

REQUEST FOR PROPOSAL / EOI FOR GRIEVANCE REDRESSAL SYSTEM

The government of India guidelines on Grievance Redressal System and Health Helpline envisages establishment of web portal along with other components like GR Help desk, and Call Centre for ensuring a comprehensive outcome. Further details accessible from the guidelines on Grievance Redressal and Health Helpline https://nhm.gov.in/New_Updates_2018/NHM_Components/Health_System_Stregthening/ERS/Guidelines_for_Establishing_Grievance_Redressal_and%20Health_Helpline.pdf

The application developed at GoI level will permit inclusion of features specific to state needs. The current EOI is for development of GRS systems. After development of GRS software, EOI would be floated for development of software for Health Helpline.

1.	EOI/Tender document download Sale date/time	:	11:00 hrs 11 August 2020
2.	Pre bid Meeting	:	11:00 hrs. On 20 August 2020
3.	EOI/ Tender document download/sale end date/time	:	14:00 hrs. On 31 August 2020
4.	Date and time for opening of Prequalification-cum-technical bid (Financial bid will be open on the same date)	:	15:00 hrs. On 31 August 2020
6.	Service to be provided	:	Development of GRS Software
7.	Validity of tender offers	:	180 days from date of opening of prequalification-cum-technical bid.
8.	Bid Security (EMD) total estimated value	:	INR – 30,000/- (MSME vendor are exempted)
9.	Performance Security total cost of Bid (for Finalised Bidder only)	:	7% of total amount of bid on each award of work to finalised bidder.

1. Instructions for Submitting Proposal

Proposals are required to be submitted in two parts:

- Part A: Technical Proposal
- Part B: Commercial Proposal

Part A (Technical Proposal) and Part B (Commercial Proposal) must be submitted in separate documents in PDF file format. **Please do not include any price information in Part A.**

Each file has to be password protected and the password for opening the files shall be shared in the email.

These file names should be clearly named as **NHSRC_TECHNICAL_PROPOSAL.PDF** and **NHSRC_COMMERCIAL_PROPOSAL.PDF**. If Technical Proposal and Commercial Proposal are not submitted as separate password protected PDF file formats, the proposal will be rejected.

National Health Systems and 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.

Both Technical and Commercial proposals shall include a self-declaration as specified under section, "Bidder Declaration"

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
1.	The Bidder must have an average annual turnover of not less than Rs.1 Crore in last three financial years from software development related activities, as evidenced by the audited accounts of the organization. <i>If bidding is done by a collaboration, the turnover of the partners can only be considered for the amount and transaction shown in the ITR filed in India for the last 3 years.</i>	<ul style="list-style-type: none"> • Extracts from the audited/provisional Balance Sheet and Profit & Loss Account for last three years (for turn over) • Last three years income tax return certificate
2.	Bidder must be a registered organisation with a minimum of 5 years' experience of working in software projects	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 requisite training and experience on their regular payroll	CVs (with undertaking that they are a part of the proposed team)
4.	The bidder must have industry recognised 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.

Preference will be given to those who have completed / worked on more than one Application development projects for Public Health sector 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.

Preference would also be given to those agencies who have kept public health professionals in their panel. It will be advantageous, if the agency has worked on open source technologies.

