

Corrigendum-1 dated 17.10.2025

*Queries Responses & Corrigendum of bid for Request for Proposal (RFP) for Business Intelligence (BI) Tool and Integration of Health Portals into a Monitoring Dashboard for Health & Family Welfare Department, Government of Gujarat floated on GeM Portal on **17.09.2025** (GeM Bid No.: **GEM/2025/B/6689807**)*

Please find the Pre-BID queries responses & Updated Annexure-3(Portals & Application list) & Annexure-B for Revised Project & Payment Milestone

Note :- Please read carefully all responses & Corrigendum before submission

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Queries Responses & Corrigendum of bid for Request for Proposal (RFP) for Business Intelligence (BI) Tool and Integration of Health Portals into a Monitoring Dashboard for Health & Family Welfare Department, Government of Gujarat floated on GeM Portal on 17.09.2025 (GeM Bid No.: GEM/2025/B/6689807)

Sr. No.	Bidding Document Reference (Clause / page)		Content of RFP requiring clarification	Points of Clarification required	Responses
1	19	Basic Scope of Work	11. The bidder shall deploy and maintain all required IT infrastructure (such as: Workstation, Monitor, Keyboard, Mouse, Switches, UPS, Power Extension, Printer (with consumables), etc.) for the working of deployed resources during the implementation and O&M period. during the period of implementation and O&M, all the devices should follow the standard IT security policy and guidelines of the Health Department/DST. Upon completion of the project, the bidder may lift the personnel workstation used by their resource at the site, subject to the approval of the department.	a) How many infrastructure is required ?	All necessary belongings required for work for the resources deployed onsite as well as offsite may be arranged by the Bidder. Sitting arrangement for onsite resources will be arranged by the Department.

2	19	Basic Scope of Work	12. The bidder shall identify and remove all duplicate data as part of the data cleaning process. This de-duplication process must be completed within 1 (One) Year from the date of data provision or project commencement. In case of failure to complete the activity within the specified timeline, a penalty shall be applicable as per the terms and conditions mentioned in the RFP.	a) What are the type of cleansing to be done ?	Nature of Data: The majority of the data originates from various portals of the Health Department and is structured and stored in tabular formats (e.g., databases, spreadsheets, transactional records). There is no unstructured data (such as images, videos, scanned documents, or multimedia content) involved in this scope. Scope of Cleansing includes but not limited to: - Identification and removal of duplicate records. - Standardization of data fields across different datasets. - Correction of incomplete, inconsistent, or erroneous entries where feasible. - Ensuring referential integrity across linked datasets. - Preparation of a clean, deduplicated dataset accessible through the provided APIs. Dependencies: - The Department/GSDC will provide API-based data access. - Any delays in providing access from the Department/GSDC side shall not be considered as a delay attributable to the bidder. - The bidder must deploy appropriate tools, methodologies, and quality checks to complete the deduplication and cleansing process within the stipulated timelines, once API access is made available.
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3	19	Basic Scope of Work	17. The bidder must develop a rule-driven SMS and email alert system to notify specific users and scheme beneficiaries based on predefined data conditions or triggers derived from the dashboards and reports	a) How many types of rules are to be developed ? As this solution is being developed for the Public Health Department, the rules will primarily focus on generating alerts and notifications for: - Employees and officials of the Health Department - Beneficiary citizens under various health schemes and services The alerts and notifications are to be delivered through multiple communication channels, namely: - Mobile SMS - Email - WhatsApp (including the provision to send documents, wherever applicable) In addition, the system is expected to support alert and notification triggers linked to Approx 800–1000 tiles, which are designed to highlight gaps in service delivery. These rules will be responsible for notifying and triggering the appropriate alerts to the concerned stakeholder(s) for timely action. At this stage, the exact number and detailed categorization of rules cannot be finalized, as it will depend on business requirements and detailed use cases identified during the onboarding and requirement-gathering phase. However, bidders should consider that the solution must be scalable, flexible, and configurable enough to accommodate these approx 800–1000 tile-based rules along with additional rule types for workflows, notification triggers, and escalation mechanisms.
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4	20	Basic Scope of Work	If required, software and data may be migrated to Government of India servers. Ø HMIS data integration with the portal will approximately occur after the first year. Ø The department is currently in the process of on boarding an agency for the HMIS solution, and its implementation will take some time. Please include HMIS in the scope Ø The department has shared 1400 questions. However, the scope should be defined for 3000+ questions/tiles, as the number may increase during the project tenure— particularly if systems like HMIS or newer GOI portals are implemented	a) This migration of data needs confirmation for estimation.	There is no migration from one system to another. Here all databases fields across all DB for portals lists are mentioned in Annexures and identifying duplicates and inconsistencies and pulling into one Central Datalakes required.
5	20	Performance and Cutting-Edge Technology	7 Scalability: The platform is expected to support petabyte-scale data. It should seamlessly scale both horizontally and vertically and support parallel processing at scale.	a) what is the scalability level expected ?	Scalability is described in multiple ways. First, scalability in forms of fields - there are around 800 to 1000 of Techo+ & around 1000 fields of HMIS and 600 to 700 fields of others portals in terms of Data structure. Further, scalability in users terms - there are around 20000 field level workers, around 10000 sub centers, 1500 PHC, 300 CHC, 34 District Health Hospitals, 250 blocks and 19 Medical colleges, HoDs and other organisation of Health & Family Welfare Department who operate these records.
6	20	Performance and Cutting-Edge Technology	8 Offline Data Analysis: The system should be able to analyse data without needing a constant connection to the database.	a) Will there be a facility to download the data from time to time ?	The data is not required to be downloaded frequently. At GSDC, a backup facility is available, and based on this, the delta data will be downloaded overnight. This process will ensure that the required data is made available without affecting the performance of the production database. The bidder shall utilize this backup/delta data for processing and cleansing activities, and shall not directly query or access the production database to avoid any impact on live operations.

7	32	Project Implemen- tation Timeline	4. On Premise deployment & FAT of BI Tool with its own architecture including database and other software's to complete the solution as per scope of work T4=T3 + 2 Weeks	a) Need to know about the volume of data to be migrated. The timeline would vary based on this.	As already clarified in Query No. 5, the System Integrator (SI) shall carry out its own assessment and complete in provided timeline . Please find Revised Timelines from Annexure-B in Corrigendum.
8	37	SLAs for Change Managem- ent	1. Changes as per the change request 100% of successful change implementation as per agreed timelines for each change request. Delay in implementation of changes against agreed timelines for each change request 2% of the total Quarterly CAMC billing amount for each week of delay	a) If there are 50 changes then how will the penalty calculation be done ?	With respect to change implementation, it is clarified that, for example, if there is a tile for "Child Missing Immunization", it shall be considered as one single tile. The viewing of the same data across different parameters such as District, Taluka, or other user levels shall not be treated as separate tiles.
9	54	Annexure 3 - Names of Portal	CCTV - NMC Requirement	a) What type of integration is required with CCTV and how the data would be analysed ?	There is no CCTV Data in scope. All application data are structured. Revised Health Department portals list with sample Database fields published in Corrigendum.
10	NA	General	No of Concurrent Users	How many concurrent users are there. What is it in Mille sec, Micro sec etc.	Approximately 5000 viewers may concurrently access Dashboard based on their Rights access. SI may handle Cache for render data promptly.
11	NA	General	Max Transaction per Day	What is the number of transactions per day	SI shall assess based on Experience for mentioned Scope
12	NA	General	Max Size of Write /Transaction year	Need the maximum size of write transaction per year	SI shall assess based on Experience for mentioned Scope
13	NA	General	Any Document Upload Permitted	Is there any document upload required	All data are structured in Health portal databases hence no Document upload required ,All though there is a need of document sharing vai whatsapp and email.
14	NA	General	Max Size of File in MB	What is the file Upload size in MB	SI shall assess based on Experience for mentioned Scope
15	NA	General	Max Files per User	What is the file upload per user required	SI shall assess based on Experience for mentioned Scope
16	NA	General	Database Backup Policy	What is the database back policy	As per GSDC Database back up policy . Backup may be done overnight.

17	NA	General	Database Retention Policy	What is database retention policy	As per GSDC policy
18	NA	General	DC - DR Policy	What is Data recovery policy	Data recovery as per standard policy. In worst case scenario, if the entire system crashes, max 5-7 days would be allowed to start the System with 100% need to be able to install, with hardening and security audit and everything.
19	NA	General	RPO -- Recovery Point of Object	What is the required recovery Point of Object	As per Scope of work & SLA
20	NA	General	RTO -- Recovery Time of Object	What is the Recovery Time of Object	As per Scope of work & SLA
21	NA	General	Data Archival Policy	What is the current data archival policy	As per GSDC policy
22		Clause-2 Eligibility - 2.1 - 1.2 Page No-10	The bidder should have a minimum average annual turnover of INR 100 Crore during the last three financial years (from IT/ITES/software development and analytics services) i.e., 2022-23, 2023-24 & 2024-25 with positive net worth as on 31st March 2025.	In reference to the relevant clause, we kindly request that a average annual turnover of INR 50 Crore over the last three financial years be considered to maintain competitiveness and ensure broader participation.	As per RFP

23		Clause-2 Eligibility - 2.1 - 1.3 Page No-10	The bidder should have experience* in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission. (1) One project with the value of at least 48 crores or (2) Two projects, each with the value of at least 30 crores or (3) Three projects, each with the value of at least 24 crores *Experience includes supply, implement, and maintain BI tools, also in creating and managing BI solutions, such as data integration, data modeling, master data management, data quality & governance and data visualization through customized reports and dashboards.	With respect to the clause concerning work experience, we respectfully request that experience gained from private sector organizations be considered valid for fulfilling this requirement, in addition to public sector engagements .	As per RFP
24		Clause-2 Eligibility - 2.1 - 1.3 Page No-10	The bidder must have at least 2000 qualified technical professionals on its payroll in India as of the bid submission date. Out of these, a minimum of 200 technical professionals must be engaged in relevant roles such as Data Engineers, BI Developers, Architects, ETL/ELT Specialists, Software Developers, or other similar IT roles.	In reference to the clause concerning resource requirements and project sizing, the stipulated number of technical professionals appears to be on the higher side. Therefore, we kindly request that the minimum requirement be revised to 200 technical professionals , which we believe will sufficiently meet the project's needs while ensuring broader participation and competitiveness	As per RFP

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25		Clause-2 Eligibility - 2.1 - 1.9 Page No- 11	The service integrator must have been in partnership with all the OEMs of the proposed products for a minimum of three years prior to the bid publication date.	In reference to the mentioned clause, we respectfully request the removal of the requirement for a three-year prior partnership with the OEM. We believe this condition may limit healthy competition. Instead, we kindly urge that current and valid partnerships with OEMs be considered sufficient to meet the eligibility criteria, thereby fostering a more inclusive and competitive bidding environment.	As per RFP

26		Clause-2 Eligibility - 2.1 - point 6 Page No-12	No Consortium is allowed in this bid.	In reference to the clause on consortium participation, we kindly request that a minimum of one consortium partner be permitted. Furthermore, we request that the Pre-Qualification (PQ) criteria of the consortium partner be allowed to be submitted alongside that of the bidder to fulfill the overall eligibility requirements.	As per RFP
27	Page 17	3.1 Basic Scope of Work	Integration of 55+ health portals into unified dashboard	Please confirm whether all portals are API-ready and if access credentials/documentation will be provided.	Most of the systems are API-ready. If any system requires the development of a connector for integration, the System Integrator (SI) shall be responsible for developing it. Access will be provided after onboarding.
28	Page 27	Training & Capacity Building	Training to 1500+ users across roles	Kindly specify the number of users per role (admin, analyst, field staff) and training format expectations.	Field staff are required to receive notifications from the reports generated. Dashboard viewing access shall be provided to all PHC, CHC, and Medical College staff, as well as all DH, SDH, and HoDs. Note :-Licence of creators & Viewers are revised. Overall, 10 Creator licenses and 5,000 Viewer licenses are required from Day 1 of Go-Live. Developer and Analyst licenses shall be provided separately by the System Integrator (SI)
29	Page 22	Data Lake Setup	Data lake to ingest 700+ tables from multiple portals		The Health and Family Welfare Department provides health-related services to approximately 7 crore citizens of Gujarat. Based on this, the System Integrator (SI) may make an assessment using their relevant experience.

30	Page 27	Resource Deployment	Onsite deployment required	Can remote deployment be considered for certain roles during O&M phase if SLA compliance is ensured?	The manpower mentioned in the Technical Resources section in RFP for the O&M phase must be deployed onsite. If any additional resources are required for expert advice or support, SI may engage without any extra cost on project for it.
31	Page 29	Security Audit	Cert-In audit required	Will the department coordinate with Cert-In empaneled auditors or should the bidder engage independently?	Periodic audits, as required by GSDC policy, must be conducted by a CERT-In empaneled agency, and the cost shall be borne by the System Integrator (SI).
32	Page 54	Portal Integration	Integration with legacy and modern systems	Are all portals API-ready or will the bidder need to develop connectors for legacy systems?	As per response to query no. 27
33	Page 87	Tool Licensing	BI tool licensing scope	Are open-source tools acceptable if enterprise-grade support and compliance are ensured?	The BI tool shall be enterprise-grade and supported by the OEM for a minimum of 8 years, corresponding to the contract period. Open-source BI tools will not be considered. However, other tools or software may be open-source, provided they meet the specified performance requirements and comply with the defined SLA terms.
34	Page 61	Implementation Timeline	T3 = T2 + 4 weeks for Data Lake commissioning	Considering external dependencies (e.g., GSDC provisioning, audit scheduling), would the department allow flexibility in Data Lake commissioning timeline if justified?	If any dependencies or delay from Central Government/State Department side/GSDC side, timelines may be relaxed and penalty may not be levy after escalation to HOD. Otherwise adhered to milestone.
35	Page 61	Implementation Timeline	T5 = T4 + 7 weeks for ingestion of 700+ tables	Will the department allow phased ingestion (e.g., by portal group or priority) to manage complexity and ensure quality?	As per RFP

36	Page 61	Implementation Timeline	T6 = T5 + 40 weeks for dashboard delivery	Can the bidder propose phased dashboard rollout (e.g., by department or region) to ensure early wins and stakeholder feedback?	Yes, as already mentioned in the RFP, dashboards shall be developed and presented to the Department every two weeks (i.e., one sprint). However, it is not mandatory to present all 100 tiles each time; at least 90% of the tiles shall be demonstrated. This demonstration will be considered as a phase-wise UAT and may be conducted simultaneously.
37	Page 61	Implementation Timeline	HMIS ingestion within 90 days of notification	Will the department provide early schema/API documentation for HMIS to facilitate timely ingestion?	It is to be clarified that the HMIS portal has been developed by another agency, and it contains approximately 800 to 1,000 data fields. The remaining aspects may be assessed by the System Integrator (SI) based on their experience.
38	Page 61	Implementation Timeline	Training to be completed in 2 weeks	Can training be staggered or delivered via digital modules to accommodate scale and user availability?	Training to the targeted users may be provided in physical and digital modes both as per department preference.
39	Page 19	Alerts	Portal must send 8,000–10,000 SMS and 10,000–15,000 emails daily.	Should Portal have alert workflow management or only alerts' notification is required.	As per response to query no.3
40	Page 18-19	Scope of Work – Dashboards	3,000 visual presentation tiles translating into ~400–500 dashboards.	What is the exact functional split across programs (maternal health, NCD, communicable diseases, etc.)? Can the Department provide a prioritized list of dashboards for phased delivery instead of attempting all 500 in one go?	In Implementation phase there are probably 500 dashboard & 3000 tiles/Graphs/Web visual Reports. In respect to overall development, Department can prioritize like Maternal Child Health and immunization. Department may share KPI metrics list at the time of onboarding.

41	Page 19	Scope of Work – Dashboards	Dashboards to cover multiple health programs.	Can Department share a sample KPI/metric list for each program to assess development complexity?	The Department may provide Revised Annexure-3 Applications/Portals list and systems to be integrated as part of the scope, and a sample template for reference in Annexure-4. Each of these systems maintains multiple datasets and indicators relevant to its respective health programs. The Department may share a sample KPI/metric list for selected use cases at this stage, which would represent only a small portion of the total development scope. The complete and detailed KPI/metric list covering all health programs will be shared with the selected bidder during the onboarding and SRS finalization phase.
42	Page 20	Data Integration	Integration of existing systems with BI tool.	Is historical data migration required from all portals, or only incremental data going forward?	All data which are in portal in various databases whether it is historical/legacy or current , all are to be integrated with the Dashboard.
43	Page 20	HMIS Integration	Integration with HMIS after first year.	Should bidder design extensible architecture upfront for HMIS, or will a separate contract/change order be issued later?	Please refer response to query no.37. No separate contract will be issued for HMIS. Tentative data fields of HMIS are mentioned based on which the SI may assess designing its own architecture.
44	Page 21	Advanced Analytics	Solution should support predictive analytics, ML algorithms, regression, clustering etc.	Please confirm whether bidder is expected to develop custom ML models or only provide platform capability. Can OEM pre-built healthcare models be proposed?	The Department does not plan to develop any ML models. However, for certain use cases, the System Integrator (SI) may generate reports using ML models. No cost should be included for the development of ML models or complex algorithms.

45	Page 21	Advanced Analytics	Solution must provide predictive insights.	What specific use-cases are expected in Phase 1 (e.g., outbreak forecasting, maternal health risk scoring, resource planning)?	Use Cases Example In Phase-1 : Services like 1)Maternal and Neonatal Monitoring 2)Child Tracking, Immunization & Nutrition Monitoring and tracking 3)Addressing Sex Ratio Imbalances & Accountability etc.....
46	Page 22	Data Lake	Centralized Data Lake of minimum XXXX TB.	Please confirm initial data size and annual growth rate to optimize infra sizing. Is unstructured data (video, IoT, images) part of current scope or future roadmap?	Please refer response to Query No. 2. There is no unstructured data in the listed health portals. The size of the data fields for which the data lake will be prepared, as mentioned above, should be sufficient to assess the overall size of the data lake. In terms of Annual growth rate, it may be not fixed. Bidder should deploy scalable architecture based on actual growth.
47	Page 23	Real-Time Data	Solution should support near real-time data ingestion.	What is the expected latency requirement (seconds, minutes, hours)? Which portals currently support real-time feeds?	Latency as mentioned in Point no. 31 in Annexure-7 in RFP
48	Page 25	Security & Compliance	System must comply with ISO 27001, CERT-In, MeitY guidelines.	Will Department appoint CERT-In empanelled auditor, or should bidder include audit cost?	This is in scope of Work in SI/Bidder and cost incurred by Bidder
49	Page 25	Security & Compliance	Solution must ensure security of personal health data.	Is anonymization/masking of sensitive health data required before reporting?	Not required since the Dashboards are for department internal purposes.
50	Page 27	Resource Deployment	Bidder to deploy full-time onsite resources... penalties for non-compliance.	Please confirm minimum FTE count per role (PM, BI architect, ETL developer, DBA, Security Admin) for accurate	It is already mentioned in Section-3.10 Technical Resources in RFP. All resources mentioned in that table must be deputed on-site.

				sizing.	
51	Page 27	Resource Deployment	Penalty for resource replacement.	Can Department allow notice period (e.g., 30 days) before penalties are imposed for resource replacement?	7 days allowed for resource transition/Mobilization. Beyond that period penalty will be imposed for Resources & missed SLAs.
52	Page 29	Training	Training for users and administrators post implementation.	Please confirm number of user/admin batches and expected trainee count. Should bidder also provision refresher training during 8 years O&M?	Please refer response to query No. 36. After the completion of each sprint the Functional acceptance test (FAT) processed shall be initiated simultaneously with the training of concern users for that particular/specific sprint. Both activities will proceed in parallel align with the FAT completion for each respective sprint. Please note that sprint training of Employees/Field Workers in digital or physical both mode. Final Training After completion of Phase-1 will be two weeks dedicated training to all 5000 users.
53	Page 29	Training	Training to be provided after FAT.	Should bidder develop training material (manuals, e-learning) or only conduct live training sessions?	Please refer response to Query No.38. Bidder may develop material which can be provided with the training.
54	Pages 30–31	SLA & Penalties	System uptime, manpower, patching, change request timelines will attract penalties.	Are SLA penalties cumulative across categories or capped at 10% of contract value annually? Will downtime due to source portals or GSDC infra be excluded from SLA calculation?	As per RFP
55	Page 33	Alerts	System must send notifications.	Is future integration with WhatsApp/IVRS expected?	Please refer response to Query No.3. IVRS facility is not required.

