

**REQUEST FOR PROPOSAL / EOI FOR REVAMPING AND MAINTENANCE OF NHSRC'S WEBSITE**  
**(nhinp.org)**

On behalf of the Executive Director, NHSRC, the indenter, Agencies are invited for **Revamping and Maintenance of NHSRC's Website** ( [www.nhinp.org](http://www.nhinp.org) ) from reputed, experienced professional service providers, subject to terms and conditions of the contract notified in the tender document available on the official NHSRC website [www.nhsrccindia.org](http://www.nhsrccindia.org)

1.	EOI/Tender document download Sale date/time	:	11:00 hrs 25 February 2021
2.	Pre bid Meeting	:	11:00 hrs. On 03 March 2021
3.	EOI/ Tender document download/sale end date/time	:	14:00 hrs. On 10 March 2021
4.	Date and time for opening of Prequalification-cum-technical bid <b>(Financial bid opening will be communicated to the qualified agencies only)</b>		15:00 hrs. On 10 March 2021
6.	Service to be provided	:	Hosting, Revamping and Maintenance of (www.nhinp.org)
7.	Validity of tender offers	:	180 days from date of opening of prequalification-cum-technical bid.
8.	Bid Security (EMD) total estimated value	:	NA
9.	Performance Security total cost of Bid (for Finalised Bidder only)	:	3% 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 quality the pre-qualification criteria shall not be considered for the evaluation of the technical proposal. The bidders shall furnish the following documents:

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.

SL.NO.	PRE-QUALIFICATION (PQ)/ELIGIBILITY CRITERIA	DOCUMENTS REQUIRED
1.	The Bidder must have an average annual turnover of not less than Rs.50 Lakhs in last three financial years from software development related activities, as evidenced by the audited accounts of the organization.	<ul style="list-style-type: none"><li>• Extracts from the audited/provisional Balance Sheet and Profit &amp; Loss Account for last three years (for turn over)</li><li>• Last three years income</li></ul>

SL.NO.	PRE-QUALIFICATION (PQ)/ELIGIBILITY CRITERIA	DOCUMENTS REQUIRED
	<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>	tax return certificate
2.	Bidder must be a registered organisation with a minimum of 5 years' experience of working in software projects	<p>Copies of:</p> <ul style="list-style-type: none"> <li>• Certificate of Incorporation/Registration</li> <li>• PAN card</li> <li>• GST Registration Certificate</li> </ul>
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	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.

### 3. Scope of Work (Hosting, Revamping and Maintenance of (www.nhinp.org))

- A. The bidder shall redesign and revamp the existing National Health Innovation Portal, website (www.nhinp.org) to:
- Provide easy submission-form in term of submission of innovation being submitted by the various stake holders. The present data submission form needs revision and the change suggested are as follows(tentative):
    - Have you submitted the innovation on portal previously? (Yes/No) if yes?
    - An automated email may be sent to the innovator on successful submission of data.
    - There should be a provision for email help in case of technical error or glitch
  - Provide easy and clean real time Dashboard to view and analyse the submitted innovations by the users
  - Should have capabilities to see respective profile based content as per the data submission form
  - Visually appealing with corporate design following the latest web trends and technologies along with migration of existing pages/data
  - Report Generation
    - Auto generation of reports
    - Action updates
    - Storage and retrieval raw/analysed data
  - Dissemination
    - Dashboards
    - Tabular, graph, pie charts
    - Download/view
    - Dummy site for training
    - FAQ
- B. The website shall be hosted in NHSRC's provided cloud sever and/or any third party server as suggested by NHSRC. The necessary infrastructure related to hosting of website shall be provided by NHSRC (Server, Operating System, Database, Licenses for development framework, if any). The same website shall also be hosted on one of the test servers provided by Agency until development phase.
- C. NHSRC shall assist the bidder in terms of gaining access to the datacenter/server where NHSRC website is hosted for development, deployment, hosting and maintenance of NHSRC's website.

- D. The bidder shall maintain the developed website/provide support or warranty for the website for a period of 1 year from the date of Go-Live. (The date on which the website goes live from NHSRC/Third Party Datacenter's server). This support should essentially mean rectification of errors and correction or addition of content/pages/menu/sub-menu etc.
- E. Bidder shall take reference from the existing website of NHInP. The existing webpages are to be transformed and revamped without changes in content.
- F. All Webpages within web portal should be responsive.

#### **Implementation Approach**

1. On receipt of work order, the bidder should prepare at least 5 sample layouts for the website and the same should be submitted to NHSRC for approval. The bidder would do all changes, suggestion for the layout.
2. Further development should only be started after approval. Development should be done based on cyber security guidelines. All existing content of the website should be converted so as to comply with Government of India website guidelines (GIGW) including all PDF and HTML files. The website should be subsequently launched.
3. Bidder shall also identify training requirements particularly with reference to operation of Content Management System. Identified officials of NHSRC would be trained before Go-Live of the website

D. The broad implementation milestones are mentioned below:

- Project Initiation
- Preparation of Sample Layout
- Finalization of Home Page/Color/Font etc.
- Website Functionality (Site Map)
- Approval of Functionality
- Content Placement
- Web Guidelines Audit, Security Audit and Submission
- Website Uploading and Launch
- Maintenance of Website including back-up in event of server crash

