

Expression of Interest (EOI)
for e-Supportive Supervision

NHSRC, with support from BMGF and JSI has developed a software for supportive supervision. Every health officer who has a supportive supervision function has to make visit to the field (hospital/community) and submit a report for further action. Learning from the pilot in 5 States as well as feedback from officials of MoHFW necessitated additional functions/features to be incorporated in the application. This tender / EOI is put up to effect these changes in the application.

1.	EOI/Tender document download Sale date/time	:	11:00 hrs 12 Mar 2020
2.	Pre bid Meeting	:	11:00 hrs. On 26 Mar 2020
3.	EOI/ Tender document download/sale end date/time	:	14:00 hrs. On 16 Apr 2020
4.	Date and time for opening of Prequalification-cum-technical bid (Financial bid will be open on the same date)	:	15:00 hrs. On 16 Apr 2020
6.	Service to be provided	:	Development of ESS Software
7.	Validity of tender offers	:	180 days from date of opening of prequalification-cum-technical bid.
8.	Bid Security (EMD) total estimated value	:	INR – 30,000/- (MSME vendor are exempted)
9.	Performance Security total cost of Bid (for Finalised Bidder only)	:	7% of total amount of bid on each award of work to finalised bidder.

1. Instructions for Submitting Proposal

Proposals are required to be submitted in two parts:

- Part A: Technical Proposal
- Part B: Commercial Proposal

Part A (Technical Proposal) and Part B (Commercial Proposal) must be submitted in separate documents in PDF file format. **Please do not include any price information in Part A.**

Each file has to be password protected and the password for opening the files shall be send by post to 'The Principal Administrative Officer, National Health Systems Resource Centre, NIHFWS, Baba Gangnath Marg, Munirka, New Delhi -110067' in a sealed envelope.

These file names should be clearly named as **NHSRC_TECHNICAL_PROPOSAL.PDF** and **NHSRC_COMMERCIAL_PROPOSAL.PDF**. **If Technical Proposal and Commercial Proposal are not submitted as separate password protected PDF file formats, the proposal will be rejected.**

National Health Systems and Resource Centre is not bound to accept the lowest bidder or any proposal. We also reserve the right to request any, or all, of the Bidders to meet with us to clarify their proposal.

Both Technical and Commercial proposals shall include a self-declaration as specified under section, "Bidder Declaration"

2. Pre-Qualification Criteria

The bidders who meet the pre-qualification criteria as mentioned below would be considered for the next stage of evaluations. This is a mandatory requirement and bidders who fail to quality the pre-qualification criteria shall not be considered for the evaluation of the technical proposal. The bidders shall furnish the following documents:

SL.NO.	PRE-QUALIFICATION (PQ)/ELIGIBILITY CRITERIA	DOCUMENTS REQUIRED
1.	The Bidder must have an average annual turnover of not less than Rs.2 Crore in last three financial years from software development related activities, as evidenced by the audited accounts of the organization.	<ul style="list-style-type: none">• Extracts from the audited/provisional Balance Sheet and Profit & Loss Account for last three years• Last three years income tax return certificate
2.	Bidder must be a registered organisation	Copies of: <ul style="list-style-type: none">• Certificate of Incorporation/Registration• PAN card• GST Registration Certificate
3.	The bidder should have core staff members consisting of IT and Software development and operationalization and maintenance Consultants with requisite training and experience on their	CVs (with undertaking that they are a part of the proposed team)

SL.NO.	PRE-QUALIFICATION (PQ)/ELIGIBILITY CRITERIA	DOCUMENTS REQUIRED
	regular payroll	
4.	The bidder must have industry recognised standards certification for quality management and information security management.	Copies of certification
5.	The Agency should not be blacklisted by Central/ State Government departments / Undertakings of Govt. of India	Bidders are required to sign and return a self-declaration for this disclosure.

Preference will be given to those who have completed / worked on more than one Application development projects for Public Health sector with government health institutions as a primary beneficiary. This will be evidenced by Work Order, Contract Value, Start and End Period, Contact person, Brief description of actual services rendered.

