Meeting Minutes for the Pre-bid of
e-Supportive Supervision Software

Thursday,3rd March 2022

Venue: NHSRC, New Delhi

A pre bid meeting on developing software for Supportive Supervision was held on 3rd March 2022 at NHSRC, New Delhi via. virtual mode. The participants of the meeting included representatives from:

1. Alumnus Software Ltd.,
2. SKORE information technologies Pvt. Ltd,
3. VERTS Services India Pvt Ltd
4. SDRC
5. Akiko Sherman Infotech
6. Perfect Ergonomic Pvt Ltd and
   Representatives from NHSRC *(list of participants is annexed).*

The meeting was chaired by Dr. Himanshu Bhushan, Advisor and Head, PHA, NHSRC, who briefly explained the objectives of the meeting and enunciated that the development of the software will not only help organise systematic supervision, maintain a repository of such visits and observations of the teams, but will also help monitor the actions undertaken as a follow-up and their current status. After a round of introduction with the bidders, Mr. Prasanth KS, Senior Consultant, PHA, NHSRC explained the details of the software and what it envisages. The key highlights are placed below:

1. The EoI entails development of software application, trouble shooting, hosting for demonstration purpose, and then knowledge transfer to the respective states after the due approval from MoHFW.
2. Once Ministry approves the software, the state may host the software with L1, L2 level support and state specific customisation (e.g. addition of checklist as per requirement). L3 support need to be provided by vendor, for a period of 2 years for which a separate MoU will be entered into.
3. The checklist would include three critical components viz., RMNCHA+N, other health programmes under NHM and Health Systems.
4. The data elements of the checklist shall also be reviewed in the ministry and their suggestions also needs to be incorporated. Some of the data elements can also come from existing HIMS portal. So, the software need to be responsive to such portals also.
5. User friendly application which should be compatible with desktop version /android/IoS.
6. The process of using the software should be simple, self-learnable and user friendly.

7. The software to be developed should confer to the IT Act and MeITY guidelines and interfaces to be as per EHR, GIGW guidelines.
8. Pooling of secondary data sources i.e. NFHS-5, SRS, NSSO, NHA, RHS etc. once in the software for easy reference for the official on visit.
9. The software should be able to work on offline mode also. This means that a downloadable and executable version of the application is available on play store /equivalent online store for running in mobile/tabs etc.

Discussion points:

During the meeting the pre-qualification criteria for bidders were discussed in detail. The queries were asked in an interaction session and accordingly response were provided as below:

Participating Bidder	Query	Response by NHSRC
Alumnus Software Ltd.	On what all operating system should the software application be compatible?	The application should be compatible with desktop version, android, IoS. Hybrid application models can be utilized for application development.
Alumnus Software Ltd.	How the data will be entered?	The data will be entered by the officials in a close ended questionnaire format.
Alumnus Software Ltd.	Does the public health facilities scheduled for visits by the officials will be flashed automatically or can be chosen as per preferences?	The software will enable the listing of all public health facilities either visited or have been planned to. The facilities who was not visited before (e.g. remotely located facility) will be flagged as priority. The preference of visit among those flagged facilities will be sought first.
Alumnus Software Ltd.	Whether the database will be managed at GoI level or at the state level?	It will be managed by States with a dashboard available for monitoring for GoI.
SDRC	How the trainings will be rolled out after the software is developed?	The modalities of rolling out will be decided only after the software is developed, however, the willingness of the vendor for training will be helpful after the software is developed. The process for the same can be decided later on.

State level trainings will be a combination of offline and online modes. For offline |
| VERTS Services India Pvt Ltd. | Whether the state level training will be online? | |

Participating Bidder	Query	Response by NHSRC
		trainings travel and accommodation support will be additionally given.
SDRC	Clarification if the checklist has two components i.e. facility and a community?	The checklist for the software will have two components viz., facility and a community level.
SDRC	Does the estimates of 3rd party security audit is to be included in commercial proposal?	Software should confer to the IT Act and MeITY guidelines and interfaces to be as per EHR, GIGW guidelines.
VERTS Services India Pvt Ltd	Any specific platform where GPS tagging will be done?	"Google" can be used for geolocation API.
SDRC	Where the secondary data be utilised?	The secondary data i.e. NFHS-5, SRS, NSSO, NHA, RHS etc., will be uploaded once in the software and will be part of the dashboard or the landing page. This details will be available without login. Further updates will have to be done by state IT team, based on training given by vendor.
Perfect Ergonomics Pvt Ltd	What will be the frequency of SS visit to the facility?	The number of visit will depend upon the public health facilities in the State. For each quarter, at least one visit per facility is essential.

All the above points were satisfactorily answered during the meeting and henceforth, the bid document needs no revision.

Dr. Himanshu Bhushan thanked all the participants and requested to submit their proposal within the given timeline (11th March 2022 (Friday).

List of Participants:

A. Participating Bidders

Alumnus Software Ltd.,
1. Mr. Debojyoti
2. Mr. Bibartak Mondal
3. Ms. Sumanta Sen

SKORE information technologies Pvt. Ltd
4. Mr. Sandeep Chakrabarti

SDRC
5. Mr. Harekrishna

VERTS Services India Pvt Ltd
6. Mr. Amit Sharma

Akiko Sherman Infotech
7. Mr. Mridul Singh Sisodia

Perfect Ergonomic Pvt Ltd
8. Mr. Sanjeev Kumar
9. Mr. Avinash Kumar

B. NHSRC, New Delhi

10. Dr. Himanshu Bhushan, Advisor and Head, PHA, NHSRC
11. Mr. Prasanth KS, Senior Consultant
12. Dr Kalpana Pawalia, Consultant
13. Dr Poonam, Consultant
14. Dr Aditi Joshi, Consultant
15. Dr Krati Awasthi, Consultant

Committee Members:

Sh. Prasanth KS (Senior Consultant, PHA)	
Sh. Gaurav Prakash (Finance Manager)	*Gaurav* 11/03/22.
Sh. Som Pal (IT- Manager)	11/3/22
Sh. Dharmaraj (IT expert)	11-03-22