



ISO 9001:2015 Certified Institution

State Institute of Health & Family Welfare
Jhalana Institutional Area, Near Doordarshan Kendra, Jaipur-302004

F-30(4)(3)/SIHFV/UNFPA/AWP/IT-Deve./2018/2279

Dated: 20/6/18

Sub: Website for accreditation and payment to private sector service providers for FP services

Dear Sir/ Madam,

SIHFV in partnership with UNFPA is working on developing technical support for strengthening the implementation of RMNCH+A initiative and provision of quality FP/RH services with focus on reproductive rights in Rajasthan across selected HPDs.

In this reference, we intent to develop website for accreditation and payment to private sector service providers for FP services as per the enclosed specifications, terms and conditions.

You are requested to provide your most competitive rates in the format enclosed by June 27, 2018.

(Dr. Amita Kashyap)

Director

Project Profile

1. Name of the Project

Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software to improve the participation of private service providers in provision of FP services in the State.

2. Objectives

The key objectives to be achieved through this project are:

- a. To improve the participation of private sector in provision of Family Planning services
- b. To reduce the delays in accreditation and release of payments to private sector
- c. To improve the monitoring of performance of private sector service providers

3. Brief Description of the Project

- Total project period (duration) would be till December 2018.
- With the objective to improve the participation of private service providers in provision of FP services on the State.
- In order to address the unmet need for family planning services and improve the coverage of FP services in the State, it is very important to improve the participation of private service providers in the provision of FP services. However, it has been observed that due to existing procedural delays in accreditation and payment to service providers, private service providers are hesitant to get accredited with the DM&HFW. Hence, there is need to streamline the process for accreditation and release of payment to service providers.
- In this regard, development of a website/ online software will be undertaken to streamline the process related to accreditation and release of payment to private sector service providers.
- It is envisaged that the development of the website/ online software will assist improving participation of the private sector service providers in the provision of family planning services and will also strengthen the monitoring of

performance of private sector service providers & delays taking place at the different level.

4. Scope of Services

1. The overall scope is Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software to improve the participation of private service providers in provision of FP services in the State.
2. The successful bidder shall Design, Develop, Supply, Commission, Configure, Test, Implement, Manage and Maintain the online software on central server for various modules like registration, accreditation, with online submission of details of cases done, submission of documents, consolidation and generation of dashboard and various analytical reports.
3. The successful bidder shall design and develop a website/ online software to facilitate accreditation and release of payment to private sector service providers. The accreditation will require submission of application in prescribed format along with the required documents. It will be verified by the district officials and response need to be shared with the concerned service provider. Followed by that, private service provider should submit the details of the clients along with the required documents for release of payment. It will be verified by the district officials and if approved, payment details need to be entered.
4. The bidder shall provide help desk number to extend necessary support and recording complaints related to operations of web and mobile application. All complaints should be resolved to the satisfaction of client. If the complaint is still not resolved the client reserves the right to terminate the contract.
5. The successful bidder shall provide operational training to the identified officers/ staff/ stake holders at State without any extra cost.
6. Major modules to be covered under the system are as follows:-
 - A. Registration:- Different type of private sector service providers, registration details, user name & id
 - B. Accreditation – Application in the prescribed format, submission of required documents. Verification of the documents by district officials
 - C. Case details – Details of the client, submission of required documents. Verification of the documents by district officials

D. Payment module: Entry of payment details by district officials

E. Search: -

- (i) Service provider wise
- (ii) Period wise
- (iii) District wise

F. Reports & Analysis (downloadable in MS Excel and PDF): -

- (i) Service providers accredited
- (ii) Accreditation application in different stages
- (iii) Reasons of rejection of accreditation details
- (iv) Cases done by the service providers
- (v) Payment status
- (vi) Reasons of rejection of payment request

G. User Management: -

- (i) Admin
- (ii) State
- (iii) Report Viewer (State, District)
- (iv) Service Provider

H. Feedback

- (i) Feedback Type (Suggestion/ Query/ Problem)
- (ii) Detail
- (iii) Attachment (PDF only)
- (iv) Reply (It should be available to Admin for updation of response/
reply)

I. Photo gallery

J. Home Page:

- (i) About the initiative
- (ii) Guidelines
- (iii) Login
- (iv) Circulars/ Office Orders
- (v) Contact Us

K. Other Modules/ reports as per the requirements

7. The successful bidder shall provide support in operations of the website during the project period.

8. The successful bidder shall store the data at central server managed by the bidder. It will be the responsibility of the bidder to provide consolidated

monthly data backup to State HQ and same should be kept safe also with themselves

