
Expression of Interest (EOI) for Hiring of IT Firm for Human Resources for State-Specific Portal of CPHC-NCD Application Under NCD Program

On behalf of the Executive Director-NHSRC, Expression of Interest (EOI) IT Firm for Hiring Eight Human Resources. Eligible and interested firms may send their EOI to the Principal Administrative Officer, National Health Systems Resource Centre, NIHFWS Campus, Baba Gang Nath Marg, Munirka, New Delhi -110067.

About NHSRC-

The National Health Systems Resource Centre (NHSRC) is a registered Society under the Ministry of Health & Family Welfare, Government of India to provide technical assistance to the central & state government. It was established on 8th December 2006 as a Society under Societies Registration Act XXI of 1860. Its mandate is to assist in policy and strategy development in the provision and mobilization of technical assistance to the states and in capacity building for the Ministry of Health and Family Welfare (MoHFW) at the centre and in the states.

National Health Systems Resource Centre (NHSRC) worked as a technical support wing of the Ministry of Health & Family Welfare, Govt. of India. NHSRC acts as a nodal agency for channelizing the Technical Assistance (TA) to central and state governments for effectively implementing the NHM, with a specific focus on health system strengthening, capacity development & comprehensive Primary Healthcare. The Key technical areas of NHSRC are Community Processes, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health Administration, and Quality Improvement in Healthcare.

It has a 23-member Governing Body, chaired by the Secretary, MoHFW, Government of India with the Mission Director, NHM as the Vice Chairperson of Governing Body and the Chairperson of its Executive Committee. Of the 23 members, 14 are ex-officio senior health administrators including four from the states, and 9 are public health experts from academics and civil society with the Executive Director, NHSRC who is the Member Secretary of both the Governing Body and the Executive Committee. NHSRC's governing body meets sanctions on its annual work agenda and its budget.

You are requested to confirm your willingness to provide services by your firm with the following information positively by **04-09-2022** to **“The Principal Administrative Officer”, NHSRC** at the given office address:

Schedule to the Invitation of Financial Quote:

1	Last date and time for submission of bids	1400 Hrs. on 04-09-2022
2	Date and time for opening of Technical BID	1100 Hrs. on 05-09-2022
3	Service to be provided	Prepare TOR and Providing Eight Human Resources for Management of State-Specific Portal of CPHC-NCD Application
4	Period/Extension of contract	Initially for Two Years

Eligibility: IT firms should submit documentation to determine eligibility criteria.

- IT firm Should be NISCI empaneled (Tier-II) for the current financial year i.e. 2022-23 and 2023-24.
- IT firm has experience in Providing Human Resources to Government Offices for IT applications for development and maintenance.
- Must Have GST registration along with last 3 years IT returns.
- Having detail of the firm along with work experience preferably with Autonomous organizations/Societies/NGOs & their contact details and other information with supporting documents.

1. Instructions for Submitting Proposal

The mode of submitting the proposal will either be **online or offline**.

Online submission:

1. Part A (Technical Proposal) and Part B (Commercial Proposal) must be submitted as a separate documents in a PDF file format. **Please do not include any price information in Part A.**
2. These file names should be clearly named as **NHSRC_TECHNICAL_PROPOSAL_NCD_NHSRC.PDF** and **NHSRC_COMMERCIAL_PROPOSAL_NCD_NHSRC.PDF** and to be sent to NHSRC mail ID "**nhsrc.india@gmail.com**".
3. Each file must be password protected and **the password for opening the files shall be revealed during the time of opening the bid** by an authorized person of the Organisation participating in the bid.
4. If Technical Proposal and Commercial Proposal are not submitted as separate password-protected PDF file formats, **the proposal will be rejected.**
5. Both Technical and Commercial proposals shall include a self-declaration as specified under the section, "**Bidder Declaration**".

Offline Submission:

1. Part A (Technical Proposal) and Part B (Commercial Proposal) must be submitted in separate documents. **Please do not include any price information in Part A.**
2. The cover of the envelope should be clearly named as **“NCD NHSRC TECHNICAL PROPOSAL”** and **“NCD NHSRC COMMERCIAL PROPOSAL”** separately. Both envelopes are to be kept together in one **SINGLE SEALED ENVELOPE**.
3. The document shall be sent in a sealed envelope **EITHER** by post to ‘The Principal Administrative Officer, National Health Systems Resource Centre, NIHFW, Baba Gangnath Marg, Munirka, New Delhi -110067’ **OR** physically kept in the tender box (named *“EoI for the hiring of IT Firm for Human Resources for NCD Programme”*) placed at NHSRC.
4. Any delay in the timely submission of the proposal through the post, or any other cause, will not be considered by NHSRC and will be deemed rejected.
5. **Both Technical and Commercial proposals shall include a self-declaration as specified under section, “Bidder Declaration”.**

For bidders participating both online or offline

1. The bidders (both offline and online bidders) or their authorized representatives need to send an e-mail to The Principal Administrative Officer, National Health Systems Resource Centre at **“nsrc.india@gmail.com”** intimating their confirmation for participation in pre-bid and bid opening meeting. This will ensure that only an authorized person is participating, and accordingly, needful arrangements can be done.
2. National Health Systems 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.

