India Health Action Trust
Request for Proposal

Hiring of an agency for Support on Digital Health application (eKavach) rollout in Uttar Pradesh

1. Background

INDIA HEALTH ACTION TRUST (IHAT) was instituted in 2003 as a Charitable Trust under the Indian Trust Act, 1882 and is registered with the Ministry of Home Affairs under the Foreign Contribution (Regulation) Act,1976, under section 12A(a) of the Income Tax Act, 1961 and with the Ministry of Corporate Affairs under the Companies (Corporate Social Responsibility Policy) Amendment Rules 2021.

We work closely with the Government of India and state governments to achieve its public health goals. Our work is focused in areas of prevention and control of HIV and Tuberculosis, in achieving significant improvements in Reproductive, Maternal, Neonatal and Child Health, improved Nutrition among mothers and children, and strengthening health systems. Our work is aligned with the Sustainable Development Goals.

India Health Action Trust - Uttar Pradesh Technical Support Unit (IHAT UP-TSU) has been providing support to the Department of Health & Family Welfare in pursuance of a Memorandum of Cooperation signed between Bill & Melinda Gates Foundation (BMGF) and Government of Uttar Pradesh in December 2012. UP-TSU was established in November 2013 and has been helping the government strengthen the reproductive, maternal, newborn, child health, adolescence and Nutrition (RMNCH+A+N) outcomes in the state and to improve the efficiency, effectiveness and equity on public sector delivery interventions critical for the survival of the newborn and the mother. UPTSU is led by University of Manitoba (UoM) as the lead on the project and India Health Action Trust (IHAT) as the lead sub-grantee.

Through the National Health Policy (NHP), 2017, Government of India envisions to attain countrywide access to the highest quality of healthcare services for the well-being of its citizens of all age groups and from all walks of life. Digitization of the healthcare sector will improve efficiency of healthcare services and offer better quality services at affordable costs. The Ayushman Bharat Digital Mission (ABDM), subsequently launched on 27th September 2021 aims at developing the backbone necessary to support an integrated digital health infrastructure.

Health Frontline Workers (FLWs) including ASHAs, ANMs and CHOs are the backbone of the healthcare system. This comprises 1.5 Lakh ASHAs, 8.5K ASHA Sanginis, 25K ANMs, 18K CHOs across 820 blocks in 75 districts. Digitally enabling the FLWs is a significant step for paving the path for digitizing data at source, ensuring availability of unitized data and helping improve coverage and quality of last-mile healthcare services. Thus, aligned with the Digital Health Strategy of UP and the Ayushman Bharat Digital Mission, the necessity for investing in the digital health space for ensuring an end-to-end digital coverage across the continuum of care, was recognized. Consequently, an ongoing grant namely **"Digital tools' rollout support for FLWs in UP"** was awarded to UPTSU by the Bill and Melinda Gates Foundation in November 2020. This ongoing grant aims at ensuring successful implementation of a comprehensive digital health platform for FLWs, across the state, enabling availability of robust beneficiary level data across the RMNCH continuum of care.

Accordingly, the Government of Uttar Pradesh (GoUP) identified a digital application (eKavach) after evaluation of several digital health systems that have been implemented across the country. This platform not only facilitates the creation of a population registry interconnected with geographic information but also establishes family folders to document vital information. It captures and organizes individual data for every family member, assigning them unique health IDs known as Ayushman Bharat Health Account (ABHA). Furthermore, the eKavach platform streamlines healthcare provision by developing longitudinal electronic health records that comply with ABDM standards. These records are methodically generated based on established workflows across all levels of healthcare services. Serving as a job aid, eKavach aims to equip frontline workers and other service providers with various components of Reproductive, Maternal, Neonatal, Child Health (RMNCH), and Non-Communicable Disease (NCD) programs.

In order to test the implementation of the identified digital application and develop a proof of concept, the GoUP supported by UPTSU selected Bahua block in Fatehpur district UP for piloting the application and eventually scaling it up across the state based on learnings from the pilot. With positive outcomes from the pilot, the eKavach application was expanded across all 75 districts in the state under the guidance of the National Health Mission (NHM). The gradual distribution of mobile phones to ASHAs over 2021 and 2022 facilitated this expansion. The Chief Minister's formal launch of the application in December 2021 marked a significant milestone. The enumeration module was introduced in March 2022, accompanied by various campaigns. Additionally, a separate RI module was developed and deployed, initially separate from the enumeration process. Most of the training sessions were conducted online or via Learning Management System (LMS) videos, even at the grassroots level, resulting in gaps in understanding regarding application usage.

