

Request for Proposal for Facility Layer - Web and Mobile Application for Public Health

PUBLIC HEALTH FACILITY LAYER APPLICATION

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Acronyms

- *AMC - Annual maintenance charges*
- *UPDVDMS -Uttar Pradesh Drug and Vaccine Distribution System*
- *HRMS – Human Resource Management System*
- *UPHIMS – Uttar Pradesh Health Information Management System*
- *MIS – Management Information System*
- *SC – Sub Centre*
- *PHC – Primary Health Care*
- *CHC – Community Health Care*
- *RfP – Request for Proposal*
- *IHAT – India Health Action Trust*

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.

2. Objective

The objective of this RfP is to invite experienced and qualified vendors to Design and Develop a facility layer application containing master database repository of public health data (like Health Facilities, HR, Supply chain etc.) in such a manner that it can act as baseline for interaction with any development by UPTSU(IHAT) or GoUP or partners identified by GoUP.

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 two years including AMC of one year.

Interested bidders are advised to study this RfP document carefully before submitting their proposal in response to this RfP document. 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.

The following are the applications that have already being developed and rolled out or in process of roll out which will be used as source of information for facility layer application:

- Facility Mapping platform
- Manav Sampada Application (HRMS)
- UP-DVDMS Application (Supply chain application)
- UPHIMS Application (Data warehouse for UP health programme data)

The key masters/ transactional attributes from above application need to integrate with facility layer application so that same can be pushed to third party software owned by GoUP.

In addition to this, there will also a provision for capturing the other important parameters like IT infrastructure and medical treatment facilities available in UP Health facilities. These parameters will continue to be added as per the updated requirements shared by the TSU.

3. Scope of Work

- Design, development and maintenance of central repository for healthcare facilities and programs.
- Development should take place as per agile methodology/micro services.
- The application should have layer-based architecture that is flexible enough to have limited impact changes throughout the layers of the application.
- There should be separate management for staging and production environment on cloud server.
- It should be designed in such manner that it can interact with any software like facility mapping, Manav Sampada etc through APIs. There should not be any technology/platform dependencies.
- There should be restful API for to-and-fro communication with other applications
- There should be a master directory for UP state hierarchical structure along with its respective LGD Codes.
- Landing Page comprises of integrated dashboard into which all key statistics, will list such as Total Facilities, Total Manpower in terms of Doctors, Nurses, paramedical etc.

- Dashboard must contain geographical representation of healthcare facilities across UP, use of shape files till revenue village level would be essential.
- Hovering on any facilities, should pop up details like no. of No. of Beds, Doctors, Nurses, Paramedical Staff, IT Infra (Yes/no), Treatment facilities.
- Provision for capturing the infrastructure details like No. of Operational and Functional Beds, IT infra, facilities available for treatment.
- There should be flag for active and inactive wherever applicable so that active data should propagate to any software from facility layer application.
- User should be able to select required columns, filtration, sorting at runtime for any module according to their access. The template can be saved for future use also.
- Health Facilities related all information such as human resource, no. of beds, medical facilities available etc should display on Mobile App.
- State/District/Block level log-in to manage on-going status of Health Facilities
- Hosting of web and mobile application on cloud server. Cloud server will be provided by IHAT.
- Mobile App is required to be designed and developed on Android.
- Ensuring a smooth and error-free functioning of facility layer modules.
- 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 remote-support and maintenance on the cloud server hosting the facility layer web and mobile app for the State.
- Providing all technical documentation which includes SRS, SDD, FRS along with training material and supporting the application.
- Annual audit support in patch development for audit clearance
- Value added services like reports, interoperability
- Training on the applications as and when required.
- Open source tools should be leveraged for the website to avoid any licensing requirements.
- The service provider is also required to keep the confidentiality of the reports and maintain and follow all necessary protocols for adhering to the same.
- Onsite Support as and when required.
- There may be 20-30% variation in the scope of work at discretion of the IHAT.

Above mentioned tasks should be a to be accomplished by resources by skilled team of experienced developers, application tester led by the Manager.

Scope of work and envisioned activities is at Appendix I7.

