



ISO 9001:2015 Certified Institution

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

F-30(4)(3)/SIHFW/UNFPA/AWP/IT-Deve./2018/ 2661

Dated: 16/7/18

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**Sub:** Website for managing database of ANMTC-GNMTC & SNC and facilitating monthly reporting from these institutes

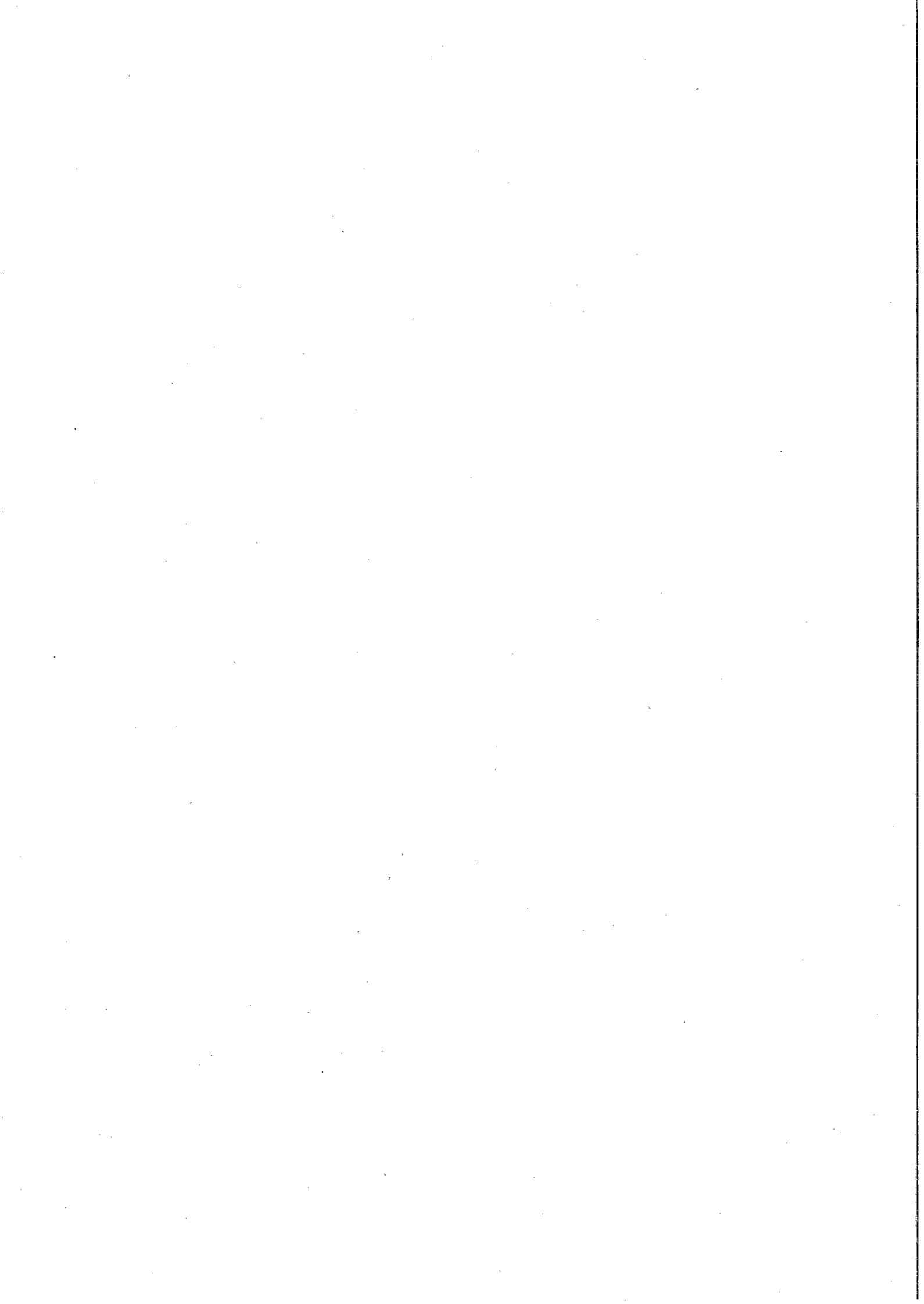
Dear Sir/ Madam,

SIHFW 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 managing database of ANMTC-GNMTC & SNC and facilitating monthly reporting from these institutes** as per the enclosed specifications, terms and conditions.

You are requested to provide your most competitive rates in the format enclosed by July 23, 2018.

