Request for Proposal for
UPHMIS Application Support & Maintenance

ICT TEAM

INDIA HEALTH ACTION TRUST

Contents

Acronyms

- *AMC - Annual maintenance charges*
- *ANM - Auxiliary nurse midwife*
- *ASHA - Accredited Social Health Activist*
- *BCPM – Block Community Program Manager*
- *MoIC – Medical Officer in Charge*
- *BAM – Block Account Manager*
- *GIS - Geographic information system*
- *MIS – Management Information System*
- *SC – Sub Centre*
- *PHC – Primary Health Care*
- *CHC – Community Health Care*
- *HMIS – Health Management Information System*
- *MDDS – Meta Data and Data Standards, GoI*
- *NIN – Nation Identification Number*
- *Div PM – Divisional Project Manager*
- *AD – Additional Director*
- *CMO – Chief Medical Officer*
- *CMS – Chief Medical Superintendent*
- *DM – District Magistrate*
- *RCH - Reproductive Child Health*
- *RfP – Request for Proposal*
- *HRMS – Human Resource Management System*
- *DVDMS – Drug Vaccine and Distribution Management System*
- *HWC – Health and Wellness Centre*
- *HO – Head Office*
- *UPTSU – Uttar Pradesh Technical Support Unit*
- *UPHMIS- Uttar Pradesh Health Management Information System*

1. Introduction

India Health Action Trust (IHAT) aims at improving public health initiatives by supporting programs nationally and globally through comprehensive technical assistance in program planning, management and monitoring. IHAT has set up a Technical Support Unit (TSU) for the Government of Uttar Pradesh (GoUP) to provide techno-managerial assistance to improve the coverage of key reproductive, maternal, new-born, child health and nutrition (RMNCH+A) interventions and services in the state from the funding support of Bill & Melinda Gates Foundation (BMGF) through University of Manitoba (UOM), Canada.

IHAT believes that strengthening the existing health system is the best way to achieve sustained health outcomes at scale. It has developed a "theory of change" to guide its support to government in improving these health outcomes, and providing techno-managerial support lies at the core of this approach. IHAT transfers skills and knowledge to partners through embedded techno-managerial support, including hands-on orientation to gap analysis and prioritization; developing standards, systems and processes; monitoring and evaluation; and problem solving.

The on-line Uttar Pradesh Health Management Information System (UPHMIS) aims at creating a comprehensive and integrated system for enhancing the efficiency and effective dissemination of information at all levels and especially at the SC, PHC, CHC & DH at State, Division, District and Block level through adoption of principles of data capture & sharing, and creation of a state-wide networked infrastructure for evolution of IT-enabled state-of-the-art web enabled database and GIS system. The UPHMIS receives data from over 28,000 facilities from across the state.

In this context, IHAT has prepared a Request for Proposal (RfP) for the selection of an Agency for support and maintenance of the UPHMIS application. The HMIS solution shall be deployed on the DHIS2 framework. In this context, IHAT is seeking an agency who can manage and provide technical support to run the application smoothly.

2. Objective

The objective of this RfP is to invite experienced and qualified Bidders with a proven track record in providing comprehensive technical services for support and maintenance. The selected Bidder will be providing enhancement and on-going maintenance & support for our UPHMIS application designed and developed using the DHIS 2 platform.

The selected bidder must be capable of providing a high degree of security measures and protocols to maintain the current record of unwanted intrusions and malicious malware found if any.

The successful bidder will be invited to negotiate a Contract for the said engagement. The term of the Contract will be for a period for 6 Months (SIX Months); this can be extended for another 6 Months based on mutual understanding.

Interested bidders are advised to study this RfP document carefully before submitting their proposal in response to the same. Submission of a proposal in response to this RfP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

3. Scope of Work

UPHMIS application has been developed using the DHIS2 framework & PostgreSQL under LINUX & Apache Environment. The vendor is expected to manage and maintain the UPHMIS Application which is bilingual i.e. available in English and Hindi. The vendor should deploy resources onsite (Lucknow office) having extensive knowledge and background in DHIS2 to manage the application using PostgreSQL and Linux environment.

The selected bidder shall:

- o Monitor & optimize UPHMIS application for performance (e.g. ensuring sites have enough storage space, are loading quickly etc.) and ensure adherence to the uptime guarantee, backup frequency and success, etc.
- o Drive maintenance of all pages, including new pages (English & Hindi, whenever applicable) should necessarily be developed and maintained in the application.
- o Ensure that all new development(s) should be in compliance to existing standards and should be free from all known vulnerabilities and Bugs.
- o Ensure that modules being developed for the website should go through a mandatory Quality Control and QA testing.

All website updates are time bound. Generally, the website updates are carried out between Monday-Friday (9.00 AM –6.30 PM) however in order to meet certain statutory & regulatory compliances updates may be required post support hours /Public holidays as well. Prior intimation would be sent to the Agency.

The vendor is also required to perform the following activities but not limited to -

- **i.** **Preventive Maintenance:** Agency shall conduct preventive maintenance (including but not limited to inspection, testing, and satisfactory execution of all diagnostics. The selected Agency is required to provide a preventive maintenance checklist along with a schedule.
- **ii.** **Change Management:** Agency shall track and manage changes to artefacts, such as code and requirements. Requirement for change management shall be provide by the client to vendor. Vendor shall acknowledge and understand the need for change, then develop a change plan accordingly, which shall be implemented and tested and signed off by the client before deployment.
- **iii.** **Support Management:** All Call Log details (website updates / issues etc.) are to be managed and maintained by the selected vendor. Online access of all Issues/Updates/Tickets with as on date status (centralized access) to be maintained. The knowledge base of issue logs is to be maintained.

The bidder will have to coordinate with UPTSU Help Desk which shall remain open from 9.00 AM to 6:30 PM (Monday to Saturday) .The services may also be required before or after the above mentioned hours depending on specific demands from our business users, which would include the ability to resolve any support or handholding required for installation, configuration and troubleshooting.

