done on the HLL website and CPP portal accordingly.

In continuation to the Prebid meeting, the prospective bidders have mailed their respective queries. Same are as below.

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**Name of Organization: Raster Images**

Sl.No	Doc Ref	Clause	Description	Query	HLL Clarification
1	Pg. 22	1.2	The RISPACS software provider must be a direct bidder and absolute owner of the solution. No third party/ channel partner must be involved	<p>Ideally there should be only one vendor/OEM for PACS software as one point contact for providing all the required licenses and software of the PACS without third party involvement. However, in case, if third party involvement is unavoidable for providing the complete PACS solution by single vendor, the incidents, if as &amp; when occur during the service period and also for technical issues arising because of third party involvement interrupting the work flow will attract the penalty as per the Service Level Agreements (SLAs) &amp; the same is permissible subject to confirmation / compliance of the followings :</p> <p>(1) Integration with 3rd party should be highly secure &amp; the Images should be exchanged using DICOM protocol. Also, there should not be direct access to 3rd party viewer.</p> <p>(2) The launching of 3rd party 3D PACS viewer should only be from PACS OEM.</p> <p>(3)3rd party 3D viewer should be closely integrated with the PACS such that the end user should not come to know whether they are using 2 different systems. Also 3rd party 3D viewer should be working in background and can only be accessed from PACS portal.</p> <p>(4) Integration with 3rd party viewer should be through secured channel using HTTPS, API, and REST protocols. This makes the system very secured and full proof.</p> <p>* There should be single point of login for software, and 3D software should be opened / accessed through same login. Without login, no data should be accessed, hence there should not be data breach or security concerns.</p>	Bidder should be the absolute owner of the solution offered through the bid for RIS and PACS. DICOM Viewer integration will be allowed as per the tender specifications.
2	Pg. 22	1.5	Participants should have a minimum average turnover of Rs.5(FIVE) crores in the previous three financial years (FY 20-21, 21-22, 22-23).	<p>Regarding the specific turnover requirement of 5 crores for a tender value of 1 crores, it does seem disproportionately high and unfair for start-up companies. It may deter qualified bidders and restrict competition unnecessarily.</p> <p>We suggest you amend this clause as per the cvc guidelines which says “Average Annual financial turnover during the last 3 years, ending 31st March of the previous financial year, should be at least 30% of the estimated cost”.</p>	<p>Participants should have a minimum average turnover of Rs. 4.00 crores (Four Crores) in the previous three financial years (FY 20-21, 21-22, 22-23).</p> <p>Relaxation regarding the prior turnover and prior experience is applicable to all startups (Rule 173 (i) of GFR 2017) recognized by Department of Industry &amp; Internal Trade (DPIIT) subject to meeting of quality and technical specifications</p>

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3	Pg. 22	1.6	The vendor must have successfully implemented 5 RISPACS projects out of which at least 2 projects should be live and handling minimum average of 500 CT/MRI cases per day with 100+ concurrent users. List of installations to be provided with customer letters addressing to HLL	Reduce the minimum average of CT/MRI cases per day, and lower the concurrent user requirement This adjustment reflects the diverse capabilities of potential vendors while maintaining system robustness and scalability.	The vendor must have successfully implemented 5 RISPACS projects out of which at least 1 project should be live and handling minimum average of 500 CT/MRI cases per day with 100+ concurrent users. List of installations to be provided with customer letters addressing to HLL.
4	Pg. 55	L	RIS PACS System must provide the Built-in auditing for HIPAA compliant such as logins, data accessed, Report Created, Report Saved or assign to another Radiologist etc	HIPAA laws are a series of federal regulatory standards that outline the lawful use and disclosure of protected health information in the United States. Due to objections from US Govt., the training and certifications outside US have been stopped. Indian Government are working to enact the Personal Data Protection Bill, along with the pro- posed Digital Information Security in Healthcare Act (DISHA). DISHA, being India's HIPAA equivalent, could enforce the implementation of enhanced data security solutions. HIPAA Compliance is not applicable in India. On the contrary, is - expecting a 100 % make in India product, but it should follow US FDA, CE, HIPAA, IHE etc. cannot be possible. Kindly remove this clause.	No Change.  As and when DISHA is implemented, the software service provider shall make sure that the provided solution must adhere to the DISHA guidelines also.