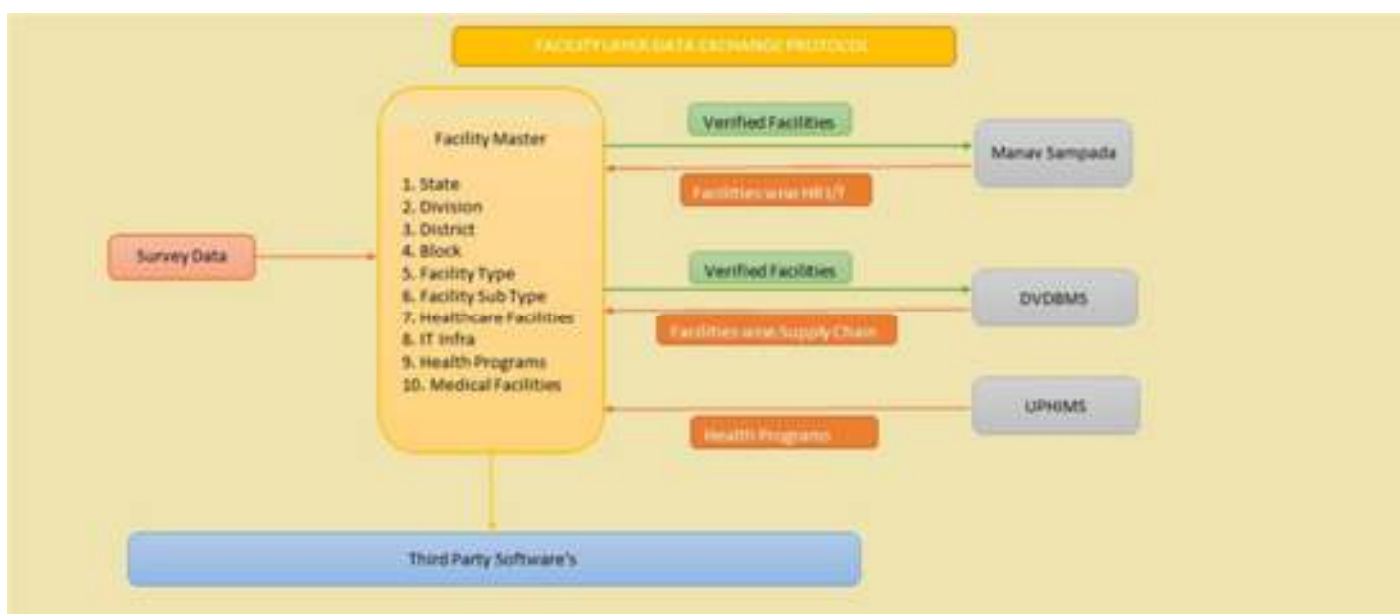
4. High Level Requirement for Application Software

The Master Module would comprise of - > State, Division, District, Block, Village, IT Equipment's, Medical Procedures, Facility Type, Facility Sub Type

Transaction Module ->

- Restful API will be used for bi-directional communication in terms of Facilities, Human Resources, Facility wise Drug related information, Heath Care programs.
- IT Infrastructure
- Medical Facilities.
- Verification of data entered directly on Facility layer i.e. IT infra and Medical Facilities.
- API for pushing facility layer repository data to another third-party software/ s as and when required.
- Dynamic Interface for capturing any details as and when required.

The data flow for facility layer application is depicted in the diagram below.



5. Applications details for Integration (Source of Input Data)

S.no	Application	Platform	State	Hosted on
1	Facility Geo Mapping	Web & Mobile	Live	Net Magic Cloud Service
2	Manav Sampada (eHRMS)	Web & Mobile	Live	NIC Server
3	UPHMIS (aggregated programme level indicator based data)	Web & Mobile	Live	AWS Server
4	UPDMS (supply chain platform)	Web	Live	CDAC Server

6. Key Project Milestones and Timeline

Sl. No.	Particular	Deadline
1.	Issuance of RfP document	16-01-2021
2.	Pre-Bid meeting	22-01-2021 at 15:00 hrs
3.	Queries from Bidder	21-01-2021; 23:59 hrs
3.	Response to Queries	23--01-2021
4.	Start date and time for bid submission	25--01-2021 00:00 hrs
5.	Last date and time for bid submission	04-02-2021
6.	Date and time for opening of Technical bids	05-02-2021
7.	Date and time for opening of Financial bids	TBD

7. Payment Terms & Schedule

- i. Advance payment will not be considered.
- ii. Entire payment shall be done in phased manner as shown below

S.no	On Submission of	% of Payment (in INR)
1.	Project Plan Document and Detailed SRS along with milestones	10%
2.	Design and Development of Facility layer Application	30%

	Integration with Application (Source of data)	
3.	<ul style="list-style-type: none"> • Software Design Documents like table design, relationships between tables, database Procedure details etc should be included. • Functional and Integration Test Case Documents 	10%
4.	API document for third party integration and at least one successful integration	15%
5.	Delivery of the software source code.	10%
6.	Warranty Support for 4 Months post GO LIVE	10%
7.	Delivery of the software source code.	15%

iii. Currency: The price is payable in local currency i.e. Indian Rupees.