Presently, around 87% percent of the enumeration has been completed across the state. However, there's a noticeable amount of incomplete enumeration and a significant presence of duplicated data. These issues have the potential to undermine the RMNCH services and hinder the precise creation of electronic health records. The generation of statewide ABHA IDs has achieved a mere 6 percent, substantially limiting the ability to comprehensively track and follow up with patients. Given the existing data quality gaps, the GoUP has approached UPTSU to provide assistance in improving the coverage and quality of eKavach application throughout the state.

Invitation for Tender Offers

 IHAT invites tender offers (online via email), (Technical bid and Financial bid) for hiring an agency to provide support for the Digital Health application (eKavach) at the block level in select districts across the state.

Key Events & Dates

Issuance of RfP document	**31-12-2023**
Last Date for seeking queries through email	**05-01-2024**
Pre Bid Meeting	**08-01-2024, 03:00 PM**
Last date and time for bid submission	**11-01-2024, 03:00 PM**
Date and time for opening of Technical bids	**12-01-2024, 04:00 PM**
Date and time for opening of Financial bids	To be informed later via email
Validity of Proposal	Proposals must remain valid for 90 days after the submission date
e-Mail ID for tender related queries, communication and Technical & Financial Bid submission	procurement@ihat.in

	Note: Subject line for the tender related queries, communication and Technical & Financial Bid submission should be " **Hiring of an agency for Support on Digital Health application (eKavach) rollout in Uttar Pradesh**

Note: Technical & Financial bids must be submitted online in a separate file. The soft copy of the financial bid must be password protected. If the soft copy of the financial bid is not found password protected, then it may lead to rejection of the financial bid. Technically responsive bidders will have to provide a password separately, when asked by IHAT during opening of the financial bid.
IHAT reserves the right to cancel the Tender process at any stage during the Tender Process.

2. Scope of Work

IHAT is seeking to hire an agency (or "agency" or "vendor" or "service provider") for providing Human resources for support on eKavach application at the block level in select districts of the state in a phased manner.

The selected agency is expected to provide resource persons for intensive implementation support, which includes, providing training and mentoring support for ABHA ID generation, enumeration improvement and rollout of RCH, HWC and other modules of eKavach application. They will also conduct field visits and support in eKavach progress review.

The selected agency shall be required to conduct the following activities:

● The agency will provide 400 block level resources to attend to issues pertaining to eKavach application and provide mentoring and capacity building support at block and sub-block level. Agency will have to ensure that each resource is equipped with a functional smartphone with network connectivity which shall be used for mentoring and capacity building.
● The selected block level resources should hold a graduate degree in any field, preferably in social sciences, health related subjects. Candidates having prior knowledge or experience of health systems and RMNCH (Reproductive, Maternal, Newborn and Child Health) program may be given priority.
● The agency will render its services for a period of 1 year
● **IHAT will be involved in selection process of the resources and each candidate needs to be pre-approved by IHAT officials.**

3. Key Roles and Responsibilities (refer to Annexure 1 for detailed roles and responsibilities)

Given below are the roles and responsibilities of the staff to be provided by the selected agency:

Masters verification and updation: To identify duplicate IDs and issues in ASHA area mapping and location hierarchy**,** the selected block resource person along with the government functionaries at the block level will verify the mapping of ASHAs to the revenue villages and ASHA Sanginis to ASHAs and further mapping with sub-centre and other facilities based on which eKavach masters database will be updated by the block officials**.**

Mentoring and capacity-building support to CHOs and ANMs: The selected team will train the CHOs, ANMs and ASHA Sanginis on ABHA ID generation, enumeration improvement and rollout of RCH, HWC

and other modules through offline trainings. Post the training they will provide handholding and mentoring support to CHOs, ANMs, ASHAs and ASHA Sanginis based on requirement.