Preference would also be given to those agencies who have kept public health professionals in their panel.

3. Deliverables

Part A. (additional features to be added based on feedback).

- i. Facility should be notified about the users who have planned visits to that particular facility.
- ii. Unsupervised facilities of last quarter shall be prioritized in the current quarter. Revisit to a previously visited facility will be allowed once all the unsupervised facilities have been covered.
- iii. A user planning for a facility on a particular date should be notified about other users who have planned to that particular facility on that particular date. The system should also allow a user to request other users to release that particular date.
- iv. A person should be allowed to reschedule the visit maximum 8 times per year i.e. twice per quarter. In-case a user does not avail the rescheduling facility for one quarter, then he/she will be able to avail that reschedule feature four times in the subsequent quarter and the user can reschedule maximum 8 visits per quarter.
- v. The district map should be further drilled down to block map where the block level aggregated score should be displayed.
- vi. While sending the data to server after successful completion of data entry in mobile application/web browser, a copy of the data should be sent to an institutional email ID. These institutional email IDs will be provided by the respective states.
- vii. The submission of any filled-up forms shall be done within a fixed no. of days i.e., 7 days.
- viii. Data entry module for facility and community checklist

ix. Data Dissemination modules (dashboard, views and reports) (Dashboard related features estimate)

x. A visit confirmation mail should go to the user on the day of the visit planned on which the user needs to confirm the visit. In case of cancellation of visit, the user should provide specific reasons for cancellation in that mail

xi. Top line indicators for the thematic view page should be revised.

xii. Modification (addition/deletion) of the facility and community checklist based on new programme requirements/feedback from Ministry.

xii. Training support at State level.

Part B.

The following deliverables are expected from the agency:

- I. Existing System Study Report (SSR)
- II. Software Requirement Specification (SRS) document
- III. Source code – both compiled and non-compiled versions
- IV. Executable application for data capture and data visualisation
- V. Administrative Hand Book for database management
- VI. User Operating Manual

4. Schedule/Timeline

The tentative schedule for the project is provided below:

Sl	Key Milestone	Tentative Timeline (form date of signing of contract)
1	System Study and functional requirements finalisation	
2	System Development	
3	System Deployment for User Acceptance Testing	
4	Master data populated and system available on production server	
5	User training completed	
6	Annual Maintenance completed	

The estimated timeframe is 4 months from the issue of contract. The actual item wise timelines will be finalised in the pre-bid meeting.

5. Commercial Proposal Instructions

The commercial proposal should be structured in the following sections:

- A. Confirmation of acceptance NHSRC Conditions of Contract
- B. A list of the names and designation of all nominated personnel proposed to work on this project

- C. The financial proposal shall include break up of costs for each component based on the following personnel (indicative) profile:

Professional Fee	FTE (Full Time Equivalent) Rate	FTE (Full Time Equivalent) Units	Amount in INR
Project Manager			
Programmer Analyst			
Data Administrator			
User Support Specialist			
Training Specialist			
Quality Assurance Specialist			
Technical Writer			
Functional Analyst/Subject Matter Expert			
Software Architect			
Programmer Analyst			
Web Developer			

All associated costs such as travel costs, out of pocket expenses, (if any) and government taxes shall be mentioned separately. Please note the following points to be considered before submission of commercial proposal:

- An inadequate and conditional financial proposal would not be considered for evaluation and award of work. The decision of NHSRC in this regard will be final.
- Bidder shall not include any technical information regarding the services in the Commercial Proposal.
- The Commercial Proposal must include the total price for all software, services, and additional costs to provide all software and services scoped in the Proposal.
- Bidders are suggested not to use — ‘To be determined’ or similar annotations in the cells for cost estimates. It is suggested that the bidders need to specify prices for all categories.