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 qualify the pre-qualification criteria shall not be considered for the evaluation of the technical proposal.** The bidders shall furnish the following documents:

S.N.	PRE-QUALIFICATION (PQ) / ELIGIBILITY CRITERIA	DOCUMENTS REQUIRED
1	In the case of a consortium, the primary bidder must have 50% of turnover.	<ul style="list-style-type: none"> • Extracts from the audited/provisional Balance Sheet and Profit & Loss Account for the last three years • Three years income tax return certificate
2	The bidder must be a registered organization	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 the requisite training and experience to complete the work	An undertaking that the human resource/experts (IT and Software development and operationalization and maintenance Consultants) are part of their team
4	The bidder must have industry-recognized 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.

- a. Preference will be given to those who have completed/worked on more than one Application development project for Public Health sector/PSUs with government health institutions as a primary beneficiary. This will be evidenced by Work Order, Contract Value, Start and End Period, contact person, and Brief description of actual services rendered.
- b. Preference would also be given to those agencies who have kept public health professionals in their panel.
- c. Preference would be applied only if there is a tie in the total score.

3. Deliverables

- a. Preparation of TOR in confidence with NHSRC for the eight positions (Tabulated below)
- b. Providing Human Resources as per TOR prepared

List of Positions

S.N	Position	Category	Qty	Experience
1	Project Manager	Functional	1	Above 10 Year
2	Database Developer	Technical	2	6 to 10 Years
3	Dev Ops Engineer	Technical	1	3 to 6 years
4	Java Developer	Technical	1	3 Year
5	Jr. Database Developer	Technical	1	3 years
6	Quality Engineer	Functional	1	3 to 6 years
7	Consultant Business Analyst	Functional	1	3 Year

4. 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.

5. Payment Terms

S. No.	Milestone	Payment terms
1.	Quarterly	On Pro rata

6. Termination of Contract

If the client for any reason whatsoever 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 the client and the firm. If the contract is terminated due to non-compliance of deliverables within the 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.

7. 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 always support and safeguard the NHSRC's 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.

8. Settlement of Disputes

Any dispute arising in the matter shall be settled amicably between both the parties with the representation of the following members viz., bidder, NHSRC administration, and technical personnel.

Any further unresolved disputes will be under the final discretion of ED, NHSRC/ or competent legal authority within UT of Delhi subject to Indian laws & jurisdiction of the court located in New Delhi.

Financial Quote

S.N	Position	Category	Qty	Experience	Hiring Charges Per Month Excluding NICSI Charges
1	Project Manager	Functional	1	Above 10 Year	
2	Database Developer	Technical	2	6 to 10 Years	
3	Dev Ops Engineer	Technical	1	3 to 6 years	
4	Java Developer	Technical	1	3 Year	
5	Jr. Database Developer	Technical	1	3 years	
6	Quality Engineer	Functional	1	3 to 6 years	
7	Consultant Business Analyst	Functional	1	3 Year	
Total (Monthly)					Total

- The rates quoted shall be Exclusive of all taxes. Nothing extra shall be applicable.
- L1 will be decided based on QCBS method (as per evaluation criteria defined by NHSRC).
- Applicable TDS/statutory deductions will be applicable.

SIGNATURE OF BIDDER
(Prop. / Partner/ Authorized Signatory)

Name & Address with Seal of the firm

(FOR OFFICIAL USE ONLY)

Quote Accepted for further processing.

* Quote rejected (Reasons for rejection.....)

Technical Evaluation and Scoring

Technical Evaluation			
S. No.	Evaluation Criteria	Required Documentary Evidence	Scoring criteria
1	Experience	Declaration with certificate of registration	Total Marks – 30 1-3 Years: 10 marks >3 to 5 Years: 20 marks >5 Years: 30 marks
2	Number of full time technical employees in its pay roll. The technical skills of these employees must cover all the technical skills.	Declaration with employee details (including skills of employees)	Total Marks – 20 1 to 50 employees: 5 marks 51-100 employees: 10 marks More than 100 employees: 20 marks
3	Turnaround time for Onboarding Resource	Declaration by Bidder	Total Marks – 20 Within 20 Days: 20 Marks 21 to 30 Days: 15 Marks More than 30 Days: 10 Marks
4	Turnover	tax return certificate for last financial year	Total Marks - 30 Up to 1 Crore: 10 Marks Above 1 Crore to 5 Crores: 20 Marks More than 5 Crore: 30 Marks
5	Work experience in Govt./Public Health Projects	Work order copy	Total Marks – 50 1 to 10 Projects: 20 marks 11 to 20 Projects: 30 marks More than 20 Projects: 50 marks
			Total Marks: 150