Agency must adopt industrial standard methodology for Change Management and Content Change tracking for UPHMIS website.

- **iv.** **Audit Gap Closure:** The vendor is expected to undertake remedial action for all alerts /audit findings / observations /guidelines raised by the /security system or Government agencies etc.

Vendor is expected to provide compliance for all UPHMIS IS AUDIT observations as and when required and addressing of Audit gaps. The agency is also expected to extend its support during third party audit, if any, for UPHMIS's website.

v. **Website Security Audit:** The successful Bidder must assist the website security Audit and perform Gap closure whenever required by UPTSU.

vi. **Content Management & Layout Updates:** Changes to Web Pages, Up-loading/removing/ creating/moving of web pages, banners, layout updates, modification/development of graphics-animation, flash content, advertisements etc. Edit, optimize and incorporate content in the form of text, photographs, images and videos etc. provided by UPTSU into the website. Providing links to other sites & URLs as and when required. Further development of Special program form/Entry form (for National and State level program) may be required to be developed.

vii. **Deploying on Staging Environment:** Staging environment is setup at UPTSU(HO).The vendor is required deploy latest running copy of the website on Staging server. Versioning of source code is to be maintained and reporting the same (Monthly). Further Vendor shall provide complete backup of source code changes carried out / new code developed at the end of each enhancement as and when required.

viii. **Website Security & Performance Monitoring:** The selected agency must maintain the integrity of the site against spam, ransomware, hackers, viruses and electronic attacks via firewalls, security software and passwords and social media postings regarding inappropriate Comments. This would include checking the content given by UPTSU itself for in-built vulnerabilities or if they would cause vulnerabilities. An indicative list is provided as below, however the Agency may propose the industry wise best approach ahead.
- Stop DDoS Attacks
- Block Phishing Lure Pages
- Monitor Changes to SSL Certificates
- Actively Detect& remove Malware and Prevent Intrusions
- Web performance analysis , Tuning of Database and Operating System
- Review configurations for Webserver, Operating Server and other related stack and provide recommendations
- Health check and space utilization
- Patch updates

ix. **Incidence & Response Management:** The Vendor shall co-operate with the appointed representatives of UPTSU in case of security incidents. The incident response process will seek to limit damage and may include the investigation of the incident and notification of the appropriate authorities.
A summary of all security incidents shall be made available to UPTSU on a fortnightly basis. Significant security incidents will be reported on immediate basis.

x. **Major Enhancements / Module Development/Change Management:** Enhancements may be required to be undertaken by the Agency, catering to various business needs. Such requirements may be treated as a Change requests depending upon the complexity/effort required. Development of any new modules and enhancements to the existing modules will be the responsibility of the agency. In the event of any major change /module to be developed, the Agency may be required to deploy additional resource onsite for understanding the requirements/ trouble shooting / new module development etc.

xi. **Project Monitoring:** Following reports are required to be furnish to Team Leader (ICT, UPTSU) as per the frequency stated.

- Website Performance report including Pivot Table, Report (Default & Customise), Data Entry and others program reports – Monthly (before period start)
- Security Vulnerability Assessment Report (Fortnightly)
- Server health status (Fortnightly)
- Issue Log with Status (Weekly)
- Data backup status (Weekly)

xii. **Miscellaneous:**
- Ensuring a smooth and error-free functioning of UPHMIS application in the State.
- Providing changes in application as per requirement from respective program owners
- Reporting format development as per requirement
- Ensuring all the support and small customization requests made by the State are carried out efficiently and promptly.
- Providing support and maintenance on the cloud server of the UPHMIS application.
- Providing all required documentation, training material and supporting the application.
- Support in integration with other platforms developed by GoUP and GoI
- Value added services like reports, interoperability
- Designing new module for UPHMIS application
- Training on the applications as and when required
- Content Updates (Addition, Deletion and Updating) , Fixing broken Links and Images
- Check Compatibility of Website Code with various browsers.
- Test site functionality, ease of use and load time.
- Backup Management
- Site Backup (Weekly)
- Maintaining the Staging Environment
- Scanning website and provide security against hackers and spammers
- In case the Resource is deployed Onsite, he/she would be governed by UPTSU leave calendar

Dependencies:

- Content (Hindi and English) shall be provided by UPTSU. As far as possible the same will be in electronic form, however if required the agency will have to convert physical formats to electronic formats.
- Conversion of content (English to Hindi) shall be UPTSU's responsibility.

Team Structure:

Above-mentioned tasks to be accomplished by a team of relevant technical members. Details of resources required can be found below:

S. No.	Role	Responsibility	Minimum Qualification
1	Team Leader Cum Project Manager	• Ensure timely implementation of HMIS project as per the requirements of the RFP • Managing the entire set of functions and day-to-day operations of HMIS • Monitoring performance & efficiency of various Teams and Resources at HMIS Reporting to UPTSU regarding development and operations of HMIS on periodic basis	• Fluency in English and Hindi (Speaking, reading & writing) • Knowledge and at least 8 years of experience in managing project implementations and operations using DHIS2 platform • Experience in implementation or operations of at least two government health project • Minimum M.B.A. and B. Tech/BE/ MCA
2	**DHIS2 Developer	• To maintain existing developed code • To do new development as per requirement if any • To do UAT of all developed features and resolve bugs if any • Maintenance of current production server DB • Backup plan implementation • Data extraction through querying as per requirement • Troubleshooting of issues reported from field	• Minimum 5 years of experience in IT applications development on DHIS2 platform • Experience of applications relevant to Government/ Public Sector • Excellent communication, analytical, problem-solving skills and detail orientation • Minimum B.Tech./BE/ MCA • In depth knowledge in Postgre DB
3	Android Developer	• Maintenance of Android application built on DHIS2 sdk • Development of any new formats if required • Change in existing code for refinement	• Minimum 3 years of professional experience on Android applications preferably DHIS platform
4	**Server Administrator	• Maintenance of server • Server Health checkup • Ensure uptime of the server • Configuration of DHIS2 if required on any new server or during migration	• Minimum 5 years of professional experience in Server Administration on Linux machine • Hands-on Experience of working on Cloud server like AWS, including VM management and containerization
	** These resources mandatorily will be available onsite at Lucknow IHAT office		

Activities pertaining to the scope of work is at Appendix I7.