6. Technical Proposal Instructions

The technical proposal should be structured in following sections:

- Pre-Qualification Criteria Proof of Qualification
- Required certificates and undertakings mentioned in pre-qualification criteria
- Understanding of scope of work
- Project Plan, Approach & Methodology
- Architecture of the proposed solution
- Project administrative structure describing the project management process, risk management
- Details of human resources (names and brief resume) to be deployed for the project
- Resource Deployment Plan as per the specified timeline.
- Delivery Plan
- Quality Assurance process/ procedures to be adopted in different phases of execution

- K. Security measures to be deployed in the proposed solution covering authentication, authorization, audit trail, and intrusion prevention with alignment to industry standard security policies and best practices
- L. Backup / Restoration Plan for the proposed solution
- M. Scalability and Interoperability of the proposed solution
- N. Previous experience of the firm in similar types of assignments completed during last 3 years (please indicate name of assignment, name/address of employer, date of award of assignment, date of completion of assignment, value of the assignment and role of your firm viz. prime consultant, sub-consultant, consortium member etc.)
- O. Other material not reflected in above sections

7. Bid submission opening and evaluation process

- Bidders will first be evaluated for Technical Proposal. Then Commercial Proposal will only be opened for bidders selected through evaluation of all previous envelopes.
- Late bids will be summarily rejected and only those offers which are submitted within the date and time of submission as mentioned in document will be evaluated.
- Any deviation by bidders in organizing the documents as mentioned above will lead to immediate cancellation of such bids.
- NHSRC does not own any liability if the response is submitted somewhere else and not reached to the following addressee within due date and time.
- In case the date of submission is public holiday, the next working day will be considered as date of submission.
- Any delay arising from communication channel failure will not be the responsibility of NHSRC.
- NHSRC reserves the right to waive any irregularities; accept or reject the whole; accept or reject part of any or all responses at its sole discretion without assigning any reason whatsoever.
- NHSRC reserves the right to call for fresh tender at any stage and /or time.
- NHSRC reserves the right to modify, expand, restrict, scrap, refloat the tender /or float a new and/or separate tender without assigning any reason for the same.

8. Evaluation of Technical Proposal

The Technical Evaluation places emphasis on the degree of confidence the Evaluation Team have in the Proposal content and the Bidder’s capability to deliver the outputs effectively. Commercial proposal of only those firms receiving minimum of 40% in technical evaluation will be opened.

The Evaluation Team will apply the following scoring methodology:

60	Excellent, addresses the requirements of the ToR and all RFP issues, and where relevant demonstrates fine tuning, to make a match with Client expectations, and is of a quality and level of detail and understanding that provides confidence in certainty of delivery and permits full contractual reliance (where applicable)
50	High degree of confidence that they can meet the requirements of the ToR (and where relevant strong evidence they have tailored their response to meet these). Demonstrates they have a thorough understanding of what is being asked for and that they can do what they say they will; translates well into contractual terms (where applicable)

40	An understanding of all issues relating to delivery of the ToR and tailoring the response to demonstrate that proposals are feasible so that there is a good level of confidence that they will deliver; can be transposed into contractual terms (where applicable)
30	Understands most of the issues relating to delivery of the ToR and addresses them appropriately with sufficient information, but only some relevant tailoring and so only some confidence that they will be able deliver in line with expectations
20	Some misunderstandings of the issues relating to delivery of the ToR and a generally low level of quality information and detail. Poor appetite to tailor when asked and so fails to meet expectations in many ways and provides insufficient confidence.
10	ToR issues are scantily understood and flimsy on quality information, with minimal tailoring if anywhere relevant. Provides no confidence that the issues will be addressed and managed at all in line with expectations
0	Complete failure to address the requirements of the ToR.

The above scoring methodology will be applied to each of the Criteria detailed in the table below. The Total Score for each Criteria will comprise of the score awarded (0 to 6) multiplied by the weightage allocated to each Criteria.