9. The successful bidder should provide remote support through dedicated email, telephone/ mobile number and manpower.
10. The successful bidder shall prepare all necessary user manual, power point presentation and documentation for the project.
11. All type of Server Hardware, Software, Database, Data Storage, Connectivity, Networking Equipments, Antivirus, Intrusion Software, Security Audit, s etc required for central server shall be used by the successful bidder of its own.
12. It would be the responsibility of the successful bidder to use high end capacity server hardware, software, bandwidth connectivity and security of software etc to provide the quality service required by the SIHFW.
13. The Intellectual Property Rights (IPR) of online software designed, developed, license etc created for the NHM would be the property of the SIHFW and transferable to SIHFW at the end of this Project.
14. It would be the full responsibility of the successful bidder to provide complete backup of all Developed/ Used Application Software (latest & updated version) and whole Database of the complete project period. Successful Bidder would also provide support in transfer and installation of Developed Application & Complete Database on the Servers which is suggested by SIHFW and makes it fully operational without any extra cost/ charges.
15. It would be the responsibility of the successful bidder to provide complete backup of Application Software & Data backup of complete project period at State Level on external HDD at the end of the project. The storage media shall be provided by the SIHFW.

5. TECHNICAL COMPLIANCE

General Technical Requirements

1. SIHFW/NHM supported by UNFPA intends to design and develop a website/ online software to facilitate accreditation and release of payment to private sector service providers accessible to all.
2. Proposed system shall have the dashboard for various levels State/ District.
3. Proposed system shall have provision to capture the details of private sector service providers, clients, payments etc.
4. Proposed system shall have ability to generate the various analytical reports, graphical reports, etc. which is downloadable in MS Excel and PDF format.
5. Proposed system must have ability to consolidate the information, so that the same would be available online in the form of dashboard, graphs and reports etc.
6. All display should be in English or Hindi language.
7. As per the industry standard User Authentication System and User Roles framework, as the users are located across the various locations/ levels in the state.
8. The system shall support multiple concurrent user queries/ transactions.
9. The vendor should have developed atleast 5 online softwares (functional) in the area of medical & health
10. All the cost related to domain, server, backup & any other related cost has to be bear by the vendor.
11. No additional cost will be accepted later on

Access, Roles and Users

Entire set of applications their features shall provide for various levels of secure access based on defined roles and responsibilities within SIHFW & NHM based on units (CM&HO/ Addl. CM&HO/ Deputy CM&HOs/ State HQ). Access shall support multiple roles for a single user and also support delegation as per operational norms of SIHFW/ NHM.

Reporting Features

Successful bidder is required to undertake a detailed study of the report requirements and the system should be able to configure easily and quickly new reports or context

sensitive information that requires to be extracted out of the information elements stored in the system.

Details of Operations

1. Operations at State HQ and CMHO office level for desired documents, monitoring and analyzing the status would be done by designated officials/ staff/ employees. But support in operations would be provided by the successful bidder.
2. The responsibilities of the successful bidder include, but not limited to:
 - a. Keeping a watch on the health of the system to ensure minimum downtime of each of the components and to keep sufficient reserve stock of hardware devices.
 - b. Maintaining and upgrading the software components of the system.
 - c. Conduct server and database maintenance activities at central server in a scheduled manner and during off-peak hours (preferably on Saturday/ Sunday or Holiday with prior permission and information display on web-portal)
 - d. Informing concerned staff in case of any component failure.

Documentation

The successful bidder shall prepare all necessary documentation for the project, and provide this to SIHFW or its designated officials/ employees for review, approval, record, reference etc. Some of the documents (but not limited to) to be provided include -

1. During installation and post installation, the successful bidder shall provide documentation on As-Built components /customized components to SIHFW. The documentation should consist of all the configuration details, diagrams, test plans, administration manuals, setup guides etc as minimum.
2. The training, operational and user manuals should be in English.
3. Any other document(s) deemed necessary for implementation, operation and maintenance of the hardware and network equipments and the overall system.