56	Page s 45– 46	Payment Terms	Quarterly O&M payments for 8 years.	Can Department allow price escalation linked to inflation?	As per RFP. Bidders are expected to factor in inflation and other cost variations over the contract period while quoting their prices
57	Page s 45– 46	Payment Terms			
58	Page 7	Commerci al	"EMD of ₹1,00,00,000/-"	Can bidder submit full EMD via Bank Guarantee instead of DD?	Acceptable in both modes, as per the mentioned terms in Section 2.2.1 in RFP
59	Page 47	Exit Managem ent	"Complete handover of source code, data models, and documentation."	Please confirm OEM proprietary algorithms remain OEM IP with usage rights granted to Department.	Yes. OEM proprietary algorithm remains OEM & their IP will be protected.
60	Page 47	Exit Managem ent	"Bidder to hand over all customizations."	Should bidder hand over source code for ETL/dashboa rd scripts or is compiled deployment acceptable?	The bidder shall be required to provide the source code for the ETL dashboard scripts; deployment in a compiled form alone shall not be acceptable. The underlying engine, however, shall remain the proprietary ownership of the respective OEM. Further, in the event that the contract is terminated or brought to an end for any reason, and the bidder is relieved of their responsibilities, all development work carried out under the project—having been duly paid for by the Government—shall become the property of the Department.
61	Page 27	Resource Deployme nt	"Bidder must deploy 20 Business Analysts onsite during implementation phase."	Given that the scope of work is already detailed in the RFP, 20 Business Analysts appear disproportio nately high compared to developer resources. Please clarify the specific role and utilization of these 20 BAs during implementati on and O&M.	As per RFP

62	Page 27	Resource Deployment	"Bidder must deploy limited number of BI developers and ETL engineers for dashboard/report development."	For delivery of 3,000+ tiles, 400–500 dashboards, and integration of 55+ health portals, the number of developers/ETL staff seems insufficient. Can bidder propose a revised team structure with higher developer count to ensure timely delivery?	As per RFP
63	Page 27	Resource Deployment	"Resource requirements as per Annexure ..."	Will the Department evaluate bids strictly on RFP-specified numbers, or will optimized team structures (e.g., fewer BAs, more developers) proposed by bidders be acceptable?	As per RFP
64	Page 21	Advanced Analytics	"Solution should support predictive analytics, ML algorithms, regression, clustering etc."	No dedicated Data Scientist roles are listed in the manpower table. Should bidder include Data Scientists/ML specialists in proposed team, or will advanced analytics be handled in a separate phase?	A dedicated Data Scientist is not required to be deployed on-premise. However, the bidder may engage such a resource to address any specific use cases or departmental requirements as needed. No additional cost shall be borne by the Department for such engagement.
65	Page 31	SLA & Penalties	"Penalties will apply for resource non-deployment or replacement."	If bidder proposes a rebalanced team (optimized mix of BA, developers, data scientists), will penalties still apply if	As per RFP

				team structure differs from the exact RFP numbers?	
66	Pages 45–46	Payment Terms – Implementation Phase	“Payment to bidder will be released in fixed % milestones linked to completion of stages such as Installation, Configuration, Dashboard Delivery, UAT, Go-Live.”	The milestone payment structure appears back-loaded , with major payouts only after Go-Live. Considering the high resource and infra cost during the initial 12–18 months, can Department allow higher advance or early-stage milestone percentages to support cash flow?	As per RFP
67	Pages 45–46	Payment Terms – Implementation Phase	“Final payment shall be made post Go-Live and Acceptance.”	Can Department confirm whether partial milestone-based payments will be allowed per batch of dashboards/portals delivered, instead of a lump sum at final Go-Live, to better align with phased delivery of 500 dashboards?	Please refer Payment milestone In section 7.2 in RFP. The payment for Phase 1 deliverables shall be processed after every 6 completed sprints (i.e., every 12 weeks or quarterly), or as per administrative convenience of the department after Sign off.
68	Page 27	Resource Deployment – Minimum Qualification	“All proposed resources must have minimum 8 years of experience in BI/Data Analytics projects.”	Considering niche skills such as ETL developers, data visualization experts, and ML specialists , can Department relax qualification to 5 years for	As per RFP

				specialized roles, to ensure availability of skilled resources and control costs?	
69	Page 27	Resource Deployment – Minimum Qualification	“One resource must have prior experience in healthcare analytics domain.”	Please clarify if OEM-certified resources (e.g., SAS Certified in Healthcare Analytics) will be acceptable as domain experience, even if not specifically deployed in a government project.	As per RFP
70	Page 31	SLA & Penalties – Resource Replacement	“Penalty will be imposed for resource replacement or non-availability.”	Can Department allow a transition period (30 days) for replacement before penalty is applied, to ensure knowledge transfer and avoid project disruption?	Please refer response to query No.51
71	Pages 45–46	Payment Terms – Implementation Phase	“Payment towards software licenses will be released along with implementation milestones after successful deployment.”	Software licenses (SAS BI, database, ETL tools) require advance purchase from OEM at the time of project initiation. It is not feasible for bidder to block such large license costs for several months. Can Department allow advance payment (100%) against proof of license	As per RFP

				procurement/invoice from OEM, instead of linking license payment to later implementation milestones?	
72	Pages 45–46	Payment Terms – Implementation Phase	“All software licenses to be procured and deployed by bidder.”	We recommend that license costs be separated from implementation services and paid immediately upon issuance of licenses to Department, to ensure compliance with OEM commercial terms and avoid financial risk for bidder. Can this be clarified?	The bidder may coordinate with the respective OEM to align and structure the OEM’s payment milestones in accordance with the overall project payment milestones.
73	Page 30	Software License	Bidder responsible for procuring licenses for BI tools, databases, middleware; licenses must be delivered and activated at infra setup	Kindly clarify whether the Department has a preferred Database OEM (e.g., Oracle, MS SQL, PostgreSQL) or if the bidder is free to propose.	It depends on architecture that Bidder design for solution to ensure the Scope of Work and SLA through preferred enterprise support, and the associated cost shall be included in the bid value.
74	Page 30	Software License	Licenses must be valid for 8 years, with OEM undertaking if perpetual is not possible	Considering most database OEMs offer annual/subscription renewals, will an undertaking from OEM suffice for compliance, or is upfront 8-year licensing	As per RFP. While evaluating the successful bidder, the Department shall ensure that the cost is factored in for the entire duration of the project. For more details, please refer Section 4 Licence in RFP.

				mandatory?	
75	Page 30	Software License	All licenses must be delivered at infra setup	Since DB licenses are a major CAPEX, can these be allowed for advance payment (rather than being linked to later milestones) to ensure compliance with OEM policies?	As per RFP
76	Page 30	Software License	Bidder responsible for uninterrupted delivery of DB/BI software	Please confirm if maintenance & support for DB (patches, upgrades, performance tuning) should be covered under O&M scope or OEM ATS.	It is the responsibility of the System Integrator (SI) to coordinate with OEM to provide maintenance and support for the database and other tools and software periodically, as per the Scope of Work and SLA.
77	Page 18 Clause 3.1.8		8. The bidder shall also host separate instances with training models for minimum 10 nos. of trainees/interns of the department every year. Deploy training models in this environment — these could include Dummy datasets (public health, demographic, etc.)	a. Need a separate training environment also to be factored apart from the above 4 environment ?	Please refer response to query No. 52
				b. Kindly confirm if training workshops need to be conducted or only instances need to be provided.	Please refer response to query No. 52
78	Page 18 Clause 3.1.9		9. The bidder must provide at least 10 Creator and 1500 Viewer licenses from the commencement of the project (i.e., Day One of Go-Live or User Acceptance Test sign-off), with full access to all features, including	a. What would be the maximum number of concurrent sessions for viewing of reports / dashboards at any point in time?	Please refer response to query No. 10

			enterprise deployment capabilities and the ability to create unlimited	b. Number of Small, Medium and large reports?	Please refer response to Query No. 3
			dashboards/reports with both viewing and editing rights. The bidder shall ensure that the licenses are	c. Size of report datamart for small, medium and large reports	At the current stage, the bidder shall conduct the assessment based on their own experience and the details provided above and in the RFP.
			provisioned in a way that there is no limitation on critical functionality or data access for authorized users. The composed dashboards must display at least 10 graphical representations to visualize essential health metrics, including but not limited to: Disease surveillance Capacity & resource utilization, Case-specific tracking, Vaccination status, Key health indicators, Program and scheme performance.	d. Please confirm the scope of reports to be considered for mobile devices delivery.	If you are logging into the portal via the provided URL and web browser, you will be able to view only the dashboards. Certain reports, however, will be sent via SMS, WhatsApp, or email directly from the server. Once an email is sent to a recipient, it is the recipient's responsibility to access it on their computer, mobile device, or any other suitable platform.
				e. Please specify the underlying data size that would be used for report building use cases?	At the current stage, the bidder shall conduct the assessment based on their own experience and the details provided above and in the RFP.
				f. Estimated average data size used Dashboards/ Reports(MB/GB)	At the current stage, the bidder shall conduct the assessment based on their own experience and the details provided above and in the RFP.
				g. Total number of Users running ETL Jobs	Data fetching will be every 24 hours.
				h. Estimated average data sizes to be used for ETL Jobs(MB/GB)	At the current stage, the bidder shall conduct the assessment based on their own experience and the details provided above and in the RFP.
				i. Please specify the list of reports and the number of mobile users who would have access to these reports	Please refer response to Query No. 28
79	Page 20 Clause 3.1.21		21. Portal may TeCHO+ (with approximately 300 tables), 108 services, and other health portals, the department is now	a. How many concurrent jobs needs to be executed in parallel at any given time?	Data fetching will be every 24 hours.

			separately developing the HMIS solution, which is expected to include around 800 to 1000 data tables. Therefore, the overall data size and integration scope may increase.	b. What would be the average number of transformations used in the job? Will it be simple or complex?	We do not require any transformation involving ML or AI. The process is straightforward: there is structured data across different tables with defined column headings. The bidder is expected to consolidate all the data, create unique identifiers to track which data belongs to which individual, and then develop dashboards where the key could be the person, services or the disease, as is the case in Techo +, HMIS etc. Consequently, the data will remain structured.
				c. Are there any complex data processing rules or business logic that need to be implemented?	No, there are no complex data processing rules for overall data. The data is structured across different tables, and the task involves consolidating this data, creating unique identifiers for individuals, and developing dashboards where the key may be the person, services or the disease, as applicable in Techo+, HMIS, etc. However, Business logic should be developed to solve problems as per the requirement given by the department.
80	Page 20 3.1 a. 4.		4. Seamless Integration across Environments: While the current requirement is for all components to be on-premises, the architecture should enable seamless migration of some or all components to the public cloud as needed by LIC.	a. Please confirm if the solution has to be cloud agnostic?	Yes, the solution must be cloud-agnostic and deployable on any cloud platform, including the existing cloud infrastructure in the data center.
				b. Please elaborate on what does LIC mean and its role?	The reference to "LIC" in the clause is a typographical error. It should be read as "the Department" or "Health & Family Welfare Department, Government of Gujarat." Corrected statement: "While the current requirement is for all components to be on-premises, the architecture should enable seamless migration of some or all components to the public cloud as needed by the Department."
81	Page 20 3.1 a. 5.		5. Support for All Data Types: The platform should efficiently consume and store data in all popular formats, including structured, unstructured, and semi-structured data such as logs, audio, video, clickstream, and IoT data. It should also support health data integration standards such as	a. Please elaborate on the primary and secondary sources from where different types of data are being generated (e.g., enterprise systems, external feeds,	We have enterprise systems. There are no external feeds or sensors. All these enterprise systems are end-user, transaction-based systems. No sensor devices will be involved, and we do not intend to include sensor data, CCTV, or similar sources. No audio-visual or streaming sources will be used. The data will solely be transactional data from applications, which needs to be pulled into the system.

			HL7 and FHIR .	sensors, end-user applications, transaction systems).	
				b. What type of sensors/devices are already installed or planned to be installed across hospitals/clinics/health centers?	
				c. Please provide an indicative estimate of data volume generated per day/month for each data type:- Audio data (e.g., call center recordings, teleconsultations, patient-doctor interactions). - Video data (e.g., CCTV in hospitals, telemedicine sessions, patient monitoring).- Clickstream data (e.g., user interactions on mobile apps/portals, website logs).- IoT/medical device data (e.g., wearables, bedside monitoring devices, lab equipment, environmental sensors).	

				d. What is the frequency of data ingestion expected for different sources? Kindly clarify for: - Audio data – stored in batches, or real-time streaming during sessions? - Video data – 24/7 continuous streaming (CCTV/monitoring) vs. on-demand streaming (telemedicine). - Clickstream data – near real-time (per user session) vs. batch uploads (hourly/daily). - IoT data – continuous streaming vs. periodic transmission (e.g., every 5 sec, every 1 min, hourly). Will the project require 24/7 continuous streaming ingestion, or a hybrid mode (mix of batch + real-time)?	
				e. For streaming sources, what is the expected packet/message frequency (e.g., every second, every millisecond, or event-driven)?	

				f. What is the required duration for storing unstructured data (e.g., digital pdfs, audio recordings, medical images, video streams)	
82	Page 20 3.1 a. 7.		7 Scalability: The platform is expected to support petabyte-scale data. It should seamlessly scale both horizontally and vertically and support parallel processing at scale.	a. How many Petabytes of data is the platform expected to support?	As already clarified in the above query, all data is in structured, tabular format, and tentative data fields have been mentioned. The estimated size of the data lake after data extraction will depend on the bidder's assessment and experience.
				b. How much data will the users be working on concurrently in prime-time window (i.e. between 9am to 6:30pm) & batch window?	As per response to Query No. 10
83	Page 20 3.2 2.		2. Portal Integration a. Develop a comprehensive integration plan to unify the data from all health department portals into a monitoring dashboard. b. Integrate APIs and connectors for seamless integration of diverse portals. c. Ensure that all integrated portals communicate effectively with the central BI system, allowing for data transfer. d. Implement a scalable architecture that can accommodate additional portals or data sources in the future. e. Ensure seamless data synchronization and compatibility between the different systems and formats used by the health department portals.	a. Should the integrated system include data classification and cataloging (e.g., metadata tagging, data profiling & cataloging)?	The integrated system is expected to extract data from the Health Department portals, perform data loading, cleansing, and transformation, and build dashboards. Advanced data classification, metadata tagging, profiling, or cataloging is not required.
				b. Will unstructured data included digital pdfs like health reports, images e.g. Xrays, audio files like mp3 etc?	As per response to Query No. 2

			f. Implement secure data transfer protocols to protect sensitive health information during the integration process. g. Structured data and unstructured data classification using appropriate tool to make it usable for reporting.		
84	Page 20 3.4 1.		Aggregate data from approximately upto 55 health department web portals into a centralized data lake, which should contain minimum XXXX TB of data in various format. Detail of Databases are share as Annexure-XX with this document.	a. What is the XXXX TB of data? There is no Annexure-XX in the document, can you please share the database details?	The required details at this stage have been provided in the responses above. All other details will be shared at the time of onboarding. For such information, the bidder may conduct their own assessment and accordingly plan their strategy.
				b. Could you please provide more details on volume of data to be ingested as one - time load for real-time data, structured, unstructured , semi structured data. Could you also provide the no. of years of data that is in scope for one time load.	There is no real-time data processing in the current scope. All data in the Health Department portals are structured. The data will be extracted, de-duplicated, and cleansed, and then processed to create dashboards.
				c. Could you provide more details on volume of data to be ingested as incremental load for real - time data, structured, unstructured , semi structured data	As per response to Query No. 2
				d. Please share the details of average data size of the jobs expected to be executed concurrently	At this stage, it is not possible to provide a prediction. The bidders may conduct their own assessment.

				?	
				e. As there multiple source systems, could you please specify the list of native data connectors required to connect to data sources?	The list of portals is available and has been shared at the current stage. Other details will be provided at the time of onboarding.
				f. Please specify the composition of structured, semi-structured data & unstructured data in percentage terms if available.	As per response to Query No. 2
				g. Please confirm the expected data growth on yearly basis	At this stage, it is not possible to provide a prediction. The bidders may conduct their own assessment.
				h. Please specify the size of data to be used for Hot/Cold/Warm data footprints	Specific sizing for Hot, Warm, or Cold data footprints will depend on the extracted data. Bidders may assess and plan based on the provided details and their experience, with final sizing shared at onboarding.
				i. What the size of the data to be used for Analytics at a given time	At this stage, all data is structured and tabular, and tentative data fields have been shared in the RFP. The exact size of data to be used for analytics at any given time will depend on the data extracted and consolidated from the portals. Bidders are advised to make their own assessment based on the provided information and their experience. Final details will be shared at the time of onboarding.
85	Page 20 3.1.6		The data platform should be capable of consuming and processing real-time data streams and providing real-time analytics-based outputs	a. Please specify the real-time data sources (e.g., IoT devices, transactional systems,	As per response to Query No. 2. Social media feeds are not within the scope.

				social media feeds, logs, etc.) that need to be integrated.	
				b. What protocols or streaming platforms are in use?	No Streaming data in the scope
				c. What is the expected data ingestion rate (events per second / MB per second)?	At this stage, it is not possible to provide a prediction. The bidders may conduct their own assessment.
				d. What is the peak data load we should size for?	At this stage, it is not possible to provide a prediction. The bidders may conduct their own assessment.
				e. How many users are expected to access, monitor, and analyze the streaming data concurrently?	As per response to Query No. 5
86	Page 22 3.3.2		The system must include analytics mechanism capable of processing large datasets with minimal latency. It should support predictive analytics, machine learning algorithms, and AI-driven insights. Functionality of analytics on various metrics: a. Solution should offer statistical analysis functionality. b. Capability to perform what-if analysis c. Forecasting capabilities d. Identifying trends and patterns from the dashboards e. Ability to provide predictive analytics	a. What are the key business use cases the department expects to enable with predictive analytics and AI (e.g., disease outbreak prediction, hospital resource optimization)	The key business use cases involve the large-scale service delivery undertaken by the government. In our context, this includes carrying out immunizations for every child born at designated intervals, providing maternal care, and managing treatment for TB patients, including the full course for drug-resistant TB. The objective is to ensure that individuals follow the expected care trajectory, do not drop out, and attend scheduled sessions. In the case of HMIS, disease outcome prediction is included; however, hospital resource optimization is not within the scope. Any inbuilt advanced AI/ML modeling capacities would need to be developed by the bidder to predict disease outbreaks and to identify mothers, TB patients, or infants who require immunization or other scheduled intervention.

			while being cognizant of the business and product rules. f. Ability to predict using predictive Modelling Techniques like Regression algorithm, Scoring, Classification, Groupings, Clustering at the minimum. g. Ability to provide time series analyses by predicting patterns and trends in data based on the predefined timescale. h. Ability to provide association rules that identify patterns in transaction data for describing which events frequently occur together.	b. Does the solution need to provide in-built advanced AI/ML modeling capabilities through a low-code/no-code interface, enabling users to perform predictive analytics, forecasting, and what-if analysis without extensive programming?	As per response to Query No. 44
			i. Analyzes data with a geographical component to identify patterns and trends based on location. j. Ability to provide vertical predictive analysis for every possible data-stream. k. Support for various graphical views including graphs, pie charts, trends, etc.	c. Is the solution expected to have out-of-the-box AI/ML and Forecasting algorithms and one-click deployment and documentation for the models being built for transparency purposes?	As per response to Query No. 44
			l. Support for visualization on geographical maps, for example, to show the performance of various regional branches. m. Enable drilldown features in reports to explore detailed data.	d. What use cases are expected when dealing with unstructured data like digitized health reports, images like Xrays, sonograms, MRIs etc.	As per response to Query No. 2 & 9
			n. Implement automated report generation and scheduling features for regular updates and distribution. o. Provide advanced statistical analysis tools to identify patterns and correlations in health data.	e. Does the solution need to support out-of-box text analytics capabilities (e.g., NLP, text mining) to analyze unstructured data without heavy	Advanced text analytics alone will not suffice; the bidder must develop general analytics based on data insights as required under the scope of work.

				manual intervention?	
87	Page 26 3.9 Performance Monitoring & Scalability		c. High Availability: The system must ensure high availability, with minimal downtime. Load balancing, failover mechanisms, and redundancy must be integral parts of the system design.	a. What is the RTO/RPO requirement for DR?	As per response to Query No. 19 & 20
				b. Can we provision open-source tools from an infrastructure perspective?	With respect to BI tools, these should be OEM-backed and supported with enterprise-level support for a minimum of 8 years. Other tools or software, as permitted under the System Integrator's (SI) architecture, must comply with the SLA, preferably with enterprise support, and should allow for rapid recovery in case of downtime or restoration in the event of a crash.
88	Page 27 3.11.1.b		b. Provide training materials, including manuals, video tutorials, and live training sessions, to accommodate different learning preferences.	Please confirm if the training needs to be provided by the SI bidder during handover of the project.	As per RFP
89	Page 27 3.11.1.b		Develop comprehensive training programs for different user roles for around XX number of users to ensure they can effectively use the BI dashboard and tools.	Kindly let us know the number of users to be trained as i. As end user ii. Technical user	i. As end user - 5000 Approx. ii. Technical user - 10 Approx.
90	Page 28 3.11.2.b		Offer advanced training for technical staff on maintaining and upgrading the system, including AI and ML components.	Kindly let us know the number of users to be trained as i. As end user ii. Technical user	As per response to Query No. 89
91	Page 33 5.3.7		Training to designated users (Admin, Dashboard /Reports creation, exploration and usage training)	How many users? (technical user or end user)	As per response to Query No.5, 89 & 90
92	Page 39 5.9		Bidder is expected to provide 10 days training to the client nominated staff within One month from the date of completion of Installation & Commissioning.	a. Next line in the table its mentioned as 15 days, which one is correct 10 or 15?	Dedicated training provided to all users who have viewer roles after phase 1 for 2 Weeks. And simultaneously, training of Functional acceptance test (FAT) will be carried out in parallel with targeted users.
				b. Can the training be done online or it has to	As per response to Query No. 38

				be done in Classroom?	
				c. If its classroom training will GIL give the space and other needed infra for conduction of trainings?	GIL/Department may provide the space and infra for training
93	3.1-9 18	BI tool	The bidder must provide at least 10 Creator and 1500 Viewer licenses from the commencement of the project (i.e., Day One of Go-Live or User Acceptance Test sign-off), with full access to all features, including enterprise deployment capabilities and the ability to create unlimited dashboards/reports with both viewing and editing rights	The RFP mentions at least this amount should further scalability of the same be taken into account while providing licenses	As already clarified and revised, the bidder must provide a minimum of 10 Creator licenses and 5,000 Viewer licenses from the commencement of the project (i.e., Day One of Go-Live or upon User Acceptance Test sign-off). These licenses shall include full access to all features, including enterprise deployment capabilities, and the ability to create unlimited dashboards and reports with both viewing and editing rights. These licenses shall be exclusively for Department users. The manpower deployed at onsite or offsite locations shall be provided with separate licenses as required, independent of the above allocation.
94	3.1-18. 19	BI Tool	3,000 visual presentation tiles in the form of graphs or tabular data. (Note: These do not include role-based variations.)	How will your platform facilitate the effective management , versioning, and lifecycle governance of such a vast library of reports and dashboards, ensuring consistency and preventing content sprawl?	As clarified earlier, this number is tentative and not fixed. The bidder must be prepared to develop additional tiles if required by the Department during the overall contract period.
95	3.1-a-9 21	BI Tool	User-Friendly BI Tool: The BI tool should have an easy-to-use interface for viewing, saving, downloading, and scheduling metrics and dashboards without needing programming skills.	Does the BI solution need to have both a drag and drop as. Well as a notebook based solution in order to effcively cater to the needs of various customers	This does not merely imply drag-and-drop data preparation for tiles. All data will be sourced from the portal databases after proper data cleansing.