The Evaluation Criteria based on which evaluation of technical proposals of the bidders shall be carried out are detailed in the table below:

EVALUATION CRITERIA	WEIGHTAGE (%)
A demonstrated experience of software application development, installation and operationalization. The team should have experience in preparation, operation and management of large databases, information assimilation and processing at various levels.	40
Understanding of NHSRC requirements and the context in which solution is to be deployed.	40
Experience and proposed methodology maintenance and support	10
Timeline and deployment plan	10
TOTAL	100

9. Evaluation of Commercial Proposal

The Commercial proposals of technically qualified Bidders will be opened, post which the evaluation will be done in accordance with the Quality and Cost-based Selection (QCBS) method with the following weightage:

Technical Evaluation	70%
Commercial Evaluation	30%

NHSRC reserves the right, in its sole discretion, to conduct negotiations in accordance with NHSRC and the donor's policies and procedures and to request additional information from prospective bidders to supplement or clarify any aspect of the proposal documents and to make non fundamental revisions to the award if such revisions will be in the interest of our programs. Bidders are strongly encouraged to submit their best offers, as NHSRC may not exercise its right to conduct any negotiations.

10. Payment Terms

Sl	Milestone	Payment (%)
1	Signing of contract	20
2	Submission of inception report and system study report	20
3	Development of data collection systems	20
4	Development of visualisation systems	20
5	Application completes User Acceptance Testing and goes live	10
6	Maintenance period is complete	10

11. Termination of Contract

If the client for any reasons what so ever decides to terminate the contract, a written notice of termination to the firm shall be given with a notice period of 30 days. Fees for the work done approved till the time of termination shall be made as mutually decided between client and the firm. If the contract is terminated due to non-compliance of deliverables within prescribed time schedule, inferior quality of training and survey , non-observance to instructions, violation of any condition of tender , then a penalty of 10% of the total project cost shall be levied.

12. Obligation of Agency

The Agency shall perform the Services and carry out their obligations hereunder with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Agency shall always act, in respect of any matter relating to this Contract or to the Services, as faithful advisers to NHSRC, and shall at all times support and safeguard the NHSRC legitimate interests in any dealings with third Parties.

Except with the prior written consent of the NHSRC, the Agency and its Personnel shall not at any time communicate to any person or entity any confidential information acquired in the course of the Services, nor shall the Agency and its Personnel make public the recommendations formulated in the course of, or as a result of, the Services.

13. Settlement of Disputes

Any dispute arising in the matter shall be settled amicably and subject to Indian laws & jurisdiction of the court located at New Delhi.

14. Annexure A: General Details to be provided by the Bidder

The bidder should provide the following details, along with relevant supporting documentation, in the order stated below:

- Full name of the bidder
- Mailing address in India
- Telephone and fax number
- Email address
- Name and designation of the person authorized to make commitments
- Name and designation of the person responsible to coordinate with NHSRC team
- Description of business and business background
- Does the firm or company have any widely accepted certifications? If yes, furnish details.
- Profile of personnel with qualification and experience who will be assigned to the project.
- Details of offices in India and number of technical manpower related with information technology or Information Technology Enabled Services.
- Details of projects undertaken in a similar capacity.
 - Name of project Client name and nature of business.
 - The role performed by the bidder:
 - Tasks performed Period of project (date started or signed – current status)

15. Bidder Declaration (printed on bidder official stationery letter pad)

We confirm that we will abide by all the terms and conditions contained in this document. All the details mentioned above are true and correct and if NHSRC observes any misrepresentation of facts on any matter at any stage, NHSRC the right to reject the proposal and disqualify us from the process.

We also confirm that we have noted the contents required, including various supporting documents and have ensured that there is no deviation in filing our offer in response to this document.

To Apply-

Applications may be sent in sealed envelope to 'The Principal Administrative Officer, National Health Systems Resource Centre, NIHFW, Baba Gangnath Marg, Munirka, New Delhi -110067' Or by Email as instructed above.

Those who are submitting Proposal by Email (nhsr.india@gmail.com) shall send their sealed EMD and Password in separate envelopes by post to 'The Principal Administrative Officer, National Health Systems Resource Centre, NIHFW, Baba Gangnath Marg, Munirka, New Delhi -110067'

Place:

Date:

Seal and Signature of the Bidder

FINANCIAL BID

Sl No	Job Specification	Amount	GST	Total Amount

Note: Column may be added if required.