**Name of Organization: Deeptek AI**

Sl. No	Doc Ref	Clause	Description	Query	HLL Clarification
1	Pg. 15	2.1 a	Scope of work includes, but not limited, to verifying and study of requirement, conceptualizing, configuring and customization of the solution to meet the requirement of HLL, compliance of audit recommendations, performance testing, roll out, stabilization, provision of services during engagement period and post go-live support etc.	Please provide further details regarding the extent of customization required for the project so that price can be quoted accordingly.	There will not be changes on the standard workflow of a RISPACS solution. But some changes similar to the below mentioned items are to be considered as customizations for each project; 1. Change in MIS/Reports. 2. TAT Calculations and applying the same on invoices as per client requirement. 3. Design and implementation of real-time dashboards project wise. 4. Time to time change in data format which are sending to clients through

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					APIs. 5. Time to time change in the UI of developed dashboard as per client requirement.
2	Pg. 15	2.1 a	Scope of work includes, but not limited, to verifying and study of requirement, conceptualizing, configuring and customization of the solution to meet the requirement of HLL, compliance of audit recommendations, performance testing, roll out, stabilization, provision of services during engagement period and post go-live support etc.	Should the customization costs be factored into the per-scan cost	Yes
3	Pg. 14	2.d	Implementation services including test and production instances, data conversion and migration, training and change management, documentation, helpdesk setup, warranty services and AMC thereafter.	Information regarding the volume of old data that needs to be migrated as part of this project may be provided. Having a clear understanding of the data volume is crucial for effective planning.	<p><b>Existing Data volume: UP Project :</b>            Operating System : Windows X64            Bit OS Server Level            OS : 600 GB            APPLICATION : 1 TB            DATABASE: 1 TB            DB BACK UP : 1 TB            Images , Reports, Mfcache, Referral Form, Message queue Documents, Streaming data : 15 TB.</p> <p><b>Existing Data volume: Teleradiology</b>            Operating System : Windows 2012            R2 x64 Server Level            OS : 600 GB            APPLICATION : 1 TB            DATABASE: 700 GB            Database BACK UP : 1 TB            Images , Reports, Streaming data : 09 TB.</p> <p><b>* The above figures are approx. and minimum</b></p>

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4	Pg.44	C.22	Provision for Integration with third party post-processing tools	Please provide details about the 3rd party post-processing tools, including necessary integration specifics, workflow, and data flow requirements.	We intend to ensure that, if the image processing tool provided by the service provider is not capable/ dissatisfactory performance in medical image post processing like image enhancement, restoration, analysis, compression etc. HLL will suggest a third party tool to integrate during the time of implementation. The system shall be capable to accept the changes flawlessly without affecting the performance of the total solution.
5	Pg.52	J.	Active directory interface for structured operations	What is the Active Directory integration required for? Is it for SSO for user authentication?	YES
6	Pg.53	L	System and Technical Requirements for PACS :	Please describe what integration is required between PACS and Inventory module with workflow and dataflow requirements.	Please refer to the Section V- Technical Specifications , Clause No: D - Integrated Inventory Module
7	Pg.55	M :	Radiology Department and PACS workflow management	Please clarify what is intended to be captured in the screen capture. Also, what is to be done with the DICOM screen capture. How is the rest of the DICOM data like Patient Id, Name, Gender, Age, Study Id, Accession Number, etc required to be populated?	Screen Capture automatically enables the user to save the current display screen as an image file, when a specified hot key is pressed. The part of the display saved, the hot key, as well as the output file format and components can be flexibly specified by the user. All the patient demographics shall be masked while taking the screen capture.
8				Please elaborate what is required in the Image tracking in HIMS with workflow and dataflow details.	In case of an integration with a standalone HMIS, through Image tracking the provided solution must enable the user to keep a track of images obtained from medical imaging devices/equipments and related patient demographics.