96	3.1-a-8 21	Data Analysis	Offline Data Analysis: The system should be able to analyze data without needing a constant connection to the database.	Should offline reports be static (read-only PDFs/Excels) or interactive dashboards (filters, drill-down, search) when disconnected?	Offline reports shall primarily be static, read-only formats such as PDF or Excel for use in disconnected mode. However, wherever feasible, the BI platform may provide exportable interactive dashboards with basic filter or drill-down capability through cached data, without requiring live server connectivity.
97	3.1-a-5 20		Support for All Data Types: The platform should efficiently consume and store data in all popular formats, including structured, unstructured, and semi-structured data such as logs, audio, video, clickstream, and IoT data. It should also support health data integration standards such as HL7 and FHIR.	To what extent do you expect the BI tool to directly query and visualize JSON, XML, or log data without heavy pre-processing?	The BI tool is not expected to directly query or visualize JSON, XML, or log data without preprocessing. The bidder shall perform necessary preprocessing during data ingestion into the warehouse to create unique identifiers and structure the data appropriately within the data lake. Once the data is properly structured, querying and visualization will be straightforward. Additionally, it is expected that the bidder implement caching mechanisms for dashboards to ensure faster loading and to avoid recreating visualizations each time a user accesses the webpage. To ingest data into the warehouse, preprocessing is required. Create unique identifiers and structure the data properly in the data lake. Once structured, queries and visualizations will be simple. Dashboards should use caching so users get faster responses when opened.
98	3.1.19	SMS Notification	Approximately 8,000 to 10,000 SMS and 10,000 to 15,000 emails will be sent daily from the portal.	Are the recipients part of the beneficiary list?	As per response to Query No. 28, the recipients may include field-level workers, employees, and scheme beneficiaries.
99	3.1.19		Develop a rule-driven SMS and email alert system to notify specific users and scheme beneficiaries based on predefined data conditions or triggers derived from the dashboards and reports	Scheme beneficiaries are already validated?. What is the need for predefined data conditions	Rule-driven SMS and email alert to be developed, for e.g. if a woman or her child misses a scheduled vaccination, an automated message will be sent to the concerned beneficiary as well as to the Auxiliary Nurse Midwife (ANM) responsible for that area. If compliance does not occur within seven days, the system will automatically escalate the notification to the Medical Officer of the respective Primary Health Centre (PHC). Such rule-based SMS notifications ensure timely action and validation for scheme beneficiaries.

100	3.1.20	Dashboard	3000+ Tiles > 400 to 500 distinct Web Dashboards	What BI tools are currently being used for dashboard/reporting?	Currently Department does not have any BI Tools
101	3.1.20		TeCHO+ (with approximately 300 tables), 108 services, and other health portals, the department is now separately developing the HMIS solution, which is expected to include around 800 to 1000 data tables. Therefore, the overall data size and integration scope may increase.	What is the current size of Data?. 300 Tables are hosted on which DB?	As per the provided details and clarifications, the Bidder may assess based on their experience.
102	3.1.20		department has shared 1400 questions. However, the scope should be defined for 3000+ questions/tiles	Questions are alternate name for KPI definition?. Sample of the questions shared?	Yes, questions are alternate name for KPI definition
103	Pg 47	Tables	700+ Tables, scalable to 1000 DB	Where are the Tables stored in which DB? What are the data types?	As per the provided details and clarifications, the Bidder may assess based on their experience.
104	3.524	Data Triangulation	Data triangulation for BI layer in a monitoring dashboard involves integrating and cross verify data from multiple sources and portal. This process ensures data accuracy and reliability leading to more informed decision making.	What are the additional data sources ?	Yes, as mentioned, there are certain additional data sources identified. However, during the course of the project, if the Health Department develops any new portals separate from this platform, their data will also need to be integrated into the system. This will form part of the continuous development activity under the project.
105		Data Type Support	Support for All Data Types: The platform should efficiently consume and store data in all popular formats, including structured, unstructured, and semi-structured data such as logs, audio, video, clickstream, and IoT data. It should also support health data integration standards such as HL7 and FHIR.	The data can be made available on JSON/XML format. Is this compatible format as per FHIR/HL7.	The data can be made available in JSON/XML format. However, some format is not in FHIR/HL7 compatible format at present. The bidder may perform the necessary mapping or transformation, if required, as part of the data integration process. Formats are JSON, XML, or API — preferably through API integration.

106		Page no. 11point no. 2.1 under 2. BI Tool (OEM) Particulars :	The OEM should have average Annual Turnover of INR 500 crores for the last three financial years i.e. 2022-23, 2023-24 and 2024-25 with positive net worth as on 31st March 2025.	We request you to kindly remove this parameter, OEM for BI do the billing for licenses and implementation comes under the scope of SI. This Turnover can not be justified for the OEM who are catering only Data Related products. It becomes relevant to only the OEM's who have other offerings and BI and data related products as part of the larger organization. Instead of this ,we request you to kindly keep the parameters around Gartner leadership quadrant for Data Analytics and Business Intelligence, present in India from last 10 years, have more than 500 customers in India from Enterprise/ BFSI, Central/ State government, PSU. Supported document acceptable should self certified document from signing authority.	As per RFP
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107		Page no. 11 point no. 2.1 under no. 2. BI Tool (OEM) Particulars :	The OEM should have average Annual Turnover of INR 500 crores for the last three financial years i.e. 2022-23, 2023-24 and 2024-25 with positive net worth as on 31st March 2025. - Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years as on 31st March 2025. ● Certificate from the statutory auditor / Chartered Accountant (CA) clearly specifying the annual turnover and net worth for each of the last 3 financial years as on 31st March 2025.	We request you to kindly remove this parameter, OEM for BI do the billing for licenses and implementation comes under the scope of SI. This Turnover can not be justified for the OEM who are catering only Data Related products. It becomes relevant to only the OEM's who have other offerings and BI and data related products as part of the larger organization. Instead of this ,we request you to kindly keep the parameters around Gartner leadership quadrant for Data Analytics and Business Intelligence, present in India from last 10 years, have more than 500 customers in India from Enterprise/ BFSI, Central/ State government, PSU. Supported document acceptable should self certified document from signing authority.	As per RFP
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108		Page no. 11 point no. 2.3 under point no. 2. BI Tool (OEM) Particulars :	The OEM should have executed / implemented BI Tool for min 5 clients in last 5 Years in India as on date of bid submission.	As an OEM, all the projects are implemented thorough awared SI and not directly by the OEM. This will not be applicable to OEM. Either It can be asked from bidder or in case of information needed from OEM, OEM can provide the 5 customer details along with breif scope of work on company letter head.	In case of OEM experience, the OEM may provide details of projects implemented through the SI, along with client citations, for the specified period.
109		Page no. 18, Point no. 8	The bidder shall also host separate instances with training models for minimum 10 nos. of trainees/interns of the department every year. Deploy training models in this environment — these could include Dummy datasets (public health, demographic, etc.)	Please confirm, in this case do we need to consider additional licenses apart from the 10 creator and 1500 viewer licenses mentioned in the RFP. Similarly for other licenses and environment s related to data lake.	As alredy clarified in query no 28 regarding user licenses. In addition to that bidder should bring training and other licenses as per the BI solution requirement. Instead of using dummy dataset for training as mentioned in RFP, Live data set may be used.
110		Page no. 19, Point no. 17	The bidder must develop a rule-driven SMS and email alert system to notify specific users and scheme beneficiaries based on predefined data conditions or triggers derived from the dashboards and reports	Please confirm if the SMS Gateway will be under customer scope.	SMS gateway & Whatsapp service may provided by Department

111		Page no. 20, Point no .6	Fast and Real-Time Processing: The data platform should be capable of consuming and processing real-time data streams and providing real-time analytics-based outputs. It should generate reports and dashboards quickly with minimal or no wait time. The system should update data and refresh dashboards as per the period and category defined by the department.	Please specify the number sources, database type, database cores for the sources where real time data is needed. Can we understand that in case of real time processing, data should be moved in less than 5 minutes or can we consider 15 minutes or 30 minutes under this scenario. Real time data movement is useful only in case of structured data to improve the overall decision making process.	There is no real-time data processing in the current scope. All data in the Health Department portals are structured. The data will be extracted, de-duplicated, and cleansed, and then processed to create dashboards.
112		Page no. 20, Point no .7	Scalability: The platform is expected to support petabyte-scale data. It should seamlessly scale both horizontally and vertically and support parallel processing at scale.	Please share the current total Raw data size, bifurcation of structured and unstructured data. Incremental data - daily	As already clarified above, all data in the portals are structured, so the volume is not expected to be in the petabyte range.
113		Page no. 21, point no. 1 - Dashboard creation	Design and develop a user friendly, interactive and role-based dashboard for visualizing health data.	Are we limiting this scope to the users who will have the creator licenses assigned or should we consider the viewer user licenses holder should also have this feature. In this case both the users should	All viewers may view the dashboard. The dashboard will display data filtered based on the viewer's geographical domain. Each viewer will see only the data relevant to their assigned geography. For example, a viewer in Jamnagar district will see data pertaining to Jamnagar, and within Jamnagar, a viewer assigned to Kalawad Taluka will see only data for Kalawad. This requires geography-based grouping of facilities, beneficiaries, or people, and the role assignment and data filtration must follow this pattern

				come under creator category.	
114		Page no. 21, point no. 1.h under Dashboard creation	The bidder shall provide facility to share Data through APIs that shall integrate and communicate with different systems and applications.	Can we understand that this is about the feature where the created dashboard can be embedded in the webpage or other application through API.	As per response to query No. 27
115		Page no. 23 , 1. Data Consolidation/Data Lake	Aggregate data from approximately upto 55 health department web portals into a centralized data lake, which should contain minimum XXXX TB of data in various format. Detail of Databases are share as Annexure-XX with this document.	Please confirm the data size.	As already clarified in the above query, all data is in structured, tabular format, and tentative sample data fields have been mentioned. The estimated size of the data lake after data extraction will depend on the bidder's assessment and experience.
116		Page no. 23, Point no 4, APIs for Interoperability	The BI tool should offer robust APIs to enable interoperability with other applications and systems within the Health Department.	Please clarify here, can we understand that the BI tool should have a capability to provide API to add the created dashboard in other applications. API can be created but feasibility with other applications and systems that they support this option needs to be	As per response to query no. 27

				managed by customer.	
117		Page no. 23, Point no. 5B Data Warehousing	Data Warehousing: The tool should include a robust data warehousing solution that can manage diverse data types such as structured (e.g., RDBMS), semi-structured (e.g., JSON, XML) and unstructured (e.g., image, etc.). The solution should support optimized data lifecycle management, ensuring that data is available when needed. The solution should support ELT (Extract, Load and Transform) processes for efficient data integration.	Please share the bifurcation between structured, semi structured and unstructured data.	As per response to query no. 2
118		Page no. 24 , point - I, under Interface Support and Accessibility	The ability for end-users to define their own data ranges as filters. The BI tool must allow individual users to mask/encrypt data loaded into the platform using row- and object-level security to hide protected and sensitive information without coding or scripting.	The ability for end-users to define their own data ranges as filters. The BI tool must allow individual users to mask/encrypt data loaded into the platform using row- and object-level security to hide protected and sensitive information without coding or scripting.	yes that has to be there

119		Page no. 20	The department has shared 1400 questions. However, the scope should be defined for 3000+ questions/tiles, as the number may increase during the project tenure—particularly if systems like HMIS or newer GOI portals are implemented	Please share data size.	Already clarified above
120		Page no. 20 - Support for All Data Types	Support for All Data Types: The platform should efficiently consume and store data in all popular formats, including structured, unstructured, and semi-structured data such as logs, audio, video, clickstream, and IoT data. It should also support health data integration standards such as HL7 and FHIR.	Need clarity on IOT Data - Which database is currently used to store the IOT data.	As per response to Query No. 2. All data in portals are structured & No IOT or sensor data there.
121		Page no. 29 - Software license	Details of Tools/Software/Licenses Proposed by the Bidder: - The bidder shall provide the details of tools/software/licenses proposed for each major component in the solution architecture, clearly specifying whether the tool is Open-Source, Commercial (COTS), or Custom-Built. All proposed tools should meet the scope of work requirements and must be appropriately licensed (perpetual/subscription) as per annexure & format in Section 9.20	Open source tool should be backed with Enterprise support . This will ensure that there is no dependency of the community based support and OEM is backing the software components.	As already clarified in Query No. 87, the BI tool is required to be OEM-backed with enterprise support throughout the contract period. Other tools and software may be based on the SI-designed architecture, preferably with enterprise support, and must comply with the SLA

122		Page no. 29 -point software licesne	In the event that an OEM does not offer an 8-year license upfront, the Bidder shall mandatorily submit an irrevocable undertaking from the respective OEM, clearly committing to provide uninterrupted license renewals to cover a minimum of 8 years from the date of initial license activation. Failure to supply such licenses or valid OEM undertakings shall be treated as a material breach of contract, attracting appropriate penalties and/or legal action as per the terms of the agreement.	Does this undertaking need to be provided on company letter. Kindly confirm.	As per RFP
123		2.2.1, Page No 12	Bid Security/ Earnest Money Deposit (EMD)	We kindly request you to permit submission of EMD through Insurance Surety Bond, as it is a secure and cost-effective alternative to traditional instruments and supports MSMEs in managing their working capital efficiently.	In line with GFR and GeM provisions insurance surety bond may be accepted for submission of EMD.
124		General	Extension of Submission Deadline	We request you to kindly extend the bid submission deadline by at least 15 days to allow sufficient time for preparing a comprehensive and compliant response.	Permission has been granted for 21 days from the last date of bid submission.

125		Eligibility Pre-Qualification Criteria, 1.3 Page 10	The bidder should have experience in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission. (1) One project with the value of at least 48 crores or (2) Two projects, each with the value of at least 30 crores or (3) Three projects, each with the value of at least 24 crores	We request you to amend the eligibility clause regarding prior experience with BI Tool implementation in Government/ PSU/Listed Companies in India during the past five years, as follows: One project with a value of at least ₹24 crores, OR Two projects, each with a value of at least ₹15 crores, OR Three projects, each with a value of at least ₹12 crores.	As per RFP
126		Eligibility Pre-Qualification Criteria, 1.4 Page 10	The bidder must have at least 2000 qualified technical professionals on its payroll in India as of the bid submission date. Out of these, a minimum of 200 technical professionals must be engaged in relevant roles such as Data Engineers, BI Developers, Architects, ETL/ELT Specialists, Software Developers, or other similar IT roles.	We request you to kindly reconsider the eligibility requirement mandating 1,000 technical professionals on the bidder's payroll in India. Specifically, we suggest amending the condition so that out of these, at least 100 professionals are engaged in relevant roles such as Data Engineers, BI Developers, Architects, ETL/ELT Specialists, or similar IT roles.	As per RFP

127		2.4, Overall Evaluation (Lowest Bid Value) Page 15	iv. Shortlisted bidder quoting lowest bid value (L1) will be considered for final selection.	To ensure a more competitive and quality-driven solution, we request you to consider adopting QCBS (Quality and Cost-Based Selection) instead of the L1 evaluation criteria	As per RFP
128		In table Table C - Manpower Rate Card , Page No 53	Onsite resource during implementation phase and Operation and maintenance phase	Kindly clarify the expected qualifications , certifications, and experience required for the proposed resources so that the manpower rate card can be quoted appropriately . Additionally, please confirm whether the System Integrator (SI) will be permitted to replace deployed resources during the contract period in case of emergencies, subject to prior approval.	As per RFP
129		In table Table C - Manpower Rate Card , Page No 53	Onsite resource during implementation phase and Operation and maintenance phase	We request you to kindly allow hybrid deployment of resources during the implementation phase of the project.	As per RFP
130		Page 20	Software and data may be migrated to Government of India servers.	Please clarify the approximate volume and size of legacy data that is expected to be migrated	At this stage, it is not possible to provide a prediction; the bidder may conduct their own assessment.

				into the proposed system.	
131		3.11 Training and Capacity Building, Page 27	Training and Capacity Building	In the Training and Capacity Building section, kindly specify the number of training sessions required and confirm whether these sessions are expected to be conducted onsite or offsite.	As per response to Query No.38
132		5.3 Project Implementation Timeline Page 32	Project Implementation Timeline	Considering the overall implementation schedule of approximately 80 weeks, we request you to extend the timelines specified for phases T2 and T4, as the current timelines for phase T2 and T4 appear very short for the activities mentioned.	Please refer Revised Milestone & Timeline attached in Annexure-B
133		5.8 SLA in breach of Supply of Manpower Page No 38	SLA in breach of Supply of Manpower Availability of the min required manpower should be 100%.	Please clarify the minimum manpower requirement expected during the maintenance phase of the project.	Manpower mentioned in RFP during O&M phase must be deployed on-site, as per Section 3.10 Technical resources
134		2.4 Overall Evaluation (Lowest Bid Value) Page# 15 of 91	Shortlisted bidder quoting lowest bid value (L1) will be considered for final selection	TCS request to change: QCBS is industry preferred and better bid evaluation process against L1 (Lowest Bid value). We request to change the	As per RFP

				evaluation process to QCBS (70:30)	
135		6.4 Copyright and Intellectual Property Rights Page# 41 of 91	All IPR in relation to project documents, assets, resources, designs, drawings, estimates, recommendations, source codes, application, etc. shall vest with the TENDERER, and the bidder shall not use any such for any other purpose	TCS request clarification and required change: Pre-existing IPR is not clarified in this clause. We are going to propose TCS IPR solution and accelerators as a part of overall solution. We need to secure our pre-existing IPR. Request to refer MeitY model RFP and amend IPR related clauses for pre-existing IPR, Residual IPR rights etc.	As per response to query no. 60
136		Limitation of Liability	Liability clause is included in the RFP.		As per RFP
137		8.18 Form 14: Format for Power of Attorney Page# 80 of 91	8.18 Form 14: Format for Power of Attorney	TCS request to change: PoA as per RFP format or existing PoA issued for authorisation of signing authority to participate in the RFP process on the behalf of company	As per RFP
138		Page 18 (Section 3.1, Point 6)	The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the	Clarification - The understanding is that BI tool should support both Linux and Windows operating system to support	As per RFP

			BI solution as per RFP.	interoperability and avoid any hurdles for future cloud migration. Kindly confirm same.	
139		Page 23 (Section 3.4, Point 5)	The system should be cloud-based	In the above point it is asking to host the solution in DC, while here it is asking the system to cloud based. What should be the deployment strategy	As clarified above, the private cloud at GSDC (Gujarat State Data Center) is managed by OBS. Please design your solution accordingly
140		Page 20 (Section 3.1, a. Point 3)	The data platform solution should ensure resiliency, high availability, data loss prevention, disaster recovery, and backup/restore capabilities.	What is DR strategy, will it be in a separate DC? do we need cold DR or warm? Do we need HA for 100% functionality	As clarified above, a separate DR site configuration is not required.
141		Page 23 (Section 3.4, Point 1)	Aggregate data from approximately upto 55 health department web portals into a centralized data lake, which should contain minimum XXXX TB of data in various format.	Can you please share the amount of data in TB to be integrated. Also, what are different formats that are expected to be supported	As per response to Query No.9, all data are in structured format. Based on the Portal list & Approx Data fields provided, Bidder may assess data size.
142		Page 21 (Section 3.3, Point 1.h)	The bidder shall provide facility to share Data through APIs that shall integrate	What are common API security policies expected to apply on these APIs	SI/Bidder must ensure that there are no API leaks by incorporating appropriate security measures.
143		Page 10 (Section 2.1, Point 1.9)	The service integrator must have been in partnership with all the OEMs of the proposed products for a minimum of three years prior to the bid publication date.	We request you to remove the three years prior clause for the Service Integrator. This will help more participation from good service integrators.	As per RFP

144		Page 11 (Section 2.1, Point 2.3)	The OEM should have executed / implemented BI Tool for min 5 clients in last 5 Years in India as on date of bid submission.	We request you to allow OEM Undertaking with required information.	As per RFP
145		Page 11 (Section 2.1, Point 2.1)	The OEM should have average Annual Turnover of INR 500 crores for the last three financial years i.e. 2022-23, 2023-24 and 2024-25 with positive net worth as on 31st March 2025.	Please confirm that INR 500 Crores turnover is from India Operations only. We request you to allow OEM Undertaking as only one Balance sheet is maintain for global operation. We are requesting to support us to provide OEM undertaking as supporting document for India Operation Revenue.	As per RFP
146		Page 23 (Section 3.4, Point 4)	The BI tool should offer robust APIs to enable interoperability with other applications and systems within the Health Department	Can you please share approx number of APIs to be developed? and please also provide number of request/second load on these APIs	As per response to query no. 27
147		Page 21 (Section 3.2, Point 2)	Develop a comprehensive integration plan to unify the data from all health department portals into a monitoring dashboard.	How frequently to connect with all department portals? e.g. every 30 minutes to bring in all data to provide monitoring dashboard?	It is not necessary to connect every 30 minutes; the frequency depends on the portal. For a large number of transactional portals, connecting once every 24 hours (overnight) is sufficient. Connecting more frequently would unnecessarily load the transactional portals. While live data may be relevant in TECHO and HMIS, the primary purpose of the BI system is to provide aggregate statistics, such as the total number of patients up to the previous day. Therefore, an overnight 24-hour data extraction is adequate.