4. About UPHMIS application

Uttar Pradesh as a state is comprised of 18 Divisions, 75 Districts and 822 Blocks is the most populous state in India. Health infrastructure contains public and private centres (like sub-centre, primary health centre, district hospital and common health centre etc.) at different level is the key backbone to strengthening the health ecosystem in the state. Services rendering from different sources and monitoring of them is the key challenges for better decision mechanism. To overcome of this a single Health Management Information System (HMIS) is envisaged and finally UPHMIS appears. The UPHMIS, which was started in 2015, is designed to meet the overall data requirement of GoUP beyond which is provided by the HMIS portal of GoI. The aim of the portal is to capture, preserve and provide analytic support to strengthen evidence based review mechanism in the state of UP.

This is an integrated data system, which represents an architecture, which has a central data repository from different data systems. It has functional capabilities to pull data from different sources, maybe in different formats and time periods to this central location.

During the first grant (RMNCH+A) it was decided that the UPHMIS will be developed in two phases. During the 1st phase HRC (Health report card) portal, HMIS portal are integrated with UPHMIS system and data entry instance for all manual reporting system is customized and integrated. Most of the activities related to 1st phase of development are incorporated in the portal. The monthly progress report (MPR) are generated in the portal to view and print. The UPHMIS portal has been rolled-out in all 75 districts of Uttar Pradesh.

i. **Objective of the platform:** This application was developed and rolled at state level with following features.
   - Login based application for State, Division, District and Block level is rolled out
   - Date Entry at District and Block level is started.
   - Report generation as per desired format is possible from the portal using pivot table and other features
   - Data analysis mechanism is incorporated.
   - Decision tracking feature is available for better decision for management level
   - Performance Based Fee Module developed and Rolled-out at state level
   - Doctor's Diary Web App developed and Rolled-out at state level

ii. **Solution Design:** In this section, the UPHMIS application architecture is detailed out, with respect to component in application, which have been configured for use in state, divisions, districts, and block level, and the solution designed is explained

iii. **Component in UPHMIS:** The component in UPHMIS help in maintaining the essential parts, which encompass the UPHMIS application; the major component used in UPHMIS for customisation, maintenance and end user usage are given below:
   o **Web Module:**
      - **Users:** The user's module allows adding new users and manages existing users in the application. Each user can be assigned certain privileges, and to certain organization units for which they will be enabled to enter data on behalf of. A collection of privileges and authority can be grouped together to form a user role, which can be assigned to each user.
      - **Organization units:** This module allows the admin users to create organisation units and build up the Org-Unit hierarchy, which can comprise of administrative as well as service delivery units. Organisation units are added one by one as either root unit or a child of a selected unit in order to build a hierarchy. The hierarchy

should be made. on a geographic basis, as the hierarchy plays an important role in the GIS module.

- **Data elements and indicators:** Data elements form the basis of design. Data elements define what is recorded in system. This module allows the user to add data elements in the system. Indicators are composed of multiple data elements, and typically consist of a numerator and denominator. Calculated totals do not have a denominator. All other indicators except totals but are derived from combinations of data elements and factors.

- **Datasets:** A data set is a collection of data elements grouped together for data collection. The admin users can create multiple datasets based on the themes, and collection of data elements, by assigning them a frequency (reporting period) and an organization unit.

- **Data quality:** The data quality module provides means to improve the accuracy and reliability of the data in the system. This can be done through validation rules, min max analysis for finding outliers and anomalies in the reported data.

- **Data visualizer:** The data visualizer module enables end users to easily create dynamic data analysis and visualizations through charts, graphs and data tables. The end users can freely select content (like indicators, periods and organization units) for analysis.

- **Pivot table:** The Pivot table module enables users to create pivot tables, using all available data dimensions in the system. A pivot table is a dynamic tool for data analysis, which lets the end users to quickly summarize and arrange data according to its dimensions. A pivot table can arrange data dimensions on columns, rows, and as filters.

- **GIS:** GIS module enables the end users to plot data on maps to analyze data and trends geographically. It requires customization where in the shape files, which hold the coordinates (latitude and longitudes), are integrated in the application based on the organization unit hierarchy designed.

- **Dashboard:** The dashboard module is designed to give the end users an overview of multiple analytical items like maps, charts, pivot tables and reports, which together can provide a comprehensive overview of the data for monitoring and evaluation.

- **Excel import:** Excel Import app allows the end users to upload their data in form of excel sheets in order to support offline data entry.

- **Data Approval:** Data approval module allows the users at different levels in hierarchy to approve data collected at the same as well as lower levels in the organization unit hierarchy, so as to keep a close check on the quality of data entering in the system. The system allows the feature of allowing only the approved data to be a part of the data analysis, while the unapproved data is kept separate till the time it is approved.

- **Analytics:** Analytics module facilitates the aggregation of data from the lowest to the highest level in the organization unit hierarchy and arranges the aggregated data in flat tabular structure. The visualization module such as Data visualizer, Pivot table and GIS when used for data analysis fetch data from the analytics tables.

- **Technology Component:** Below are the details of Technology used
  - **Application Development:** DHIS2 Framework (Open source framework)
  - **Webserver:** Apache Tomcat

Database: PostgreSQL
Server Type: Cloud (AWS)
Hosting Operating System: Ubuntu

- o **Mobile Module:**

Taking into account the manual effort and time in updating HMIS data by the ANM (Axillary Nurse Midwife), UPTSU has initiated the process of digitize the SC level data entry activity by introducing data entry Mobile App for UPHMIS. In addition, this will increase the data authenticity and reporting as data will be entered from the source of data originator. Also it will minimize the workload at the data entry operator at the block level and induced errors while punching data from manual to HMIS portal will be reduced.