Conduct field visits to assess progress and challenges in eKavach implementation: The selected team will conduct supportive supervision visits (focussing on poor performing areas) to assess the application's progress/data quality and provide mentoring support to FLWs, using the existing platforms like AAA meetings, cluster meetings, ANM weekly meetings and VHNDs among others. Based on these visits, the support team would provide feedback to concerned IHAT personnel.

ABHA ID Generation: In order to align with the government's goal of ABHA ID generation, these block resource persons shall ensure via the CHOs and ASHA Sanginis that the ASHAs are conducting home visits to generate ABHA IDs for the beneficiaries.

Review and Reporting: The team will be a part of the review meetings on ekavach held by GoUP at the block level and support the government in data based reviews. They shall also participate in internal or external review meetings at the district level based on requirement. They will submit advance tour plans and other required reports as suggested by IHAT.

4. Contract Duration and extension: The duration of the contract (contract duration) will be valid for 1 year from the date of execution of the contract. IHAT may extend contract subject to requirement of IHAT, available budget and satisfactory performance of the service provider, on existing terms and conditions, based on exigency of the circumstances.

5. Replacement/Substitution of Resource: IHAT may ask for replacement of resources and any replacement/substitution of resources shall strictly be based on merit list/wait list (of the candidate screened for first time deployment) within 7 days of the communication regarding replacement. Replacement of resources without prior permission of IHAT is not permitted.

6. Cost components

There will be two cost components of this contract
1. Fixed costs (Personnel Cost including monthly fix Travel allowance on actual number of days and person and relocation cost based on relocation requirement expressed by IHAT)

2. Other Allowance (Travel outside place of posting)

Fixed cost: Fixed cost will comprise the following

S. No	Category of Resources	Monthly remuneration (INR)	Monthly Travel Allowance (INR)	Relocation cost
1	Block Level Resources (Approx. 400)	17,000/- per month (Sunday and Gazette Holidays will be counted as paid days)	2,000/- (to be paid as a fixed allowance, proportionate to the actual no of days worked) to the block level resource for	2,500/- (to be paid as a fixed allowance), for relocation to a different block after completion of each phase (3-4 months) to the block level resource. This allowance can be paid

		Agency will be paid Rs. 17,000 per month per resource. This cost is directly to be deposited in the bank account of the block level resources (after accounting of all applicable statutory compliances such as EPF, ESIC etc.)	travel within the allocated block. No additional documentary proof required for clearing invoice) This cost is directly to be deposited in the bank account of the block level resources by the vendor (after accounting of all applicable statutory compliances such as EPF, ESIC etc.)	for maximum 3 relocations per resource to the agency. This cost will be applicable only for those resources who have completed a tenure of atleast 30 days in previously allocated block and then relocated to another block/district. This payment will be made based on the list of relocated resources submitted by the agency.

The agency will raise invoice against the fixed cost and allowance on a monthly basis and will include relevant taxes and its service charge along with the invoice. Necessary proof including validated attendance should also be submitted. Payment will be done as per actual presence of the resources after taking into account public holidays.

Other Allowances : These will be paid separately to the agency on submission of necessary proofs as per below norms

S. No	Category of Service	Block Level Resources (INR)
1	Travel between Block and District HQ or between District HQ and block	150
2	Accommodation per night at District HQ	400
3	Travel between Block/District to State and State to Block/District	On actual basis as mutually agreed between vendor and IHAT and as per IHAT norms
4	Accommodation at State (Lucknow)	On actual basis as mutually agreed between vendor and IHAT and as per IHAT norms

Note: All travel plans must be pre-approved by concerned IHAT person. For points #1, #2, and the payment / other allowances will be as per pre-approved travel plan by concerned IHAT person and submission of actual travel plan for the past months (against the approved plan) by the agency and self-attested by the concerned resource. Any deviation against the plan will need to be validated by concerned IHAT person. For #3 and #4, payments will be on the basis of actual bills. For point #3 & #4 payments may not be made in absence of supporting bills.

7. Selection of Bidder: The Service Provider shall be selected based on Least Cost-based Selection (LCS) process. However, only those firms which meet the Minimum Eligibility criteria in the Technical Qualification shall be considered eligible for Financial Bid opening and financial bids of only such bidders shall be opened.

