Request for Proposal of Design, Development & Maintenance Of Doctor Diary Platform

DESIGN, DEVELOPMENT & MAINTENANCE OF DOCTOR DIARY PLATFORM

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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.

Uttar Pradesh as a state is comprised of 18 Divisions, 75 Districts and 825 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.

The Doctor's Diary Platform (Web & Mobile) has a specific focus on the measuring the performance of the workforce engaged in providing clinical care to the patients at different types of facilities such as District Hospitals (DHs), Sub–District Hospitals (SDHs) and Community Health Centers (CHCs), especially First Referral Units (FRUs). The specialist doctors are engaged with the UP-health system both in regular employment, as well as contractual with pre-defined work deliverables and service level agreements. Through these contractual deployments it becomes easier to bridge the gap between the required numbers of doctors in the public health infrastructure in the State.

With the contractual mode of employment, an increased need to monitor the performance of the doctor has come up which feeds on to the incentivisation of the hired clinicians. To fulfil the above needs, design and development of an electronic system was envisaged, i.e. the Doctor's Diary.

In context of above to UPTSU will identify and select an agency who can develop an enterprise level application to cater all the demand of the business requirement for Doctor's Diary Platform.

2 OBJECTIVE

To engage a qualified and experienced agency having experience in the field of Design, Development, Maintenance of Websites and Mobile App. The agency shall be required to design Doctor Diary Portal (website and mobile app) as per the requirement of the organization. The agency would also be required to prepare a detailed software requirement specification. The agency shall provide end-to-end managed service for design, development and maintenance of website and mobile app both.

3 SCOPE OF WORK

The entire Scope of Work under the RFP constitutes selection of an Agency for design, development, demonstration, testing, operation and maintenance of the Doctor's Diary Platform in the state of Uttar Pradesh.

This section summarizes the overall scope of work that needs to be executed by the successful Agency. The RFP envisages the following components of work to be executed in order to fulfil the objectives of the proposed Doctor's Diary Platform.

1. Development, installation, configuration, customization, integration, of Doctor's Diary Platform together with the necessary database and other software
2. Implementation of Doctor's Diary Platform according to the reference architecture, performance metrics, acceptance criteria's and conformance to industry standards including its testing and certification.
3. Operation and Maintenance of the entire Doctor's Diary Platform including Application for a period of one year from the date of Go-Live
4. Change Management and Capacity Building including Training of users for effectively using the system.

3.1 DETAILED DESCRIPTION OF ACTIVITIES:

3.1.1 System Requirements Study and Solution Design

3.1.1.1 Project Plan and the Inception Report preparation
- The Agency shall prepare a Project Plan for the entire project
- The Agency needs to prepare and submit an Inception Report, which will serve as the foundation document for all activities related to the project. Additionally, the Inception Report must cover the risks the Agency anticipates and the plans they propose towards risk mitigation.
- The acceptance of the Inception Report by IHAT is necessary before proceeding to the next stage of the project.

3.1.1.2 System Requirement Specification (SRS)
- The indicative functional requirements are provided in coming section of the RFP for the purpose of reference only. The business logic framework for Doctor's Diary Platform is built according to the functioning provision of IHAT in Uttar Pradesh. The Agency shall have detailed discussions with concerned stakeholders and perform complete requirement engineering processes.
- The Agency is expected to capture all findings and propositions in System Requirement Specification (SRS) document and Prototype, which shall detail the requirements of the complete solution up to the last detail. The documents should also present a clear plan of action to implement the Doctor's Diary Platform. The Prototype shall demonstrate all the features and functions of Doctor's Diary Platform.
- Agency shall consult with the subject matter experts designated by UPTSU whenever necessary, to obtain more details on the requirements of the project

3.1.1.3 Solution Design Document preparation
The SI shall prepare a solution design document (SDD) containing:
- Complete architecture of the proposed Doctor's Diary Platform
- Design of an audit trail capturing mechanism for all transactions (add, update and delete) using transaction log reports, so that errors in data, intentional or otherwise, can be traced and reversed, throughout the project duration.

- The security aspects, measures etc. to be deployed for the solution
- Access Controls measures - to ensure that the databases are not tampered or modified by the system operators or database administrator.
- Implementation plan for data security- to allow for changes in technology and business needs.
- Plans for various types of testing and audit as required by this RFP.
- Any other section as required in the SDD document

3.1.1.4 Prototype Development and Demonstration

- The Agency is expected to develop a prototype of Doctor's Diary Platform based on SRS and SDD documents prepared. Prototype should consist of navigation plan of the system, data entry forms, reports and should be capable to demonstrate usability of the designed solution and the extent of meeting the aspiration of government with respect to functionalities of Doctor's Diary Platform. The Agency may use sample data for demonstration of prototype.
- The Agency shall demonstrate the prototypes of sub-modules and mobile app of Doctor's Diary Platform solution. The prototypes of sub-modules and mobile app of Doctor's Diary Platform shall be considered for approval one by one as and when they are submitted for approval to UPTSU. The agency need not wait for the completion of prototype of the entire solution for the same. This will help to expedite the feedback and approval process. However, the agency shall have to demonstrate integrated functionalities and workflow across modules on the complete solution prototype when all the sub-modules are approved and accepted by UPTSU. The acceptance of the integrated functionalities and workflow shall be taken as the acceptance of prototype.