To roll out the above the required Mobile App for the Tablet is prepared and ready to be used. The Mobile Apps covers the SC level data entry of each individual ANM staff i.e. central and State level information are being captured using this Mobile app

Technology Component: Mobile Development: Android SDK (DHIS2 Capture Android)

5. Key Events and Dates

Sl. No.	Particular	Deadline
1.	Issuance of RfP document	18-01-2021
2.	Pre-Bid meeting with bidder (if required)	21-01-2021 at 15:00 hrs
3.	Last Date for seeking clarification, if any	23-01-2021; 23:59 hrs
3.	Response to Queries	25-01-2021
4.	Start date and time for bid submission	29-01-2021
5.	Last date and time for bid submission	01-02-2021; 18:00 Hrs
6.	Date and time for opening of Technical bids	03-02-2021
7.	Date and time for opening of Financial bids	03-02-2021
8.	Validity of Proposal	Proposals must remain valid 90 days after the submission date
9.	Address for submission of Bids	To, Director (IT) UPTSU 404, 4th Floor, Ratan Square Building, Vidhan Sabha Marg, Lucknow, PIN- 226001
10.	Contact Details	procurement@ihat.in

Note: UPTSU reserves the right to change the dates mentioned in this document, which will be communicated to the bidders.

Note 1: The bids are to be submitted offline. Bidder may download Tender Document along with terms and conditions from IHAT website https://www.ihat.in/ However, for participating in the tender, it is mandatory to download & submit the tender offline only. The bidders are requested to submit their bids prior to last date of submission to avoid non-submission of their bids due to any unforeseen reason in last moments or any reason whatsoever.

The last date of submission of bids will not be extended if any situation arrives at the last hours. UPTSU reserves the right to reject all or any tender wholly or partly without assigning any reason whatsoever. The vendor submitting the proposal in response to RfP, shall hereinafter be referred to as "Vendor, Bidder / Vendor" interchangeably. UPTSU will not be liable for any costs incurred by the bidder in the preparation of the response to this RfP. The preparation of bidder's proposal will be made without obligation by UPTSU to acquire any of the items included in the vendor's product, or to select any vendor's proposal, or to discuss the reasons why the bidder's proposal is accepted or rejected. All information included by the bidders in their proposal will be treated in strict confidence.

6. Payment Terms & Schedule

i.   Advance payment will not be considered.

ii.   Entire payment shall be divided into monthly and to be paid monthly after completion of each month.

iii.   All payments shall be released directly by UPTSU to the Bidder except as otherwise provided in the tender. All payments by the UPTSU will be effected in Indian Rupees. Subject to any deductions from the Contract price as per Contract, the Bidder shall be entitled to receive the contract price as subscription charges monthly as arrears against Original Physical invoice.

iv.   All the payments shall be made by UPTSU based on the certification by the UPTSU of the satisfactory services provided by the bidder.

7. Service level Agreement

SLA (Service Level Agreement)

This section is the key agency performance indicator for this engagement. It reflects the measurements to be used to track and report level of service on a regular basis. The SLAs shall be applicable for the reasons solely attributable to the HMIS agency.

UPHMIS APPLICATION LEVEL:

The SLA table below specifies support /maintenance /metric along with Mean Time to Respond – "MMTR 1" and Mean Time to Resolve "MMTR 2"

Sr. No.	Service	MMTR 1 (HH:MM)	MMTR 2 (HH:MM)
1	For application related problems bug fixing /enhancements / new modules development	4 business hrs.	within agreed timelines. Penalty of 0.1% from the Monthly payment shall be deducted for non-adherence to the schedule
2	For content related problems/ uploading, minor changes to data, user management, role & permission etc.	30 minutes	3 business hrs. Penalty of 0.1% from the monthly payment per incident shall be deducted for non-adherence

3	Review and response to pending open requests	5 business hrs. with for effort estimation details	within agreed timelines Penalty of 0.1% from the Monthly payment shall be deducted for non-adherence to the schedule

Note: The Website content update services may also be required before or after the (9.00 AM –6.30 PM) on Business working days/ exceptionally on holidays, depending on specific demands. The vendor is expected to provide support for the same, on best effort basis. Prior intimation will be sent across to the vendor as and when necessary. Also for Application Functionality that require online submission of application, remote/e-mail or WhatsApp group technical support to be provided to Applicants, as and when necessary.

SLA Monitoring and Auditing

- IHAT will review the performance of agency against the SLA parameters monthly basis, or at any periodicity defined in this RFP document.
- The review / audit report will form basis of any action relating to imposing penalty or breach of terms and conditions of work order. Any such review /Audit can be scheduled or unscheduled. The results will be shared with the agency as soon as possible.
- IHAT reserves the right to appoint a third-party auditor to validate the SLA.

Maximum Penalty to agency for the SLA

- The maximum penalty levied (from the calculated penalty) at any point of time on an additive basis in any month shall not exceed 10% of monthly payments due to the agency during the Operation and Maintenance phase.

Condition for termination

- In case the calculated penalty exceeds 20%, for two consecutive month, IHAT reserves the right to terminate the contract.
- In the event of termination of contract on the basis of non-performance by the agency as per SLA, agency will be solely responsible for risk and cost factor thereon.

8. Eligibility Criteria: (Mandatory Requirement)

Interested bidders must carefully read the minimum criteria of eligibility provided herein. Bids of only those bidders who satisfy the eligibility criteria will be considered for evaluation.
To be eligible for evaluation of its Bid, the bidder shall fulfil the following:

S. No.	Criteria	Documents To Be Submitted
1	The Bidder should have a registered office in India	Certificate of incorporation
2	Company must be registered with appropriate authorities for all applicable statutory duties/taxes	Valid documentary proof of: -Central Sales Tax/VAT number -Service Tax registration number -Income Tax registration/PAN number

3	The Bidder Should have experience in maintaining Websites, Web Applications, and Web Design and provide web related services using DHIS2 & PostgreSQL database preferably with Central Government/State Government/Public Sector/Non-Profit organizations/Autonomous Bodies/ Statutory Bodies.	Detailed documents on each of the projects undertaken

4	Manpower Strength -The bidder should have employees who have thorough knowledge of Linux, Apache tomcat, DHIS2, HTML, CSS, JQuery, JAVA and PostgreSQL Server (administration and application development).
	