148		Overall Evaluation (Lowest Bid Value) Page no 15	Shortlisted bidder quoting lowest bid value (L1) will be considered for final selection.	We request you to please consider QCBS (80:20) for shortlisting the bidder. This will ensure participation of quality vendors and technically strong bid response to execute such a prestigious project for the Government of Gujarat.	As per RFP
149		Pre-Qualification Criteria 1.3, Page no - 10	The bidder should have experience in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission. 1) One project with the value of at least 48 crores OR 2) Two projects, each with the value of at least 30 crores OR 3) Three projects, each with the value of at least 24 crores *Experience includes supply, implement, and maintain BI tools, also in creating and managing BI solutions, such as data integration, data modeling, master data management, data quality & governance and data visualization through customized reports and dashboards.	With reference to this clause, we would like to confirm weather: The project value mentioned (₹48/₹30/₹24 crores) refers specifically to the BI tools and BI solution components within the project scope, OR The value can be the overall project value, provided that BI tools and BI solutions are included as part of the project scope, even if their individual value is less than the specified thresholds.	As per RFP

150		Pre-Qualification Criteria 1.3, Page no - 10	The bidder should have experience in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission.1) One project with the value of at least 48 crores OR2) Two projects, each with the value of at least 30 crores OR3) Three projects, each with the value of at least 24 croresThe Bidder should submit belowdocument for each Project.— Copy of the Work order/Purchase Order.— Completion Certificate / Go-LiveCertificate issued by the client.	Request you to please consider on-going projects as part of the eligibility, and hence kindly allow to submit: Client certificate for ongoing workORCA certificate mentioning the value of the work and scope as per the clause above for ongoing as well as completed projects	As per RFP
151		Pre-Qualification Criteria 1.3, Page no - 10	The bidder should have experience in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission. 1) One project with the value of at least 48 crores OR 2) Two projects, each with the value of at least 30 crores OR 3) Three projects, each with the value of at least 24 crores	We request modification of the clause as below: The bidder should have experience in implementing BI Tool/Health Analytics Dashboard in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission. 1) One project with the value of at least 35 crores OR 2) Two projects, each with the value of at least 25 crores OR 3) Three	As per RFP

				projects, each with the value of at least 10 crores	
152		Pre-Qualification Criteria 1.3, Page no - 10	The bidder should have a minimum average annual turnover of INR 100 Crore during the last three financial years (from IT/ITES/software development and analytics services) i.e., 2022-23, 2023-24 & 2024-25 with positive net worth as on 31st March 2025.	Since, our audit is not complete and is due to be published by Oct end. We request bid authority to kindly consider FY starting from 2021-22. Provisional figures can be provided in the CA certificate for FY 2024-25. Once Audit is complete we can provide actual turnover for FY 2024-25.	There is no change as per the RFP. At the current stage, a provisional certificate for 2024-25 may be considered. However, if you are selected as L1, you must submit the final certificate & Audited Balance sheet before the contract award; otherwise, you will be disqualified at that stage.
153		Pre-Qualification Criteria 1.3, Page no - 10	The bidder must have at least 2000 qualified technical professionals on its payroll in India as of the bid submission date. Out of these, a minimum of 200 technical professionals must be engaged in relevant roles such as Data Engineers, BI Developers, Architects, ETL/ELT	Due to confidentiality and as per company policy, PF/ESIC details for 2000 employees cannot be provided. We request you to please allow to	We acknowledge your confidentiality concerns regarding PF/ESIC details. To facilitate verification of employee strength, you may submit alternative supporting documents, such as EPF/ESIC challans, an employee attendance register, or a self-certified declaration of total employee count, duly signed by an authorized signatory. These documents will be accepted in lieu of detailed PF/ESIC records for the purpose of bid evaluation.

			Specialists, Software Developers, or other similar IT roles.	submit EPF Challan provided in lieu of PF/ESIC details 2000 employees .	
154		Section 3.1 Basic Scope of Work, Point No.8, Page No. 18	The bidder shall also host separate instances with training models for minimum 10 nos. of trainees/interns of the department every year. Deploy training models in this environment — these could include Dummy datasets (public health, demographic, etc.)	Kindly clarify who will provide the separate instances for the training models? - will it be the bidder or the department?	Refer response to Query No. 109
155		Section 3.1 Basic Scope of Work, Point No.9, Page No. 18	The bidder must provide at least 10 Creator and 1500 Viewer licenses from the commencement of the project (i.e., Day One of Go-Live or User Acceptance Test sign-off), with full access to all features, including enterprise deployment capabilities and the ability to create unlimited dashboards/reports with both viewing and editing rights.	Kindly clarify whether the requirement specifies a digital subscription license (such as Microsoft Power BI Pro/PPU or Fabric capacity-based licensing) or if a capacity-based license or core-based licensing model would be acceptable. We will ensure that the proposed licensing approach fully meets the department's functional and compliance requirements .	It is the responsibility of the System Integrator (SI) to procure and provide all necessary licenses as per the requirements clarified above, to ensure successful implementation of the project and fulfillment of the Scope of Work and SLA obligations.

156		Section 3.1 Basic Scope of Work, Point No.6, Page No. 18	The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP. The bidder shall also maintain two (2) DR site hosted at two (2) different locations to maintain continuity and prevent data loss. The bidder shall share the appropriate sizing of Infrastructure required for hosting the solution in each environment along with bid response. The department shall arrange for the required infrastructure at GSDC and DR site as per the sizing shared by the bidder along with bid response.	We request you to please share the format / Annexure in which sizing of infrastructure to be submitted. This will help uniformity amongst all bidders.	As clarified above Annexure may provide with revision of the Portal list & sample Data fields. The estimated size of the data lake after data extraction will depend on the bidder's assessment and experience.
157		Section 3.1 Basic Scope of Work, Point No.13, Page No. 19	The bidder is expected to conduct detailed training to all identified users before FAT.	Kindly clarify the meaning of "FAT". Do you mean "Functional Acceptance Testing" OR "UAT" - User Acceptance Testing?	FAT -Functional Acceptance Testing. OR UAT - User Acceptance Testing
158		Section 3.1 Basic Scope of Work, Point No.18, Page No. 19	3,000 visual presentation tiles in the form of graphs or tabular data. (Note: These do not include role-based variations.)	Kindly clarify the meaning of the term "tiles". As per our understanding, it refers to the visual representation of KPIs on the dashboard. Please confirm.	Yes, tiles refer to visual elements or web presentations such as graphs, reports, and KPI indicators displayed on the BI dashboard.

159		Section 3.1 Basic Scope of Work, Point No.19, Page No. 20	These 3,000 visual tiles will translate into approximately 400 to 500 distinct web dashboard screens, depending on layout and grouping.	Does the total of 3,000 KPIs include all KPI groups? As per our understanding, these KPIs are grouped and represented through graphs, which are then displayed on the dashboard. Please confirm.	It is already clarified, and further clarity is provided that the initial scope covers 3,000 questionnaires for preparing 3,000 visual presentations/reports up to the implementation phase. Additional visuals or reports may be added during the O&M phase as new portals or use cases are introduced in the course of continuous development
160		Section 3.1 Basic Scope of Work, Page No. 20	Automated: The solution should fully automate the data pipelines from data ingestion from source systems, through data transformation, to data consumption in the data platform. Additionally, it should identify and document metadata, perform data quality and leakage checks, detect data anomalies, and trigger corresponding alerts. The system should also automatically update data from the source, reducing the need for manual updates, and allow dashboards to refresh on a set schedule or in real-time.	Kindly clarify the dashboard refresh interval. Should the dashboard update at a fixed interval, or is it expected to update in real time? Please confirm. This information will help to design Infrastructure sizing and design.	It is not required to update dashboards in real-time except for a few. Other dashboards may be updated once or twice daily, which will not affect overall performance.
161		Section 3.1 Basic Scope of Work, Page No. 20	Managed: The solution must support fine-grained access control and usage frameworks for each data object. It should allow configuration of users and groups, classify data according to sensitivity, and protect data both in transit and at rest.	Kindly clarify whether the proposed solution must support role-based access control and user management, and if it will be operated by the system administrator. Please confirm.	Role-based access control and user management will be implemented as part of the solution. For users associated with the Karmayogi portal, single sign-on (SSO) will be provided through the portal. For external users who are not part of the Karmayogi portal and need to receive SMS or other notifications, we will provide their mobile numbers directly from the system for integration.

162		Section 3.1 Basic Scope of Work, Page No. 20	Seamless Integration across Environments: While the current requirement is for all components to be on-premises, the architecture should enable seamless migration of some or all components to the public cloud as needed by LIC.	Kindly clarify this line, as it appears to contain a typographical error related to LIC. Please confirm the correct term or intended meaning.	The reference to "LIC" in the clause is a typographical error. It should be read as "the Department" or "Health & Family Welfare Department, Government of Gujarat." Corrected statement: "While the current requirement is for all components to be on-premises, the architecture should enable seamless migration of some or all components to the public cloud as needed by the Department."
163		Section 3.3 Business Intelligence (BI) Layer Development, Point 1.b Page No. 20	Customize dashboards for different user roles, such as state level administrators, district health officers and healthcare facility managers up to ASHA worker.	Kindly clarify the maximum number of roles and the hierarchy of roles required for better understanding and accurate proposal of the role-based user management feature.	The provided example use cases should help clarify your understanding of the hierarchy: The Health & Family Welfare Department is at the top, under which all Heads of Departments (HoDs) operate. Below them are 34 District Hospitals, 19 Medical Colleges, 250 CHCs, 1500 PHCs, and the field-level staff who report under these units.
164		Section 3.3 Business Intelligence (BI) Layer Development, Point 1.c Page No. 20	The solution should offer a drag-and-drop interface for creating customizable dashboards. Users should be able to create visualizations such as bar charts, line graphs, heat maps, and geographical mapping (GIS).	Kindly clarify the use cases of geographical mapping (GIS) for better understanding. As per our interpretation of the scope, the requirement appears to involve state, district, taluka, and village-wise geographical data filtering and visualization. Is bidder expected to include GIS related cost in the proposal? Please confirm.	Geographical mapping will be used for filtration. Alternatively, the entire organogram can be mapped. However, each user should only be able to view statistics for their assigned jurisdiction. The implementation details can be worked out by the developer

165		Section 3.4 Data Integration and Management, Point 1 Page No. 23	Aggregate data from approximately upto 55 health department web portals into a centralized data lake, which should contain minimum XXXX TB of data in various format. Detail of Databases are share as Annexure-XX with this document.	Kindly clarify the minimum size of the data for better understanding and for accurately proposing the solution, as well as for sizing the hardware required for storage. Additionally, the annexure containing database details appears to be missing from the RFP. We request you to share the database details for better understanding. Please confirm.	Please refer response to Query No. 141
166		Section 3.4 Data Integration and Management, Point 3 Page No. 23	The tool should provide seamless connectivity with existing health systems, including electronic health records (EHR), laboratory information systems (LIS), and financial management systems, System administrative software (SAS). It should support various data formats such as SQL, MySQL, CSV, and JSON and similar others.	Kindly clarify the term System Administrative Software (SAS) mentioned in the RFP. What type of software should be considered while proposing the solution? Please confirm.	Please refer response to Query No. 2. All data in the Health Department portals are structured. The nomenclature or portal names are mentioned in the scope of work is purely for reference, so no further concern is required.
167		Section 3.4 Data Integration and Management, Point 5.a Page No. 23	State Data Centre / Cloud-Based Solution: The system should be cloud-based, to combine the security of on-premises systems with the scalability of cloud platforms.	Kindly clarify the following statement: We assume that the development and UAT environments should be on-premises / Cloud as per the bidder's design, and after the security check, the	The Staging and UAT environments, as specified in Annexure-7 of the RFP, including Point No. 25 (Architecture), shall be managed and maintained by the bidder at their own cost, while the Production infrastructure will be provided by the Department/GSDC

				solution will be deployed on the State Data Center/Cloud . Please confirm if this understanding is correct.	
168		Section 3.9 Technical Support for the software components supplied by the bidder, Point e Page No. 26	Escalation matrix with 24x7 access to support resources.	Kindly clarify whether the bidder is required to set up a 24x7 support desk with dedicated support resources, or what type of support is expected from the department in this regard. Please confirm.	24x7 support is not required. The bidder must ensure that support resources are available from 9 AM to 6 PM daily without holidays.
169		Section 3.11 Training and Capacity Building, Point 1.a Page No. 27	Develop comprehensive training programs for different user roles for around XX number of users to ensure they can effectively use the BI dashboard and tools. Provide training materials, including manuals, video tutorials, and live training sessions, to accommodate different learning preferences.	Kindly clarify the approximate number of users who will be using the system. This information will help in planning the training requirements effectively. Kindly confirm the mode of the training (Online / Offsite), duration of training (3 days / one week etc) and number of resources to be trained - this will help factoring the cost properly.	Approx number of users of Systems are 5000 from Department, HoDs & District, Taluka level, Medical college staff. Bidder shall provide training to targeted users as per their roles and access rights in both Physical & Online mode. It is preferable to provide training to Department & HoDs in physical mode.

170		Section 5 Service Level Agreement (SLA), Point 5.1.c Page No. 30	Helpdesk should be operational on 24 x 7 basis.	Kindly clarify whether the bidder is required to set up a 24x7 support desk with dedicated support resources, or what type of support is expected from the department in this regard. Please confirm.	Please refer response to Query No. 168
171		Section 5.4 Service and Performance Penalty during O&M, Point 4 Page No. 35	User Concurrency The platform not able to handle the concurrency of users as defined in the RFP impacting the user experience.	Kindly clarify the number of concurrent users that need to be considered while proposing the solution. This will help in proper system sizing and performance planning. Please confirm.	Please refer response to Query No.10
172		Section 8, Annexure 3: Names of Portal Page No. 55	CCTV - NMC Requirement	Kindly clarify the use case for utilizing CCTV feeds. Does the department plan to implement video analytics to derive insights and display them on the dashboard? If the scope includes support for video data analytics, it will require high-end GPUs, which may impact server sizing. Please confirm	Please refer response to Query No.9. No CCTV feeds or data in the scope

173		Section 8, Annexure 3: Names of Portal Page No. 55	E-Sarkar	Kindly clarify the use case for integrating with E-Sarkar. Does the department intend to implement a dashboard for tracking administrative file movement, including pendency or clearance status? Please confirm.	Revised and clarified: No integration with e-Sarkar is required. Revised annexure shared with responses, which includes the updated list of portals and applications to be integrated during the implementation phase.
174		Section 8, Annexure 3: Names of Portal Page No. 55	The Surrogacy Act 2023	Kindly clarify whether this refers to a portal or a government act published by the Government. If it is a portal, please provide its details. Please confirm.	Please find revised portals list in annexure
175		Section 8.4, Annexure 4: Sample Template Page No. 56	BI-Layer Questioner Template	Kindly clarify the purpose of the BI-Layer Questionnaire Template. Is it provided only for understanding purposes, or does it serve any other specific requirement? Currently, it is not clear from the RFP, please confirm.	This template is for reference only and should be prepared based on all KPIs shared by the departments. It is intended to develop dashboards according to the questionnaires provided by the Department. At this current stage, there is no need to go into detailed design; the Department may update the template as required at a later stage

176		Section 3.1, Point 4 Page No. 18	The proposed BI solution will integrate and utilize data from various health-related portals as primary data sources. These include, but are not limited to, e-Olakh, TeCHO+, Poshan Tracker, UDISE, HMIS (in future), and other relevant health portals mentioned in Annexure3. Data tables and datasets from these systems will be used for building dashboards, generating insights, and issuing real-time alerts to support data-driven decision-making	Please clarify if there is an existing common unique identifier (such as Person ID, Household ID, or Family ID) that is consistently used across these portals to enable seamless data integration and correlation at the individual or household level. This information is important to assess the feasibility of cross-portal data linkage and to ensure accurate dashboarding and alert generation.	Data will be pulled based on APIs, and it will be the bidder's responsibility to identify a common unique identifier. Generally, there may not be a common identifier like a Name, so it is within the scope of the bidder to develop the necessary logic and perform accurate mapping.
177		Section 5.4 Service and Performance Penalty during O&M Point 3 Page 35	API Latency Response time of API build and published by the bidder • <100ms for 99.5% of API calls • 100ms to 200ms for 0.5% of API calls	Request you to please confirm measurement point (client vs gateway vs app server), payload sizes , and exclusions (e.g., third-party API dependencies). as Latency is heavily dependent on payload size and network	API latency and service availability should target 99.9%. The Escalation & support window will be from 9 AM to 6 PM, including holidays. The BI dashboard must be available on Saturdays and Sundays during daytime hours only. For SLA calculations, 99.9% availability will be measured over 30 days × 24 hours × 3600 seconds. Planned shutdowns for updates, patching, or maintenance on holidays, conducted in prior consultation with the department, will be excluded and will not be counted against the SLA.
178		Section 5.4 Service and Performance Penalty during O&M Point 1 Page 35	Service Availability System availability falling below 99.9% in a calendar month	Request you to please confirm SLA window (24×7 or business hours), planned maintenance window, and whether	Please refer response to query No. 168

				Govt holidays excluded from response time SLAs.	
179		Section 3.1 Basic Scope of Work Point 2 Page 17-18	The bidder should design the solution with capability for High Availability, Scalability, Security, Redundancy and Fault Tolerance. The bidder is required to propose a scalable solution to meet current data as well as future requirements with an incremental of 20% per year.	Kindly clarify the current data volume to be used as the baseline for calculating 20% growth (including data volume, number of users, reports/tiles, and API throughput). Also, please confirm whether this growth rate is compounded annually.	Already clarified above and SI may assess based on their experience
180		Section 3.1 Basic Scope of Work Point 15 Page 19	The department shall retain full ownership of any customization, developed code, or logic created under this project, with complete rights to use, modify, and distribute it. The bidder shall not use or disclose the customized code without the written consent of the department authorities.	Kindly confirm if open-source components with permissive licenses (such as Apache 2.0 or MIT) are acceptable. Also, please clarify the process for handling OSS attributions in the proposed solution.	Already clarified. BI Tools must be authorised by OEM and provided with enterprise support for entire contract period. Other Third party software Tool may be allowed with fulfilling scope of work & SLA
181		Section 3.3 Business Intelligence (BI) Layer Development Point 1.f Page 21	Solution should have ability to do keyword based / phrase-based search on all the underlying data and multiple fields at the same time to filter the data.	Kindly clarify the languages supported for search (e.g., Gujarati, English). Also, please clarify whether the search functionality is intended for finding visuals or graphs within the dashboard, or for	Gujarati with standard terafont & English search is preferable

				retrieving exact answers from the database. Additionally, could you provide one example of a keyword or phrase that users might search for?	
182		Section 3.3 Business Intelligence (BI) Layer Development Point 2 Page 22	The system must include analytics mechanism capable of processing large datasets with minimal latency. It should support predictive analytics, machine learning algorithms, and AI-driven insights	Kindly clarify the process for model acceptance, the requirements for model explainability, the frequency of model retraining, and the approval process for using Personally Identifiable Information (PII) in modeling.	The scope primarily involves preparation of dashboards and analytical reports based on structured data provided by the Department. Therefore, the process for model acceptance, explainability requirements, frequency of retraining, or use of Personally Identifiable Information (PII) in modeling is not applicable at this stage.
183		Section 3.3 Business Intelligence (BI) Layer Development Point 2.a Page 22	Solution should offer statistical analysis functionality.	Kindly clarify which statistical analysis functionalities are included, such as hypothesis testing, descriptive statistics, inferential statistics, or sampling statistics.	As per response to query no. 44
184		Section 3 Scope of Work Point e Page 17	Automatic and ad-hoc report generation.	Kindly clarify the expected frequency and volume of ad-hoc report generation.	Ad-hoc report generation will be performed on a daily basis. During non-working hours (evening or night), all exception reports are expected to be automatically generated and delivered to the concerned users through email or SMS. Additionally, PDF reports may also be shared via WhatsApp for quick reference. SMS notifications will contain text-only alerts, while detailed reports will be available in PDF format.