3.1.2 Application Development

The proposed workflow of the Doctor's Diary Platform can be found below. This is a summarized version of the efforts to be undertaken by the while developing the platform:

3.1.2.1 Development and Testing of Doctor's Diary Platform - application and Mobile App

The agency will be responsible for development, integration, testing and deployment of the Doctor's Diary Platform along with portals based on:

- The functional requirements given in coming section of the RFP and
- SRS & SDD finalized by the SI in consultation with the UPTSU
- Prototype development in consultation with the UPTSU
- Project implementation approach
- Any other related documents
- The Doctor's Diary Platform should be able to support all common browsers and mobile platforms (like Internet explorer, Mozilla, Chrome, Safari, Android, iOS, Windows platform etc. up to the latest version).
- Updates shall be provided by the Agency to support the future versions of the OS platforms and browsers free of cost during the Operation & Maintenance (O&M) period.
- The mobile application shall be used by all the stakeholders, so, the application must support the Android and iOS operating systems versions of low-cost entry level smart phones also.
- All the forms labels and instructions etc. shall be available in the Doctor's Diary Platform both in English and Hindi language.
- The Agency is required to design the solution in such a way, that it works smoothly on the available bandwidth while meeting the SLAs and other requirements of this RFP.
- The Doctor's Diary Platform solution should be designed in such a way that all the functionalities must be available to the end user even at the minimum Broadband speed specifies by the Government of India/Telecom Regulatory.

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3.1.2.2   SMS/Alert Solution

The agency will integrate the relevant modules, functions etc. of Doctor's Diary Platform with SMS/Email Alert gateway functionalities. OTP based authentication shall be provided for specific features and modules (will explore this features more during requirement gathering phase). The details of such features and modules shall be discussed by UPTSU with Agency

3.1.2.3   Security

Security shall be one of the important requirements of Doctor's Diary Platform. The Agency shall adhere to IT security best practices right from the inception and design phase of the application development till the end of O&M. The bidders shall elaborate the proposed security practices as part of the technical solution of the bid document. The application should be free of any vulnerability and malware. The security solution shall be implemented in the following layers of the Doctor's Diary Platform:

- Application
- Database
- Server (Infrastructure)
- Mobile App

The proposed security solution shall adhere to all security guidelines issued by OWASP from time to time.

The Agency's responsibility shall be to continuously manage a secure environment, implement appropriate mitigating controls, integrate with the core IT environment and escalate appropriately in case of incidents or emergencies. As part of the technical bid, the bidders shall propose the hardware and security solutions required to implement security solution as mentioned in this section. The hardware and security solution shall be proposed in the unpriced Bill of Material (BoM) in the format provided in the RFP.

3.1.2.3.1 Key Consideration

- Solution should comply with latest Information Technology Act of India including all amendments thereon.
- Based on ISO 27001:2013 standards, user access to the system must be through an authentication process, which should involve specification of a user Identification, a password and the applications displayed must be as per the user profile and authority.
- The system should allow user to change his/her password based on a given time frame as well as give the User the option to change the Doctor's Diary Platform's password at any time.
- The system should disable the User profile after three unsuccessful log-on attempts. The system should have provision for re-enabling the disabled User profiles after single or multiple steps of online and/or offline verification of the User. The system should be able to log successful and failed attempts to the system.

3.1.3   Testing Requirements

Agency shall create the test strategy document that defines the requirements and goals of the configuration, determine the tools and methods used to check that the system responds correctly, determine how and when the test will be performed etc.

The test strategy document shall guide the project team through the implementation to ensure that planning and conducting testing activities in the various phases of the implementation are proper. The various testing phases are as follows

3.1.3.1   User Acceptance Testing / Pilot Testing

- Agency shall prepare test cases for User Acceptance Testing (UAT) in consultation with concern Authority of UPTSU (Program Team). The UAT shall be conducted in the form of Pilot Testing for each phase of the project. Agency shall facilitate the team from Authority and this test. For Pilot Testing, modules of Doctor's Diary Platform shall be

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chosen and the Agency shall demonstrate all the functionalities of the Doctor's Diary Platform, including end to end workflow, using real data for the department.

- The modules for the Pilot Testing shall be chosen by UPTSU at an appropriate stage of the project, such that, it provides sufficient time to the Agency to implement the solution and demonstrate the Pilot Testing. Agency will close all bugs etc. identified during the UAT. This process of UAT will continue in an iterative manner till zero defects are shown by the Agency for the test cases developed. The SI also needs to ensure that errors/ defects detected in previous round of tests do not get repeated in successive tests.
- The agency will submit a Pilot Testing report along with test cases, tests results etc. at the end of the testing exercise and get a sign-off on the UAT/ Pilot Test report from Authority.

3.1.4 Documentation and Versioning

The Agency must ensure that complete documentation of Doctor's Diary Platform Project is provided with comprehensive user manuals, and adhere to standard methodologies in software development as per ISO standard and/or CMMi models. The project team shall provide the following documentations in hard as well as soft copies:

- Detail Project Plan
- Fortnightly & Monthly progress reports
- Traceability Matrix document
- Communication Plan listing all stakeholders in the project, defining their roles and responsibilities
- System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements, database model
- Complete Source Code with required documentation.
- Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test (UAT) Plan, Security Test Plan, Load Test Plan)
- Training Manuals and literature
- Systems Administration Manuals
- Application User manuals (Standard Operating Procedure)
- Installation Manuals
- Operational Manuals
- Maintenance Manuals
- Frequently Asked Questions Document
- Security policy and procedure for Doctor's Diary Platform including Password security, logical access security, operating system security, data classification, and application security and data backups.
- A data dictionary listing out all the data elements shall be prepared.
- All documentation will be supplied both in Hardcopy and Softcopy format.
- Authority expects the SI to document the operations and management processes as per the ISO 20000-1 standard.

3.1.5 Operation & Maintenance from the date of Go-Live

Once the systems have been commissioned, the Successful Bidder shall provide O & M for the period of one (1) year. The Bidder shall propose the teams for this along with their roles, job descriptions and profiles of key individuals as specified in the RFP.