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9				Please clarify which images are captured through the RIS imaging devices and what are the workflow and dataflow requirements for these images.	DICOM Images. The detailed workflow is mentioned on the tender document. Please refer to the Section-V Technical Specifications, Clause No's: M,N,O,P & Q.
10				Please elaborate which feature is required to be "single-click" in the worklist management	WORKLIST- REPORTING - IMAGEVIEWER window for radiologist. The detailed workflow is mentioned on SECTION IV: TECHNICAL SPECIFICATIONS, Clause I, RADIOLOGY REPORTING MODULE:
11				Please confirm if there is 1 HMIS and 1 EMR used across all HLL centers. If not, how many different EMR and HMIS systems need to be integrated with?	Currently HLL works with one LIS and one HIS across all centres. In future, if HLL engages with any hospitals for providing diagnostic services, the integration with the HMIS/EMR is required as per the requirement

**Name of Organization: TATA Communication**

Sl.No	Doc Ref	Clause	Description	Query	HLL Clarification
1	Pg. 13	1.2	Apart from the above own projects , HLL is providing teleradiology services to various government and private clients. Altogether (including own projects and for clients) approximately 1800 to 2000 scans (CT/MRI) per day on average is being reported by HLL's Teleradiology Team.	Can we assume the load as 1800 CT/MRI cases per day for the average infra requirement?	YES, The current average patient load per day can be taken as 1800 CT/MRI Per day.
2	Pg. 15	2.e	Advice on appropriate Cloud Hardware & Network infrastructure, installation, and commissioning of Hardware & Networking Infrastructure in association with hardware vendor/service partners.	Dedicated network connectivity(such as MPLS) is part of the scope?	NO. The expert advisory in finalizing the necessary hardware/software/network during the entire contract period.

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3	Pg. 15	2.1 c	<p>Planning and executing data conversion and migration of all data from existing legacy software solutions to the new solutions, including archiving of past data. All required data fields from the existing software databases shall be exported from all existing locations in a desired format coordinating with existing service provider, and import the data to new software with provision to access anytime across all platforms.</p>	<p>1. Can we get the application details for which data need to be migrated? Requires system study for data migration and extra efforts. 2. Can we mention per hour efforts in BOQ as the systems need to be analyzed before providing final estimation</p>	<p>1. INSTA RISPACS From M/s. Meddiff Technologies (Now M/s.Ramsoft India). 2. Data Migration is the integral part of scope of work and costing in this regard shall be factored in to the per scan rate offered through financial bid.</p>
4	Pg. 15	2.1 j	<p>The Service provider shall provide detailed cloud server specifications for the required system based on the current volume of transactional data managed by software used by HLL.</p>	<p>What are the current volumes and expected increase per year</p>	<p>Per day average of 1800 CT/MR/X Ray cases and based on the existing project per year expected to increase 10-20% cases of per day in every year.</p>
5	Pg. 15	2.1 o	<p>Application shall work on hybrid models where remote locations software works without internet connection.</p>	<p>All the 57 locations are to be supported in the hybrid model?</p>	<p>YES</p>
6	Pg. 16	2.1 s	<p>Any requirement/ customization Suggested on the existing dashboard design or software interface shall be made by the bidder project wise throughout the contract period free of cost.</p>	<p>Please mention all the expected customizations.</p>	<p>There will not be changes on the standard workflow of a RISPACS solution. But some changes similar to the below mentioned items are to be considered as customizations for each project; 1. Change in MIS/Reports. 2. TAT Calculations and applying the same on invoices as per client requirement. 3. Design and implementation of real-time dashboards project wise. 4. Time to time change in data format which are sending to clients through APIs. 5. Time to time change in the UI of developed dashboard as per client requirement. etc..</p>

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7	Pg. 17	2.2.1 t	Solution must be a secured and NO freeware/open-source tools/third party tools must be used in any part of the solution. The bidder should submit a certificate declaring conformance for this	Open sources database such Postgre and usage of programming language such as Java should be allowed	YES it is allowed
8	Pg. 19	2.2.6.	Integration services should address requirements of integration for application to application and of data integration in such a manner that the business operations across functional areas are managed to the satisfaction of HLL	Integration requires study of the type of application that needs to be integrated which can be per hour effort basis. Please confirm?	Offered price must include all the incidental services that form part of the scope of work
9	Pg. 19	2.4 ii.	Solution Customization Design & Development	Please mention all the expected customizations.	As mentioned in point No.: 06
10	Pg. 21	2.6	In order to meet statutory requirements, archiving and easy retrieval of data is important for HLL. The successful bidder must ensure that the required RISPACS Solution provides a user-driven data archiving capability, with support for flexible archiving periods and select tables.	What is the expected retention period of each scan, for many days should be store the scan in the system?	Data may be retained for a period of 7 years/ as per client requirement which might vary from project to project. This will be subject to regulatory requirements.
11	Pg. 22	1.2	The RISPACS software provider must be a direct bidder and absolute owner of the solution. No third party/ channel partner must be involved	Suggest allowing consortium as cloud, security, and multiple applications are also part of the scope.	Bidder should be the absolute owner of the solution offered through the bid for RIS and PACS. DICOM Viewer integration shall be allowed as per the tender specifications. All security pertaining to the solution shall be taken care by the bidder. All cloud Infra related requirements will be taken care by HLL. The bidder shall only provide advice on the specification required for the cloud infra.
12	Pg. 38	18.C	The Service Provider shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this agreement.	The Service Provider shall bear all personal/income taxes levied or imposed on it and its personnel, etc. on account of payment received under this agreement.	No Change