3. Deliverables

1.1 Functions & features of the software

1. A System to register the grievance, track, investigate, resolve the complaint
2. One time registration for a grievance i.e. one grievance, one registration to prevent duplicity.
3. Time bound redressal of grievances- There should a mechanism for Stepwise redressal & escalation as per the hierarchy of Nodal officers within a given time period to next level
4. Until final disposal complaint will be open or live
5. Re-reporting facility- If complainant is not satisfied, he/she can re-register the complaint but it will not be a fresh registration. This will help in reducing the number of grievances thus, reducing the overall number of grievances.
6. Urgent tag- there should be a provision for highlighting the complaints for escalation on urgent basis
7. Toll free number- as per the State requirement
8. SMS- It should be linked to other methods of reporting along with SMS alerts and automated e-mails that are State specific based on language & hierarchy
9. Captcha code to protect from spam
10. Compatible with all the browsers- It should be compatible with google chrome, safari, opera, Firefox etc. so as to be user friendly
11. Dashboard- Category wise Status of grievances to be displayed on home page
12. Web portal band width should be high speed
13. Multiple Indian language support- customizable by State
14. Web portal flow should be from top to bottom instead of left to right
15. Web portal to be made accessible to people with special abilities for which WCAG (Web Content Accessibility Guidelines) guidelines to be met
16. Provision to upload images having a limited size
17. Provision for Frequently Asked Questions and Health tips, Dos and Don'ts along with search facility.
18. Categorization of grievances: total and category wise ie by the state, by district , by facility and also by type of grievances.

1.2 Technical specifications

1. DATA ENTRY

- Multiple logins at different levels
- Built-in validations for user registration
- On screen assistance (help, search)
- Drop down menu's (category of complaint, formats in guideline)
- Data type – text, numerics

2. USER MANAGEMENT

- User access defined by levels

- Allows data submission by different devices – desktop, tablet, mobile- The software developed must run on Desktop (app), Tablet (app) and Mobile (app). It, should have compatibility with android and IOS systems
 - Alerts & notifications - SMS alerts and automated e-mails based on state specific language
- 3. REPORT GENERATION**
- Auto generation of reports
 - Action updates
 - Storage and retrieval raw/analyzed data
- 4. DISSEMINATION**
- Dashboards
 - Tabular, graph, pie charts
 - Download/view
 - Dummy site for training
 - FAQ
- 5. BUSINESS LAYER**
- Multi-layer architecture will consist of:
 - Browser-based user interface
 - Authentication through user login
 - Web application with secure database
 - Live reports facility
 - The developed application should be cloud enabled.
 - Offline with data sync feature: To capture the requisite information to register a grievance by public. It consists of general and contact information of the complainant and detailed description of complainant.
 - Security Standards- Adherence to Security protocols is as per GOI guidelines. The cost of security clearance is on the vendor.
 - Compliance with IT Act and MEITY guidelines
 - TSL based security protocols
 - Interface as per GOI standards e.g. EHR, GIGW guidelines- API- selected vendor to provide open API for own application. This would work with the conditionality that other agencies who are managing their software applications would provide their own API for integrating to central DHR by providing
 - Open source technology
 - The Hosting space while developing and till handover will be supported by a staging server of GOI (which provides Environment - Testing, Staging, Production and Disaster Recovery). The vendor has to provide Bill Of Quantity (BOQ)

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
- V. Administrative Hand Book for database management
- VI. User Operating Manual

4. Schedule/Timeline

The tentative schedule for the project is provided below:

Sl	Key Milestone	Tentative Timeline (form date of signing of contract)
1	System Study and functional requirements finalisation	
2	System Development	
3	System Deployment for User Acceptance Testing	
4	Master data populated and system available on production server	
5	User training completed and go -live	

The estimated timeframe is 3 months from the issue of contract however it can be extended maximum upto further 3 months without any additional financial liabilities and also by mutual consent of both the parties. There will not be any penalty for the extended period if the consent is mutual. The actual item wise timelines will be finalised in the pre-bid meeting. The timelines can also be extended in instances of unforeseen conditions (developed subsequent to award of contract) based on mutual agreement between NHSRC and the bidder.

5. Commercial Proposal Instructions

The commercial proposal should be structured in the following sections:

- A. Confirmation of acceptance of NHSRC Conditions of Contract
- B. A list of the names and designation of all nominated personnel proposed to work on this project
- C. Under the financial proposal only the unit price will be considered for financial bid. Bidder should give activity wise breakup.