- Updates/Upgrades/New releases/New versions: The SI shall provide from time to time the Updates/Upgrades/New releases/New versions of the software and operating systems as required. The SI must provide free upgrades, updates & patches of the software and tools to Authority as and when released by OEM/SI. The SI will implement from time to time the Updates/Upgrades/New releases/New

versions of the software and operating systems as required after necessary approvals from Authority about the same

3.2 FUNCTION REQUIREMENT SPECIFICATION

3.2.1 Business Requirements to be met by the System

The Doctor's Diary Platform will be deployed by the developer and System Integrator should be able to deliver at minimum the following services listed below. The System Integrator shall implement all the necessary functional, technical, operational and other supporting requirements to meet these services

3.2.2 Functional Requirements

The Doctor's Diary Platform is proposed to be one core, automated, scalable and integrated software application, deployed at MietY (Ministry of Electronics and Information Technology) approved cloud Server (procured by IHAT), having a Web Portal interface accessible through Intranet Core Application interface accessible to all facility staff through LAN / Intranet.

The Application will be hosted at MietY approved cloud Server, customized and enabled for various requirements of facility and other indicator according to the level of facility. This shall be achieved through the master maintenance of modules and functionalities, through Admin module wherein the authorized resource will be able to enable or disable the different functionalities based on Role Based Access Control (RBAC) but the application shall work on a common architecture, configuration and functional modules. Each of the facility across the state will be connected to the core central application hosted at server as per defined project implementation plan.

The core modular, fully integrated and automated software application for the Doctor's Diary Platform, will have interface for various types of Users and applications (external integrated application). It is envisaged that the core application should have decoupled but integrated core database, though there may be logical partitioning for effective data retrieval and storage. In addition to the above, it is also proposed that the entire application architecture will have a" Business Logic layer" and a "Data Access Layer" to support the efficient data handling between the" Application Layer" and the "Database Layer". The application and its functionalities should be granular and modular enough for the administrators to enable or disable any particular function of Doctor's Diary Platform at any health institution in the state, at any given time, as per their requirement, through "Application Admin" interface, without the need for a developer / code level change / custom UI change.

It is a necessary requirement that the application should have complete integration between different modules and an efficient data sharing mechanism so that each module can showcase complete automated workflow functionality for a seamless backend processing. It is necessary that all the technical documents, with versions traceability matrix and updates, are maintained by the agency as per standard Software Development Life Cycle (SDLC) and submitted to UPTSU as per agreed milestones and timelines without fail.

It is proposed that the integrated core Doctor's Diary Platform shall have following two accessibility views:

- Doctor's Diary Platform Web Portal
- Doctor's Diary Platform Mobile App

The sections below describe each of the functional components of the proposed Doctor's Diary Platform solution, as shown above:

DOCTORS DIARY
BUDDY BUDDY

1 DOCTOR
Doctor's to make daily entry
1) Working Status
2) Case Handled Staus

2 APPROVING AUTHORITY
Approving authority to do the following
1) Review Doctors Daily Working Status
2) Approve/Reject Doctors Cases Details

3 REPORT
Reports to be generated at all levels to review the data

4 DASHBOARD
A quick access dashboard at all user levels for quick info

5 SMS/EMAIL SERVICES
At every required step, SMS / Email services to be triggered

3.2.2.1 Doctor's Diary Platform Web Portal

The Doctor's Diary Platform web portal should have both static and dynamic information. The application should be accessible through a web browser via Internet.

Modules on Web Portal for Approving Authority:

1. Login
2. Review Daily Working Status of Doctors
3. Approve/Reject Daily Case Details filled by Doctors
4. Reports

3.2.2.2 Doctor's Diary Platform Mobile Module

A Mobile App (supporting Android and iOS) with Text, data interface (approximately 8 screens with options of handling user input) both in Hindi and English needs to be developed.

Modules on Mobile App for Doctor:

1. Login
2. Enter Daily Working Status
3. Enter Daily Cases Details
4. Calendar View (to review self-data)

3.2.2.3 Doctor's Diary Platform Backend Support

It is proposed that all the backend support services including system support services will be part of the core Doctor's Diary Platform solution.

It is envisaged that the different support services would be available as user friendly options within the support services module, which would be accessible to different types of Users based on access rights provided through the "Admin" module.

3.2.2.4 Application Admin

It is required that there would be an UI Interface provided for the Admin User, for User Management, Rights Management, and Masters Management for controlling list / field values. The UI for Admin need to be configured as per the "ACCESS CONTROL" requirement provided by UPTSU and agreed upon by UPTSU and the agency at the time of acceptance of the Doctor's Diary Platform.

This should be the heart of the application software. And for every change carried out during the Change Request, the impact analysis with reference to the Admin controls must be analyzed, discussed, approved by UPTSU and then implemented.

Maximum and/or nearly all the variables must be dynamically controlled through masters from Admin instead of being hard coded.

Admin USER will be strictly a single USER login for the Doctor's Diary Platform application software and the ACCESS policy shall be integrated and collaborative for the "Doctor's Diary Platform" users

3.2.2.5 Authentication

Authentication is the process of identifying an individual, usually based on a username and password, as a valid application User. Authentication will be done for valid Users. A valid User for this application is one who has been set-up in this application such that he/she can access the application. Authorized Users will have to access the login screen for authentication.

3.2.2.6 Privilege Administration

Privilege Administration is the process of assigning privileges to individual Users or User Groups. The privileges specify the level of authority assigned to User or User Group i.e. whether it is for a tab, a screen or a field.

If a User Group has certain privileges, and a User gets assigned to that User Group, then automatically the User inherits those privileges. The application allows selective revoking or re-granting of privileges e.g. if a User has acquired certain privileges on account of being assigned to certain User Group, then for that User, the application should allow revoking of the inherited privileges at individual User level, as required.