Minimum Eligibility Criteria

S. No	Basic Requirement	Specific Requirements	Documents Required
1.	**Legal Entity**	The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories: - a Limited Liability Partnership ("**LLP**") registered under the LLP Act, 2008; an Indian Company ("**Company**") registered under the Companies Act, 1956/ 2013 a Partnership Firm ("**Firm**") registered under the Indian Partnership Act, 1932 a **Society** registered under the Societies Registration Act of 1860	Registration documents of the Bidder as a company/firm/society or any legal entity along with: 1. Details of Board of Director/ Managing Director/ CEO/ Partners/members 2. PAN Card of the registered legal entity 3. GST certificate of the registered legal entity 4. Any other supporting document, as may be required
2.	**Average Annual Turnover**	The Bidder(s) should have an average annual financial turnover of INR 10 Crore; in the 03 (three) Financial Years in last five years (2018 – 2023)	Certificate issued by a statutory auditor along with Audited Financial Statements confirming the average annual turnover of the Bidder during the stated

			Financial Years must be submitted
3.	**Work Experience**	The Bidder(s) must have an experience of similar nature of work i.e. Human Resource outsourcing contracts involving training of resources with a minimum value of Rs. 25 Lakhs for that particular project. Note: Any eligible ongoing Project must have completed at least 06 months. between respective Project's date of contract sign-off & till the bid submission date under this RFP	Contract/ Agreement/ Work Orders/ Letter of Invitation from client(s) that clearly states the details of the scope of work, and all other essential details of the contract
4.	**Net Worth**	Net Worth of the prospective bidder must be positive as per the last audited financial statement. (CA certificate clearly mentioning the Net worth for last financial year i.e. FY 2022-23.	Certificate from statutory auditor and Audited Financial Statements shall be submitted by the Bidder for the stated Financial Year. The Bidder can submit unaudited financial statements certified by a statutory auditor for Financial Year 2022-2023 in case Audited Financial Statements are unavailable

7.1 Technical Evaluation Criteria: Only those bidders whose bids are found to be responsive and meet all the conditions as specified under the Minimum Eligibility Criteria above and the condition specified in Para 1 (of this document) under important instructions shall be evaluated on the following Criteria:

S.no	Criteria	Max Marks	Evidence Required
1.	Team Presentation (to be submitted along with technical submission) 1. Approach and Methodology 2. Hiring and substitution strategy	20	Based on PPT submitted along with Technical Documents

S.no	Criteria	Max Marks	Evidence Required
2.	The marks for Average Turnover for preceding three consecutive financial years shall be evaluated as below – Average Annual Turnover - Rs. 10 Crores to <=15 Crores - 10 marks Rs. 15 Crores to <=20 Crores - 15 marks More than Rs. 20 Crores - 20 marks	20	Relevant extracts from the audited Balance sheet/Profit & Loss statement/ CA certificate confirming the Average Turnover for preceding three consecutive financial years.
3.	a. Number of projects with Human Resource outsourcing services in Uttar Pradesh with a minimum value of Rs. 5 cr i) 6 & more projects: 20 marks ii) 4 and 5 projects: 15 marks iii) 2 and 3 projects: 10 marks	20	Bidder shall submit the documentary proof, i.e. Work Order / Contract/ Completion Certificate/ CA certificate with clear details of the scope of work, resource/ services provided and Project Fee, supporting the above claim.
	a. Number of projects with Human Resource outsourcing services involving training of block level resources in sectors other than health with a minimum value of Rs. 1 cr i) 5 & more projects: 20 marks ii) 3 and 4 projects: 15 marks iii) 1 and 2 projects: 10 marks	20	Bidder shall submit the documentary proof, i.e. Work Order / Contract/ Completion Certificate/ CA certificate with clear details of the scope of work, resource/ services provided and Project Fee, supporting the above claim.
	a. Number of projects with Human Resource outsourcing services involving training of block level resources in health sector with a minimum value of Rs. 1 cr i) 5 & more projects: 20 marks ii) 3 and 4 projects: 15 marks iii) 1 and 2 projects: 10 marks	20	Bidder shall submit the documentary proof, i.e. Work Order / Contract/ Completion Certificate/ CA certificate with clear details of the scope of work, resource/ services provided and Project Fee, supporting the above claim.
Total		100	

Note: Each project submitted for evaluation must contain adequate documentary proof required for claiming the marks. Each submitted project will only be counted once. Minimum qualifying marks will be 70 out of 100.