(Dr. Amita Kashyap)  
Director



## **Project Profile**

### **1. Name of the Project**

Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software to manage database of ANMTCs, GNMTCs & SNCs and facilitate monthly reporting from these institutions in the State of Rajasthan.

### **2. Objectives**

The key objectives to be achieved through this project are:

- a. To develop online comprehensive database of ANMTCs, GNMTCs and State Nodal Centres
- b. To develop monthly progress report of the ANMTCs, GNMTCs and State Nodal Centres
- c. To facilitate monitoring of utilization of facilities, equipment and budget
- d. To provide overview of status of functioning of ANMTCs, GNMTCs and State Nodal Centres
- e. To provide overview of status of HR availability in the nursing training institutes

### **3. Brief Description of the Project**

- Total project period (duration) would be till December 2018.
- With the objective to manage database of ANMTCs, GNMTCs & SNCs and facilitate monthly reporting from these institutions in the State of Rajasthan.
- It has been realized that in order to improve the quality of health services and reduce maternal & infant mortality, it is very important to strengthen the capacities and competencies of the Staff nurses & ANMs. In order to strengthen the pre-service midwifery education in the Country, Ministry of health and family welfare, GoI and DMH&FW, Rajasthan has taken number of initiatives including establishment of State Nodal Centres, establishment of skill labs, strengthening of ANMTCs/ GNMTCs.

- As part of the initiative, development of an online software will be facilitated to strengthen the management and monitoring of ANMTCs/ GNMTCs and State Nodal Centres

#### 4. Scope of Services

1. The overall scope is Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software to manage database of ANMTCs, GNMTCs & SNCs and facilitate monthly reporting from these institutions in the State of Rajasthan.
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 HR, infrastructure, Labs & Library utilization and generation of dashboard and various analytical reports.
3. The successful bidder shall design and develop a website/ online software to manage database of ANMTCs, GNMTCs & SNCs and facilitate monthly reporting from these institutions in the State of Rajasthan.
4. The bidder shall provide help desk number to extend necessary support and recording complaints related to operations of web 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. Human Resources:-Details of HR at the institute along with the qualification and training
  - B. Infrastructure – Details of infrastructure available at the institute
  - C. Students – Details of the students along with their marks, clinical & community visit
  - D. Lab & Library utilization: Details of Skill & IT lab and Library utilization
  - E. Monthly Report: Generation of monthly report
  - F. Search: -

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

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

- (i) Status of HR
- (ii) Status of Infrastructure
- (iii) Status of student
- (iv) Lab & Library utilization
- (v) Monthly report analysis
- (vi) Status of trainings
- (vii) Status of fund utilization

H. User Management: -

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

I. 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)

J. Photo gallery

K. Home Page:

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

L. 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 intends to manage database of ANMTCs, GNMTCs & SNCs and facilitate monthly reporting from these institutions in the State of Rajasthan.
2. Proposed system shall have the dashboard for various levels State/ District/ Institution.
3. Proposed system shall have provision to capture the details of each nursing training institute including details related infrastructure, HR, students, training and skill lab.
4. Proposed system shall help in generating monthly progress for each institute including teaching, clinical site, management of the institute and utilization of skill lab, library & budget.
5. Proposed system shall have ability to generate the various analytical reports, graphical reports, etc which is downloadable in MS Excel and PDF format.
6. 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.
7. All display should be in English or Hindi language.
8. 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.
9. The system shall support multiple concurrent user queries/ transactions.
10. The vendor should have developed atleast 5 online softwares (functional) in the area of medical & health
11. All the cost related to domain, server, backup & any other related cost has to be bear by the vendor.
12. 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 (CMHO/ RCHO/ Institutions/ State HQ). Access shall support multiple roles for a single user and also support delegation as per operational norms of SIHFW &NHM.

## **Reporting Features**

Some illustrative reports are detailed below.

- a. Status of HR
- b. Status of Infrastructure
- c. Status of student
- d. Lab & Library utilization
- e. Monthly report analysis
- f. Status of trainings
- g. Status of fund utilization

While this is not a comprehensive list, 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 Institutions level for desired information, 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 as mentioned in this ToR. 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.