There should be a UI available for adding new privileges also, with due approval and verification process inbuilt in the system. This will allow the Administrators to configure new privileges and will apply to all Users once configured and committed in the systems.

3.2.2.7 User and Group Management

User Management will be a management and authentication feature within the application that will provide administrators with the ability to identify and control the state of users that will have right to log into the "Doctor's Diary Platform" application and use it. The module will help create different types of new Users, Manage their designations, locations, Roles and Responsibilities, as well as their rights within the entire system. This will also provide the feature of activating or deactivating any users, including other User management features, but is not limited to, the ability to query and filter users that are currently logged into the network, and control user login counts and login times. There should be facility to form "Groups" and the Users can be assigned to desired Groups. These groups can be formed based on roles, responsibilities, type of work, etc. The properties of these groups can be assigned for better manageability of each User within the Group.

3.2.2.8 Rights/Privilege Management

Through the User authentication server "Rights Management Services" (RMS), there will be a form of User authentication functionality that will allow various users to access the "Doctor's Diary Platform" system and work as per their defined Roles and Responsibilities. Rights Management Services will be used for restricting access to rights-protected content / sections / modules / screens / Fields, etc. to authorized users only. Rights to all active users will be granted based on their hierarchy and level in the organization, designation, assigned roles and responsibilities, location etc. among other parameters. It is also proposed that the new rights can be created through the Rights Management UI interface as well as existing rights be managed through the same. The access to this section of the application will be strictly based on "Role Based Access Control" (RBAC) for the Administrator(s) only as defined in the ACCESS Policy. The details of any change in this module will be captured in the Audit Trail of the application. Also there should be facility to assign/modify/delete rights globally for the desired Groups within the system.

3.2.3 MIS Reporting

This will give authorized Users the ability to have a customized view of the entire list of reports they use or wish to use. Required security will be applied to this module providing a restricted access as per different category of Users. This module may be further linked to the Dashboard where the same links to these reports can be displayed in small portlets. All the reports made available need to be controlled through "Admin" module for variable access depending upon the nature and status of the USER. The access control list of the reporting servers needs to be mapped and configured with the admin access control policies. Reports module will have a list of all reports as a hyperlink, which will display the reports as per pre-defined logic / query on the screen, with the option of exporting the report to different formats (PDF, HTML, word, excel or comma separated values), Print and Save

the report. All these may be one click fixed reports or maybe dynamic to allow changes to only certain parameters (like date or period range though dropdown fields) in the pre-defined query and then execute the command to prepare the report.

All the required reports, by each of the Health Administrators / UPTSU / other stakeholders, must be immediately generated. The application architecture and the Database design must enable fast retrieval of data, supported by optimized "Doctor's Diary Platform" application interface.

3.2.4 Password Retrieval / Reset
It is also proposed that the Doctor's Diary Platform will also have standard password retrieval / reset functionality to ensure that Users do not face any issues while logging into the system and availing online information and services, as applicable

3.2.5 Search /Advanced Search
It is proposed that the system should provide the users with "Search / Advance Search" features to get necessary information, based on the certain parameters or criteria's pre-defined in the system. The results should be displayed to the Users in a User friendly manner with features like pagination, sorting, drill down etc. The Agency is expected to develop the entire search functionality within the application in discussion with the UPTSU official's / module leaders.

3.2.6 Integration Services

3.2.6.1 Integration with External Applications and Systems
Doctor's Diary Platform Core Application is envisaged to be a completely automated and integrated software application which envisaged to be used not only by internal facility /program and also for other users.

It is proposed that a standard mechanism of data exchange be built and implemented by the SI to cater to any external systems requirement so that the impact on the Doctor's Diary Platform core application is minimal due to any external changes. The system shall enable integration / data exchange to and from any external application / database which will happen only through an "Interface Component" by using a standard data exchange protocol through a secure channel, utilizing the "Interface component"

Following are the key external applications which are envisaged to be integrated with Doctor's Diary Platform, but not limited to:

- UP Ke Swasth Kendra
- Manav Sampada
- And other state and GoI application

List of integration application will be shared during the time of requirement gathering.

3.2.7 Proposed Backend Components / Server Interactions
Apart from the various functional modules and additional functionalities mentioned above, it is proposed that the application would be supported by backend components / servers / databases. The indicative components to be considered as part of the proposed solution and their logical interaction to support the overall automated system environment are mentioned below.

- Application and Web Server

Application Server will form the middle tier and the Doctor's Diary Platform core application would be hosted on it. Application server would take care of the necessary workflow, accessible through Intranet, and the web server would be required for interfacing with the external users via web

browser through Internet. The business logic layer will coordinate the application, process commands, make logical decisions and evaluations, and perform calculations. It also moves and processes data between the two surrounding layers.

- Database Server

The Doctor's Diary Platform integrated with a core database will act as decoupled but yet single data storage. Since this data is centralized and is very critical, it should have clustered to ensure high availability and reliability. The data would be stored on the storage server.

- Reporting Server

Reporting Server can be used to prepare and deliver a variety of reports, majorly MIS reports. Users can generate fixed and custom reports through the Doctor's Diary Platform's core application that interfaces with the Reporting Server. Integration with advanced analytics/dashboard is also proposed so that analytical reports should also be available for Doctor's Diary Platform users" in real time for decision making purposes

- External Interface / Database

It is envisaged that the Doctor's Diary Platform's core application will need to interact with other applications / specific databases, either for intelligence purpose or for information / data sharing. It is proposed that the Doctor's Diary Platform core application will share the data with any of the other applications / databases through an "Enterprise Service Bus". The necessary data mapping and formats for data exchange will have to be developed by the agency in consultation with UPTSU and owner of external applications / databases.

- State/Division/District/Block MIS Users

The Doctor's Diary Platform is envisaged to provide higher state and district officials and other health department officials / administrators the capability to view customized MIS reports/ advanced analytics, accessible through Internet and Doctor's Diary Platform Web Portal. The SI is required to develop and implement the necessary features in the application.