7.2 Financial Bids of only those bidders whose bids are found to be responsive, meet all the conditions as specified under the Minimum Eligibility Criteria will be opened and evaluated

8. Financial Bid

The bidder is required to quote the **SERVICE CHARGE PERCENTAGE** (upto 2 decimal points) applicable on salary component payment only for the block level resources. Total quotation for the

aforementioned scope of work **(INCLUSIVE OF ALL RELATED, ALLIED OPERATIONAL EXPENSES/OPEs AND ANY OTHER TAXES, EXCEPT GST)** as part of the Financial Bid. GST and other allowances (as defined in the RfP) will be paid as applicable. Only once the Technical Proposal is ascertained to be qualified, corresponding Financial Proposal would be opened.

Note: Technical & Financial bids must be submitted in separate folder. The soft copy of the financial bid must be password protected. If the soft copy of the financial bid is not found password protected, then it may lead to rejection of the financial bid. Technically responsive bidders will have to provide password separately, when asked by IHAT during opening of the financial bid.

9. Service Level Agreements (SLA) and Penalties

S No	SLA	Compliance rate	Timeline#	Penalty
1.	First-time Deployment of Block level resources	100%	Within 30 days from the Contract execution	For each day of additional delay beyond 30 days, 5% of the service charge on the non-deployed resources per month shall be deducted.
2.	Delay in providing training as per approved training calendar	100%	As per agreed training calendar along with GoUP	For each day of delay in training, Service Charge shall be deducted 10% of the concerned resource for particular month.
2.	Non timely payment to resources deployed	100%	Monthly before submission of invoice	Service Charge shall be deducted for the resources not paid for the month upto 10% of total service charge of the month
4.	Not providing substitute resources timely	100%	15 days	The monthly service unit charge for the total resources not provided shall be deducted from the monthly payment to be made until the Substitute resources are provided.

*The timelines for both "First-time deployment" shall include the time for advertising, sourcing candidate profiles, screening process, selection and joining.

#Excludes time taken by the Authority in the approval process.

10. Payments for fixed costs

10.1 The service provider shall provide monthly invoices based on the sum of the total block level deployed resources multiplied by the corresponding fixed cost per block level resource and the applicable service charge as quoted by the bidder. Taxes as applicable shall also be included in the invoice (GST & and other relevant taxes shall be applicable as per relevant Government policies. The same may get amended from time to time, as per relevant government rules.)

10.2 Along with the invoice the bidder shall also submit the following duly certified proof:

10.2.a. Online payment to the bank accounts of all of the resources deployed as per the services rendered by the resources for the month.

10.2.b. Proof of deposit of EPF, ESIC and other statutory compliances, **AS APPLICABLE** in a timely manner.

10.3 The following checks **maybe done** before clearing the payment

10.3.a. after verification of attendance of resource by concerned IHAT person.

10.3.b Verification of approved training calendar, having conducted trainings/activities of the block level resource.

10.4 The selected service provider must submit the invoice by 7th of every month along with necessary documentary proofs as defined above.

11. Proposal submission

The proposal from eligible organizations should include the following:

- Electronic copy of proposal.
- Documents certifying all the criteria as mentioned in Section 5 (General Qualifying criteria, Eligibility criteria, and Technical Evaluation criteria)
- Documents for evaluation of each criteria mentioned under Section 5 (technical Evaluation), including a brief technical proposal, **not more than 15 slides** (**proposal which exceed the word/slide limit may NOT BE EVALUATED**), comprising
  o A clear vision, approach, methodology and activities
  o Hiring and substitution strategy
  o Organization backstopping support in the forms of Team leaders, Program managers etc. providing support
- Any other documents that certify relevant experience, certifications etc. of the organization are required for technical evaluation as per all of the sections mentioned above
- Confirmation regarding acceptance of the Draft service agreement (DSA) as published along with this RfP (Annexure A). This needs to be mentioned in the email along with technical proposal. Changes sought, if any, need to be clearly mentioned in the email.

