

# Request for Proposal for Design, Development and Implementation of Web based Health Programmes Monitoring System(HPMS)

RFP No:

National Rural Health Mission Punjab(NRHM)  
Paryass Building, Sector 38-, Chandigarh  
Tel (0172) -4012011  
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Serial No. of Document:	
RFP Number	NRHM/HPMS/2010
Cost of RFP document	Rs. 500/- (Rs. Five hundred only)
Issued to	
Against request No./ Dated	
Demand Draft No and date	
Name of Bank and address	
RFP document issued on	
<b>Authorized Signatory</b>	

## BID SUMMARY

RFP Number	EMD (Rs.) in shape of Demand Draft	Cost of Bid Document (in Rs.) in shape of Bank Draft (Non-refundable)	Pre-Bid Meeting (Address)*	Last date & time	
				Bid Submission	Bid Opening
NRHM//IMS/2010	Rs 6,000/- (Rs. Six thousand only) <i>In shape of Demand Draft in favor of The State Health Society ,Punjab `payable at Chandigarh</i>	Rs. 500/- (Rs. Five hundred only) <i>In shape of Demand Draft in favor of The State Health Society,Punjab, payable at Chandigarh</i>			

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**RFP- Section-I**

Request for Proposal for Design, Development and Implementation of Web based Health Programs Monitoring System (HPMS) for monitoring the progress of various programs / schemes / projects on the basis of data / information pertaining to its different Districts and Block Headquarters across the State.

1.1. This is invitation Request for Proposal for Providing Professional Services in Design, Development and Implementation of Web based Health Programs Monitoring System (HPMS)

1.2. Requests in the prescribed Performa should be submitted to the **NRHM Headquarter, Fifth Floor, Paryass Building ,Sector 38, Chandigarh** not later than 10-09-2010 at the address given in the Schedule for Invitation to RFP.

1.3. This RFP document is not transferable.

1.4. Schedule for Invitation to RFP:

a) Name of the Organization:  
**State Health Society Punjab**

b) Addressee and Address at which RFPs for Development of Health Programs Monitoring System (HPMS) are to be submitted:  
**Room No.12, NRHM Headquarter, Fifth Floor, Paryass Building, Sector 38, Chd  
Tele: 0172- 5086053, 4012026**

c) Latest time and date for receipt of RFP for Development of Information Management System (HPMS):  
**Upto 5.00 P.M. On 10-09-2010**

d) Place Time and Date of opening of RFPs:  
**o/o NRHM Headquarter, Fifth Floor, Paryass Building , Sector 38, Chandigarh  
Tele: 0172-5086053  
at 3.00 P.M. on 13-09-2010**

**Note:**

1. *The NRHM shall not be responsible for any postal delays about non-receipt/ non-delivery of the documents.*
2. *In-complete documents are liable to be rejected.*
3. *Offers without earnest money shall not be entertained.*

**Instructions to Vendors - Section-II**

**INSTRUCTIONS TO IT COMPANIES**

**INTRODUCTION**

**2.1 PROCEDURE FOR SUBMISSION OF RFPs**

2.1.1 RFPs for Development of Web based Health Programs Monitoring System (HPMS) (2 copies) should be submitted in a sealed cover super-scribed by the words “RFP RFPs for Request for Proposal for Providing Professional Services in Design, Development, Implementation and Hosting of Web based Health Programs Monitoring System (HPMS).

2.1.2 Each and every page of RFP for Development of Health Programs Monitoring System (HPMS) submitted and all documents in support of the RFP must be serially numbered, signed and stamped by the Vendor before submitting it.

2.1.3 Any erasing or alteration that may have been made in the RFP for Development of Health Programs Monitoring System (HPMS) should be signed by the Vendor.

2.1.4 RFPs will be opened on the prescribed date and time.

2.1.5 Each copy of the RFP for Development of Health Programs Monitoring System (HPMS) should be covered in a separate sealed cover. Each copy should be marked as “Original copy” and “First copy”. Both the copies should be put in a single sealed cover super-scribing the wording “RFP”. Request for Proposal for Providing Professional Services in Design, Development, Implementation and Hosting of Web based Health Programs Monitoring System (HPMS)”. In case of any discrepancy between the two copies, original copy shall prevail.

2.1.6 The cover thus prepared should also indicate clearly the name and address of the Vendor to enable the RFP to be returned unopened in case it is received “Late” or otherwise.

2.1.7 The RFPs received late and declared late by the Departmental Evaluation committee after the last date and time for receipt of RFPs prescribed in the document may be rejected and/ or returned unopened to the Vendor.

2.1.8 Each copy of the RFP for Development of Health Programs Monitoring System (HPMS) should be a complete document and should be bound as a volume. Different copies must be bound separately.