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.
- Bidder shall not include any technical information regarding the services in the Commercial Proposal.
- 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.
- 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.
- All applicable taxes should be included in the unit price, however its breakup needs to be indicated under activity wise breakup.
- Some of the associated cost like travel, accommodation may not be included in the unit cost of financial proposal since if NHSRC would hold any such meeting where physical presence is required then the travel cost as per the entitlements of senior consultant of NHSRC shall be paid separately.
- The cost also should not include any post monitoring/hosting/maintenance cost in the unit price however these costs can be indicated separately so that there is clarity if any such activity needs to be supported once the developed software is satisfactorily handed over to NHSRC.

- Any proprietary application, where license fee is applicable is to be paid by the vendor
- There should not be licensing related cost in the proposal which NHSRC has to bear after the software is handed over to NHSRC.
- Deviations- It would be Proposal Evaluation Committee who would evaluate each of the deviations proposed by the bidder and classify them as “Material Deviation” or “Non-Material Deviation”. In case of Material Deviations, the Committee may decide to monetize their value, which has to be added to the price bid submitted by the bidder or reject the bid.

6. Technical Proposal Instructions

The technical proposal should be structured in following sections:

- A. Pre-Qualification Criteria Proof of Qualification
- B. Required certificates and undertakings mentioned in pre-qualification criteria
- C. Understanding of scope of work
- D. Project Plan, Approach & Methodology
- E. Architecture of the proposed solution
- F. Project administrative structure describing the project management process, risk management
- G. Details of human resources (names and brief resume) to be deployed for the project
- H. Resource Deployment Plan as per the specified timeline.
- I. Delivery Plan
- J. Quality Assurance process/ procedures to be adopted in different phases of execution
- K. Security measures to be deployed in the proposed solution covering authentication, authorization, audit trail, and intrusion prevention with alignment to industry standard security policies and best practices
- L. Backup / Restoration Plan for the proposed solution
- M. Scalability and Interoperability of the proposed solution
- N. 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.). While evaluating the turnover of the Consortium, turnover of the primary bidder will be considered.
- O. Other material not reflected in above sections

7. Bid submission opening and evaluation process

- Bidders will first be evaluated for Technical Proposal. Then Commercial Proposal will only be opened for bidders selected through evaluation of all previous envelopes.
- 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.
- Any deviation by bidders in organizing the documents as mentioned above will lead to immediate cancellation of such bids.
- 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.
- In case the date of submission is public holiday, the next working day will be considered as date of submission.

- Any delay arising from communication channel failure will not be the responsibility of NHSRC.
- 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.
- NHSRC reserves the right to call for fresh tender at any stage and /or time.
- 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 40marks in technical evaluation will be opened.

The Evaluation Team will apply the following scoring methodology:

The Evaluation shall be carried out are detailed in the table below:

EVALUATION CRITERIA	SCORE
Understanding of NHSRC requirements and the context in which solution is to be deployed. <ul style="list-style-type: none"> (i) Submitted details on 15 points mentioned under technical proposal instructions (ii) High degree of confidence that they can meet the requirements of the ToR (and where relevant strong evidence they have tailored their response to meet these). (iii) Demonstrates they have a thorough understanding of what is being asked for and that they can do what they say they will; translates well into contractual terms (where applicable) 	50(30+20+10)
The team's experience in preparation, operation and management of large databases, information assimilation and processing at various levels.	10
Timeline and deployment plan	10
TOTAL	70

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	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.

10. Payment Terms

Sl	Milestone	Payment (%)
1	Signing of contract	20
2	Submission of inception report and system study report	20
3	Development of data collection systems	20
4	Development of visualisation systems	20
5	Application completes User Acceptance Testing and go- live	20

11. Termination of Contract

If the client for any reasons what so ever 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 and subject to Indian laws & jurisdiction of the court located at New Delhi.

14. Exit clause

Before signing the contract the parties will prepare an Exit Management Schedule which would be in operation in case the contract get terminated before actual end of contract period.

15. 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)

16. 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 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.

Place:

Date:

Seal and Signature of the Bidder