185		Section 3 Scope of Work Point g Page 17	Customizable dashboards/reports for different user segments.	Kindly clarify whether customizable reports will follow a fixed format or if the format can change each time.	Customizable report may be generated initially. Later on, format will not change frequently.
186		Annexure 6: Details of Tools/Soft ware/Lice nses Proposed by the Bidder:	Instructions to Bidders: Indicate the type of solution: Commercial Off-The- Shelf (COTS), Open Source, or Custom- Built.	We understand that if bidder is proposing Open Source platform than Pre- qualification criteria for BI Tool (OEM), mentioned on the page no 11 will not be applicable. Also, The Pre- qualificaiton Clause 1.9 will not be applicable- <i>"The service integrator must have been in partnership with all the OEMs of the proposed products for a minimum of three years prior to the bid publication date."</i> Please confirm.	As per repsonse to query no. 33

187		General	Limitation of Liability	We note that there is no express cap on System Integrator's liability under the RFP. We understand that - <i>"system Integrator's aggregate liability under this RFP and in connection with the services shall be for direct damages only and shall, in all circumstances and events, be limited to one time the fees paid to us under the engagement. System Integrator shall not be liable for any indirect or consequential losses."</i> Please confirm.	The clause regarding "Limitation of Liability" shall be applicable. The System Integrator's aggregate liability will be limited to direct damages only and, in all circumstances, shall not exceed an amount equivalent to one time the total fees paid under the contract. The System Integrator shall not be liable for any indirect, incidental, or consequential losses.
188		Clause 6.7, Page no 43	Sub-letting/contracting of entire work or in part thereof is not permitted.	Since the entire work involves the OEM and subject matter experts from the OEM, we request you to kindly allow sub-letting/contracting a part of the work. We will inform the client in advance about the sub-letting/contracting of the partial work, including the agency/OEM name and work details.	As per RFP

189		General	Right of Termination	We kindly request to add below clause in the Right of Termination: <i>"System Integrator shall also reserve the right to terminate the engagement, in case of breach of application law or regulation or professional norms"</i>	As per RFP
190		2.1 Pre-Qualification Criteria; Sno. 3	The bidder should have experience* in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission. (1) One project with the value of at least 48 crores or (2) Two projects, each with the value of at least 30 crores or (3) Three projects, each with the value of at least 24 crores *Experience includes supply, implement, and maintain BI tools, also in creating and managing BI solutions, such as data integration, data modeling, master data management, data quality & governance and data visualization through customized reports and dashboards.	As part of our approach to executing large-scale government projects, we would like to formally request that the department allow the Bidder to engage in Consortium partnerships or Sub-contracting arrangements, in alignment with the intent and scope of the RFP. This model is widely adopted across similar government initiatives and offers several strategic advantages: # Cost Optimization: Leveraging regional partners helps reduce overheads while maintaining quality. Access to Specialized	As per RFP

				Talent: Engaging domain experts for niche tasks ensures technical excellence and innovation. # Agility and Scalability: A flexible delivery framework enables faster rollouts and adaptability to evolving project needs. # Governed Accountability: The Bidder (in case of sub-contracting) or Lead Bidder (in case of consortium) retains full ownership and accountability, with all customer-facing activities managed directly under a governed structure. We assure the department that such arrangements will be executed under a robust governance framework, ensuring strict adherence to delivery standards, compliance, and transparency . We respectfully	
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				request the department to explicitly allow Consortium and Sub-contracting models within the RFP terms, enabling us to deliver the project with optimal efficiency and excellence.	
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191		2.1 Pre-Qualification Criteria; Sno. 3	The Bidder should submit below document for each Project. — Copy of the Work order/Purchase Order. — Completion Certificate / Go-Live Certificate issued by the client. — Project Citation with Client details (Name, Designation, Contact Number, Email Id, etc.) -Additionally Bidder should submit Project Portfolio details with similar scope of works as per Form-8	As part of our approach to executing large-scale and integrated government projects, we respectfully request that the department allow the Bidder to submit a certificate or letter from a Statutory Auditor, Chartered Accountant, or Company Secretary of the Bidder. This document would provide verified details including: Scope of Work, Relevant Value of the Component, Project Status, Other pertinent information as required under the RFP. Given the integrated nature of our projects—often involving multiple technology components and diverse delivery models—this certification serves as a reliable and auditable source of truth. It ensures transparency, accuracy, and compliance with financial and	As per RFP
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				operational disclosures, especially in cases where multiple components are bundled under a single contract.	
192		8.18 Form 14: Format for Power of Attorney; pg-83 of PDF	As per RFP	Request you to pl allow the bidder to participate with their General Power of Attorney wherein the Authorized Signatory is empowered to execute, submit bids, agreements, deeds, documents etc.	As per RFP
193		8.2 Annexure 2: Resource Qualification; Minimum Qualification of the resources;	Education Qualifications: BE/ B.Tech/ MCA	Request you to modify the qualification requirement given for the different profiles as given below: # B.E./B.Tech/	Revised educational qualification : B.E./B.Tech/ MCA/M.Tech/ M.Sc (IT)

				MCA/M.Tech / M.Sc (IT)	
194		5.8 SLA in breach of Supply of Manpower; page-38	3. Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)	Request you to please allow multiple occurrences of timely replacement of resources in case of resignation, should be allowed without penalty.	As per RFP
195		2.1 Pre-Qualification Criteria; Note; page-12	6. No Consortium is allowed in this bid.	As part of our executing government projects, Outsourcing in the form of sub-contracting or Consortium, is essential for optimising costs and accessing specialised regional talent without compromising project control. In large-scale rollouts like this project, it is standard practice to engage external experts for niche tasks under a governed framework. The Bidder (in case of sub-contracting) or Lead Bidder (in case of consortium) retains full ownership and	As per RFP

				accountability, with all customer-facing activities managed directly. This model is widely adopted across similar projects, ensures agility, technical excellence, and strict adherence to delivery standards. We request that the department must allow bidder to enter into Consortium or sub-contracting that aligns with the intent of the RFP.	
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196		6.7 Subcontracting or Outsourcing; page-43	Sub-letting/contracting of entire work or in part thereof is not permitted	As part of our executing government projects, Outsourcing in the form of sub-contracting or Consortium, is essential for optimising costs and accessing specialised regional talent without compromising project control. In large-scale rollouts like this project, it is standard practice to engage external experts for niche tasks under a governed framework. The Bidder (in case of sub-contracting) or Lead Bidder (in case of consortium) retains full ownership and accountability, with all customer-facing activities managed directly. This model is widely adopted across similar projects, ensures agility, technical excellence, and strict adherence to delivery standards. We request that the department	As per RFP
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				must allow bidder to enter into Consortium or sub-contracting that aligns with the intent of the RFP.	
197		Note; page-39	3. The Maximum cumulative penalty under SLA will be capped at 10% of the contract cost.	Request you to please cap the aggregate LD and Penalty at 10% of the Total Contract Value	As per RFP

198			Suggest addition of this clause	Suggest addition of this clause:a. Notwithstanding anything to the contrary in this Agreement, the total aggregate liability of the Bidder, whether in contract, tort (including negligence), or otherwise, shall not exceed the total contract price payable under this Contract.b. Neither Party shall be liable in connection with Contract for a) any indirect, consequential, incidental, punitive, exemplary or special losses, whether arising in contract, tort or otherwise; b) loss of data/programs, loss of profits or revenue, loss of anticipated savings or loss of goodwill, even if such losses or damages were reasonably foreseeable or where a Party has been advised of the possibility of such losses or damages.	Already clarified above
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199		6.6.1 (Termination by the Tenderer) Page - 42	The TENDERER, reserves the right to suspend any of the services and/or terminate this	Suggest revision of this clause: The TENDERER, reserves the right to suspend any of the services and/or terminate this Agreement by providing 60 days notice to the bidder.	Revised and add this clause in Termination clause section 6.6.1 is The TENDERER, reserves the right to suspend any of the services and/or terminate this Agreement by providing 30 days notice to the bidder.
200		6.6.1.5 (Termination by the Tenderer) Page 43	In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder.	Suggest revision of this clause: In case the selected Bidder fails to deliver the quantity and/or service as stipulated in the delivery schedule, the Tenderer reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected Bidder. subject to incremental/ reasonable cost 5% over and above service charges for such services/deliverables.	As per RFP
201		6.7 (Subcontracting or Outsourcing) - Page 43	Sub-letting/contracting of entire work or in part thereof is not permitted.	Suggest revision of this clause: Sub-letting/contracting of entire work or in part thereof is not permitted without the prior written consent of	As per RFP

				the Tenderer.	
202		3.1 Basic Scope of Work, Page -19	16. Approximately 8,000 to 10,000 SMS and 10,000 to 15,000 emails will be sent daily from the portal. The SMS gateway will be procured separately by the Health Department. Since the portal will send a large volume of SMS and emails (exceeding 7,000/day), GSDC policy compliance must be ensured. The bidder may configure the SMS and email gateway and shall be responsible for managing logs related to these communications.	Please specify the Portal reference being made over here, is it in reference to Unified Monitoring Dashboard.	Yes, the reference mentioned here is in context to the Unified Monitoring Dashboard Portal.
203		3.1 Basic Scope of Work, Page -20	The department has shared 1400 questions. However, the scope should be defined for 3000+ questions/tiles, as the number may increase during the project tenure—particularly if systems like HMIS or newer GOI portals are implemented	Request to specify the questions/tiles to be considered as part of scope. Any additional question/tiles to be considered as change request.	There are approximately 3000 questionnaires/KPIs shared by the department, which are part of the implementation scope. Any new reports or dashboards that need to be developed for newly introduced portals will be taken up during the O&M phase. No separate change request will be considered for the same.
204		Seamless Integration across Environments, Page 20	While the current requirement is for all components to be on-premises, the architecture should enable seamless migration of some or all components to the public cloud as needed by LIC.	Request to share detail on the requirement of cloud as needed by LIC	Please refer response to Query No. 80

205		3.1 Basic Scope of Work, Page 18	6. The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP. The bidder shall also maintain two (2) DR site hosted at two (2) different locations to maintain continuity and prevent data loss. The bidder shall share the appropriate sizing of Infrastructure required for hosting the solution in each environment along with bid response.	Please share the number of environments to be considered ex - Dev, Test, UAT, PROD-DC and PROD-DR, Training etc. Kindly share the sizing in % of Production that bidder need to consider for other environments considering Production sizing as 100%..	Already clarified for staging/UAT environment
206		3.11 Training and Capacity Building, Page 27	Training and Capacity Building	Kindly specify the total number of users whom the trainings needs to be provided and also the batch size of training. We understand these training will be at centralized location and the training infrastructure like Meeting Room facilities including room equipped with a writing board, seating arrangements, computers/terminals, overhead projector and consumables etc. will be provided by department	Please refer response to Query No. 90

207		3.1 Basic Scope of Work,Page 18	General	Please specify all the language(Hindi ,English etc.) format that the platform should support.	Gujarati with standard terafont & English is preferrable
208		5 Service Level Agreement (SLA): ,Page 30	c) Helpdesk should be operational on 24 x 7 basis.	We understand that department is already having helpdesk infrastructure in place like toll free number ,IVRS, ACD,telephony etc. The bidder has to only bring Ticketing and SLA monitoring tool.Please confirm	Please refer response to Query No.168
209		8.3 Annexure 3: Names of Portal, Page 54	Annexure 3: Names of Portal	We understand that the department will be responsible for facilitating access to various data sources, whether through APIs or other methods. Any delays from external parties or departments may impact the overall delivery timeline.	Already clarified above
210		Data Backup and Recovery , Page 35	Data Backup and Recovery	Please provide retention policy and backup frequency to be considered.	Already clarified above
211		8.3 Annexure 3: Names of Portal, Page 54	Annexure 3: Names of Portal	Please specify the mode of integration with the portal listed	Already clarified above

				ex. file, api etc.	
212		3.1 Basic Scope of Work , Page 18]	Data Integration	Request to please share the use cases and system information where realtime streaming of data ingestion is envisaged.	No Realtime data in current scope
213		3.1 Basic Scope of Work , Page 18]	the bidder shall provision and maintain Staging and UAT (User Acceptance Testing) environments at their own cost. The infrastructure and associated costs for these environments shall be borne entirely by the bidder.	Please confirm that the UAT and staging environment bidder will be provisioning in their environment and access to relevant Portal and Other integrating system connectivity will be facilitated by the department. Department will nominate a SPOC for the same any delay on account of unavailability of the integrating system may impact overall delivery timeline	Already clarified above
214		3.1 Basic Scope of Work , Page 18]	Staging and UAT environments shall be provisioned on AWS, Azure, Google Cloud, or MeitY-empaneled CSP (whichever is faster available) with the Department and GIL as primary tenant/owners.	The test data will be shared by the department for conducting the UAT in the bidder's provided cloud environment. Please confirm	Already clarified above

215		3.1 Basic Scope of Work , Page 18	Staging and UAT environments shall be provisioned on AWS, Azure, Google Cloud, or MeitY-empaneled CSP (whichever is faster available) with the Department and GIL as primary tenant/owners.	Will department provide historical data in bidder's provided cloud environment for training AI/ML models	Already clarified above
216		3.4 Data Integration and Management	Aggregate data from approximately upto 55 health department web portals into a centralized data lake, which should contain minimum XXXX TB of data in various format. Detail of Databases are share as Annexure-XX with this document.	Please share details of the database with their volumetrics and also sepecify the approximate TB size from 55 health department web portals.	Already clarified above,All data is structured and the SI may assess the data accordingly.
217		Basic Scope of Work Pg#18	The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP. The bidder shall also maintain two (2) DR site hosted at two (2) different locations to maintain continuity and prevent data loss.	As per our understanding - 1)Bidder will only provide the Server & Storage space siziing where all hardware(ser vers,storage, Networking devices,Infra security components/ solution ,backup solution,Inter net facility and any kind of WAN links- Internet & Intranet(DC- DR), monitoring tools,ITSM,IT AM,ITOM tools) required for this RFP will be provided by GSDC at each DC & DR locations. Pls. revert if above understanding is different.	Staging and UAT environments must be provided by the SI, as detailed in Annexure-7, Point No. 25 (Architecture Details) in RFP. The Production environment will be provided by the Department/GSDC and hosted on the GSDC private cloud. All other configurations and setup activities are within the scope of the SI.

218		Basic Scope of Work Pg#18	The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP. The bidder shall also maintain two (2) DR site hosted at two (2) different locations to maintain continuity and prevent data loss.	Please confirm if bidder needs to provide Staging and UAT (User Acceptance Testing) environments at DC(Primary site only) i.e. only Server,Storage, including all OS and rest components like Rack Space,Cooling, Infra/DC Security components/solution, Networking devices will be provided by GSDC.	Already clarified above
219		Basic Scope of Work Pg#18	The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP. The bidder shall also maintain two (2) DR site hosted at two (2) different locations to maintain continuity and prevent data loss.	Kindly clarify if the bidder is expected to provision DR infrastructure or only provide sizing as per above queries. Will the department procure DR infra separately?	Already clarified that DR (Disaster Recovery) infrastructure is not required.
220		SLA – Clause 5.8.2 Pg#38	Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)	Please clarify if resignation of a resource is exempt from penalty, as long as replacement is provided within the stipulated overlap period.	7 day time allowed for transition and mobility of resource.
221		Annexure 1 – Financial Bid Pg#52	Final BoM	Please confirm if the BOM submitted during bid stage can be revised post reverse auction to align with	BOM submitted at time of Bid is final. The evaluation shall be considered based on the L1 bidder without RA. Kindly note that Reverse Auction will not be conducted.

				final L1 pricing.	
222		Integration Scope – Clause 3.2 Pg#21	Integrate APIs and connectors for seamless integration of diverse portals.	Please confirm if the department will provide APIs or data dumps for all listed portals, or if the bidder is expected to build connectors independently.	As per response to query no. 27
223		Security Audit – Clause 3.1.13 Pg#19	The bidder is expected to conduct detailed training to all identified users before FAT. Comprehensive FAT has to be conducted by the bidder and corresponding sign-off should be obtained from the Department on successful completion. Post-Successful FAT, the agency shall provide trainings to all designated staffs of user department for day-to-day access and operation. The agency should adhere to robust security measures to protect sensitive data of the Health Department and meet the compliance with relevant data protection and privacy regulations. The agency shall also be responsible to get the solution audited and certified by Cert-In empaneled agencies before Go-Live and on interval of every six months during the contract period after Go-live. Bidder should fix the observations with suitable remediation to ensure clean and secure system. Bidder should also submit compliance	Please confirm if the cost of Cert-In audit is to be borne by the bidder or the department.	Periodic audits by CERT-IN empaneled/Approved auditors shall be conducted, and the cost for these audits will be borne by the bidder.

			of Security audit with fixes provided to the department.		
224		Security Audit – Clause 3.1.13Pg# 19	The bidder must develop a rule-driven SMS and email alert system to notify specific users and scheme beneficiaries based on predefined data conditions or triggers derived from the dashboards and reports	We understand that the SMS gateway and email facility will be provided by GSDC/Health Department and the same will be extended to bidder for respective integration. Please confirm if the above understanding is correct.	SMS & email gateway provided by Department
225		Generic	Domain Name	Please confirm whether the department will provide an existing domain/subdomain to be used in case of any requirement.	The Department/GSDC shall provide the domain and web/URL for hosting the dashboard

226		5.3 Project Implementation Timeline; page-32	As per RFP	We have reviewed the timelines provided under the implementation section of the project. Based on our extensive experience in executing government projects, we find the current timelines for activities listed under Serial Nos. 1 to 5 to be quite aggressive, as very short & limited time period has been allocated for achieving these milestones. To ensure quality delivery and to avoid any undue penalties on the Selected Service Provider, we recommend extending the timelines for each of these activities by at least four to six weeks. This adjustment will offer a more realistic buffer for execution, considering the complexities typically involved in such projects.	Please refer Revised Milestone attached in Annexure-B
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227		7.2 Payment Milestone; page-47	As per RFP	Request you to please revise the payment milestones as given below: I. a) Project Kick-off + b) Deployment of Project Manager and other required resources - 2% of TCV II. 1.System Study + 2. Finalization of Deployment Architecture etc. + 3. Submission of Design documents, Project Plans detailing each task with target date for Implementation and O&M - 2% of TCV III. Infrastructure setup, security audit, commissioning, and testing of Data Lake, Big Data, and Data Warehouse solutions with all required license for minimum 8 years - 6% of TCV The payment suggested in the above clauses are in addition to the 45% payment to be released during implementation phase to the Service Provider. We believe this revised	Please refer Revised Milestone attached in Annexure-B
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				structure will better align with the procurement , installation, ATS charges for licenses, and the actual effort and resource mobilization required at each stage. This will also support smoother and more efficient execution of the project.	
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228		8.3. Annexure -3 Page# 55	Names of the Portal	1) Can you please provide us with the detailson these 48 participating department portals with respect whether they are all Relational Databases (RDBMS), data size, Data Types, Data Dictionary and number of records of each participating DB sources, schemas as available. 2) This will help in estimating and designing theData Management , Cleansing, Maintaining data quality and Enrichment of the record.3) What type of data is there in the databasesis essential for scoping and architecting - is it structured, semi-structured,u nstructured? Also, how much portion/sizeo f the total data is semi or unstructured ?E.g. documents - pdfs, images etc.?	Please refer response on queries No. 2 and 5 . Department may share the revised list of applications with a sample number of data fields. The System Integrator (SI) may assess the same based on their experience.
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229		8.3. Annexure -3 Page# 55	Names of the Portal	1) Who will be responsible to develop API connectors for department 48 portal database ? 2) API connectors will fetch data in batches or on real time. What are the different types of underlying portal databases? 3) Does the solution will on-board data via a one-time data ingestion process or API Only ? 4 Real time APIs will be provided for any subsequent data ingestion ? 5) Who will be responsible for consuming and maintaining these real time APIs on the source / department's 48 Portal side?	As per response to query no. 219
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230	Scope of Work – Hosting & Environments	18–19	Solution must be hosted at GSDC; bidder to maintain two DR sites at different locations; bidder to size infra; dept to arrange infra at GSDC/DR; bidder to provide Staging & UAT at own cost.	Please confirm target hosting topology: (a) Primary at GSDC, (b) DR1 and DR2—locations and whether warm/active or cold; (c) required RTO/RPO per environment; (d) replication technology accepted (DB/log shipping/object storage); (e) network bandwidth between sites; (f) whether staging/UAT must have production-like sizing or can be right-sized for testing.	As per response to query no. 219
231	Data Integration & Management – Data Lake	23	Centralized Data Lake should contain minimum XXXX TB of data; to aggregate ~55 portals; zones: Raw, Curated, Production.	Kindly specify the Year-1 minimum usable capacity (TB) to replace 'XXXX TB' and the YoY growth assumption (e.g., +20%); and, for each source/existing system, provide current DB size (GB/TB), daily ingest (GB/day and rows/day), hourly peak growth (GB/hour at 95th percentile), Year-on-Year growth %, and historical backfill period (months/years). Please confirm	Already clarified

				acceptance of an on-prem S3-compatible object store at GSDC for the Data Lake (Raw/Curated/Prod), with cross-site replication to the two DR locations, in line with the RFP's on-prem deployment and scalability requirements .	
232	ELT Capabilities	23–24	System should leverage modern data warehouse and support advanced ELT for various sources.	Can we use open-source ELT/ETL? Please confirm acceptance and any preferred OEMs.	As per response to query no. 33
233	System Architecture	24	State Data Centre / Cloud-Based Solution: system should be cloud-based while combining security of on-prem with scalability of cloud.	Please clarify the final deployment model: fully on-prem at GSDC (as stated elsewhere) or hybrid/on-cloud elements? If cloud is allowed later, which public clouds are approved, and what data residency constraints apply?	The solution is required to be cloud agnostic and shall be deployed on-premise at the GSDC .