	 -Experience in development and Customisation of the DHIS2 platform.
	 -Experience in managing database quality assurance, archive management.
	 -Server administration experience and load monitoring on large networks with below head.
	     1.Linux Server (Ubuntu)
	     2.Apache Tomcat
	     3.PostgreSQL
	     4.Containerization
	 -The bidders must have a team on its own payroll with experience of designing and developing websites using the above technology.
		Undertaking from the Authorized signatory of The Responder

5	The bidder or its group shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of The Responder
6	Acceptability of all conditions (including SLA) contained in the Tender Document by the Bidder. No further deviations to any mentioned clause shall be sought for.	Declaration in this regard by the authorized signatory of The Responder
7	The bidder will not Sub-Contract the work/contract awarded	An undertaking to this effect has to be submitted by the successful Bidder.
8	Experience in providing AMC and Change Management support for DHIS2 based applications to government, semi-government bodies.	Valid documentary proof needs to be submitted
9	Minimum 2 completed projects each (with project completion certificate) with a project component in following categories: -AMC support with overall project maintenance and change management	Valid documentary proof needs to be submitted

Note: Tenders satisfying the following essential conditions will only be considered for further processing. In absence of the proof of following supportive document the tender will not be considered, (which are mandatory requirements).

Eligibility criteria is listed at Appendix I6.

9. Technical Proposal

Bidders shall submit the Technical Bid in the formats specified in Annexure -I (the "Technical Bid").

Bidder shall furnish as part of Technical Bid, documents establishing its technical qualification as specified in Annexure I, to be eligible for the IT Service provider. The Bidder shall submit all documentary evidence in a pdf format in support of the information furnished, as given below:

S. No.	Evaluation Criteria	Required Documentary Evidence
1	Number of DHIS2 framework based Projects each (with project completion certificate) with a project component in following categories: -DHIS2 AMC and Change Management support - Access to the global DHIS2 community and the University of Oslo for any support related to DHIS2 application software - Past experience in DHIS2 implementation at country level demonstrated by agency/team	Submit any of the following client concerned document 1. Work orders or 2. Agreements or 3. Completion Certificate (Any additional documents available in addition to those submit under I6)
2	Number of technical employees in its pay roll. The technical skills of these employees must cover all the technical skills	Appendix I5
3	Experience of bidder in Public Health with project maintenance and change management	Submit any of the following client concerned document 1. Work orders OR 2. Agreements OR 3. Completion Certificate
4	Understanding of current deployment of UPHMIS, its challenges and approach note for maintenance and support	Share Approach note for UPHMIS project maintenance & support
5	Demonstrated capabilities for server transition and scaling from current setup to a new environment	Presentation required stating transition activities and plans
6	Demonstrated capabilities to implement a ticketing system for support/ maintenance requests	Presentation required on any ticketing system.

The Financial bid of only the Agencies who have scored a minimum of 70 marks during the technical evaluation by Technical Evaluation Committee based on above criteria will be opened. Any bidder who scores less than 70 will not be considered for commercial evaluation.

The Technical Bid format is attached at Annexure I7.

10.   Financial Proposal

The bidder is required to quote the total project fee for the aforementioned scope of work (inclusive of OPEs and any other taxes, except GST) as part of the Financial Bid. No additional amount (except applicable GST) will be payable during the course of the assignment. Only once the Technical Proposal is ascertained to be qualified, corresponding Financial Proposal would be opened.

Bidder's who's bids qualify for Technical Evaluation, shall be opened for commercial evaluation. Bids/Proposals will be opened in the presence of short-listed vendor's representatives, who choose to attend the commercial Bid opening.

The successful agency will be chosen based on lowest cost base (L-1) with the technically qualified bidders.

Financial Bid Format is at Annexure II

11.   Criteria for Evaluation of Bidders

The successful agency will be chosen based on lowest cost base (L-1) with the technically qualified bidders. A two-stage procedure shall be adopted in evaluating the proposals:

Stage 1 – Technical Bid Evaluation

Stage 2 – Financial Bid Evaluation

Stage 1 – Technical Bid Evaluation

  i.   The agency will send technical proposal on the technical bid submitted at office as per the schedule provided in this RFP. Based on the technical proposal submitted, the technical bid would be evaluated out of a total score of 100 points/marks. The technical bids/proposals scoring at least 70 points/marks would be considered for financial evaluation. A technical proposal failing to achieve 70 marks shall be rejected.

Technical Evaluation Criteria and associated marks are mentioned below:

S. No.	Evaluation Criteria	Evaluation Criteria
1	Number of DHIS2 framework based Projects each (with project completion certificate) with a project component in following categories: -DHIS2 AMC and Change Management support with overall project value greater than INR 5 Lakhs - Access to the global DHIS2 community and the University of Oslo for any support related to DHIS2 application software - Past experience in DHIS2 implementation at country level demonstrated by agency/team	**Total Marks – 20** -1-3 projects: 5 marks - More than 3 projects at scale: 10 marks -Experience (stating feedback from client as excellent/ good/ satisfactory /poor) with government, or semi-government for 3 such projects**:** 5 marks (apart from above marks)

2	Number of full time technical employees in its pay roll. The technical skills of these employees must cover all the technical skills	Total Marks – 10 Below 20: 5 20 and above : 10
3	Experience of bidder in Public Health project	Total Marks – 20 1 to 3 projects: 5 Up-to 5 projects: 15 More than 5 projects: 20
4	Understanding of current deployment of UPHMIS, its challenges and approach note for maintenance and support	Total Marks – 20
5	Demonstrated capabilities for server transition and scaling from current setup to a new environment	Total Marks – 15
6	Demonstrated capabilities to implement a ticketing system for support/ maintenance requests	Total Marks – 15

Stage 2: Financial Bid Evaluation and shortlisting of L1 Vendor

In the second stage, financial proposals of those who have qualified the Technical screening would be evaluated; those meeting all the criteria shall be ranked to determine L1.

