F-30(4)(3)/SIHFW/UNFPA/AWP/IT-Deve./2018/ 5074 Dated: 24.10.18

Sub: Website for consolidation, analysis & follow-up from the monitoring of FP services in the State of Rajasthan

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 consolidation, analysis & follow-up from the monitoring of FP services in the State of Rajasthan as per the enclosed specifications, terms and conditions.

You are requested to provide your most competitive rates in the format enclosed by Oct. 31, 2018.

(Dr. Amita Kashyap)
Director

To,

Director

State Institute of Health & Family Welfare

Jaipur

Sub: Regarding rates for Website for consolidation, analysis & follow-up from the monitoring of FP services in the State of Rajasthan

Dear Sir/ Madam,

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

Work	Quantity	Specifications	Duration	Amount	GST	Grand Total
Website for consolidation, analysis & follow-up from the monitoring of FP services in the State of Rajasthan	1	As enclosed in your letter	15 days			

Name: ....

Designation:..................................

Firm:..

Date:...

Project Profile

1. **Name of the Project**

   Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of online software to use for consolidation, analysis & follow-up from the monitoring of FP services in the State of Rajasthan.

2. **Objectives**

   The key objectives to be achieved through this project are:

   a. To develop an online software to review the data collected during the monitoring visits
   b. To facilitate consolidation & analysis of the data collected during the monitoring visits
   c. To facilitate follow-up on the gaps identified during the visits for monitoring of FP services
   d. To provide overview of status of FP service availability and quality of FP services

3. **Brief Description of the Project**

   - Total project period (duration) would be till December 2018.

   - With the objective to use for data consolidation, analysis & follow-up from the monitoring of FP services in the State of Rajasthan.

   - In order to ensure the availability of FP services and to improve the quality, it is very important to ensure the regular monitoring of the FP services. Though currently monitoring visits are undertaken by officials at different levels however findings from these visits are not analyzed and followed-up.

   - In order to improve the monitoring of FP services, development of online software will be undertaken to facilitate data consolidation, analysis & follow-up from the monitoring visits.

4. **Scope of Services**

   1. The overall scope is Designing, Development, Supply, Installation, Commissioning, Management and Maintenance of Online Software to use for data consolidation, analysis & follow-up from the monitoring of FP service 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 consolidation of findings, gaps identified, follow-up action undertaken and generation of dashboard and various analytical reports.

3. The successful bidder shall design and develop Online Software to use for data consolidation, analysis & follow-up from the monitoring of visits.

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/ stakeholders at State without any extra cost.

6. Major modules to be covered under the system are as follows:-

   A. District wise consolidated reports –Districts wise details of visits, gaps identified

   B. Facility – Facility details of service available, gaps identified & follow-up action undertaken

   C. Search: -
      (i) Facility wise
      (ii) Period wise
      (iii) District wise
      (iv) Official wise

   D. Reports & Analysis (downloadable in MS Excel and PDF): -
      (i) Status of visits
      (ii) Status of Infrastructure
      (iii) Status of services
      (iv) Infection prevention practices
      (v) Status of equipment and commodities
      (vi) Gaps addressed
      (vii)Client's service availability
      (viii)   Client's feedback

   E. User Management: -
      (i) Admin
      (ii) State

(iii) District

(iv) Block

(v) Report Viewer (State, District. Block)

(vi) Service Provider

F. 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)

G. Photo gallery

H. Home Page:

(i) About the initiative

(ii) Guidelines

(iii) Login

(iv) Circulars/ Office Orders/ Formats

(v) Contact Us

I. Other Modules/ reports as per the requirements

7. The successful bidder shall provide support in operations of the online software 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 Audits 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 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.

TECHNICAL COMPLIANCE

General Technical Requirements

1. SIHFW intends to develop online software to use for data consolidation, analysis & follow-up from the monitoring of FP services.
2. Proposed system shall have the dashboard for various levels State/ District/ Facility.
3. Proposed system shall have provision to facilitate consolidation, gap analysis and track the follow-up on gaps identified.
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 at least 5 online software (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 (CMHO/ RCHO/ Individuals/ 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 Visits

     b. Availability of trained HR

     c. Status of Infection Prevention Practices

     d. Status of Infrastructure, equipment, commodities

     e. Client's feedback

     f. Gaps addressed

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.

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. Installation and configuration of system Preparation and submission of training manual, user manual etc.	T2 = T1 + 15 days
	Phase-II	
3.	Training of staff at State HQ and Go-Live of software.	T3 = T2 + 7 days
4.	After Go-Live, smooth operations of software	Till 31st December 2018

Note: The time line to Go-Live the project is 25 days from the award and acceptance of the tender. However, the awardee may complete the phases before the above stated timeline.

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.