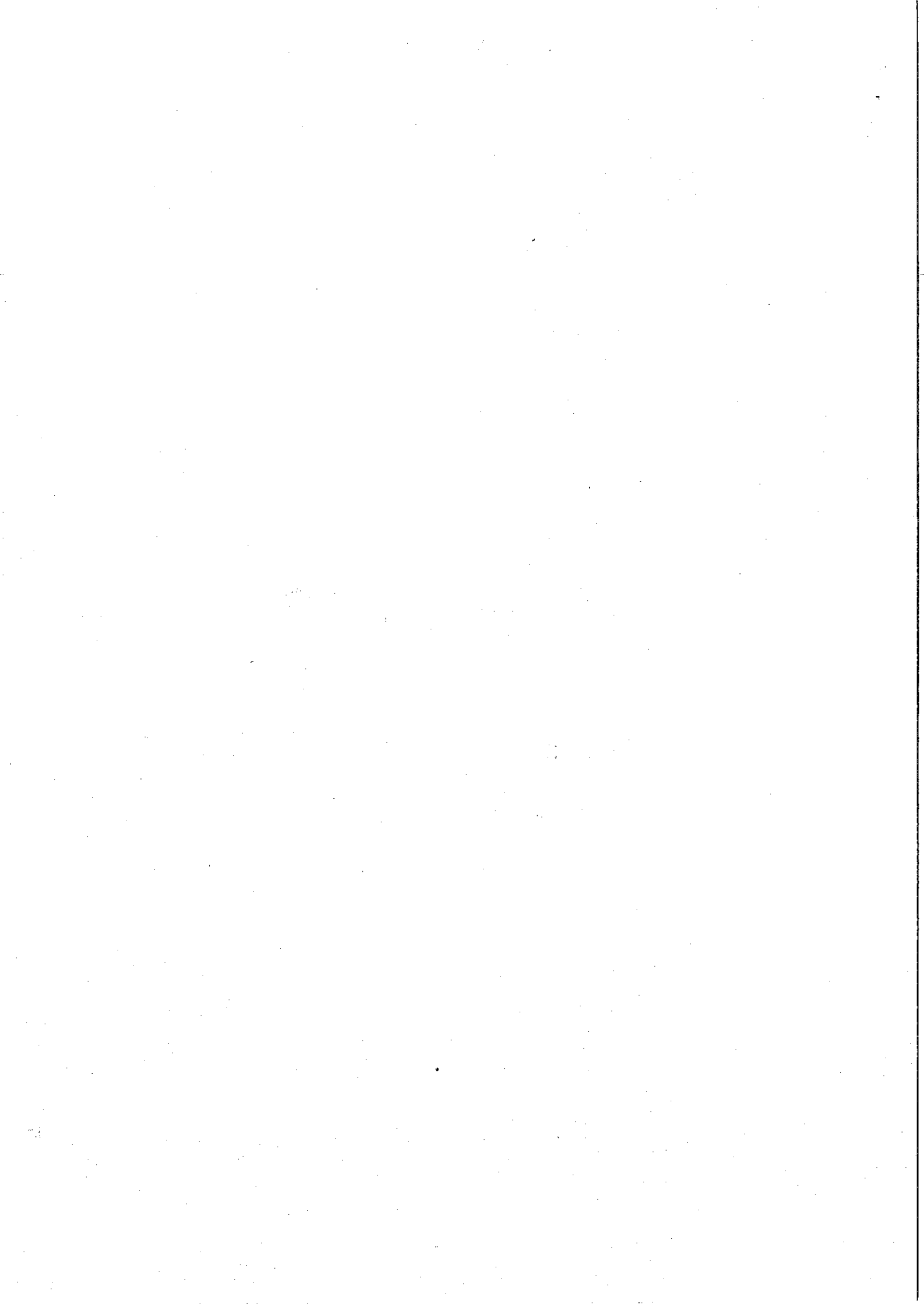
### **Training of Users**

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
	<b>Phase-I</b>	
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
	<b>Phase-II</b>	
3.	Training of staff at State HQ and Go-Live of software.	T3 = T2 + 2 days
4.	After Go-Live, smooth operations of software	Till 31 <sup>st</sup> December 2018

**Note:** The time line to Go-Live the project is 15 days from the award and acceptance of the tender. However, the awardee may complete the phases before the above stated timeline.



To,

Director

State Institute of Health & Family Welfare

Jaipur

Sub: Regarding rates for Website for managing database of ANMTC-GNMTC & SNC and facilitating monthly reporting from these institutes

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 managing database of ANMTC-GNMTC & SNC and facilitating monthly reporting from these institutes	1	As enclosed in your letter	10 days			

Name: .....

Designation:.....

Firm:.....

Date:.....