The agencies will have lowest rate in commercial bid will be treated as Successful bidder.

12.   Pre-Bid Queries
The agencies may submit their consolidated list of queries to procurement@ihat.in, before January 23-01-2021 at 2359 hours.

13.   Bid Submission
Bid Submission Deadline: **February 01-02-2021** at 1800 hours.

Interested agencies are advised to submit Technical and Financial proposal (Hard copies in separate envelopes) along with all required document to below mentioned address. Please mention "Quotation for Maintenance of UPHMIS Application" over the sealed envelope.

Team Lead (IT)

India Health Action trust
404, 4th floor & 505, 5th Floor, Ratan Square
No. 20-A, Vidhan Sabha Marg
Lucknow-226001, Uttar Pradesh, India"

14.   Notification of Award

Notification to Bidder

Before the expiry of the period of validity of the proposal, UPTSU shall notify the successful Bidder in writing by registered letter or by fax or by Email, that its bid has been accepted. The Bidder shall acknowledge in writing receipt of the notification of award and shall send his acceptance to enter into agreement within seven (7) days of receiving the notification.

The Successful Vendor upon receipt of the PO shall deploy manpower resources within 15 Days at UPTSU to initiate the project and ensure smooth support. Failure to abide by this, may lead to termination of the contract.

Successful bidder i.e. Vendor will be responsible for compliance of all the statutory labour laws w.r.t. deployment of manpower by him under the contract and any/all liabilities accruing on account of labour laws will be the responsibility of the Vendor.

Award of Contract

The notification of the award of contract by UPTSU and acceptance of the award by selected Bidder shall constitute signing of the agreement. The signing of agreement will amount to award of contract and bidder will initiate the execution of the work as specified in the agreement.

At the same time as UPTSU notifies the successful Bidder that its bid has been accepted, UPTSU will send Bidder the Performa for Contract provided in the Tender Document, incorporating all agreements between the parties.

If L1 Vendor fails to execute the order, UPTSU will be free to award the contract to L2 Vendor provided L2 matches L1's price and if L2 does not agree, it will be awarded to L3 subject to L3 matching L1's price and in that order.

On completion of the process of selection, the agency selected shall be awarded the contract. Within 30 days of selection, the agency should execute an agreement with IHAT.

15. General Instructions and Consideration

i. The Client (called "IHAT") will select an organization/Agency in accordance with the method of selection specified in the RfP.

ii. The Applicants are invited to submit Technical and Financial Proposals (collectively called as - the Proposal), for the services required for the Assignment.

iii. The Proposal will form the basis for grant of work order to the selected Agency. The Agency shall carry out the assignment in accordance with the Scope of Work of this RfP.

iv. IHAT requires that the Applicant hold IHAT's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The applicant shall not accept or engage in any assignment that may place it in a position of not being able to carry out the assignment in the best interests of IHAT and the Project.

v. Applicants shall bear all costs associated with the preparation and submission of their proposals, and their participation in the Evaluation Process, including but not limited to postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by IHAT or any other costs incurred in connection with or relating to its Proposal.

vi. It is the IHAT's policy that the Applicants observe the highest standard of ethics during the Evaluation Process and execution of work/assignment. In pursuance of this policy, the IHAT:

- will reject the Proposal for award if it determines that the Applicant has engaged in corrupt or fraudulent activities in competing for the work order in question;

- will declare an Applicant ineligible, either indefinitely or for a stated period of time, to be awarded any contract or work order if it at any time determines that the Applicant has engaged in corrupt or fraudulent practices in competing for and in executing the work order.

vii. **Dispute Resolution:** If any dispute or difference of any kind whatsoever arises between the parties in connection with or arising out of or relating to or under this RfP, the parties shall promptly and in good faith negotiate with a view to its amicable resolution and settlement. In the event no amicable resolution or settlement is reached within a period of thirty (30) days from the date on which the above-mentioned dispute or difference arose, such dispute or difference shall be finally settled by Executive Director, TSU, whose decision shall be final.

viii. The Agencies shall submit their proposal in two covers namely, Technical Proposal and Financial Proposal respectively. The technical evaluation will be carried out first and then a list of technically qualified Applicants shall be prepared in the order of their merit. The Financial Proposals of technically qualified Applicants will be thereafter opened.

ix. Number of Proposals: No applicant shall submit more than one application.

x. Misrepresentation of the content of RfP/ improper response by the applicant may lead to the disqualification of the applicant. If such disqualification/ rejection occurs after the proposals have been opened and the highest-ranking applicant gets disqualified/ rejected, then the IHAT reserves the right to consider the next best applicant, or take any other measure as may be deemed appropriate at the sole discretion of the IHAT.

xi. Acknowledgement by Applicant: It shall be deemed that by submitting the Proposal, the applicant has:
   - made a complete and careful examination of the RfP;
   - Received all relevant information requested from IHAT;
   - accepted the risk of inadequacy, error or mistake in the information provided in the RfP or furnished by or on behalf of IHAT;
   - satisfied itself about all matters, things and information, including matters herein above, necessary and required for submitting an informed application and performance of all of its obligations there under;
   - acknowledged that it does not have a Conflict of Interest; and
   - agreed to be bound by the undertaking provided by it under and in term hereof.

IHAT and/ or its advisors/ employees shall not be liable for any omission, mistake or error on the part of the Applicant in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RfP or the Selection Process, including any error or mistake therein or in any information or data given by the IHAT and/ or its employee.

Annexure I

Annexure I1: Letter of Technical Proposal Submission Form

[Bidders are required to submit the covering letter as given here on their letterhead]

[Location, Date]

To,

> India Health Action Trust,
> 404, 4th Floor, Ratan Square Building,
> Vidhan Sabha Marg, Lucknow,
> 226001

RfP dated [date] for selection of Agency for [name of assignment]

Sir,

With reference to your RfP Document dated [date], we<name of agency>, having examined all relevant documents and understood their contents, hereby submit our Technical Proposal for selection as agency for [name of assignment]. The Proposal is unconditional and unqualified.