234	Performance & Cutting-Edge Technology	21	Platform expected to support petabyte-scale; support all data types incl. logs, audio, video, clickstream, IoT; HL7/FHIR.	Please share initial and 5-year projected volumes per data type (structured/semi/unstructured); expected real-time feeds; HL7/FHIR versions and onboarding plan; and any specialized media analytics required for audio/video.	Already clarified
235	Performance	21–22	Real-time streaming and minimal latency for analytics outputs, quick report/dashboard generation.	Please define target SLAs: (a) data freshness per source (streaming/batch), (b) dashboard load time under 95th percentile, (c) concurrency/load assumptions, (d) Refresh schedules by metric category.	No real-time or streaming data ingestion is in the scope of the project. Data will be ingested and updated in batch mode as per the defined schedules and availability from respective departmental sources. SLAs related to dashboard performance, concurrency, and refresh frequency shall be finalized during the design and implementation phase, based on the overall system architecture and infrastructure provisioned at GSDC.
236	Offline Data Analysis	21	System should analyze data without constant connection to the database.	Please confirm whether 'analyze without a constant DB connection' means : server-side cached extracts— i.e., scheduled, encrypted snapshots of source data stored in the BI platform so dashboards run without live DB calls	A constant connection with the end portals or application portals is not required. The solution will utilize data made available through the data warehouse for analysis, reporting, and visualization purposes.

237	HMI S Gro wth	20–21	HMIS expected to add ~800–1000 tables; scope/size to increase; 3-month window for HMIS integration.	Kindly confirm the expected HMIS go-live date and data model availability, whether 3 months includes SIT/UAT, the migration approach for schema changes, and Kindly confirm the expected HMIS go-live date and data-model availability; whether the '3 months' window includes both SIT and UAT; the migration approach for HMIS schema changes; and the acceptance criteria for HMIS integration. Additionally, please confirm whether data migration is in scope for HMIS and/or other source systems.	HMIS data modeling or schema development is not part of the scope of this RFP. Once the Department notifies that HMIS is ready for integration , the complete data ingestion for HMIS shall be completed within 90 days thereafter.
238	Ann exur e 7 – Tool s/So ftwa re/Li cens es	88–89	Matrix requires listing BI, Data Lake, Big Data technologies, Data Warehouse, ETL/ELT, AI/ML; tools must be compatible with on-prem GSDC; open-source allowed with enterprise support.	Please confirm whether a unified lakehouse platform covering Data Lake + Warehouse + ETL is acceptable and whether separate MAFs are needed for each component of an integrated suite.	Unified lakehouse platform that integrates Data Lake, Data Warehouse, and ETL capabilities is acceptable, provided it meets all the functional, technical, and performance requirements specified in the RFP & mentioned responses and can be deployed on the GSDC

239	Data Retention & Archival (not specified)	General	Retention periods for raw/curated/serving datasets and logs are not stated.	Please define retention for online (hot) data in BI/warehouse and archival (object storage/tape), and for system, audit, and notification logs. Clarify legal holds for health/beneficiary data.	The solution will leverage batch-based data ingestion from departmental sources into the BI/Data Warehouse deployed on GSDC. Online (hot) data in BI/Warehouse: Retention and refresh schedules will be defined based on departmental requirements and reporting needs, to be finalized during the design and implementation phase. Archival data (object storage/tape): Historical data beyond the active reporting period will be archived in accordance with departmental data retention policies. System, audit, and notification logs: Retention of logs will follow standard operational and compliance guidelines defined by the department. Legal holds for health/beneficiary data: Any legal holds, compliance, or privacy requirements will be adhered to as per applicable laws and departmental instructions.
240	Backup & Restore (not specified)	General	High-level DR is mentioned; detailed backup policy not provided.	Please confirm full/incremental backup schedules for DB, lake objects, and metadata catalogs; backup retention (e.g., 7/30/90 days); and off-site backups.	As per response to query no. 219
241	DR Objectives (not specified)	General	Two DR sites mandated without explicit RTO/RPO.	Kindly specify RTO and RPO for (a) BI portal, (b) data pipelines, (c) warehouse/lake metadata store, and (d) notification services.	No real-time or streaming data, and no DR site setup are in scope. The solution will be deployed on GSDC with batch-based data ingestion. Specific RTO and RPO for the BI portal, data pipelines, warehouse/lake metadata, and notification services will be as per departmental requirements and finalized during the design and implementation phase.

242	Environments	19	Bidder to provision Staging and UAT at own cost.	Please describe connectivity from Staging/UAT to source systems at GSDC; are read-only API keys and whitelisting provided? Can we host Staging/UAT on bidder cloud/VPC?	The staging and UAT environments will be managed by SI as mentioned in RFP Annexure-7 Point no.25, and the APIs for these environments will be made available by the Department.
243	Pre-Qualification Criteria	12	The eligibility evaluation will be carried out based on the criteria mentioned in the tender document. All those bidders who matches all the pre-qualification criteria will be called for the presentation cum demonstration Evaluation.	For demonstration-based evaluation, will GIL provide the datasets, or should bidders prepare their own?	The Technical Demonstration after Eligibility & Technical criteria evaluation mentioned in Point II & III of Section 2.4 (Overall Evaluation) has been removed. The final evaluation will be based solely on the Lowest Value as per the RFP.
244	Preparation and Submission of Bid	13	Part 2: Technical Bid. (Online only) Part 3: Financial Bid (Online only)	What weightage will be given to technical vs. financial scores during evaluation?	Bid will be finally evaluated based on the Lowest Bid Value (L1) evaluation.
245	3.1 Basic Scope of Work	18	6. The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc.for completeness of the BI solution as per RFP. The bidder shall also maintain two (2) DR site hosted at two (2) different locations to maintain continuity and prevent data loss.	The proposed solution includes high availability (HA) with redundancy and scalability at the data center (DC). Adding a second disaster recovery (DR) site would significantly increase project costs and is rarely needed with the current architecture. We kindly request that you consider amending the clause to remove the requirement for a second	Already Clarified

				DR copy.	
246	3.1 Basic Scope of Work	18	The bidder shall share the appropriate sizing of Infrastructure required for hosting the solution in each environment along with bid response. The department shall arrange for the required infrastructure at GSDC and DR site as per the sizing shared by the bidder along with bid response.	Do we need to consider the HA and Redundancy at DR sites as well while proposing the required sizing for the solution? Please confirm.	Already clarified
247	3.1 Basic Scope of Work	18	the bidder shall provision and maintain Staging and UAT(User Acceptance Testing) environments at their own cost. The infrastructure and associated costs for these environments shall be borne entirely by the bidder.	Can the bidder deploy the staging in a public cloud or a private cloud or both? Please confirm.	Already clarified
248	3.1 Basic Scope of Work	18	7. The Bidder shall submit MAF for all components, not limited to hardware's, software's, connectors, etc. supplied under this bid to complete the solution. All components should be covered under the premium or highest level of support provided by respective OEM. Software license offered by the bidder shall be compatible with the infrastructure components.	Because the department is providing the infrastructure, there is no need to include the MAF for hardware components. Please adjust this clause accordingly.	Considered the suggestion.

249	3.1 Basic Scope of Work	19	12. The bidder shall identify and remove all duplicate data as part of the data cleaning process. This de-duplication process must be completed within 1 (One) Year from the date of data provision or project commencement.	Please specify the total size of the data from the existing solution.	System Integrator (SI) may work out estimates based on their experience, as detailed information has not been shared at the current stage.
250	3.1 Basic Scope of Work	19	16. Approximately 8,000 to 10,000 SMS and 10,000 to 15,000 emails will be sent daily from the portal. The SMS gateway will be procured separately by the Health Department. Since the portal will send a large volume of SMS and emails (exceeding 7,000/day), GSDC policy compliance must be ensured. The bidder may configure the SMS and email gateway and shall be responsible for managing logs related to these communications.	Please specify the retention of the logs to be considered.	Already clarified
251	3.3 Business Intelligence (BI) Layer Development	21	1. Dashboard Creation a. Design and develop a user friendly, interactive and role-based dashboard for visualizing health data.	What are Internal and External Users quantity? Please specify the concurrency of the users as well.	Already clarified

252	Scope of Work – Hosting & Environments	18–19	Solution must be hosted at GSDC; bidder to maintain two DR sites at different locations; bidder to size infra; dept to arrange infra at GSDC/DR; bidder to provide Staging & UAT at own cost.	Please confirm target hosting topology: (a) Primary at GSDC, (b) DR1 and DR2—locations and whether warm/active or cold; (c) required RTO/RPO per environment; (d) replication technology accepted (DB/log shipping/object storage); (e) network bandwidth between sites; (f) whether staging/UAT must have production-like sizing or can be right-sized for testing.	Already clarified
253	Data Integration & Management – Data Lake	23	Centralized Data Lake should contain minimum XXXX TB of data; to aggregate ~55 portals; zones: Raw, Curated, Production.	Kindly specify the Year-1 minimum usable capacity (TB) to replace 'XXXX TB' and the YoY growth assumption (e.g., +20%); and, for each source/existing system, provide current DB size (GB/TB), daily ingest (GB/day and rows/day), hourly peak growth (GB/hour at 95th percentile), Year-on-Year growth %, and historical backfill period (months/years). Please confirm	Already clarified

				acceptance of an on-prem S3-compatible object store at GSDC for the Data Lake (Raw/Curated/Prod), with cross-site replication to the two DR locations, in line with the RFP's on-prem deployment and scalability requirements .	
254	ELT Capabilities	23–24	System should leverage modern data warehouse and support advanced ELT for various sources.	Can we use open-source ELT/ETL? Please confirm acceptance and any preferred OEMs.	Already clarified
255	System Architecture	24	State Data Centre / Cloud-Based Solution: system should be cloud-based while combining security of on-prem with scalability of cloud.	Please clarify the final deployment model: fully on-prem at GSDC (as stated elsewhere) or hybrid/on-cloud elements? If cloud is allowed later, which public clouds are approved, and what data residency constraints apply?	Already clarified

256	Performance & Cutting-Edge Technology	21	Platform expected to support petabyte-scale; support all data types incl. logs, audio, video, clickstream, IoT; HL7/FHIR.	Please share initial and 5-year projected volumes per data type (structured/semi/unstructured); expected real-time feeds; HL7/FHIR versions and onboarding plan; and any specialized media analytics required for audio/video.	Already clarified
257	Performance	21–22	Real-time streaming and minimal latency for analytics outputs, quick report/dashboard generation.	Please define target SLAs: (a) data freshness per source (streaming/batch), (b) dashboard load time under 95th percentile, (c) concurrency/load assumptions, (d) Refresh schedules by metric category.	Already clarified
258	Offline Data Analysis	21	System should analyze data without constant connection to the database.	Please confirm whether ‘analyze without a constant DB connection’ means : server-side cached extracts— i.e., scheduled, encrypted snapshots of source data stored in the BI platform so dashboards run without live DB calls	Already clarified

259	HMI S Gro wth	20–21	HMIS expected to add ~800–1000 tables; scope/size to increase; 3-month window for HMIS integration.	Kindly confirm the expected HMIS go-live date and data model availability, whether 3 months includes SIT/UAT, the migration approach for schema changes, and Kindly confirm the expected HMIS go-live date and data-model availability; whether the '3 months' window includes both SIT and UAT; the migration approach for HMIS schema changes; and the acceptance criteria for HMIS integration. Additionally, please confirm whether data migration is in scope for HMIS and/or other source systems.	Already clarified
260	Ann exur e 7 – Tool s/So ftwa re/Li cens es	88–89	Matrix requires listing BI, Data Lake, Big Data technologies, Data Warehouse, ETL/ELT, AI/ML; tools must be compatible with on-prem GSDC; open-source allowed with enterprise support.	Please confirm whether a unified lakehouse platform covering Data Lake + Warehouse + ETL is acceptable and whether separate MAFs are needed for each component of an integrated suite.	Already clarified

261	Data Retention & Archival (not specified)	General	Retention periods for raw/curated/serving datasets and logs are not stated.	Please define retention for online (hot) data in BI/warehouse and archival (object storage/tape), and for system, audit, and notification logs. Clarify legal holds for health/beneficiary data.	Already clarified
262	Backup & Restore (not specified)	General	High-level DR is mentioned; detailed backup policy not provided.	Please confirm full/incremental backup schedules for DB, lake objects, and metadata catalogs; backup retention (e.g., 7/30/90 days); and off-site backups.	Already clarified
263	DR Objectives (not specified)	General	Two DR sites mandated without explicit RTO/RPO.	Kindly specify RTO and RPO for (a) BI portal, (b) data pipelines, (c) warehouse/lake metadata store, and (d) notification services.	Already clarified
264	Environments	19	Bidder to provision Staging and UAT at own cost.	Please describe connectivity from Staging/UAT to source systems at GSDC; are read-only API keys and whitelisting provided? Can we host Staging/UAT on bidder cloud/VPC?	Already clarified

265	Pre-Qualification Criteria	12	The eligibility evaluation will be carried out based on the criteria mentioned in the tender document. All those bidders who matches all the pre-qualification criteria will be called for the presentation cum demonstration Evaluation.	For demonstration-based evaluation, will GIL provide the datasets, or should bidders prepare their own?	Already clarified
266	Preparation and Submission of Bid	13	Part 2: Technical Bid. (Online only) Part 3: Financial Bid (Online only)	What weightage will be given to technical vs. financial scores during evaluation?	Already clarified
267	3.1 Basic Scope of Work	18	6. The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP. The bidder shall also maintain two (2) DR site hosted at two (2) different locations to maintain continuity and prevent data loss.	The proposed solution includes high availability (HA) with redundancy and scalability at the data center (DC). Adding a second disaster recovery (DR) site would significantly increase project costs and is rarely needed with the current architecture. We kindly request that you consider amending the clause to remove the requirement for a second DR copy.	Already clarified
268	3.1 Basic Scope of Work	18	The bidder shall share the appropriate sizing of Infrastructure required for hosting the solution in each environment along with bid response. The department shall arrange for the required infrastructure at GSDC and DR site as per the sizing shared by the bidder along	Do we need to consider the HA and Redundancy at DR sites as well while proposing the required sizing for the solution? Please confirm.	Already clarified

			with bid response.		
269	3.1 Basic Scope of Work	18	the bidder shall provision and maintain Staging and UAT(User Acceptance Testing) environments at their own cost. The infrastructure and associated costs for these environments shall be borne entirely by the bidder.	Can the bidder deploy the staging in a public cloud or a private cloud or both? Please confirm.	Already clarified
270	3.1 Basic Scope of Work	18	7. The Bidder shall submit MAF for all components, not limited to hardware's, software's, connectors, etc. supplied under this bid to complete the solution. All components should be covered under the premium or highest level of support provided by respective OEM. Software license offered by the bidder shall be compatible with the infrastructure components.	Because the department is providing the infrastructure, there is no need to include the MAF for hardware components. Please adjust this clause accordingly.	Already clarified
271	3.1 Basic Scope of Work	19	12. The bidder shall identify and remove all duplicate data as part of the data cleaning process. This de-duplication process must be completed within 1 (One) Year from the date of data provision or project commencement.	Please specify the total size of the data from the existing solution.	Already clarified

272	3.1 Basic Scope of Work	19	16. Approximately 8,000 to 10,000 SMS and 10,000 to 15,000 emails will be sent daily from the portal. The SMS gateway will be procured separately by the Health Department. Since the portal will send a large volume of SMS and emails (exceeding 7,000/day), GSDC policy compliance must be ensured. The bidder may configure the SMS and email gateway and shall be responsible for managing logs related to these communications.	Please specify the retention of the logs to be considered.	Already clarified
273	3.3 Business Intelligence (BI) Layer Development	21	1. Dashboard Creation a. Design and develop a user friendly, interactive and role-based dashboard for visualizing health data.	What are Internal and External Users quantity? Please specify the concurrency of the users as well.	Already clarified

274		2.1 Pre-Qualification Criteria Page No. 10	The bidder must have at least 2000 qualified technical professionals on its payroll in India as of the bid submission date. Out of these, a minimum of 200 technical professionals must be engaged in relevant roles such as Data Engineers, BI Developers, Architects, ETL/ELT Specialists, Software Developers, or other similar IT roles.	We request your kind consideration to reduce the minimum technical staff requirement from 2,000 to 600 and the number of professionals in relevant roles from 200 to 100. The key requirement for successful project delivery is the skills and experience of the deployed team, rather than the total workforce size. Modern IT projects can be efficiently executed with a smaller, highly skilled team, and these adjustments will encourage wider participation from capable vendors, ensure competitive bidding, and maintain the required technical capability and quality without impacting project outcomes. The bidder must have at least 2000 600 qualified technical professionals on its payroll in India as of the bid submission date. Out of	As per RFP
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				these, a minimum of 200 100 technical professionals must be engaged in relevant roles such as Data Engineers, BI Developers, Architects, ETL/ELT Specialists, Software Developers, or other similar IT roles.	
275		3.1 Basic Scope of Work, Page 23	Aggregate data from approximately upto 55 health department web portals	Please confirm whether all portals are API-ready and if access credentials/documentation will be provided.	As per response to query no. 27
276		Training & Capacity Building, Page 27	Develop comprehensive training programs for different user roles for around XX number of users to ensure they can effectively use the BI dashboard and tools.	Kindly specify the number of users per role (admin, analyst, field staff) and training format expectations.	Already clarified
277		Data Lake Setup, Page 22	Data lake to ingest 700+ tables from multiple portals	Please confirm expected initial data volume and growth rate to size infrastructure	Already clarified

				appropriately .	
278		Resource Deployment, Page 27	Onsite deployment required	Can remote deployment be considered for certain roles during O&M phase if SLA compliance is ensured?	Man-Power mentioned in section 3.10 Technical resources must be deployed onsite. Rest any technical resources required may be arranged offsite.
279		Security Audit, Page 29	Cert-In audit required	Will the department coordinate with Cert-In empaneled auditors or should the bidder engage independently?	Already clarified
280		Portal Integration, Page 54	Integration with legacy and modern systems	Are all portals API-ready or will the bidder need to develop connectors for legacy systems?	As per response to query no. 27
281		Tool Licensing, Page 87	BI tool licensing scope	Are open-source tools acceptable if enterprise-grade support and compliance are ensured?	Already clarified
282		Implementation Timeline, Page 61	T3 = T2 + 4 weeks for Data Lake commissioning	Considering external dependencies (e.g., GSDC provisioning, audit scheduling), would the department allow flexibility in Data Lake commissioning timeline if justified?	Please refer Revised Milestone attached in Annexure-B
283		Implementation Timeline, Page 61	T5 = T4 + 7 weeks for ingestion of 700+ tables	Will the department allow phased ingestion (e.g., by portal group or priority) to manage complexity and ensure quality?	Please refer Revised Milestone attached in Annexure-B