**2.2 COST OF RFP DOCUMENT**

The Vendor shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the NRHM, Punjab and NRHM, Punjab will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Development of Health Programs Monitoring System (HPMS) process.

2.3 The Vendor is expected to carefully examine all instructions, forms, terms and specifications in the RFP document. Failure to furnish all information required in the RFP document or submission of a RFP not substantially responsive to the RFP document in every respect will be at the Solution Provider's risk and may result in the rejection of the bid.

## 2.4 CLARIFICATION REGARDING RFP DOCUMENT

A prospective Vendor requiring any clarification of the RFP document may notify the NRHM,Punjab in writing at the NRHM,Punjab mailing address.

## 2.5 AMENDMENT OF RFP DOCUMENT

- 2.5.1 At any time upto the last date for receipt of bids, the NRHM,Punjab, may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective Vendor, modify the RFP document by an amendment.
- 2.5.2 The amendment will be notified through departments website [www.pbnrh.org](http://www.pbnrh.org) to the prospective Vendor who have received the RFP documents and will be binding on them.
- 2.5.3 In order to afford prospective Vendor reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the NRHM,Punjab may, at their discretion, extend the last date for the receipt of Bids.

## PREPARATION OF RFPs

### 2.6 LANGUAGE OF RFPs

The RFPs prepared by the Vendor and all correspondence and documents relating to the RFPs exchanged by the Vendor and the NRHM, Punjab, shall be written in the English language, provided that any printed literature furnished by the Vendor may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

### 2.7 PRE-QUALIFYING DOCUMENTS

The RFPs prepared by the Vendor shall comprise of following: (RFP to be submitted in same order with proper Indexing and page numbering)

#### 2.7.1 RFP

RFP Proforma sheet duly filled-in, signed and complete in all respects. (Proforma -I).  
Qualifying data duly filled in as per relevant Proforma provided in the RFP that the Vendor is eligible to RFP and is qualified to perform the contract, as and when required to do so (Proforma -II). General and other conditions for the Tenderer to furnish (attach proof):

- *The bidder must be ISO-9001:2000 Certified.*
- *The Bidder must have a total annual turnover Rs.1.5 Crore average in the last two successive years. Certified copies may be attached*
- *The Bidder must furnish a copy of Memorandum of Association to support its area of dealing in supply, installation, commissioning of IT related products and software development services.*
- *The Bidder must have executed at least four projects in Similar Technology worth Rs. 5 lacs each using Web Based Technologies in Govt. Sector/ PSUs/Corporate Sector.(Work Order and Completion Certificate Should be attached).*
- *The bidder must have at least 30 IT Professional working on the latest Internet Based platforms & technologies. Supportive Documents should be provided to prove this. (PF Statements etc)*

- *The bidder must submit documents regarding the profile of the company, address and contacting person or office nearest to Chandigarh.*
- *The Bidder must have software development center in Tricity*
- *The bidder will be required to submit an EMD of Rs. 6000/- (Rs. Six thousand only) in the shape of Demand Draft in favour of State Health Society, Punjab.*
- *EMD of the successful bidder shall be returned after submission of Performance guarantee 5% of total project cost. No interest shall be paid on earnest money / Performance guarantee. EMD of the successful bidders shall be returned after allotting the job to successful bidder.*

### 2.7.2 Pre-technical

- Technical Deviations if any from the terms and conditions and specifications as specified in the Bidding Documents (Performa-III).
- Documentation showing the proof of having conducted Feasibility studies, System Requirement Specifications (SRS), System Design Documentation (SDD)/Development, Software implementation, User Manuals and thereafter technical support & maintenance of the same as the case may be to the various Departments /Institutions for the last 3 years. The tenderer may understand that Documentation Standards is one of the important criteria for the Technical Evaluation and therefore the tenderer shall necessarily enclose a full set of sample documentation with their bids wherever applicable.
- Proposed methodology for undertaking Tasks/Projects.
- Proposed Quality Plan for doing the tasks/ activities.
- Proposed Software enhancement/ Change Management Methodology.

### 2.7.3 Evaluation criteria

- Two bids are required to be submit by the Vendor : Technical/Financial. NRHM, Punjab will open the Technical bid first then the financial bids of the shortlisted firms will be opened. The award the contract to the successful bidder whose financial bid would be the lowest, provided further that the bidder is determined to be qualified to perform the contract satisfactorily. Performa's for submission of the financial bid is attached at Section VII. Evaluation will be done as per QCPB(Quality/Cost per basis). Weightage will be given as per 60% technical and 40% financial evaluation.

### **OTHER TERMS AND CONDITIONS - Section-III**

3.1 The NRHM,Punjab reserves the right to carry out the capability assessment of the Vendor and the MD NrhM's decision shall be final in this regard.