3.3 TECHNICAL SPECIFICATION

Application Solution must be web enabled, built on enterprise application platforms with sufficient flexibility for customization based on UPTSU's needs. The proposed Doctor's Diary Platform must use standard relational database

- Language Support: All functionalities must be provided with bilingual support i.e. in English and Hindi language. All the screens and templates should be in English and Hindi. Where required, screen shall support Devanagari script. In addition, application shall support Unicode formats for text editing, file name, data storage.
- Dates: All functionality MUST properly display, calculate, and transmit date data, in 21st-Century date data (DDMMYYYY) format.

3.3.1 Application and Other Standards

This section details the various Information Technology (IT) related standards that are to be considered while developing the Doctor's Diary Platform. The below mentioned components need to be taken care of while developing the technology components on Doctor's Diary Platform:

- Platform Flexibility:

- Web-centric, multi-tier architecture shall be used
- Open Standards and Interoperability shall be considered
- XML based standard shall be used wherever applicable
- Compliance to SOA and Web-services
- Interoperability
- Usage of standard APIs
- Service-oriented architecture (SOA) based
- Support for multiple industry standard databases with ODBC, JDBC and Unicode compliance
- Usability
- Applications should comply with Guidelines for Indian Government Websites
- Compliance with industry standard: The Doctor's Diary Platform shall be based on and compliant with industry standards (their latest versions as on date) wherever applicable.

3.3.2   Performance matrix

Some of the key considerations that the System Integrator should aim for while designing the deployment architecture is to ensure that the Doctor's Diary Platform project meets SLA requirements, standards, specifications and performance prescribed, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Performance
- Availability
- Security
- Manageability
- Scalability
- Inter-operability & Integration
- Standards and protocols

The solution must be designed to meet all functional, non-functional and management requirements as mentioned in the document. Some of the key acceptance criteria are defined in the table below.

3.3.3   Acceptance Criteria

3.3.3.1   Security
The Agency must take rigorous provisions to prevent unauthorized alteration or damage to Doctor's Diary Platform, and all related applications and databases. The Agency must describe in detail all measures to be taken, including the use of security infrastructure including end-point security, Security Policy and Procedures for each project location, applicability of the policies and security controls for physical, communication, assets, software licenses, equipment security etc. Agency shall provide basic level of security by providing the end users with username and password to access the applications. Agency shall deploy the application only after it has undergone User Acceptance Testing (UAT) and is security audited by the third party for vulnerability assessment (VA) and penetration testing (PT). The UAT shall also include assessment and evaluation of all application SLA"s However SI shall undertake and conduct all sorts of testing and follow a standard Software Testing Life Cycle approach (STLC) before deployment of application in a production environment in addition to assessment and certification through the security audit team. Additional layer of security shall be provided to sensitive applications by deploying these behind Application Firewall. The UPTSU shall also arrange for the Third Party Audit (TPA) of the Doctor's Diary Platform Solution implemented by the Agency and the charges for hiring the services of TPA shall be borne by the UPTSU.

The Governance Framework established for the project shall ascertain what all measured risks that needs to be accepted; however, agency shall at each such occurrence/incident be responsible for providing resolution in terms of correction, prevention and remediation throughout the project tenure.

3.3.3.2   Backup and Recovery

The agency must design and successfully test backup and recovery capabilities as provided by the hosting centre for the Doctor's Diary Platform application the agency must describe this functionality, the frequency of backup and provide reports to UPTSU. It is a must, that the facility to conduct such tests/audits should be provided to UPTSU or any other nominated agency on behalf of UPTSU for audit purposes, as and when required. Agency shall be responsible for data storage, backup and recovery measure that will be taken at individual facility separately.

3.3.3.3   Uptime and Performance

Doctor's Diary Platform application should be complying the hosting service Uptime and hence performance issue can be avoided.

3.3.3.4   Version Control and Bug Fixing

The agency must make any modifications necessary for the duration of the contract to ensure that the system is compatible with current and supported versions and releases of the relevant operating system and other system software with all relevant documentation. It is a mandatory requirement that all relevant documentation be created, updated and maintained throughout the contract duration. The agency will also ensure that proper track of all bugs are maintained and are fixed as per various tests conducted on the application. It is desirable that the agency maintains a bug tracking tool for the purpose.

3.3.3.5   Future Changes / Application Upgrades

From time to time, changes in work process, legislations, policies, etc. may necessitate changes in the Doctor's Diary Platform application. The agency must make any and all such changes for the duration of the contract as defined in the "Change Control" procedure. When provided the specifications of the change required, agency must submit an estimate of work effort and cost for the change, as defined in the "Change Control" Life Cycle" to UPTSU for approval.

Note: The Change Control Life cycle needs to be discussed and agreed with UPTSU upon selection of the agency and contract signing.

3.3.3.6   Data Loss Protection

The successful agency will need to implement comprehensive solutions with centralized workflow capabilities, integrated policies, and customized reporting, in order to manage Data Loss and protect sensitive data. They will also need to provide UPTSU with a modular DLP program that offers capabilities across three main vectors: data at rest, data in motion, and data at endpoints. The agency shall provide UPTSU with the DLP policy and statement of applicability for each aspect of the network, storage and end point according to the scope of work defined in the RFP. This is a mandatory requirement.

3.4   TRAINING REQUIREMENTS

Agency shall be responsible for imparting training to the trainees at identified location on developed applications. The participants for training shall be selected by UPTSU. The entity of agency responsible for Training, shall work under direct supervision of nodal officer and UPTSU. Right from planning of Training to training material preparation and delivery of training shall be done under their supervision.