8. Performance Guarantee

The Bidder shall provide the services and carry out their obligations under the Contract with due diligence, efficiency and professionalism/ethics in accordance with generally accepted professional standards and practices. The Bidder shall always act in respect of any matter relating to this contract. The Bidder shall abide by all the applicable provisions / Acts / Rules / Regulations, Standing orders, etc. of Information Technology standard as prevalent in the country.

The vendor shall be responsible for the performance of all its obligations under this Agreement and shall be liable for the acts and omissions of its employees in connection therewith.

10% of each invoice will be withheld as Performance Guarantee, which will be released at the end of the project i.e. 2 years** from the date of contract, based on timelines and quality of delivery.

The total penalty amount shall not exceed 10% of the Project Value.

9. Eligibility criteria:

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:

1. Evaluation will be done for only those bids which are qualifying requirements of RfP in terms of Technical and Commercial.
2. Minimum 5 years of experience in providing integrated software solutions in both web and mobile applications to government, semi-government bodies.
3. Minimum 3 completed projects each (with project completion certificate) with a project component in following categories:
 - a. Software Integration with third party software's
 - b. Design and development
4. Bidder must have at least 25 full time technical employees in its pay roll. The technical skills of these employees must cover all the technical skills
5. Bidder should be registered in India under companies Act 1956/2013 or Partnership firm registered under the Partnership Act of 1932 or registered (converted to) under the Indian Limited Liability Partnership Act, 2008`
6. Bidder should be CMM level 3 or above company.
7. Bidder should not be blacklisted by Multi-Lateral Funding Agency / Govt. Of India/ any State Government / PSU's as on the date of bid submission
8. The Bidder must have average annual turnover of Rs. 1 crore or above in last three financial year ending at 31/03/2020 from IT Services
9. The Bidder must have positive net worth in last one financial year 2019-20 ending at 31/03/2020
10. Bidder should ensure onsite availability of resources during development in Lucknow.

Eligibility criteria is listed at Appendix I6.

10. 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	Criteria	Documents required
1	Quality certifications.	<ul style="list-style-type: none"> • CMMI • ISO
2	Adequacy of proposed approach & methodology, in line with the requirement.	<ul style="list-style-type: none"> • Process flow • Project Plan • Delivery Plan • Timeline • The technology platforms planned to be used
3	Past experience in Design, Development & Maintenance of Website/Web Portal /Web application.	<ul style="list-style-type: none"> • Refer Annexure I2
4	Experience in successful development of Web application and implementation of software projects preferably in Government/ Public sector undertaking/ Autonomous bodies	<ul style="list-style-type: none"> • Refer Annexure I2
5	System Integration with third party software	<ul style="list-style-type: none"> • Refer Annexure I2 • Integration Plan for RfP SOP
6	Technical team and other resources availability with bidder having PM experience on state or central Govt. / PSU / Corporate bodies in Website / web portal design, development, hosting and maintenance. <ul style="list-style-type: none"> • Project Manager / Lead • UI / UX Designer • Programmers • Mobile App Developer 	<ul style="list-style-type: none"> • Refer Annexure I5

11. 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.

Financial Bid Format is at Annexure II

12. Criteria for Evaluation of Bidders

The successful Agency will be chosen based on the basis of QCBS (Quality & Cost Based Selection) with the Technical and Financial weightage at **70** and **30** respectively.

12.1 A two-stage procedure shall be adopted in evaluating the proposals:

Stage 1 – Technical Bid Evaluation

Stage 2 – Financial Bid Evaluation

Technical Bid Evaluation (Stage-1)

- i. The technical evaluation emphasizes on the degree of confidence of the Evaluation Team in the proposal content and the Bidder's capability to deliver the outputs effectively.
- ii. This evaluation will be carried out on a total score of 100 on the basis of the following mentioned criteria.