12. Performance Guarantee

Service provider will deliver work in a professional workmanship fashion and ensure all deliverables are of high quality and completed in time, subject to timely support from external parties. IHAT will withhold 10% of the service charge against each invoice raised as Performance Guarantee, which shall be released on successful & satisfactory completion of the mile stones / deliverables as mentioned in Section 9 & 10 (Payment schedule) or such project closure points as mutually agreed by the client and the Service provider.

The accumulated performance guarantee shall be released at the end of the project. The payout shall depend on satisfactory completion / achievement of output /deliverables, which shall be decided on the basis of a 3 point rating scale as follows:

3: Output satisfactory – full payout

2: Output moderately satisfactory – 50% payout

1: Output not satisfactory – 0% payout.

For both ratings of 1 and 2 above, a written note documenting gap in performance between desired and delivered has to be clearly indicated along with what time and opportunity was given to the Service provider to correct the deliverables. There should be a documented feedback on the deliverables with an opportunity to correct the deliverables with at least 30 days duration for the Service provider to provide and alternate deliverable.

13. Bid Submission & Pre-Bid Meeting

Bid Submission Deadline: **11 January 2024 by 3 PM**.
Interested agencies are advised to submit the proposal in PDF format to procurement@ihat.in and bidders are requested to go through terms and conditions provided in the RFP and draft contract in detail.

You may also reach out over email for any further queries in this matter latest by **05 January 2024**

Pre-Bid meeting will also be conducted for interested bidders at 1500 **Hours** on 08 **January, 2024**. The pre-bid meeting will be online and the link to join the meeting will be as following:

Annexure 1: Roles and responsibilities of block resource persons

Job description

The selected block resource person is expected to provide intensive implementation support at block level, which includes, providing training and mentoring support for ABHA ID generation, enumeration improvement and rollout of RCH, HWC and other modules of eKavach application. They will also conduct field visits and support in eKavach progress review.

Key deliverables

- Conduct trainings for CHOs and/or ANMs for ABHA ID generation, enumeration improvement and rollout of RCH, HWC and other modules
- Provide handholding and mentoring support to CHOs, ANMs, ASHAs and ASHA Sanginis based on requirement
- Conduct field visits to assess progress and challenges in eKavach implementation
- eKavach masters (location hierarchy) verification and updation at block level

Roles and responsibilities

- S/he will identify duplicate IDs and issues in ASHA area mapping and location hierarchy at the block level.
- S/he will verify the mapping of ASHAs to the revenue villages, ASHA Sanginis to ASHAs and further mapping with sub centre and other facilities based on which eKavach masters database will be updated

- S/he will provide necessary support in capacity building of CHOs, ANMs and ASHA Sanginis on the eKavach application and the data rectification strategy through offline training.
- S/he will also provide mentoring support to the CHOs at the sub-centre level for data rectification and further training of ASHA Sanginis and ASHAs.
- S/he will also support the rollout of other modules viz. RMNCH, HWC among others through training of CHOs and ANMs.
- S/he will conduct supportive supervision visits to assess the application's progress/data quality and provide mentoring support to FLWs, using the existing platforms and update the line manager (UPTSU). They will conduct visits to atleast 8 SC level meetings, 8 VHSND sessions and 8 mentoring mentoring support visits to FLWs.
- S/he will ensure via the CHOs and ASHA Sanginis that the ASHAs are conducting home visits to generate ABHA IDs for the beneficiaries.
- S/he will be responsible for sharing reports with UPTSU point person for further sharing it with the government.
- Any other work assigned by the line manager or organization from time to time.

Qualification and experience

Required qualification: The candidate must hold a graduate degree in any field, preferably in social sciences, health related subjects.

Preferred qualification: Master's Degree/Diploma in social sciences, health related subjects.

Experience: 0-2 years' experience of working with government health systems. Candidates having prior knowledge or experience of health systems and RMNCH (Reproductive, Maternal, Newborn and Child Health) program may be given priority.

Competencies

- Basic Digital Literacy
- Knowledge of government data system
- Basic Knowledge of Maternal and Child Health & Immunization policies in India/UP preferably
- Communication and Soft Skills