Training of Users

1. The selected bidder shall provide training to system users to efficiently use the system.

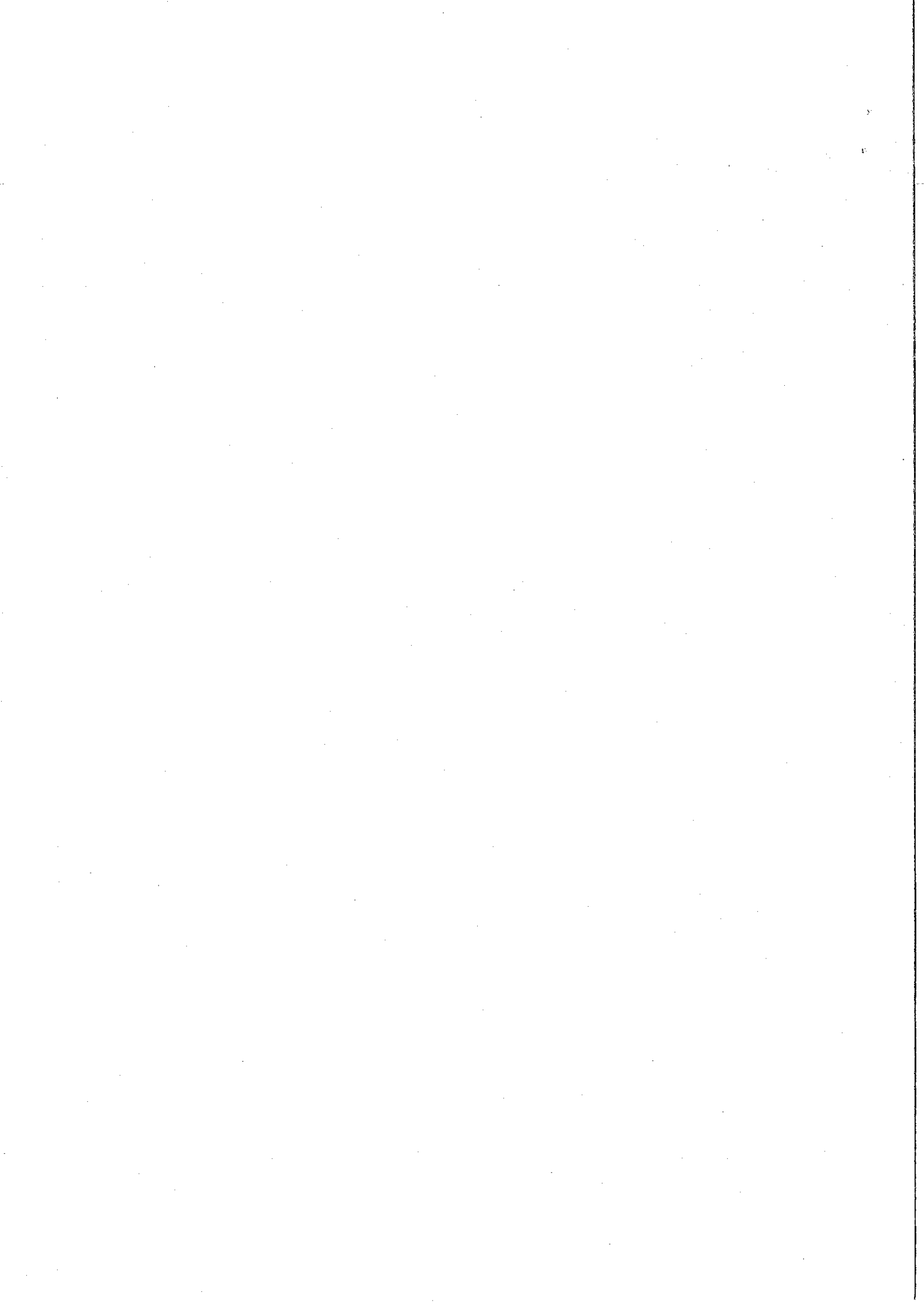
2. The number of people to be trained would be specified by SIHFW well before the training schedule starts.
3. Training needs to be conducted based on a requisite mix of theory & practical operational sessions. The trainings should be conducted in Hindi/English.

7. Project Implementation Plan

SNo.	Activity	Timeline
	Phase-I	
1.	Project Start	T1 (within 1 day of award of contract)
2.	Application designing, development, testing and user acceptance testing. <u>Installation and configuration of system</u> Preparation and submission of training manual, user manual etc.	T2 = T1 + 5 days
	Phase-II	
3.	Training of staff at State HQ and Go-Live of software.	T3 = T2 + 2 days
4.	After Go-Live, smooth operations of software	T1 + 6 months

Other terms and conditions:

1. Provide GST number
2. Provide PAN number
3. Provide after sales maintenance support
4. Payment shall be made after successful installation and functioning to the satisfaction of UNFPA.
5. TDS shall be deducted as per norms.



To,

Director

State Institute of Health & Family Welfare

Jaipur

Sub: Regarding rates for Website for accreditation and payment to private sector service providers for FP services

Dear Sir/ Madam,

As per your letter no. F-30(4)(3)/SIHFW/UNFPA/AWP/2018/..... dated we provide our most competitive rates as below:

Work	Quantity	Specifications	Duration	Amount	GST	Grand Total
Website for accreditation and payment to private sector service providers for FP services	1	As enclosed in your letter	7 days			

Name:

Designation:.....

Firm:.....

Date:.....