Technical Evaluation Criteria and associated marks are mentioned as below:

S. No	Criteria	Range of Marks (Max. Marks)
1	Quality certifications.	Total = 5 Marks ISO/equivalent certificate- 2 Marks ISO/equivalent certificate & CMMI level 3 certificate – 3 Marks
2	Adequacy of proposed approach & methodology, inline with the requirement.	20
3	Past experience in Design, Development & Maintenance of Website/Web Portal /Web application.	10 >8 projects–10marks >=3 - 8 projects – 5 marks <3 projects – 0 marks
4	Experience in successful development of Web application and implementation of software projects preferably in Government/ Public sector undertaking/ Autonomous bodies	10 >4 projects–10 marks >=1-4 projects–5 marks
5	System Integration with third party software	10 >4 projects–10 marks >=1-4 projects–5 marks
6	Technical team and other resources availability with bidder having PM experience on state or central Govt. / PSU / Corporate bodies in Website / web portal design, development, hosting and maintenance. <ul style="list-style-type: none"> • Project Manager / Lead • UI / UX Designer • Programmers • Mobile App Developer 	20 (5 each for 4 resources) Experience, number of projects and educational qualifications >=4 projects – 5 marks >2 -3 projects–4 marks =2 projects–2 marks
	Total Marks	75 marks
	Technical Presentation <ul style="list-style-type: none"> • Methodology • Process flows and technical documentation prepared for handover • Demonstration in the form of screen shots to cater to the complete scope of work as mentioned in the RfP. • You may also give live demo of the software 	25 marks

- i. 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.
- ii. In the second stage, financial proposals of those who have qualified the Technical screening would be evaluated and ranked to determine L1.

Financial Bid Evaluation (Stage-2)

- i. Financial bid of only those bidders shall be considered who qualify the technical evaluation.
- ii. The Financial Bids of technically qualified bidders will be opened on the prescribed date as per IHAT policy.
- iii. IHAT will determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services.
- iv. The bidder with the lowest overall price, qualifying as Financial Proposal (L1) will be awarded 100 score (amongst the bidders that qualified on the basis of Technical evaluation and obtained marks above 70%). Financial scores for other than L1, bidders will be evaluated using the following formula:

Financial score of Bidder (SF) = {(Lowest price of Financial Proposal of L1/Price of the Financial Proposal of the bidder under consideration) X 100}

(Figures will be adjusted to two decimal places)

Final evaluation (shortlisting of bidder)

- i. Points obtained by the Agency for both **Technical (70)** as well as **Financial (30)** scores would be clubbed for the final selection.
- ii. The agencies will be ranked based on their Total Score and the agency scoring the highest points shall be selected.

iii. Table: Marks for evaluation

Sl. No.	Evaluation	Marks
1	Technical Evaluation	70
2	Financial Evaluation	30
	Total	100

iv.

Proposals will finally be ranked according to their combined technical (S_T) and financial (S_F) scores as follows:

$$S = S_T \times T_W + S_F \times F_W$$

Where,

S= is the combined score

S_T and S_F = Technical and Financial score of the bidder

T_W and F_W = Weights assigned to Technical Proposal and Financial Proposal, which shall be 0.70 and 0.30 respectively.

The Selected Applicant shall be the first ranked Applicant (having the highest combined score). The second ranked Applicant shall be kept in reserve and may be invited for negotiations in case the first ranked Applicant withdraws, or fails to comply with the requirements specified.

Note: In the event the composite bid scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

13. Pre-Bid Queries

The agencies may submit their consolidated list of queries to procurement@ihat.in, before **January 21, 2021** at 2359 hours.

14. Bid Submission

Bid Submission Deadline: February 04, **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 Management of Community Process Division Apps" 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"

You may also reach out over email (procurement@ihat.in) for any further queries in this matter.

15. Award of Contract

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.

16. 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: <i>(Attach separate sheet for each project)</i>	
Country:	
States:	
Name and address of the client:	Duration of the Assignment:
Approx. value of the contract (In current INR):	
Type of Project	Government, semi-government or multilateral organization:
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 (Software Integration/ Design & Development)	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 - proposed Manager/UI or UX Designer/ Programmers/ Android developer (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 Manager/UI or UX Designer/ Programmers/ Android developer (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