We are submitting our Proposal as [name of the applicant].

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate in accordance with the RfP. Our Proposal is binding upon us, subject only to the modifications resulting from negotiations in accordance with the RfP.

We understand you are not bound to accept any Proposal you receive.

Further:

1. We acknowledge that IHAT will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Agency, and we certify that all information provided in the Proposal and in the supporting documents is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.

2. This statement is made for the express purpose of appointment as the Agency for the aforesaid Project.

3. We shall make available to IHAT any additional information it may deem necessary or require for supplementing or authenticating the Proposal.

4. We acknowledge the right of IHAT to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.

5. We certify that in the last 3 (three) years, we have neither failed to perform on any assignment or contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Applicant, nor been expelled from any project, assignment or contract by any public authority nor have had any assignment or contract terminated by any public authority for breach on our part.

6. We declare that:

a) We have examined and have no reservations to the RfP, including any Addendum issued by the Authority;

b) We do not have any conflict of interest in accordance with the terms of the RfP;

c) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RfP document, in respect of any tender or request for proposal issued by or any agreement entered into with IHAT or any other public sector enterprise or any government, Central or State; and

d) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

7. We understand that you may cancel the selection process at any time and that you are neither bound to accept any Proposal that you may receive nor to select the Agency, without incurring any liability to the Applicants.

8. We certify that in regard to matters other than security and integrity of the country, we or any of our affiliates have not been convicted by a court of law or indicted or adverse orders passed by a regulatory authority which would cast a doubt on our ability to undertake the Project or which relates to a grave offence that outrages the moral sense of the community.

9. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a court of law for any offence committed by us or by any of our affiliates. We further certify that neither we nor any of our consortium members have been barred by the central government, any state government, a statutory body or any public sector undertaking, as the case may be, from participating in any project or bid, and that any such bar, if any, does not subsist as on the date of this RFP.

10. We further certify that no investigation by a regulatory authority is pending either against us or against our affiliates or against any of our Directors/ Managers/ employees.

11. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by IHAT in connection with the selection of Agency or in connection with the selection process itself in respect of the above mentioned Project.

12. We agree and understand that the proposal is subject to the provisions of the RfP document. In no case, shall we have any claim or right of whatsoever nature if the Project is not awarded to us or our proposal is not opened or rejected.

13. The Financial Proposal is being submitted in a separate cover. This Technical Proposal read with the Financial Proposal shall be binding on us.

14. We agree and undertake to abide by all the terms and conditions of the RfP Document.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Telephone:

Fax:

(Name and seal of the Applicant/Member in Charge)

Annexure I2: Outline of the Relevant Experience

Details as per the following format shall be submitted for each of the projects. This is a suggested format and the bidder may append additional details as required.

Project Title: *(Attach separate sheet for each project)*	
Country: States:	
Name and address of the client:	Duration of the Assignment:
Approx. value of the contract (In current INR):	
Type of AMC Support/change Management (AMC/change management could be part of the larger scope of the project handled by the vendor) :	Government, semi-government or NGO:
Whether project was dealing in public health	Yes/No
Start Date (month/year):	End Date (month/year):
Team size deployed for the project	
Narrative description of the Project:	
Description of the actual services provided by the staff within the assignment	
Relevance of Assignment	

*Please attach copy of work order/completion certificate for each assignment.

Signature:

Name & Designation of the Authorised Signatory:

Name of Agency:

Address:

SEAL of the Agency:

Date:

The following project experience details to be filled by the Bidders for Technical Evaluation:

Summary of experience in similar projects

S. No	Name of the project	Name of the client	Type of Project (AMC/ Change Management) AMC or Change Management could be part of the larger project	Year of commencement of operations	Was project related to public health (Y/N)	Year of end of operations (if any)	Value of Works executing/executed

Annexure I3: Financial Capacity of Bidder

(To be certified by the statutory auditor)

(In Rs. Lakhs)

Bidder Name	Net Worth	Average Turnover of Three Financial Years Immediately Preceding the Bid

Signature of Statutory Auditor

Name of Statutory Auditor

Name of Company

Name & address of Bidder's Bankers:

Instructions:

1. The Bidder shall attach copies of the balance sheets, financial statements and Annual Reports in accordance with to the RfP. The financial statements shall:

    a) reflect the financial situation of the Bidder

    b) be audited by a statutory auditor

    c) be complete, including all notes to the financial statements; and

    d) Correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted).

Annexure I4: Core Team structure and composition (Team Leader cum Project Manager, DHIS 2 Developer, Android Developer, Server Administrator - format to be used for each resource separately)

Details as per the following format shall be submitted by bidder:

Bidder Name	Team Size

Details of the Team Composition

Name	
Appointment/Role	
Educational Qualification	
Years of experience	
Type of Employment	
Skill areas	
Date of Employment with Present Employer	

Name of Institutions/ Organisation/Sector he/she has worked for:	Period from……to…….	Description of role/responsibilities

Attach separate sheet for each

Signature:

Name & Designation of the Authorised Signatory:

Name of Agency:

Address:

SEAL of the Agency:

Date:

Annexure I5: Qualification of proposed Team Leader cum Project Manager, DHIS 2 Developer, Android Developer, Server Administrator (format to be used for each resource separately)

Details as per the following format shall be submitted by bidder:

Professional Experience:

S. No.	Name of the Manager	Total Experience in Years	Relevant experience	Experience working in UP	Team Mgmt/ Project Lead experience

Academic Qualification of <   >:

S. No.	Name of Course	Name of institute

Project Experience:

S. No.	Name of the project	Name of the client	Type of Project	Project Related to Govt Agency (Yes/ No)	Year of commencement of operations	Year of end of operations (if any)	Value of Works executing/executed

Signature of Authorized Person

Name of Authorized Person

Name of Company

Name & address of Bidder

Instructions:

