

Expression of Interest (Eoi) for e-Supportive Supervision

National Health Systems Resource Centre, intent to develop a software for supportive supervision to streamline the systems by maintaining a repository of field visits, monitoring the actions undertaken as a follow up and their status. The overall objective is to bring improvement in service delivery at the facilities as well as in the performance of the health personnel at various levels.

EOI/Tender document download Sale date/time	17th February 2022 (Thursday)
Pre bid Meeting (Online Mode from 11:00 a.m. onwards) Link for the meeting: (<u>https://nhsrc.webex.com/nhsrc/j.php?MTID=mb578df351f7e36774885e88d4c3bb20c</u>)	3rd March 2022 (Thursday)
EOI/ Tender document download/sale end date/time	11th March 2022 (Friday)
Date and time for opening of Prequalification-cum-technical and financial bid.	14th March 2022 (Monday)
Service to be provided	Development of ESS Software
Validity of tender offers	180 days from date of opening of prequalification-cum technical bid.
Bid Security (EMD) total estimated value	INR – 30,000/- (MSME vendor are exempted)
Performance Security total cost of Bid (for Finalized Bidder only)	3% of total amount of bid on each award of work to finalized bidder.

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 document 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_ESS.PDF** and **NHSRC_COMMERCIAL_PROPOSAL_ESS.PDF** and to be sent to NHSRC mail ID “nhsrc[dot]india[at]gmail[dot]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 authorised person of the Organisation participating in the bid.
4. If Technical Proposal and Commercial Proposal are not submitted as a 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 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 envelope should be clearly named as “**ESS TECHNICAL PROPOSAL**” and “**ESS 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 "Eol for e-Supportive Supervision") placed at NHSRC.

4. Any delay in timely submission of the proposal through 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 authorised representatives need to send an e-mail to The Principal Administrative Officer, National Health Systems Resource Centre at "**nhsrc[dot]india[at]gmail[dot]com**" intimating their confirmation for participation in pre bid and bid opening meeting. This will ensure that only authorized person is participating, and accordingly needful arrangement 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:

SL.NO.	PRE-QUALIFICATION (PQ)/ELIGIBILITY CRITERIA	DOCUMENTS REQUIRED
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1.	In case of consortium, the primary bidder must have 50% of turn over.	<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	<p>Copies of:</p> <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 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.

Note:

- a) Preference will be given to those who have completed / worked on more than one Application development projects 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, 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

Part A. (key features of the software)

- 1. Facility to begin schedule visit based on list of hospitals replan, reschedule and confirmed report after visit is completed.
- 2. Unsupervised facilities of last quarter shall be prioritised in the current quarter. Revisit to a previously visited facility will be allowed once all the unsupervised facilities have been covered.
- 3. A user planning for a facility on a particular date should be notified about other users who have planned to that facility on that date. The system should also allow a user to request other users to release that date.
- 4. 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.
- 5. Facility to integrate with GIS for located facility.
- 6. 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.

7. The submission of any filled-up forms shall be done within a fixed no. of days i.e., 7 days.
8. Data entry module for facility and community checklist.
9. Data Dissemination modules (dashboard, views, and reports) (Dashboard related features estimate)
10. Thematic view page with broad options.
11. Modification (addition/deletion) of the facility and community checklist based on new programme requirements/feedback from Ministry.
12. Compliance with IT Act and MEITY guidelines
13. TSL based security protocols
14. Interface as per GOI standards e.g. EHR, GIGW guidelines
15. Training support at State level.

Part B

The following deliverables are expected from the agency:

- I. Software Requirement Specification (SRS) document
- II. Source code — both compiled and non-compiled versions
- III. Executable application for data capture and data visualisation
- IV. Administrative Handbook for database management
- V. User Operating Manual

4. Schedule/Timeline

The tentative schedule for the project is provided below:

SI.N o.	Key Milestone	Tentative Timeline (form date of signing of contract)
1	Submission functional requirements specification.	
2	System Development for user acceptance Testing	
3	Master data populated and system available on production server.	
4	User training and annual maintenance completed.	