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13	Pg. 17	2.2.2.a	Provide an intermediary between an external end-user/system on an external network and the HLL internal systems on the HLL internal networks	1. What comprises of HLL internal systems and external end user systems (Infra, application, security components & inventory details) 2. How many end users are expected to use	1)HLL internal systems consist of Diagnostic equipment and related hardware peripherals and external systems covers any device which try to access the application through WAN.2) Number of users currently using the system including the doctors are 600 approx., which is expected to increase in future.
14	Pg. 17	2.2.2.b.	Decouple and map an external user session to an internal session to provide secure access to the desired system	What is the network level security and end user level of security that is available currently for the HLL	Currently we control through unified threat machines / IPS (Intrusion prevention systems).
15	Pg. 17	2.2.2.e.	Firewalls in cloud data center shall be configured with failover for high availability.	What is the expected RPO and RTO from a SLA perspective for a DC & DR setup	The expected RTO is maximum 10 Minutes and RPO is "0" and expect continuous replication back up instead of traditional time-bound backup.
16	Pg. 17	2.2.2. f.	Intrusion Detection and Prevention System (IDPS) including Denial of Service (DOS) detection shall be used to monitor and control any malicious traffic to and from the internet, server, etc.	Do you need volumetric DDOS protection at L3/L4 and/or DDOS L7 protection at application layer	Since the required solution is for hybrid models, Both L3/L4 and L7 may be needed based on the environment necessity.
17	Pg. 17	2.2.2.g.	The vendor shall develop and implement an —IT Security Policy “for the required IT solution. This IT Security Policy shall be in line with guidelines and standards. The Vendor shall also keep itself updated with the latest IT Security Policy of the Government	Hope security policies as defined as per 2.24 would be sufficient, please confirm	Any additional relevant policies will also be considered.
18	Pg. 31	16.6.	16.6. Indemnification Clause 16.6.1. In case of any error leading to harm or damage to HLL’s services, the service provider shall be held liable for any legal or any other proceedings initiated by the Government of India / State Government Authorities. 16.6.2. The Bidder shall indemnify, defend and hold harmless Government of India and HLL, its Affiliates, officers, directors, employees, agents,	The total aggregate liability of the Bidder under this RFP including any indemnification obligation shall be limited to 12 months of the charges received by Bidder under a specific purchase order giving rise to the liability	No Change

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			<p>and their respective successors and assigns,  from and against any and all loss, damage, claim, injury, cost or expenses (including without limitation reasonable attorney's fees), incurred in connection with third Party claims of any kind that arise out of or are attributable to.</p> <p>16.6.3. Bidders breach of any of its warranties, representations, covenants or obligations set forth herein or 16.6.4. the negligent act or omission of the Bidders.</p> <p>16.6.5. any product liability claim arising from the gross negligence or bad faith of, or intentional misconduct or intentional breach of this Contract by bidder or its affiliate.</p> <p>Tender No: HLL/ HCS/eTender/2023-24/03 Dated 26.10.2023 Page 32</p> <p>16.6.6. The Bidder has to submit the indemnity certificate duly signed and sealed in the format provided in Annexure 04</p>		
19	Pg. 36	12	<p>Termination  HLL reserves the right to terminate/ cancel the Notification of award/ Letter of Indent/ Purchase order at any time for any reason without any liability on HLL.</p>	Purchaser shall be liable to pay early termination charges in case of such termination.	No Change
20	Pg. 39	24.	<p>Risk Purchase  A.If L1 defaults (fails to deliver product/solution on time) then the purchaser reserves the right to hire another competent party and develop the required solution or from market at the risk and cost of supplier and if the purchase happens at a price higher than the ordered rates, the purchaser shall have the right to claim the difference upon whom order was originally placed</p>	This clause should be removed from the RFP as the Bidder is already liable to pay liquidated damages for service level breaches and misses, therefore, Bidder should not be asked to pay differential charges.	No Change