### Content Management Service (CMS)

1. The entire website of NHInP is to be managed by a comprehensive Content Management Service (CMS) framework for regularly updating the information, publishing/un-publishing webpages etc. This CMS shall be accessible through a web browser.
2. Enhancement/Maintenance of the existing CMS shall be in Bidder's scope. Addition of new feature / modification of existing features shall be incorporated as per the instructions of NHSRC.
3. Dynamic Menus - Menus and submenus should be created based on the page- tree as pages are added and subtracted. These should be styled entirely through CMS
4. User Privileges - An administrator can grant as little or as much control to content editors or groups as needed. Individual departments of the organization shall do the content management of the website/publishing of content on website and the administrator shall give necessary roles, maker/checker access to them for publishing of respective content on website.
5. Rich Text Editor – The CMS should have Rich Text Editor embedded so that CMS user can host/edit HTML pages with minimal efforts.
6. Addition / Deletion / Change /Upgradation of Menu item(s) / Submenu item(s) / Content(s) shall be provided as a workflow application.

### 4. Schedule/Timeline

The tentative schedule for the project is provided below:

Sl	Key Milestone	Tentative Timeline (from 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 up to 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.

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.
- Any Statutory Deduction will be made as per Indian law (if applicable)
- 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 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 60% marks** in technical evaluation will be opened.

The Evaluation Team will apply the following scoring methodology:

#	Evaluation Criteria	Required Documentary Evidence	Evaluation Criteria
1	<p>Number of Projects each (with project completion certificate) with a project component in following categories:</p> <p>a. AMC support with overall project value greater than INR 2 Lakhs</p> <p>b. Re-Vamping of web portal /Fresh Web portal support with overall project value greater than INR 5 Lakhs</p>	<p>Submit any of the following client concerned document</p> <p>1. Work orders OR</p> <p>2. Agreements OR</p> <p>3. Completion Certificate</p>	<p><b>Total Marks – 30</b></p> <p><b>For both categories a. and b. (Max 10 marks each):</b></p> <p>1-2 projects: 5 marks</p> <p>More than 2 projects: 10 marks</p> <p><b>Experience with government, semi-government or multilateral organization for 2 such projects: 5 marks</b>(apart from above marks) for each category a. and b.</p>
2	<p>Number of full time technical employees in its pay roll. The technical skills of these employees must cover all the technical skills.</p>	<p>Declaration with employee details (including skills of employees) and latest payroll statement/document</p>	<p><b>Total Marks – 30</b></p> <p>15 to 20 employees: 10 marks</p> <p>upto 30 employees: 20 marks</p> <p>More than 30 employees: 30 marks</p>
3	<p>Qualifications of proposed Manager:</p> <p>a. Post-graduate in relevant field with minimum 8 years of experience in IT preferably in Public Health sector</p> <p>b. Citation of at least 2 projects as project Manager</p>	<p>Detailed Resume of the Proposed Team Leader/Manager</p>	<p><b>Total Marks – 15</b></p> <p><b>Qualification [4]:</b> PG Degree: 2 mark; Relevant course/ certification: 2 mark;</p> <p><b>Professional Experience [4]:</b> 8-12 years: 2 marks; more than 12-15 years: 3 marks; 15+ years: 4 marks</p>

	c. Prior experience of working with Government at State/ UT/ National level		Team Mgmt/ Project Lead experience: 1 mark for each project max <b>4 Marks</b>  <b>1 mark for each project based experience of working with govt. agency. Maximum 3 marks</b>
5	Experience of bidder in Public Health with project value greater than INR 5 Lakhs	Submit any of the following client concerned document 1. Work orders OR 2. Agreements OR 3. Completion Certificate	<b>Total Marks – 5</b>  1 or more projects: 5 marks
6	Turnover	tax return certificate for last financial year	<b>Total Marks - 20</b>  Upto 50 Lakhs: 10 Marks  Above 50 Lakhs to 1 Crore: 15 Marks  More than 1 Crore: 20 Marks

## 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 lowest bid(L1).

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	On Completion of project (User Acceptance Testing and go-live)	100

## **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.

It shall be the responsibility of service provider to handover all relevant information to the NHSRC at the end of contract period.

## **15. The following deliverables are expected from the agency:**

- Software Requirement Specification (SRS) document
- Source code – both compiled and non-compiled versions
- Executable application for data capture and data visualisation
- Administrative Hand Book for database management
- User Operating Manual

## 16. 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)	

**17. 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

## 18. Financial Proposal

Financial Implications for scope of work defined in EOI should be as per below format:

#	Cost Component	Total Cost in Rs.
1	Hosting, Revamping and Maintenance of ( <a href="http://www.nhinp.org">www.nhinp.org</a> ) along with one year support after go-live	
GST		
Total		

Place:

Date:

Seal and Signature of the Bidder

## 19. Bid Security (EMD):

EMD and tender fee are exempted as per MOHFW letter No Z.280 1 5 125 12020-Proc.I(EPW) dated 18 Dec 2020 and Dep of Exp No F 9/4/2020-PPD dated 12 Nov 2020.