284		Implementation Timeline, Page 61	T6 = T5 + 40 weeks for dashboard delivery	Can the bidder propose phased dashboard rollout (e.g., by department or region) to ensure early wins and stakeholder feedback?	Already clarified
285		Implementation Timeline, Page 61	HMIS ingestion within 90 days of notification	Will the department provide early schema/API documentation for HMIS to facilitate timely ingestion?	Already clarified
286		Implementation Timeline, Page 61	Training to be completed in 2 weeks	Can training be staggered or delivered via digital modules to accommodate scale and user availability?	Already clarified
287		Alerts, Page 19	Portal must send 8,000–10,000 SMS and 10,000–15,000 emails daily.	Should Portal have alert workflow management or only alerts' notification is required.	Already clarified
288		Scope of Work – Dashboards, Page 18-19	3,000 visual presentation tiles translating into ~400–500 dashboards.	What is the exact functional split across programs (maternal health, NCD, communicable diseases, etc.)? Can the Department provide a prioritized list of dashboards for phased delivery instead of attempting all 500 in one go?	Already clarified
289		Scope of Work – Dashboards, Page 19	Dashboards to cover multiple health programs.	Can Department share a sample KPI/metric list for each program to assess	Yes Department may share after onboarding

				development complexity?	
290		Data Integration, Page 20	Integration of existing systems with BI tool.	Is historical data migration required from all portals, or only incremental data going forward?	Initial dashboards will be prepared using data already available in the portals. In subsequent periods, incremental data may be appended to update the dashboards.
291		HMIS Integration, Page 20	Integration with HMIS after first year.	Should bidder design extensible architecture upfront for HMIS, or will a separate contract/change order be issued later?	Already clarified in response to Query no. 37 and 43
292		Advanced Analytics, Page 21	Solution should support predictive analytics, ML algorithms, regression, clustering etc.	Please confirm whether bidder is expected to develop custom ML models or only provide platform capability. Can OEM pre-built healthcare models be proposed?	As per response to query no. 49
293		Advanced Analytics, Page 21	Solution must provide predictive insights.	What specific use-cases are expected in Phase 1 (e.g., outbreak forecasting, maternal health risk scoring, resource planning)?	Phase 1 will provide predictive insights related to individual health behavior and disease patterns. Data ingestion will be performed in batch mode on a 24-hour basis, and near real-time ingestion is not in scope. The focus will be on analyzing trends and patterns using daily updated data from the departmental portals.
294		Data Lake, Page 22	Centralized Data Lake of minimum XXXX TB.	Please confirm initial data size and annual growth rate to optimize infra sizing. Is unstructured data (video, IoT, images) part of current scope or future roadmap?	Already clarified

295		Real-Time Data, Page 23	Solution should support near real-time data ingestion.	What is the expected latency requirement (seconds, minutes, hours)? Which portals currently support real-time feeds?	Already clarified
296		Security & Compliance, Page 25	System must comply with ISO 27001, CERT-In, MeitY guidelines.	Will Department appoint CERT-In empanelled auditor, or should bidder include audit cost?	Already clarified
297		Security & Compliance, Page 25	Solution must ensure security of personal health data.	Is anonymization/masking of sensitive health data required before reporting?	No, anonymization or masking of sensitive health data is not required before reporting.
298		Resource Deployment, Page 27	Bidder to deploy full-time onsite resources... penalties for non-compliance.	Please confirm minimum FTE count per role (PM, BI architect, ETL developer, DBA, Security Admin) for accurate sizing.	As per RFP
299		Resource Deployment, Page 27	Penalty for resource replacement.	Can Department allow notice period (e.g., 30 days) before penalties are imposed for resource replacement?	Already clarified

300		Training, Page 29	Training for users and administrators post implementation.	Please confirm number of user/admin batches and expected trainee count. Should bidder also provision refresher training during 8 years O&M?	As clarified: - Initial training will be conducted during the UAT phase. - Incremental training will follow for new users/admins after the initial rollout. - For the first year, training sessions are expected to be once every 15 days. - Subsequently, for the next 2–3 years, training sessions are expected to be once every month to once every quarter. - The bidder shall provision refresher training during the entire 8-year O&M period as required by the Department.
301		Training, Page 29	Training to be provided after FAT.	Should bidder develop training material (manuals, e-learning) or only conduct live training sessions?	Already clarified
302		SLA & Penalties, Pages 30–31	System uptime, manpower, patching, change request timelines will attract penalties.	Are SLA penalties cumulative across categories or capped at 10% of contract value annually? Will downtime due to source portals or GSDC infra be excluded from SLA calculation?	Please refer Revised Milestone attached in Annexure-B
303		Alerts, Page 33	System must send notifications.	Is future integration with WhatsApp/IVRS expected?	Already clarified about Whatsapp integration required for sending PDF with notification/Alert
304		Payment Terms, Pages 45–46	Quarterly O&M payments for 8 years.	Can Department allow price escalation linked to inflation?	Already clarified in response to query No.56
305		Exit Management, Page 47	Complete handover of source code, data models, and documentation.	Please confirm OEM proprietary algorithms remain OEM IP with usage rights granted to Department.	As per response to query no. 60

306		Exit Management, Page 47	Bidder to hand over all customizations.	Should bidder hand over source code for ETL/dashboard scripts or is compiled deployment acceptable?	Already clarified that all customizable and developed code must be handed over to Department
307		Resource Deployment, Page 27	Bidder must deploy 20 Business Analysts onsite during implementation phase.	Given that the scope of work is already detailed in the RFP, 20 Business Analysts appear disproportionately high compared to developer resources. Please clarify the specific role and utilization of these 20 BAs during implementation and O&M.	As per RFP
308		Resource Deployment, Page 27	Bidder must deploy limited number of BI developers and ETL engineers for dashboard/report development.	For delivery of 3,000+ tiles, 400–500 dashboards, and integration of 55+ health portals, the number of developers/ETL staff seems insufficient. Can bidder propose a revised team structure with higher developer count to ensure timely delivery?	No change in Technical Manpower mentioned in RFP. However if required SI may bring additional manpower for complete assignment without any additional cost to the Department.
309		Resource Deployment, Page 27	Resource requirements as per Annexure ...	Will the Department evaluate bids strictly on RFP-specified numbers, or will optimized team structures (e.g., fewer BAs, more developers) proposed by	As per RFP and clarifications provided

				bidders be acceptable?	
310		Advanced Analytics, Page 21	Solution should support predictive analytics, ML algorithms, regression, clustering etc.	No dedicated Data Scientist roles are listed in the manpower table. Should bidder include Data Scientists/ML specialists in proposed team, or will advanced analytics be handled in a separate phase?	A dedicated Data Scientist is not required to be deployed on-premise. However, the bidder may engage such a resource to address any specific use cases or departmental requirements as needed. No additional cost shall be borne by the Department for such engagement.
311		SLA & Penalties, Page 31	Penalties will apply for resource non-deployment or replacement.	If bidder proposes a rebalanced team (optimized mix of BA, developers, data scientists), will penalties still apply if team structure differs from the exact RFP numbers?	Technical Resources mentioned in RFP must be deployed on-site. In case of absence / inadequate resources, penalty will be levied after the mobility period of 7 days.
312		Payment Terms – Implementation Phase, Pages 45–46	Payment to bidder will be released in fixed % milestones linked to completion of stages such as Installation, Configuration, Dashboard Delivery, UAT, Go-Live.	The milestone payment structure appears back-loaded , with major payouts only after Go-Live. Considering the high resource and infra cost during the initial 12–18 months, can Department allow higher advance or early-stage milestone percentages to support cash flow?	Please refer Revised Milestone attached in Annexure-B

313		Payment Terms – Implementation Phase, Pages 45–46	Final payment shall be made post Go-Live and Acceptance.	Can Department confirm whether partial milestone-based payments will be allowed per batch of dashboards/portals delivered, instead of a lump sum at final Go-Live, to better align with phased delivery of 500 dashboards?	Please refer Revised Milestone attached in Annexure-B
314		Resource Deployment – Minimum Qualification, Page 27	All proposed resources must have minimum 8 years of experience in BI/Data Analytics projects.	Considering niche skills such as ETL developers, data visualization experts, and ML specialists , can Department relax qualification to 5 years for specialized roles, to ensure availability of skilled resources and control costs?	As per RFP
315		Resource Deployment – Minimum Qualification, Page 27	One resource must have prior experience in healthcare analytics domain.	Please clarify if OEM-certified resources (e.g., SAS Certified in Healthcare Analytics) will be acceptable as domain experience, even if not specifically deployed in a government project.	As per RFP

316		SLA & Penalties – Resource Replacement, Page 31	Penalty will be imposed for resource replacement or non-availability.	Can Department allow a transition period (30 days) for replacement before penalty is applied, to ensure knowledge transfer and avoid project disruption?	As clarified
317		Payment Terms – Implementation Phase, Pages 45–46	Payment towards software licenses will be released along with implementation milestones after successful deployment.	Software licenses (SAS BI, database, ETL tools) require advance purchase from OEM at the time of project initiation. It is not feasible for bidder to block such large license costs for several months. Can Department allow advance payment (100%) against proof of license procurement /invoice from OEM , instead of linking license payment to later implementation milestones?	As per RFP
318		Payment Terms – Implementation Phase, Pages 45–46	All software licenses to be procured and deployed by bidder.	We recommend that license costs be separated from implementation services and paid immediately upon issuance of licenses to Department, to ensure compliance with OEM	The Department will make payments strictly as per the defined project milestones. The bidder's arrangement or payment terms with their respective OEMs is their internal matter and will not affect the Department's payment schedule.

				commercial terms and avoid financial risk for bidder. Can this be clarified?	
319		Software License, Page 30	Bidder responsible for procuring licenses for BI tools, databases, middleware; licenses must be delivered and activated at infra setup	Kindly clarify whether the Department has a preferred Database OEM (e.g., Oracle, MS SQL, PostgreSQL) or if the bidder is free to propose.	Choice of OEM may be proposed by SI based on designed architecture. Department only wants fulfillment of the defined Scope of Work.
320		Software License, Page 30	Licenses must be valid for 8 years, with OEM undertaking if perpetual is not possible	Considering most database OEMs offer annual/subsc ription renewals, will an undertaking from OEM suffice for compliance, or is upfront 8-year licensing mandatory?	As per RFP
321		Software License, Page 30	All licenses must be delivered at infra setup	Since DB licenses are a major CAPEX, can these be allowed for advance payment (rather than being linked to later milestones) to ensure compliance with OEM policies?	As per RFP
322		Software License, Page 30	Bidder responsible for uninterrupted delivery of DB/BI software	Please confirm if maintenance & support for DB (patches, upgrades, performance tuning) should be covered under O&M scope or OEM ATS.	Database maintenance and support activities, including patches, upgrades, performance tuning, and related tasks, are part of the bidder's O&M scope. These are not covered under OEM ATS. The bidder shall be responsible for ensuring all such activities are carried out as required to maintain system performance and compliance with the defined SLA parameters.

323		Pre-Qualification Criteria, Page 10	The bidder must have at least 2000 qualified technical professionals on its payroll in India as of the bid submission date. Out of these, a minimum of 200 technical professionals must be engaged in irrelevant roles such as Data Engineers, BI Developers, Architects, ETL/ELT Specialists, Software Developers, or other similar IT roles.	The requirement of 2000 technical professionals is highly restrictive and may limit competition to only very large firms. We request the authority to kindly consider reducing this requirement to 500 employees overall, with at least 100 in BI/Analytics/ETL-related roles. This will allow participation of competent domain-focused organizations while still ensuring adequate capacity to deliver the project.	As per RFP
324		Technical Resource, Page 27	1.3 Business Analysts 20	We already plan to deploy 20 Business Analysts (BAs) onsite, supported by our technical teams for development, integration, and O&M. Since this provides sufficient functional and domain capacity, we request the authority to provide flexibility in other resource categories (e.g., developers/D BAs), allowing bidders to propose a delivery	As per RFP

				model best suited to completing the end-to-end scope. This will ensure optimal deployment of skilled manpower without compromising project delivery.	
325		Payment Milestone, Page 49	Total: 55% of overall project value for O&M Phase	(b) On payment structuring, we request that the soft costs (licenses, tools, implementation, customization, etc.) be front-loaded, and the payment model revised to 70% CAPEX (implementation phase) and 30% OPEX (O&M phase). This will ease bidders' cash flow and ensure financial sustainability across the 8-year contract duration.	As per RFP
326		Page 10 Clause 2.1	The bidder should have a minimum average annual turnover of INR 100 Crore during the last three financial years (from IT/ITES/software development and analytics services) i.e., 2022-23, 2023-24 & 2024-25 with positive net worth as on 31st March 2025.	Bidder requests to increase the average annual turnover of INR 500 Cr during each of last three years (from IT/ITES/software development and analytics services) i.e., 2022-23,	As per RFP

				2023-24 & 2024-25 with positive net worth as on 31st March 2025 from India operations	
327		Page 10 Clause 2.1	The bidder must have at least 2000 qualified technical professionals on its payroll in India as of the bid submission date. Out of these, a minimum of 200 technical professionals -----• PF/ESIC details of all such employees on payroll	Bidder requests to kindly remove the clause for seeking PF/ESIC details of all employees on payroll as Personal Information sharing is not possible. A letter from HR highlighting the key count of technical professional can be provided as an alternative	Already clarified above. SI may mask some details for individual Confidentiality
328		Page 10 Clause 1.3	The bidder should have experience* in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission. (1) One project with the value of at least 48 crores or (2) Two projects, each with the value of at least 30 crores or (3) Three projects, each with the value of at least 24 crores *Experience includes supply, implement, and maintain BI tools, also in creating and managing BI solutions, such as data integration, data modeling, master data management, data quality &	Since the RFP requirement is for thr bidder to provide rproof on prior experience on implementin g simialr project. To bring equal & fair ask between one project and two similar we would request trhe follwing changes to the below clause. Also these are comlex and solution projects have longer project lifecyledruati on we request you to consider 5	As per RFP

			governance and data visualization through customized reports and dashboards.	yrs from PO/signoff implementation. The bidder should have experience* in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five eight years from the date of bid submission. (1) One project with the value of at least 48 crores or (2) Two projects, each with the value of at least 24 crores or (3) Three projects, each with the value of at least 16 crores *Experience includes supply, implement, and maintain BI tools, also in creating and managing BI solutions for DataLake/Datawarehouse/DataLakehouse Projects data visualization through customized reports and dashboards	
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329		Page 45 Clause 7.1,7.2	No advance payments will be made. 45% of the Final Bid Value shall be released upon successful completion of the defined milestone(s)	Bidder requests GIL to make payment for product (SW, Hardware, allied prodyts) as 90% on delivery, 20% against BG of equivalent amount till sign off. Rationale :- All products are based on respective OEM prices and are governed by their pricing T&C, hence no advance payment will cause a severe mismatch	Please refer Revised Milestone attached in Annexure-B
330		Page 45 Clause 7.1,7.2	No advance payments will be made. 45% of the Final Bid Value shall be released upon successful completion of the defined milestone(s)	For implementation we request GIL to please modify payment milestones as follows 1. Onboarding of resources - 20% 2- HLD Sign off- 30% 3. LLD Sign off - 20% 4. UAT Sign off -20% 5. Final Sign off -10% Rationale :- Since for implementation team has to be formed there are resource cost etc involved . Any non payment by GIL will unnecessary result in front loading of finance cost thereby once again increasing	Please refer Revised Milestone attached in Annexure-B

				TCO of project irrespective of vendor selected	
331		Clause 7.3 Post-Implementation – O&M Phase (7 Years)	(Total: 55% of Final bid value – Paid Quarterly)	For Services & Support we request GIL to release payments quarterly in advance of the total amount against the services delivered based on costing of support	Please refer Revised Milestone attached in Annexure-B
332		Clause 7.3 Post-Implementation – O&M Phase (7 Years)	(Total: 55% of Final bid value – Paid Quarterly)	For 3rd party Hardware and all software licenses we request GIL to kindly release payments for AMC/ support yearly in advance as the respective OEMs price on yearly in advance to bidders	Please refer Revised Milestone attached in Annexure-B
333		Page 7	Submission	Bidder requests to kindly allow Bidder to respond or submit bid within 30 days from date of last pre-bid queries since the bid is	Please refer Revised Milestone attached in Annexure-B

				complex and large in nature	
334		Page 10 Clause 2.1	The bidder should have experience* in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission. (1) One project with the value of at least 48 crores or (2) Two projects, each with the value of at least 30 crores or (3) Three projects, each with the value of at least 24 crores *Experience includes supply, implement, and maintain BI tools, also in creating and managing BI solutions, such as data integration, data modeling, master data management, data quality & governance and data visualization through customized reports and dashboards.	Bidder request kindly to modify as "The bidder should have experience* in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past 8 years from date of submission. 1) One project with the value of at least 20 crores or (2) Two projects, each with the value of at least 10 crores Experience includes supply, implement, and maintain BI tools, also in creating and managing BI solutions for DataLake/Datawarehouse/DataLakehouse Projects such as data visualization through customized reports and dashboards	As per RFP

335		5.2(d)(i)(ii) /31 and for all sections of 5.2	Interpretation & General Instructions Purchaser can take appropriate action including termination of the contract if – (i) Penalties calculations exceed 20% of the quarterly payment for two consecutive quarter (ii) Penalties calculations in any month exceed 30% of quarterly payment	Bidder request to kindly cap the maximum penalty to 5% of quarterly invoice value for each quarter. For all sub sections of 5.2 we request GIL to cap the penalty to 5% of quarterly invoice value for undelivered services	As per RFP
336		Page 29 Clause 5 ,	Penalties and SLA	We kindly request GIL to contain the overall penalty to maximum of 5% of quaterly vaue of undelivered services post the remedial action by bidder is found unsatisfactor y. GIL has already PBG in place and other remedial steps to safe guard its interest	As per RFP
337		7.4.1/49	Performance bank Guarantee (PBG):- 1. PBG for Implementation Phase 10% of 45% cost 2. PBG for Operations & Maintenance (O&M) Phase 5% of 55% cost	Bidder Request to kindly amend as follows 1. 3% of 45% for implementati on phase 2. 3% of 55% for O&M phase on yearly rolling basis.	Please refer Revised Milestone attached in Annexure-B

338		6.3.1.11; Page 40	In Case of termination of the bidder, the GIL/the Department of Forest shall forfeit the bank guarantee (performance security) and may blacklist the bidder and/or the OEM.	We would kindly request that blacklisting for termination be removed unless it is for fraud. Termination for default already has several other recourse, such as invoking PBG, SLAs, penalties, etc. and therefore this would be punitive in nature. Additionally, there does not appear to be any notice period prior to such termination - we would request that a notice period of 30 days be served to the Bidder prior to such termination.	As per RFP
339		6.3.2; Page 41	Consequences of Termination	We kindly request that PBG be invoked only material breaches not cured within 30 days of notice of such breach.	As per RFP
340		6.3; Page 41	New clause under termination	We would kindly request that the additional clause be added as well so that the Bidder also has the right to terminate in case of payment default by GIL. <i>"The Bidder shall have the right to terminate</i>	As per RFP

				<i>the contract if the Tenderer does not make good the due payment within 30 days of the invoice being due."</i>	
341		6.4; Page 41	Copyright and Intellectual Property Rights	We would kindly request for the additional clause be added to protect pre-existing IPR: <i>"This contract does not assign any Intellectual Property Rights owned by either party (including, in the case of Bidder, Intellectual Property Rights owned by any of its group companies, its affiliates and licensors) existing as at the date of this contract or modifications , or which is created by the Bidder, its affiliates and licensors independentl y of this contract. Each party licenses the other to use those of its pre-existing/back ground Intellectual</i>	Already clarified

				<i>Property Rights as reasonably required to facilitate the performance of the Contract."</i>	
342		6.6; Page 42	Termination Clause	This appears to be a repeat of clause 6.3.	As per RFP
343		7.8.5 (a); Page 45	To vary, modify, revise, amend or change any of the terms and conditions mentioned above; or	We would request that this right only be exercised by GIL till the point of bidding because if any term has been changed or introduced that the Bidder is not comfortable with, then the Bidder should have the option to backout without facing repercussion s.	The Department/GIL will not make any variation, modification, revision, or amendment to the terms and conditions of the RFP after the award of the contract. Any changes, if required, shall only be made prior to bid submission through the issuance of a formal corrigendum on the e-tender portal.
344		7.4; Page 49	Performance bank Guarantee (PBG)	We request that PBG only be invoked for material breaches not cured within 30 days of notice of such breach.	As per RFP