Agency needs to conduct the training before Go-Live of each phase. The agency needs to carry out the following as part of the training exercise:

- Developing the training content - Agency shall ensure that the training content is relevant to the target trainees depending upon the role played by them. The training material should be illustrative enough for easy understanding of the user and smooth adaptability of the Doctor's Diary Platform. The training material should carry specific sections like 'Dos and Don'ts', 'Frequently Asked Questions', 'Points to Ponder', 'Things to Remember' to make it more interesting. There should be separate training materials for different level of users. The training materials should be revised on release of the revised software.
- The agency shall develop Web Based Training (WBT) modules for all categories of employees. The modules should be interactive and easy to understand. The agency shall also develop 'How to Use' videos for various modules of Doctor's Diary Platform. These videos shall be uploaded by UPTSU on appropriate platforms.
- The agency shall submit the training content to UPTSU for approval. It shall be submitted at least 20 days in advance before the conduct of training. UPTSU will review and provide comments to agency on the training content within 7 days of the submission of draft training content. Agency shall incorporate and implement changes suggested by the agency in training delivery and content.
- Prepare Training Schedule Objective of the training to ensure proper adaptation and use of the Doctor's Diary Platform software by the end users. To meet this objective, agency shall prepare training calendar for each phase of software development in consultation with UPTSU. Agency shall organize both classroom sessions and hands on practice for the trainees. SI shall provide training portal for hands on practice of Doctor's Diary Platform modules.
- It is also proposed that the training contents / User Manuals be made available to Users in downloadable (PDF) format so that the Users may refer / download it for their own personal reference as and when needed. It is required that the Downloadable training content should have proper indexing and internal references, mapped with key words, in order to allow any User to search and reach the desired content with the help of those key words. It envisaged that any User will be able to search and read the directions / information for only the part required by him/her rather than looking through the entire PDF document and manually searching for the right content. On entering the key words for search criteria, the system should pull out and display the links to the content as mapped. This feature should be dynamic with real time search availability, i.e. as soon as the key words are changed; a new set of content links with page / chapter references within the document should appear for selection. Once the selection is made by the User, the system should display the PDF content.
- Agency needs to submit training completion report at end of training.
- Providing Hard copies of training material to participants shall be responsibility of SI and the cost for the same must be included in the training costs as proposed by bidder in their proposal.

3.4.1 Identification of training Material
UPTSU shall be responsible for identifying the participants for the training based on the concerned modules going live during a particular phase.

3.4.2 3.4.2 Circulating pre-training material
Agency shall make adequate provision for circulating pre-training material to all the participants at least seven (7) days before the conduction of the training. The pre- training material may be circulated in electronic form and hard copy form to UPTSU.

3.4.3 Language for delivery of training

The mode of training delivery shall be in English and Hindi.

3.5 CHANGE MANAGEMENT

Introducing any change needs to consider the impact that change will have on all stakeholders – both within and outside the program. It is therefore necessary to formulate a change management strategy that encompasses the requirements of the end user and the workforce. Change management should start with the planning stage and continue with life of the project. It is essential to understand that change management is not a onetime activity. It is a continuous activity propagating to complete life of the project and touching all the stakeholders involved in the project.

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.

This section focuses on the change management and capacity building approach and plan so as to be able to tackle the issues that might arise due to new processes within the new Doctor's Diary Platform. Training for Doctor's Diary Platform will allow multiple stakeholders to participate in the day to day management of the solutions and ensure sustainable programs to cover basic system awareness programs in addition to Doctor's Diary Platform specific programs in order to ensure adoption of the system at each level.

3.5.1 Need for Change Management

Introducing radical reforms has to be necessarily accompanied by efforts to energize and orient the mind-sets of the people – both within and outside the program. For instance, the District/Block staff should be skilled to operate and work in a significantly newer and different way. A well-calculated and well-designed strategy has to be followed for the people to be trained to work effectively in the new environment. It is necessary to formulate a change management plan with appropriate interventions for capacity building, training and stakeholder communications.

A successful Change Management Program will ensure:

- A smooth transition to the new way of working
- The organization/people support the changes implemented
- Individuals know how the changes affect them and the role they have to play
- Stakeholders to understand the benefits of the changes and internalize it
- The new system and its underlying concepts are understood
- People are aware of how roles and responsibilities are changing
- Everyone is motivated and committed to the change program
- The success and progress of the program is monitored and measured

Scope of work and envisioned activities is at Appendix I7.

4 KEY PROJECT MILESTONES AND TIMELINE

Sl. No.	Particular	Deadline
1.	Issuance of RfP document	17-12-2021
2.	Pre-Bid meeting with bidder (if required)	20-12-2021 at 15:00 hrs
3.	Last Date for seeking queries , if any	22-12-2021; 23:59 hrs
3.	Response to Queries	24-12-2021
4.	Start date and time for bid submission	27-12-2021; 00:00 hrs
5.	Last date and time for bid submission	30-12-2021, 18:00 Hrs
6.	Date and time for opening of Technical bids	04-01-2022
7.	Date and time for opening of Financial bids	to be intimated later
8.	Validity of Proposal	Proposals must remain valid for 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.