3.2 The individual signing the RFP for Development of Health Programs Monitoring System (HPMS) or other document, in connection with the RFP must certify as to whether he or she has signed as: -

- a). A " Sole proprietor " of the Vendor or constituted attorney of such sole proprietor.
- b). A partner of the Vendor, if it be partnership, in which case he must have authority to refer to arbitration disputes concerning the business partnership either by virtue of the partnership agreement or a power of attorney. In the alternative all the partners should sign the RFP for Development of Web based Health Programs Monitoring System (HPMS).
- c). Constituted attorney of the Vendor, if it is a company.

#### **3.3 DELIVERY PERIOD & INSTALLATION:**

- 3.3.1 The completion period of the said tasks should be three months from the date of award of contract. The supply shall actually be deemed to have been complete on the actual date of installation.
- 3.3.2 The Software shall be installed on the NRHM Server/Third Party Server or as per the directions of MD,NRHM.
- 3.3.3 The source code of the application Software will be the exclusive property of NRHM Punjab after it is successfully tested and implemented. The Vendor would be required to submit at least two backup copies of the software along with the source code and complete system design and user documentation.
- 3.3.4 The bound two set of copies of Documentation of System Study, System Requirement Specifications (SRS), System Design Documentation (SDD), Users Manuals are to be handed over to the NRHM,Punjab after its completions at respective stages along with its soft copies on the latest media available at that time.

#### **3.4 DELAY IN THE SOLUTION PROVIDER'S PERFORMANCE & PENALTY:**

- 3.4.1 Delivery of the items shall be made or the contract Services shall be completed/ provided by the Vendor in accordance with the time schedule specified by the NRHM /purchaser in this schedule of requirement
- 3.4.2 An unexcused delay by the Vendor in the performance of its delivery obligations shall render him liable to any or all of the following penalties:
  - In case of non/ partial performance development of software within a stipulated period, penalty @ 2% per month and a further maximum period of one month shall be given for development of software.
  - Forfeiture of earnest money/ security.
- 3.4.3 Hiding of facts by the bidder if revealed at any stage, would amount to forfeiture of EMD and subsequently the bidder may also be black listed.

#### **3.5 STANDARD OF PERFORMANCE**

- 3.5.1 The Vendor shall carry out the tasks/ services assigned and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms techniques and practices used in the industry.

- 3.5.2 The Vendor shall also adhere to professional engineering and consulting standards recognized by international professional bodies and shall observe sound management, technical and engineering practices.
- 3.5.3 The vendor shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods.
- 3.5.4 The Vendor shall always act in respect of any matter relating to this contract, as faithful advisor to the NRHM,Punjab and shall, at all times, support and safeguard the NRHM,Punjab legitimate interests in any dealings with the third party.

**3.6 USE OF CONTRACT DOCUMENTS AND INFORMATION**

- 3.6.1 The Vendor shall not, without the NRHM,Punjab's prior written consent, disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of NRHM,Punjab in connection therewith to any person other than a person employed by the Vendor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- 3.6.2 The Vendor shall not without the NRHM,Punjab prior written consent, make use of any document or information.
- 3.6.3 Any document other than the contract itself shall remain the property of the NRHM,Punjab and shall be returned (in all copies) to the NRHM,Punjab on completion of the Vendor's performance under the contract if so required by the NRHM,Punjab.

**3.7 PERFORMANCE GUARANTEE:**

Earnest Money Deposit (EMD) will be returned back to the successful bidder after the submission of the Performance Security that is 5% of the total Amount of Work Order.

**3.8 SCHEDULE OF PAYMENT:**

3.8.1 Payment shall be made by the NRHM, Punjab only after completion of services, Installation, commissioning and acceptance of the Tasks allotted to the Software Development Solution Provider, to the entire satisfaction of NRHM,PUNJAB or any other agency nominated by it.

**3.8.1.1 System Development and implementation**

- 20 % will be released with the work order.
- 70% will be released on the successful implementation of the software to the entire satisfaction of NRHM, Punjab.
- Remaining 10% of the payment will be released after the total implementation against bank guarantee furnished by the selected party which will be valid for a period of one year from the successful implementation of the software as a whole.
- Two trainings(One full day) in a month - Training should be provided to the approx 25 officials designated by NRHM at the premises decided by MD-NRHM will also be provided within the Cost Provided. No extra cost will be given for training.

**3.9 WARRANTY PERIOD:**

- 3.9.1 The Vendor will be responsible for providing Technical support for successful running on the Application Software so developed for the period of one year from date of its successful installation.
- 3.9.2 The Vendor will do preventive maintenance once a quarter for upkeep of the Application running. This schedule will have to be adhered to strictly by him.