1. The Bidder shall attach copy of the resumes

Annexure I6: Eligibility Criteria

S. No.	Criteria	Documents To Be Submitted	Compliance to Minimum Criteria? (Yes/No)	Document submitted as proof for evaluation
1	The Bidder should have a registered office in India	Certificate of incorporation		
2	Company must be registered with appropriate authorities for all applicable statutory duties/taxes	Valid documentary proof of: -Central Sales Tax/VAT number -Service Tax registration number -Income Tax registration/PAN number		
3	The Bidder Should have experience in maintaining Websites, Web Applications and Web Design and provide web related services using DHIS2 & PostgreSQL database preferably with Central Government/State Government/Public Sector/Non-Profit organizations/Autonomous Bodies/ Statutory Bodies. A minimum of 10 (twenty)dynamic programs with above technology must have been developed & successfully maintained by the Bidder.			
5	Manpower Strength -The bidder should have technical employees who have thorough knowledge of Linux, Apache tomcat, DHIS2, HTML, CSS, JQuery, JAVA and PostgreSQL Server (administration and application development). -Experience in development and Customisation of the DHIS2 platform. -Experience in managing database quality assurance, archive management.	Undertaking from the Authorized signatory of The Responder		

	-Server administration experience and load monitoring on large networks with below head.
	     1.Linux Server(Ubuntu)
	     2.Apache Tomcat
	     3.PostgreSQL
	     4.Containerization
	-The bidders must have a team on its own payroll with experience of designing and developing websites using the above technology.			

6	The bidder or its group shall not be under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of The Responder		
7	Acceptability of all conditions contained in the Tender Document by the Bidder. No further deviations to any mentioned clause shall be sought for.	Declaration in this regard by the authorized signatory of The Responder		
8	The bidder will not Sub-Contract the work/contract awarded	An undertaking to this effect has to be submitted by the successful Bidder.		
10	Experience in providing AMC and Change Management support for DHIS2 based applications to government, semi-government bodies.	Valid documentary proof needs to be submitted		
11	Minimum 2 completed projects each (with project completion certificate) with a project component in following categories: -AMC support with overall project maintenance and change management	Valid documentary proof needs to be submitted		

Annexure I7: Scope of work – Activities/ Roles and Responsibilities

S. NO	Activities	Compliance (Yes/No)
1	The agency has access to the talent pool of DHIS2 experts to ensure uninterrupted support in various evolving roles and responsibilities and must be able to attend maintenance requests within the shortest turnaround time.	
2	Past Experience in DHIS2 framework-based application Design, Development, Maintenance and Extensive experience customizing DHIS2 based application	
3	Implement a robust Service Management System for incident management, service request management, and change management to generate tickets for maintenance service requests with response tracking with date and time stamping	
4	Capability in transitioning the current deployment of UPHMIS to the new environment with minimum downtime through a technical presentation/note	
5	Understanding Application Architectures	
6	Maintenance & Management of existing UPHMIS application both web and android	
7	Change Management in the application on any new requirement	
8	Development, implementation and maintenance of any new module	
9	Preparing documents according to the client needs	
10	Integration with other platforms	
11	Server Maintenance and ensuring uptime of the server	
12	Extensive knowledge in Cloud Server Management (Virtual Machine and Containerization)	
13	Migration of applications and other data from existing cloud to new cloud setup	
14	Provisioning of Enterprise level support or Equivalent for software licenses as mentioned in the RFP. Covering updates, upgrades, security patches, issue resolution at software level, bug fixing etc.	
15	Operational and Functional testing	
16	Functional acceptance signoff	
17	24x7x365 Support, Cloud service Provisioning, de- provisioning, up-dations, auto-scaling, security, firewall, anti-virus, bandwidth etc.	

In addition, the following documents will be attached:

S. No.	Evaluation Criteria	Required Documentary Evidence
1	Understanding of current deployment of UPHMIS, its challenges and approach note for maintenance and support	Share Approach note for UPHMIS project maintenance & support
2	Demonstrated capabilities for server transition and scaling from current setup to a new environment	Presentation required stating transition activities and plans
3	Demonstrated capabilities to implement a ticketing system for support/ maintenance requests	Presentation required on any ticketing system preferably JIRA

Annexure II: Standard Formats for the Financial Proposal

Annexure II1: Letter of Financial Proposal Submission Form

Annexure II2: Financial Proposal

Annexure II1: Financial Proposal Submission Form

<div style="text-align:right">[Date]</div>

To,

      India Health Action Trust,
      404, 4th Floor, Ratan Square Building,
      Vidhan Sabha Marg, Lucknow,
      226001

Dear Sir,

Subject: Services for [name of assignment].

We, the undersigned, offer to provide the services for [name of assignment] in accordance with your Request for Proposal dated [date] and our Proposal. Our attached Financial Proposal is for the sum of [amount(s) in words and figures].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from arithmetic correction, if any, up to expiration of the validity period of the Proposal, i.e. [date].

We undertake that, in competing for (and, if the award is made to us, in executing) the above assignment, we will strictly observe the laws against fraud and corruption in force in India namely —Prevention of Corruption Act 1988.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of   Firm:

Address:

Annexure II2: Financial Proposal

Financial Implications for scope of work defined in RfP should be as per below format: (All price in INR)

Resource	Monthly Charges	GST/Taxes	Amount for 6 Months (without taxes)	Amount for 6 Months (with taxes)
Team Leader Cum Project Manager				
DHIS2 Developer				
Android Developer				
Server Administrator				
Engagement Charges (if any)				
Overheads or any other financial implications				
Grand Total			#	

Note:-

- The invoice will be submitted monthly, along with all the necessary reports.
- Financial Bid to be submitted for all the 6 Months.
- Taxes as applicable are exclusive.
- This is the suggestive commercial proposal format, which may be amplified by the bidder based on the proposal.
- The prices stated in the Contract shall be deemed to include all amounts.
- Bidder must submit their financial bid for the total scope of work.

 # L1 will be decided based on amount quoted in this column