5 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)	Remarks	Timelines (T) in weeks
1.	Project Plan Document and Detailed SRS along with milestones	10%	Only after quality inspection and verification by the UPTSU representative	T + 2
2.	Design and Development of UP Doctor's Diary Platform Application Integration with other Application	10%	Only after quality inspection and verification by the Authority's representative of the conformity of the Goods/ Products/ Services/ Solutions supplied as per the agreed specifications	T + 6
3.	Submission of UAT and Pilot Testing Report	10%	Only after quality inspection and verification by the Authority's representative of the conformity of the Goods/ Products/ Services/ Solutions supplied as per the agreed specifications	T + 10
4.	Go-Live of Doctor's Diary Platform	10%	Only after quality inspection and verification by the Authority's representative of the conformity of the Goods/ Products/ Services/Solutions supplied as per the agreed specifications	T + 12
5.	• Software Design Documents like table design, relationships between tables, database	10%		Documentation to be done in parallel and shared at each step of

	Procedure details etc. should be included. • Functional and Integration Test Case Documents • Training and Capacity Building Related Material			competition accordingly
6.	Delivery of the software source code.	50%	To be shared after Go LIVE for payment release. Beyond this during change management, monthly code backup to be shared	After Go LIVE
7.	Annual Maintenance Cost (AMC)	As per contract value. To be paid quarterly	AMC for 1 year, to be paid quarterly.	Effective after Go LIVE After T+12

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

6   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. 1 year from the date of contract, based on timelines and quality of delivery. Details of quality indicators is as under:

In case of poor quality of deliverable, the vendor will be liable to bear penalty proportionate to the value as described below:

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

7 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:

Sr. No.	Evaluation Criteria	Documents To Be Submitted
1	Minimum 5 years of experience in executing projects comprising of design, development, integration, implementation, operations and maintenance of public health projects and providing Change Management support for mobile /web applications to government, semi-government bodies, NGO and Private sector	Vendor to submit suitable documents in terms of work orders, completion certificates, Go Live certificates
2	Projects worth 25 Lakhs, 15 Lakhs or 10 Lakhs, complying the following criteria: • completed projects each (with project completion certificate) • Preferably projects in public health (government/semi-government)	Work Order, Go Live Phase completion certificate, certificate for ongoing projects
3	Bidder must have at least 30 fulltime technical employees in its pay roll. The technical skills of these employees must cover server administrators, android and web developers, test engineers, project managers	Self-undertaking
4	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 or Societies Registration Act of 1860	Certificate of incorporation
5	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	Self-undertaking
6	The Bidder must have average annual turnover of Rs. 50 Lakhs in last three financial year ending at 31/03/2021 from IT Services.	Self-certified copies of the balance sheet and profit & loss statement for the last 3 completed financial years
7	The Bidder must have positive net worth in last one financial year ending at 31/03/2021.	Self-certified copies of the balance sheet and profit & loss statement of last financial year
8	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
9	The bidder will not Sub-Contract the work/contract awarded. An undertaking to this effect has to be submitted by the successful Bidder.	Self-undertaking
10	The bidder should have at least CMMI level 3 certification	CMMI certificate

Eligibility criteria is listed at Appendix I6.

8 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.

9 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

10 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.

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

Stage 1 – Technical Bid Evaluation
Stage 2 – Financial Bid Evaluation

10.1 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.	Evaluation Criteria	Evaluation Criteria
1	The Sole Bidder should have successfully executed or is executing projects comprising of design, development, integration, implementation, operations and maintenance of public health projects in the last 5 years as on the last date of bid submission.	**Total Marks – 20** • For projects cost>= INR 25 Lakhs = 20 Marks • For project cost >= INR 15 Lakhs = 9 Marks per Project • For project cost >= INR 10 Lakhs = 4 Marks per Project Bidder can also come up with cumulative projects from each

		category, the maximum marks awarded will be 20. Ex: 1) 3 project of 15 Lakhs: (9*3= 27, but Max marks awarded will be 20) 2) 2 project 15 Lakhs and 1 project 10 Lakhs: (9*2 + 4*1) = 18+4=22, max marks awarded 20 only
2	Number of full time technical employees in its pay roll. The technical skills of these employees must cover server administrators, android and web developers, test engineers, project managers	**Total Marks – 25** • 30 to 40 employees: 10 marks • 41 to 50 employees: 20 marks • More than 50 employees: 25 marks
3	Qualifications of proposed Manager: a. Post-graduate in relevant field with minimum 10 years of experience in IT preferably in Public Health sector b. Citation of at least 2 projects with a project component in following categories: • Public health sector • Government/Semi-Government	**Total Marks – 15** **Qualification [4]**: • PG Degree: 1 marks, • Relevant course/ certification: 1 marks, • Tier 1 Institute: 1 mark each for UG and PG course **Professional Experience [4]**: • 10-15 years: 1.5 marks, • 15-20 years: 2.5 marks, • 20+ years: 4 marks **Project Lead experience [1]**: 1 mark **Experience of 2 projects in public health sector [5]**, (cumulative): I – 2.5 marks, II – 5 marks **1 mark for previous experience in UP**
4	The Sole Bidder should have minimum average annual Turnover of INR 50 Lakhs for last 3 audited financial years (2018-19, 2019-20 and 2020-21) from Healthcare/HMIS /IT related services.	**Total Marks – 10** • >= 1 Crore: 10 marks • <25 and >=75 Lakhs: 8 marks • <10 and >=25 Lakhs: 6 marks
5	The Sole Bidder or the Lead Member of consortium should possess CMM level certifications which are valid as on last date of bid submission.	**Total Marks – 10** • CMMI Level 5: 10 Marks • CMMI Level 3: 5 Marks
6	Presentation of the Proposed Solution, Approach & Methodology: Overall approach towards data acquisition, Application development, installation, implementation and maintenance of the solution and project management plan (Maximum 20 Marks)	**Total Marks – 20**

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.

10.2 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

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
ST and SF = 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.

11 PRE-BID QUERIES

The agencies may submit their consolidated list of queries to procurement@ihat.in, before **December 22, 2021** at 2359 hours**.**

12 BID SUBMISSION

Bid Submission Deadline: **December 30, 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 Design, Development & Maintenance of Doctor's Diary" over the sealed envelope.

Team Lead
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.

13 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.

14 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:

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- 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.