345		Page 51	Insertion of boiler plate clauses that are not present in the contract	We would kindly request that the following clauses be added as these are missing from the RFP and are important clauses to be included:"1. <i>Force Majeure: Neither party will be liable under the Contract for any default caused by circumstances beyond their reasonable control ("Force Majeure"), except for payment obligations. Force Majeure Event means an act of God, flood, fire, damage caused by lightning, storm or tempest, strikes, lockouts or other industrial disturbances or disputes, revolutions, acts of war, civil disturbance, enactments of a governmental agency, or other similar cause beyond the reasonable control of the non-performing party, but in each case only if and to the extent that the nonperforming party are</i>	No change as per RFP and clarified in Response
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				without fault in causing the event.2. Limitation of liability: (a) Each party's cumulative liability to the other for all claims made by the other under or in connection with this RFP whether arising under contract (including under any indemnity), negligence or any other tort, under statute or otherwise at all will not exceed the TCV in aggregate.(b) Neither party will be liable to other party in respect of any loss of profits, business, custom, revenue, anticipated savings, goodwill, data or contracts or any type of special, indirect, economic, punitive or consequential loss (including loss or damage suffered as a result of any claims brought by a third party) even if such loss was reasonably foreseeable or the party had been advised of the possibility of	
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				<i>the other party incurring the same.3.</i> <i>Warranties: To the full extent permitted by law, HPE excludes all representations, warranties, terms and conditions, whether express or implied (and including those implied by statute, custom, law or otherwise), except as expressly set out in this Agreement, including implied warranties of merchantability, fitness for a particular purpose, title and non-infringement.</i>	
346		8.12; Page 70	Format for Showcasing Experience	Please note that submitting such extensive documentation can be in violation of our confidentiality clauses that are in place with these customers. We would kindly request that this be reconsidered taking this aspect into light.	In such cases, the bidder may submit a DAC (Client Authorization / Experience Certificate) issued by the respective client. The DAC serves as a formal declaration or authorization from the client permitting the bidder to refer to the project in proposals or evaluations, without disclosing any confidential or proprietary information. Such certificates shall be considered valid proof of experience, subject to verification during evaluation.
347		8.16; Page 78	Form 12: Bank Guarantee format for Earnest Money Deposit	We kindly request that EMD forfeiture be restricted to fraudulent /	As per RFP

				corrupt practices as under point 3.	
348		8.17; Page 80	Form 13: Performance Bank Guarantee	We kindly request that PBG be invoked only material breaches not cured within 30 days of notice of such breach.	As per RFP
349		Pg 10, Clause 2.1 Pre-Qualification Criteria	1.3 The bidder should have experience* in implementing BI Tool in any central / state Government / PSU/ Listed Company in India during past five years from the date of bid submission.	Bidder requests GIL to consider projects having sign off during past eight years from the date of bid submission.	As per RFP
350		Pg 10, Clause 2.1 Pre-Qualification Criteria	1.3 Documents required: Project Citation with Client details (Name, Designation, Contact Number, Email Id, etc.)	Bidder request to relax this clause since projects are under NDA and it will be difficult to share client contact details. This can be provided on demand	Already clarified
351		Pg 17, Clause 3 Scope of Work	Identity & Access Management with multi-factor authentication.	Is Identity and Access Management tool supply part of scope? It is not included as part of commercial bid, please confirm.	Identity and Access Management (IAM) will be managed through the Department's in-house developed Karmyogi Portal, under which all enrolled users are authenticated and provided access as per defined roles and privileges.
352		Pg 17, Clause 3.1 Basic Scope of Work	The bidder is required to propose a scalable solution to meet current data as well as future requirements with an incremental of 20% per year.	Please confirm current data size.	Already clarified

353		Pg 18, Clause 3.1 Basic Scope of Work	4. The proposed BI solution will integrate and utilize data from various health-related portals as primary data sources. These include, but are not limited to, e-Olakh, TeCHO+, Poshan Tracker, UDISE, HMIS (in future), and other relevant health portals mentioned in Annexure- 3. Data tables and datasets from these systems will be used for building dashboards, generating insights, and issuing real-time alerts to support data-driven decision-making	Please confirm the databases used for these portals (eg. Oracle, MS SQL, Postgres etc) along with size in order to understand the integration capabilities.	Already clarified
354		Pg 18, Clause 3.1 Basic Scope of Work	6. The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP.	Please confirm the hypervisor software (Vmware, Citrix etc), OS (Linux, Windows etc) available at GSDC.	GSDC Private cloud with Hyper-V
355		Pg 18, Clause 3.1 Basic Scope of Work	The bidder shall also maintain two (2) DR site hosted at two (2) different locations to maintain continuity and prevent data loss	Please confirm the number of environments required- 1 DC, 2 DR, 1 Staging/UAT. Is DR considered passive?	Already clarified
356		Pg 18, Clause 3.1 Basic Scope of Work	In addition, the bidder shall provision and maintain Staging and UAT (User Acceptance Testing) environments at their own cost. The infrastructure and associated costs for these environments shall be borne entirely by the bidder.	We understand that for staging and UAT environment, hosting of bidder supplied infrastructure can be undertaken in GSDC. GSDC to provide appropriate rack space, power, cooling, switches for	Already clarified

				installation of necessary infra. Please confirm.	
357		Pg 18, Clause 3.1 Basic Scope of Work	8. The bidder shall also host separate instances with training models for minimum 10 nos. of trainees/interns of the department every year.	We understand that training instance is part of UAT instance, please confirm.	UAT and training activities will be conducted in parallel. During the implementation phase, users will be provided training on the UAT environment to enable hands-on familiarization with the system before go-live.
358		Pg 23, Clause 3.4 Data Integration and Management	Aggregate data from approximately upto 55 health department web portals into a centralized data lake, which should contain minimum XXXX TB of data in various format. Detail of Databases are share as Annexure-XX with this document.	Please confirm the data size for centralized data lake.	Bidder may assess based on their extensive experience
359		Pg 26, Clause Performance Monitoring and Scalability:	c. High Availability: The system must ensure high availability, with minimal downtime. Load balancing, failover mechanisms, and redundancy must be integral parts of the system design.	Please confirm if GSDC has existing Load balancer tool available which can be utilized by the bidder. Please share details.	GSDC has its own WAF (Web Application Firewall) and Load Balancer
360		Pg 26, Clause Technical Support for the software components supplied by the bidder	g. The bidder must set up a system to create and track support tickets for all software and services provided. These tickets, along with any related details and root cause analyses, should be accessible throughout the contract period.	Please confirm if any ticketing tool is available with GIL which can be utilized by the bidder. Please share details.	Already clarified. It is to be managed & brought by SI
361		Pg 27, Clause 3.10 Technical Resource	1.The development team will be stationed onsite. However, during the AMC/O&M phase, they may operate offsite, except for the number of BI developers/analysts as specified to remain onsite.	Bidder requests GIL to confirm whether the understanding is correct- For O&M phase only 3 resources (2 BA, 1 BI developer)	No change as per RFP and clarified above

				would be onsite- rest of the resources can support remotely.	
362		Pg 27, Clause 3.10 Technical Resource	The successful bidder shall be responsible to deploy additional resources (if required) to undertake the implementation and O&M of the solution with no additional cost to the bidder.	Request GIL to undertake additional implementation/O&M resources basis actual work as Change Request based on mutual understanding.	As per RFP
363		Pg 27, Clause 3.11 Training and Capacity Building	1. User Training a. Develop comprehensive training programs for different user roles for around XX number of users to ensure they can effectively use the BI dashboard and tools.	a) Please confirm number of resources to be trained. b) We understand that training would be conducted at a centralized location and all the training related infrastructure- classroom, projector, whiteboards etc. would be provided by GIL. Please confirm.	Already clarified
364		Pg 35, Clause 5.4 Service and Performance penalty during O&M	4. User Concurrency -The platform not able to handle the concurrency of users as defined in the RFP impacting the user experience	Please confirm the user concurrency required as part of the solution.	Already clarified
365		Pg 35, Clause 5.4 Service and Performance penalty during O&M	Penalty Amount for service category	Bidder requests GIL to cap the penalty amount for respective deliverables to 1% of deliverable amount.	As per RFP

366		Pg 37, Clause 5.7 SLAs for change managem ent	Changes will be tracked through Configuration Changes and Compliance Monitoring Tool	Please confirm whether configuration changes and compliance monitoring tool would be provided by GIL, please share details.	All required Tools to be brought & managed by SI as per requirement
367		Pg 38, Clause 5.8 SLAs in breach of supply of manpowe r	2. The agency is not allowed to replace those resources whose profile has been submitted at the time of Technical Presentation	The resources are subject to availability during project execution phase, since the timeline for RFP closure is not defined we request GIL to remove this clause.	As per RFP
368		Pg 38, Clause 5.8 in breach of supply of manpowe r	For every SLA non- compliance reported and proved, there shall be a penalty as given below:	Bidder requests GIL to cap the penalty amount for respective deliverables to 1% of deliverable amount.	As per RFP
369		Pg 38, Clause 5.9 Training	Penalty	Bidder requests GIL to cap the penalty amount to 1% of deliverable amount.	As per RFP
370		Pg 52, Clause 8.1 Annexure 1: Format for financial bid	Table-B: CAPEX & OPEX	Bidder requests GIL to bifurcate software, services and manpower payments. We recommend the following: For CAPEX payment: Software 100 % on license delivery and installation Customizatio n, implementati on: As per milestone defined	As per RFP

371		Pg 53, Clause 8.1 Annexure 1: Format for financial bid	Table C - Manpower Rate Card	For resources, request to provide year on year table since subsequent to first year there will be increment in the resources price as per GOI standards.	As per RFP
372		Pg 53, Clause 8.1 Annexure 1: Format for financial bid	vi. The Bidder shall have to upload the detail BOM with price breakup for all quoted components along with financial bid on GEM. The price breakup should be detailed with Item description, Part/Sub-part code, License type, licensing model, quantity, unit price, total price, etc. of the quoted product. The successful bidder shall have to resubmit the revised detailed BOM with price breakup meeting the final L1 Price after RA (reverse auction) within 7 days after completion of RA.	Please confirm whether the process of commercial evaluation will be RA or L1 since as per Pg 16 Clause 2.4 (iv) it is mentioned as L1.	Already clarified. Final evaluation is L1 based without RA.
373		Pg 90, Clause 8.21 Annexure 7	25. Staging and UAT environments shall be provisioned on AWS, Azure, Google Cloud, or MeitY-empowered CSP (whichever is faster available) with the Department and GIL as primary tenant/owners	Can bidder propose on premise UAT environment at GSDC?	Already clarified for staging/UAT environment
374		Pg 90, Clause 8.21 Annexure 7	Ticketing system with RCA and SLA compliance monitoring tools	Is bidder expected to supply the required monitoring tools?	Yes, SI must bring and manage require tools as per requirement and SLA

375		Pg 43, Clause 6.7 Subcontracting/ outsourcing	Sub- letting/contracting of entire work or in part thereof is not permitted.	Bidder requests GIL to allow subcontracting with prior approval from GIL.Rationale . There is a strong subcontracting vetting in place in compliance with laws of land. As leading bidder is in contractual obligation with GIL, all the mutually agreed compliances will be met by lead bidder	As per RFP
376		Page 18 (Section 3.1, Point 6)	The bidder, adhering to the GSDC policy shall host BI solution at Gujarat State Data Centre including all required OS, Hypervisor software, APIs, Third-party software, Licenses, etc. for completeness of the BI solution as per RFP.	Clarification - The understanding is that BI tool should support both Linux and Windows operating system to support interoperability and avoid any hurdles for future cloud migration. Kindly confirm same.	It's upto SI architecture designed for proposed solution
377		Page 23 (Section 3.4, Point 5)	The system should be cloud-based	In the above point it is asking to host the solution in DC, while here it is asking the system to cloud based. What should be the deployment strategy	Already clarified
378		Page 20 (Section 3.1, a. Point 3)	The data platform solution should ensure resiliency, high availability, data loss prevention, disaster recovery, and backup/restore capabilities.	What is DR strategy, will it be in a separate DC? do we need cold DR or warm? Do we need HA	Already clarified

				for 100% functionality	
379		Page 23 (Section 3.4, Point 1)	Aggregate data from approximately upto 55 health department web portals into a centralized data lake, which should contain minimum XXXX TB of data in various format.	Can you please share the amount of data in TB to be integrated. Also, what are different formats that are expected to be supported	Already clarified
380		Page 21 (Section 3.3, Point 1.h)	The bidder shall provide facility to share Data through APIs that shall integrate	What are common API security policies expected to apply on these APIs	Common Security policy as per GSDC policy
381		Page 10 (Section 2.1, Point 1.9)	The service integrator must have been in partnership with all the OEMs of the proposed products for a minimum of three years prior to the bid publication date.	Bidder request GIL to remove the three years prior clause for the Service Integrator. This will help more participation from good service integrators.	No change. The three-year prior experience requirement is essential to ensure that the Service Integrator has recent and relevant experience in handling similar projects, including understanding software changes and achieving expected outcomes. In cases of company mergers or acquisitions: - If the bidder has relevant experience with the original company and the product continues under the same OEM, the experience will be considered valid. - However, if the product has been taken over by a new company or OEM and the bidder does not have experience with the new product or OEM, this experience cannot be considered. This distinction ensures that the bidder's experience is directly relevant to the product and services being proposed, separate from the OEM's qualifications.
382		Page 11 (Section 2.1, Point 2.3)	The OEM should have executed / implemented BI Tool for min 5 clients in last 5 Years in India as on date of bid submission.	Bidder request GIL to allow OEM Undertaking with required information.	As per RFP

383		Page 11 (Section 2.1, Point 2.1)	The OEM should have average Annual Turnover of INR 500 crores for the last three financial years i.e. 2022-23, 2023-24 and 2024-25 with positive net worth as on 31st March 2025.	Please confirm that INR 500 Crores turnover is from India Operations only. We request you to allow OEM Undertaking as only one Balance sheet is maintain for global operation. We are requesting to support us to provide OEM undertaking as supporting document for India Operation Revenue.	As per RFP
384		Page 52	Project Manager- Overall 15+ years of experience in large scale and complex project management in Public Sector Should have led at least 2 similar projects	We request GIL to amend- Project Manager- Overall 15+ years of experience in large scale and complex project management in Public Sector /PSB/Govt/Large Enterprises Should have ledat least 2 similar projects	As per RFP

Annexure-B - Revised Section 5.3 & 7.2 :- Project & payment Milestone as per below table

Note :-Penalty on delay of respective Milestone is not changed & As per RFP),Existing Total Payment for implementation phase is total 45% of Final Contract value as per below table Revised to Total 51% of Final Contract value)

Sr#	Activity	Timelines (OLD)	Cumulative Timeline (Weeks)	Timelines (Revised)	Cumulative Timeline (Weeks) (Revised)	Payment (%) of Final Bid Value	Revised
1.	a) Project Kick-off b) Deployment of Project Manager and other required resources	T1=T0 + 1 Week	1 Week	T1 = T0 + 1 Week	1	0%	0%
2.	1. System Study 2. Finalization of Deployment Architecture etc. 3. Submission of Design documents, Project Plans detailing each task with target date for	T2=T1 + 2 Weeks	3 Week	T2 = T1 + 4 Weeks	5	0%	0%

	Implementation and O&M						
3.	Infrastructure setup, security audit, commissioning, and testing of Data Lake, Big Data, and Data Warehouse solutions	$T3 = T2 + 4$ Weeks	7 Week	$T3 = T2 + 5$ Weeks	10	0%	5%
4.	On Premise deployment & FAT of BI Tool with its own architecture including database and other software's to complete the solution as per scope of work	$T4 = T3 + 2$ Weeks	9 Week	$T4 = T3 + 2$ Weeks	12	0%	0%
5.	Data ingestion shall be carried out from various health and related portals such as TeCHO+, e-Olakh, Poshan Tracker, HMIS, UDISE, Dial 108 Emergency Helpline, and Government of India portals including NCD, TB, HWC, and IHIP. The overall scope covers	$T5 = T4 + 7$ Weeks	16 Week	$T5 = T4 + 8$ Weeks	20	10%	15%

	approximately 700 or more data tables. The bidder shall also ensure appropriate data de-duplication and cleansing during the ingestion process to maintain data quality and consistency. Upon official notification by the department regarding the HMIS portal, the bidder must complete data ingestion for HMIS within 90 days from the date of such notification						
6.	Phase 1: - Post Data generation (2,000 Tiles) Start after data ingestion & model stabilization Delivery Target: one sprint on Every 2 weeks – 100 tiles and 10 dashboard screens Assumed grouping: ~10 tiles per screen	T6 = T5 + 40 Weeks	56 Weeks	T6 = T5 + 40 Weeks	60	20%	13%
7.	Training to designated users (Admin,	T8=T6 + 2 weeks	58 weeks	T7 = T6 + 2 weeks	62	1%	3%

	Dashboard /Reports creation, exploration and usage training)						
8.	Onsite Technical Professional with workstations for O&M for support and development of any new dashboard /reports	T9 = T8 + 1 weeks	59 weeks	T8 = T7 + 1 weeks	63	2%	3%
9.	Phase 2:– Post HMIS Data Ingestion (1,000 Tiles) Will begin after HMIS ingestion, which must have started within 90 days of departmental notify to bidders Expected duration: 20 weeks (100 tiles / 10 screens every 2 weeks)	20 Weeks		20 Weeks		12%	12%

Note :-Total O&M Payment of 7 years is 49% of Final Bid Value

Year	Existing Annual O&M Payment (%) of Final Bid	Revised Annual O&M Payment (%) of Final Bid Value
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	Value in RFP	
Year 1	8%	7%
Year 2	8%	7%
Year 3	8%	7%
Year 4	8%	7%
Year 5	8%	7%
Year 6	8%	7%
Year 7	7%	7%

Annexure- 3 List of All Health Department Application				
No	Name of Software	Developed by	Data Field (Approx.)	Database Size (Approx.)
1	TeCHO+	GOG	800 to 1000	-
2	Integrated Health Information Platform (IHIP)- IDSP	GOI		-
3	Ayushman Bharat Digital Mission (ABDM)	GOI	-	-
4	e-olakh/CRS	GOG	-	-
5	Special New boarn care unit(SNCU ONLINE SOFTWARE)	GOI	150	50 GB
6	Pradhan Mantri Jan Arogya Yojna (PMJAY)	GOI	-	-
7	National TB Elimination Program - NIKSHAY	GOI	-	-
8	Non Communicable Disease Portal (NCD)	GOI		
9	Gujarat Epidemic Response Management Information System(GERMIS)	GOG		
10	Next Gen e-Hospital	GOI		
11	Hospital management information system (HMIS) will be developed	GOI	1000	
12	Health Management Information System (HMIS)	GOI		
13	E-Aushadhi	GOG		
14	EMMS (Equipment Maintenance & Management System)	GOG		

15	108 EMRI Green Health Services Formerly GVK EMRI	GOG		
16	Smart Referral System by GVK	GOG		
17	e-Sanjeevni- Telemedicine	GOI		
18	AAM/ HWC Portal	GOI		
19	Electronic Vaccine Intelligence Network (eVIN)	GOI		
20	Aadhaar Enable Biometric System (AEBAS)	GOI		
21	ArogyaSathi (HRMS)	GOG		
22	PRADHAN MANTRI MATRU VANDANA YOJANA (PMMVY)	GOI		
23	PRADHAN MANTRI SURAKSHIT MATRITVA ABHIYAN (PMSMA)	GOI		
24	CoWIN	GOI		
25	Family Planning Logistics Management Information System (FPLMIS)	GOI		
26	Ayushman Bhav	GOI		
27	GUNAK Application	GOI		
28	SaQsham	GOI		
29	Betivadhaao	GOG		
30	Pradhan Mantri National Dialysis Programme (PMNDP)	GOI		
31	SURAKSHIT MATRITVA AASHWASAN(SUMAN)	GOI		
32	Training Managemnet Informatin System	GOI		
33	Parichay Portal National Sickle Cell Anaemia Elimination Mission)	GOI		
34	AMB (Anaemia Mukta Bharat)	GOI		
35	SASHAKT (Systematic Assessment of Health Care provider's Knowledge and Training)	GOI		
36	National Tobacco Control Programme (NTCP)	GOI		
37	National Programme Of Climate Change in Human Health NPCCHH	GOI		
38	MMU Portal (PM JANMAN)	GOI		
39	Blindness Control-NPCBVI (National Programme for Control of Blindness & Visual Impairment)	GOI		
40	Mera Aspataal	GOI		
41	National Cold Chain & Management Information System(NCCMIS)	GOI		

42	Choice Selection process for bonded candidates	GOG		
43	National Viral Hepatitis Control Program	GOI		
44	Clinical Establishment Act Portal	GOG		

Note: All Other Portal Total data fields are approximately 600 to 700