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			<p>and supplier will be under obligation to pay the same.</p> <p>B. The purchaser has the right to forfeit the performance security in the event of default. In addition, the purchaser is entitled to recover the business loss suffered by the purchaser consequent to default for supplying the product.</p>		
21	Pg. 69		Annexure05 INDEMNITY CERTIFICATE	The total aggregate liability of the Bidder under this RFP including any indemnification obligation shall be limited to 12 months of the charges received by Bidder under a specific purchase order giving rise to the liability	No Change
22	Pg. 38	B.	Payments shall be made by HLL within 30 days of receipt of payment from respective client/ project.	Suggest to modify as "Payment of invoice within 30 days of receipt of invoice."	No Change
23	Pg. 38			<ol style="list-style-type: none"> <li>1. Termination for convenience by giving 90 days' notice and payment of early termination charges – 100% of the MRC for the remaining tenure and recovery of any 3rd party charges not recovered from the MRC.</li> <li>2. All penalties to be capped to 12 months of the charges received by Bidder.</li> <li>3. Bidder shall not be liable for any penalties levied on HLL by their customer.</li> <li>4. Prices to remain fixed throughout the contract term.</li> <li>5. Is there any flexibility wrt to the % discount mentioned in the pricing structure?</li> </ol>	No Change
24	Pg. 28	4	Two live RISPACS projects handling minimum 500 CT/MRI cases per day allowing 100+ concurrent users per project	Suggest to reduce the minimum cases per day to 100 CT/MRI	The vendor must have successfully implemented 5 RISPACS projects out of which at least 1 project should be live and handling minimum average of 500 CT/MRI cases per day with 100+ concurrent users. List of installations to be provided with customer letters addressing to HLL

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**Name of Organization: Stradus Radiology**

Sl.No	Doc Ref	Clause	Description	Query	HLL Clarification
1	General			HLL IT shall be responsible to provide the onsite Hardware and internet connectivity for Deployment and online support Services for all user accounts authorized by HLL IT for each site.	Yes
2	Pg. 40	A	<b>HIPAA Compliance:</b> Compliance with the Health Insurance Portability and Accountability Act (HIPAA) is essential to protect patient privacy and maintain the security of electronic health information.	The bidder offering the Software should be complying to Indian Laws applicable instead of HIPPA only.	The offered solution must comply with both HIPPA and DISHA guidelines.
3	Pg. 22	1.5	Participants should have a minimum average turnover of Rs.5(FIVE) crores in the previous three financial years (FY 20-21, 21-22, 22-23).	In Qualification Criteria, it is requested for wider participation that minimum turnover (Rs. 5 crores annually during the past 3 years to be amended to at least Rs. 2 crores annually during the past 2 years).	Participants should have a minimum average turnover of Rs. 4.00 crores (Four Crores) in the previous three financial years (FY 20-21, 21-22, 22-23).
4	Pg. 22	1.6	The vendor must have successfully implemented 5 RISPACS projects out of which atleast 2 projects should be live and handling minimum average of 500 CT/MRI cases per day with 100+ concurrent users. List of installations to be provided with customer letters addressing to HLL	Experience of Bidder in offering Teleradiology Software Services with at least 1 project with minimum of 400 CT/MR per day and 100+ concurrent users is requested.	The vendor must have successfully implemented 5 RISPACS projects out of which at least 1 project should be live and handling minimum average of 500 CT/MRI cases per day with 100+ concurrent users. List of installations to be provided with customer letters addressing to HLL
5	Pg. 45	D	Integrated Inventory Management Systems	Inventory Management is a part of Hospital Management Software so kindly exclude this in the tender for this Teleradiology RIS PACS software.	No Change, The expected inventory is regarding the items involved in a imaging diagnostic centre like films and related medicines/drugs and not the general inventory. This is required as part of financial audit requirement.