15 ANNEXURE I: TECHNICAL BID FORMATS

15.1 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)

15.2 ANNEXURE I2: OUTLINE OF THE RELEVANT EXPERIENCE (REFER SECTION 8)

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 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:

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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

15.3 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 B2idder

   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).

15.4 ANNEXURE I4: CORE TEAM STRUCTURE AND COMPOSITION (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/ Organization/Sector he/she has worked for:	Period from……to…….	Description of role/responsibilities

Attach separate sheet for each

Signature:

Name & Designation of the Authorized Signatory:

Name of Agency:

Address:

SEAL of the Agency:

Date:

15.5 ANNEXURE I5: QUALIFICATION OF PROPOSED TEAM LEADER CUM PROJECT MANAGER (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 Manager resumes

15.6 ANNEXURE I6: ELIGIBILITY CRITERIA

Sr. No.	Evaluation Criteria	Documents To Be Submitted	Compliance to Minimum Criteria? (Yes/No)	Document submitted as proof for evaluation
1	Minimum 5 years of experience in executing projects comprising of design, development, integration, implementation, operations and maintenance of public health projects and providing Change Management support for mobile /web applications to government, semi-government bodies, NGO and Private sector	Vendor to submit suitable documents in terms of work orders, completion certificates, Go Live certificates		
2	Projects worth 25 Lakhs, 15 Lakhs or 10 Lakhs, complying the following criteria: • completed projects each (with project completion certificate) • Preferably projects in public health: government/semi-government	Work Order, Go Live Phase completion certificate, certificate for ongoing projects		
3	Bidder must have at least 30 fulltime technical employees in its pay roll. The technical skills of these employees must cover server administrators, android and web developers (preferably JAVA), test engineers, project managers	Self-undertaking		
4	Bidder should be registered in India under companies Act 1956/2013 or Partnership firm registered under the Partnership Act of 1932 or registered	Certificate of incorporation		

	(converted to) under the Indian Limited Liability Partnership Act, 2008 or Societies Registration Act of 1860			
5	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	Self-undertaking		
6	The Bidder must have average annual turnover of Rs. 50 Lakhs in last three financial year ending at 31/03/2021 from IT Services.	Self-certified copies of the balance sheet and profit & loss statement for the last 3 completed financial years		
7	The Bidder must have positive net worth in last one financial year ending at 31/03/2021.	Self-certified copies of the balance sheet and profit & loss statement of last financial year		
8	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		
9	The bidder will not Sub-Contract the work/contract awarded. An undertaking to this effect has to be submitted by the successful Bidder.	Self-undertaking		
11	Qualifications of proposed Manager: a. Post-graduate in relevant field with minimum 10 years of experience in IT preferably in Public Health sector b. Citation of at least 2 projects with a project component in following categories: • Public Health sector • Government/Semi-Government	Detailed Resume of the Proposed Team Leader		
12	The bidder should have at least CMMI level 3 certification	CMM level certification document		
13	Presentation of the Proposed Solution, Approach & Methodology: Overall approach towards data acquisition, Application development, installation, implementation and			

	maintenance of the solution and project management plan)			
37				

15.7 APPENDIX I7: SCOPE OF WORK

S. NO	Activities	Compliance (Yes/No)
1	Understanding the project requirement	
2	Feasibility Study on project implementation on both software and hardware grounds	
3	Requirement Gathering	
4	Design Solution architecture	
5	Development	
6	Operational and Functional testing	
7	Functional acceptance signoff	
8	Deployment on Production	
9	GO LIVE	
10	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	
11	Capability in transitioning the current deployment of application to the new environment with minimum downtime through a technical presentation/note	
12	Maintenance & Management of application both web and android	
13	Change Management in the application on any new requirement	
14	Preparing documents according to the client needs	
15	Integration with other platforms	
16	Server Maintenance and ensuring uptime of the server	
17	Extensive knowledge in Cloud Server Management (Virtual Machine and Containerization)	
18	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.	
19	24x7x365 Support, Cloud service Provisioning, de- provisioning, up-dations, auto-scaling, security, firewall, anti-virus, bandwidth etc.	

16 ANNEXURE II: STANDARD FORMATS FOR THE FINANCIAL PROPOSAL

Annexure II1: Letter of Financial Proposal Submission Form

Annexure II2: Financial Proposal

16.1 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:

16.2 ANNEXURE II2: FINANCIAL PROPOSAL

Financial Implications for scope of work defined in RfP should be as per below formats:

Table i: Format for Development Cost

S.no	Activity	Cost INR in Figures	GST in percentage	GST in Figures	Total	Cost INR in words (inclusive of all taxes)
A	B	C	D	E	F=C+E	G
1	Design / development / implementation/ Integration of Web application					
2	Design and Development of Mobile Application (Android/iOS)					
3	**Total**					

Table ii: Format for Annual Maintenance Cost

S.no	Resource	Per Man Day Cost (INR in Figures)	Cost for 40 days for 1 year (INR in Figures)	GST in percentage	GST in Figures	Total	Cost INR in words (inclusive of all taxes)
A	B	C	D=C*40	E	F	G=D+F	H
1	Resources						
	Total						

Table iii: Overall Project Cost:

S.no	Activity	Total cost exclusive of taxes (INR in Figures)	Cost INR in words (exclusive of all taxes)	Total cost inclusive of taxes (INR in Figures)	Cost INR in words (inclusive of all taxes)
A	B	C	H	D	H
1	Development Cost (Table i, Row 3, Column C)				
2	Annual Maintenance Cost (Table ii, Column D)				
3	**Total**				

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

- Annual Maintenance Cost after Go LIVE to be shared on: per man day basis covering 40 man days per resource, per year of AMC.

- Any requirement beyond 40 man days will be charged at "per man day cost provided as part of AMC"

- **The total amount mentioned in Table iii under column C will be considered towards evaluation, i.e. total development and AMC cost.**