Note:

- *The estimated timeframe is 6 months from the issue of contract.*
- *The actual item wise timelines will be finalised in the pre-bid meeting.*
- *During the programme development phase, any travel/meeting with NHSRC will be supported by NHSRC as per terms and conditions applicable for senior consultant. The vendor does not have to cost them as part of the bid.*

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:

All associated costs like GST, license fees etc., and any other government taxes shall be mentioned separately but will be part of overall costing. 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.

- i. Bidder shall not include any technical information regarding the services in the Commercial Proposal.
- ii. 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.
- iii. 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
- iv. The Bidder may also include plan on following:
 - Once the software is handed over, the willingness for troubleshooting and handholding for one year.
 - Capability to build capacity of state technical officers in handling the software and the cost for one year
 - Capacity to integrate the software on the state specific platforms and the cost for one year

Note:

Clause (E) of this section, will **NOT** be evaluated and will be beyond the scope of technical or financial part of bid. These provisions will only be utilised if the bidder is selected, and work completed. Furnishing of this information by the bidder doesn't bind NHSRC in giving the contract for any work during maintenance/handholding in implementation phase.

6. Technical Proposal Instructions

The technical proposal should be structured in following sections to understand the capacity and quality of the bidder:

- a) Scope of work
- b) Project Plan, Approach & Methodology
- c) Architecture of the proposed solution
- d) Project administrative structure, riskmanagement
- e) Resource Deployment Plan
- f) Delivery Plan
- g) Quality Assurance process/ procedures to be adopted in different phases of execution
- h) Security measures to be deployed in the proposed solution covering authentication, authorisation, audit trail, and intrusion prevention with alignment to industry standard security policies and best practices
- i) Backup / Restoration Plan for the proposed solution
- j) Scalability and Interoperability of the proposed solution
- k) API integration with HMIS or other MOHFW software.
- l) Simplicity in flow and ease in terms of its use.
- m) 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.)
- n) Other material not reflected in above sections.

7. Bid submission opening and evaluation process

- a) Bidders will first be evaluated for Technical Proposal. Then Commercial Proposal will only be opened for bidders selected through evaluation of all previous envelopes.

- b) 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.
- c) Any deviation by bidders in organising the documents as mentioned above will lead to immediate cancellation of such bids.
- d) 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.
- e) In case the date of submission is public holiday, the next working day will be considered as date of submission.
- f) Any delay arising from communication channel failure will not be the responsibility of NHSRC.
- g) 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.
- h) NHSRC reserves the right to call for fresh tender at any stage and /or time.
- i) 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 marks in technical evaluation will be opened.

The Evaluation Team will apply the following scoring methodology:

60	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.
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40	Understands most of the issues relating to delivery of the ToR and addresses them appropriately with sufficient information.
20	Some misunderstandings of the issues relating to delivery of the ToR and a generally low level of quality information and detail.
0	ToR issues are either 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.

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	60%
Commercial Evaluation	40%

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

S. No.	Milestone	Payment (%)
1	Signing of contract	20
2	Submission functional requirements specification.	20
3	System Development for user acceptance Testing	20
4	Master data populated and system available on production server.	20
5	User training and annual maintenance completed.	20

11. Termination of Contract

If the client for any reasons 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 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 between both the parties with the representation of the following members viz., bidder, NHSRC administration and technical personal.

Any further unresolved disputes will be under final discretion of ED, NHSRC/ or competent legal authority within UT of Delhi 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 confirm that we have the core staff members consisting of IT and Software development and operationalization and maintenance Consultants.

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'.

Place:

Date:

Seal and Signature of the Bidder

Annexure-1

FINANCIAL BID

Sl. No.	Job Specification	Amount

Note:

- ***Column may be added, if required.***
- ***Please indicate the amount without GST.***
- ***GST (%) to be indicated separately.***