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**Name of Organization: Aikenist Technologies**

<b>Sl. No</b>	<b>Doc Ref</b>	<b>Clause</b>	<b>Description</b>	<b>Query</b>	<b>HLL Clarification</b>
1	Pg. 22	1.4	The bidder should have experience in providing RISPACS/ Teleradiology software solutions for a minimum period of 5 years.	Our firm is 4 years old. So the number of years of experience should be relaxed to 1 year for DPIIT recognized startups.	Relaxation regarding the prior turnover and prior experience is applicable only to all startups (Rule 173 (i) of GFR 2017) recognized by Department of Industry & Internal Trade (DPIIT) subject to meeting of quality and technical specifications
2	Pg. 22	1.5	Participants should have a minimum average turnover of Rs.5(FIVE) crores in the previous three financial years (FY 20-21, 21-22, 22-23).	This would restrict new firms like us who are coming up with latest technology. We would like to exempt this for DPIIT recognized startups.	Relaxation regarding the prior turnover and prior experience is applicable only to all startups (Rule 173 (i) of GFR 2017) recognized by Department of Industry & Internal Trade (DPIIT) subject to meeting of quality and technical specifications
3	Pg. 22	1.6	The vendor must have successfully implemented 5 RISPACS projects out of which atleast 2 projects should be live and handling minimum average of 500 CT/MRI cases per day with 100+ concurrent users. List of installations to be provided with customer letters addressing to HLL	This would restrict new firms like us who are coming up with latest technology. We would like to exempt this for DPIIT recognized startups. We can show one solution which can handle more than 200 cases per day. The capability handle higher volume can be demonstrated	Relaxation regarding the prior turnover and prior experience is applicable only to all startups (Rule 173 (i) of GFR 2017) recognized by Department of Industry & Internal Trade (DPIIT) subject to meeting of quality and technical specifications
4	Pg. 22	1.7	The vendor must have experience of data migration from major PACS companies (Philips/GE/Meddiff/Siemens etc.) in their vendor neutral archive solution from at least one site in India/Global. details of Site name and PACS vendor has to be furnished	Aikenist has data migration capability. However our current customers haven't requested for it. We can show capability.	Relaxation regarding the prior turnover and prior experience is applicable only to all startups (Rule 173 (i) of GFR 2017) recognized by Department of Industry & Internal Trade (DPIIT) subject to meeting of quality and technical specifications
5	Pg. 30	16.6	Participant/RISPACS Solution must be compliant to ISO-9001: 2015/ISO 27001:2013/ISO 12052: 2017/ISO 13485:2016	Aikenist has ISO 13485 certification. It covers all QMS requirements for medical device and software companies. Please accept any one of these certificates	No change in tender conditions.

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**Name of Organization: Everrttech**

<b>Sl. No</b>	<b>Doc Ref</b>	<b>Clause</b>	<b>Description</b>	<b>Query</b>	<b>HLL Clarification</b>
1	Pg. 22	1.2	The RISPACS software provider must be a direct bidder and absolute owner of the solution. No third party/ channel partner must be involved.	Can the PACS vendor take non available RIS features/ functionality from another RIS vendor	Bidder should be the absolute owner of the solution offered through the bid for RIS and PACS. DICOM Viewer integration will be allowed as per the tender specifications.
2	Pg. 57	M	4D support for Cardiac-CT & Cardiac-MR -	Can you please share the number of licenses required . As this is a high end 3D visualization feature requesting purchase separately.	The bidder has to ensure that the proposed solution is compatible and shall support the requisite features, not necessarily include in the current solution. It should be able to incorporate or integrate such features in future as and when required.
3	Pg. 51	H	In addition, the DICOM viewer must be FDA compliant, and must be completely Zero footprint enabled, i.e., the DICOM viewer need not have any local installations in order to function effectively. It must open on any browser	Requesting amend as PACS solution should be FDA/CE certified for wider participation	The DICOM viewer may be FDA/ CE compliant, and must be completely Zero footprint enabled, i.e., the DICOM viewer need not have any local installations in order to function effectively. It must open on any browser.
4	Pg. 57	N	This component should be DICOM and HL7 compliant and can be deployed on several different operating system platforms.	Like to get more information. Kindly amend it as Windows/Linux/Apple OS	Already mentioned as points i,ii, and iii under point N.

**Deputy General Manager (HCS)**