#	Eligibility Criteria	Document Requirement	Compliance to Minimum Criteria? (Yes/No)	Document submitted as proof for evaluation
1	The company should be running in profit for the last three financial years. The bidder should have a minimum turnover of 1 crore or above during the last 3 Financial years. The bidder must submit an attested photocopy of the audited balance sheet as proof of annual turnover stated.	Audited balance sheet of last 3 financial year		
2	Minimum 3 completed projects each for PSU/ Central Govt/State Govt. (with project completion certificate) with a project component in following categories: b) Software Integration with third party software's c) Design and development. d) Annual Maintenance	Annexure I2		
3	Bidder must have at least 25 full time technical employees in its pay roll. The technical skills of these employees must cover all the technical skills	Annexure I4		
4	Minimum CMM 3 Company	Certificate of Compliance		
5	Bidder should be registered in India under companies Act 1956/2013 or Partnership firm registered under the Partnership Act of 1932 or registered (converted to) under the Indian Limited Liability Partnership Act, 2008	Certificate of Compliance		
6	Bidder should ensure onsite availability of resources during development in Lucknow.	Company Name, Office Address, Contact Person Details, Proof of Office in Lucknow.		

Annexure 17: Scope of work

Sr. No	Activity	Compliance (Yes/No)
1.	Design, development and maintenance of central repository for healthcare facilities and programs.	
2.	Development should take place as per agile methodology/microservices	
3.	The application should have layer-based architecture that is flexible enough to have limited impact changes throughout the layers of the application.	
4.	There should be separate management for staging and production environment on cloud server.	
5.	It should be designed in such manner that it can interact with any software like facility mapping, Manav Sampada etc through APIs. There should not be any technology/platform dependencies.	
6.	There should be restful API for to-and-fro communication with other applications	
7.	There should be a master directory for UP state hierarchical structure along with its respective LGD Codes.	
8.	Landing Page comprises of integrated dashboard into which all key statistics, will list such as Total Facilities, Total Manpower in terms of Doctors, Nurses, paramedical etc.	
9.	Dashboard must contain geographical representation of healthcare facilities across UP, use of shape files till revenue village level would be essential.	
10.	Hovering on any facilities, should pop up details like no. of No. of Beds, Doctors, Nurses, Paramedical Staff, IT Infra (Yes/no), Treatment facilities.	
11.	Provision for capturing the infrastructure details like No. of Operational and Functional Beds, IT infra, facilities available for treatment.	
12.	There should be flag for active and inactive wherever applicable so that active data should propagate to any software from facility layer application.	
13.	User should be able to select required columns, filtration, sorting at runtime for any module according to their access. The template can be saved for future use also.	
14.	Health Facilities related all information such as human resource, no. of beds, medical facilities available etc should display on Mobile App.	
15.	State/District/Block level log-in to manage on-going status of Health Facilities	
16.	Hosting of web and mobile application on cloud server. Cloud server will be provided by IHAT.	
17.	Mobile App is required to be designed and developed on Android.	
18.	Ensuring a smooth and error-free functioning of facility layer modules.	
19.	Providing changes in application as per requirement from respective program owners	

20.	Reporting format development as per requirement	
21.	Ensuring all the support and small customization requests made by the State are carried out efficiently and promptly.	
22.	Providing remote-support and maintenance on the cloud server hosting the facility layer web and mobile app for the State.	
23.	Providing all technical documentation which includes SRS, SDD, FRS along with training material and supporting the application.	
24.	Annual audit support in patch development for audit clearance	
25.	Value added services like reports, interoperability	
26.	Training on the applications as and when required.	
27.	Open source tools should be leveraged for the website to avoid any licensing requirements.	
28.	The service provider is also required to keep the confidentiality of the reports and maintain and follow all necessary protocols for adhering to the same.	
29.	Onsite support as and when required.	
30.	There may be 20-30% variation in the scope of work at discretion of the IHAT.	

In addition, the following documents will be attached

S. No	Criteria	Documents required
1	Quality certifications.	<ul style="list-style-type: none"> • CMMI • ISO
2	Adequacy of proposed approach & methodology, inline with the requirement.	<ul style="list-style-type: none"> • Process flow • Project Plan • Delivery Plan • Timeline • The technology platforms planned to be used

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

[Date]

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:

S.no	Activity	Cost INR in Figures	GST @ 18% in Figures	Total	Cost INR in words (inclusive of all taxes)
A	B	C	D	E=C+D	F
1	Design / development / implementation/ Integration of Web application				
2	Design and Development of Mobile Application (Android)				
3	Annual Maintenance Cost after implementation and warranty period with onsite Technical coordinator. Include percentage of AMC being charged.				

Note: This is the suggestive commercial proposal format which may be amplified by the bidder based on the proposal.

Notes:

- 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.
- Taxes would be payable at the applicable rates as may be in force from time to time.
- Financial proposal will be shared for year. Contract duration will be two years.