**3.10 PRICE FALL:**

- 3.10.1 The prices charged for the Goods/ Services/ products supplied under the contract by the Vendor shall in no event exceed the lowest price at which the Vendor sells the Goods/services or offers to sell Goods/services of identical description to the Department of the Central or State Government or any Statutory undertaking of the central or State Government, as the case may be, during the currency of the contract.

**3.11 TAXES AND DUTIES:**

- 3.11.1 The Vendor shall be entirely responsible for all taxes, duties, license fees, Octroi etc. incurred until delivery of the application Package to the NRHM,Punjab.

**3.12 TERMINATION FOR DEFAULT:**

The NRHM,Punjab may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the Vendor, terminate the contract in whole or in part if:

- 3.12.1 The Vendor fails to deliver any or all of the obligations within the time period(s) specified in the contract, or any extension thereof granted by the NRHM,Punjab.
- 3.12.2 The Vendor fails to perform any other obligation(s) under the contract.

**3.13 TERMINATION FOR INSOLVENCY:**

The NRHM,Punjab may at any time terminate the contract by giving written notice to the Vendor without compensation to the Vendor, if the Vendor becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or effect any right of action or remedy, which has accrued thereafter to the NRHM,Punjab.

**3.14 TERMINATION FOR CONVENIENCE:**

- 3.14.1 The NRHM,Punjab may by written notice sent to the Vendor, terminate the contract in Whole or in part at any time for its convenience. The notice of termination shall specify that termination is for NRHM,Punjab's convenience, the extent to which performance of work under the contract is terminated, and the date on which such termination becomes effective.
- 3.14.2 The software those are complete in every respect and ready for installation within 30 days after the receipt of notice of termination by the NRHM,Punjab may be purchased by the NRHM,Punjab at the contract terms & prices, if so desired by the NRHM,Punjab.

**3.15 "NO CLAIM" CERTIFICATE:**

The Vendor shall not be entitled to make any claim, whatsoever, against the NRHM,Punjab under or by virtue of or arising out of this contract nor shall the NRHM,Punjab entertain or consider any such claim, if made by the Vendor after he shall have signed a "no claim"

certificate in favour of the NRHM,Punjab in such forms as shall be required by the NRHM,Punjab after the works are finally accepted.

**3.16 SUSPENSION**

The NRHM,Punjab may by a written notice of suspension to the Vendor, suspend all payments to the Vendor under the contract, if the Vendor failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension:

Shall specify the nature of the failure and shall request the Vendor to remedy such failure within a specified period from the date of receipt of such notice of suspension by the Vendor.

**3.17 SOLUTION PROVIDER'S PERSONNEL:**

The Vendor shall employ and provide such qualified and experienced personnel as are required to perform the services under the contract.

**3.18 CONSULTANCY PROJECT MANAGER:**

The Vendor shall ensure that all times during the currency of the contract Vendor project Manager, acceptable to the NRHM,Punjab, shall take charge of the performance of the contract.

**3.19 DOCUMENTS PREPARED BY THE VENDOR TO BE THE PROPERTY OF THE NRHM,PUNJAB:**

All plans, drawings, specifications, designs and other documents prepared by the Vendor in the execution of the contract shall become and remain the property of the NRHM,Punjab, and before termination or expiration of this contract, the Vendor shall deliver all such documents to the NRHM,Punjab under the contract along with the detailed inventory thereof.

**3.20 CONFIDENTIALITY:**

The Vendor, its sub- Vendor (s) or sub-contractor(s) and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the NRHM,Punjab's business or operations without the prior written consent of the NRHM,Punjab.

**3.21 PASSING OF PROPERTY:**

Ownership shall not pass to the NRHM,Punjab unless and until the products and documentation thereof have been installed, tested and accepted, in accordance with the conditions of the contract to the entire satisfaction of the NRHM,Punjab.

**3.22 FORCE MAJEURE:**

3.22.1 Notwithstanding the provisions of the RFP for Development of Health Programs Monitoring System (HPMS), the Vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

3.22.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the Vendor and not involving the Vendor's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the NRHM,Punjab either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes

3.22.3 If a Force Majeure situation arises, the Vendor shall promptly notify the NRHM,Punjab in writing of such conditions and the cause thereof. Unless otherwise directed by the NRHM,Punjab in writing, the Vendor shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The NRHM,Punjab may terminate this contract, by giving a written notice of minimum 30 days to the

Vendor, if as a result of Force Majeure, the Vendor being unable to perform a material portion of the services for a period of more than 60 days.

**3.23 GOVERNING LANGUAGE:**

The contract shall be written in the language of the bid, as specified by the NRHM, Punjab, in the instructions to the RFPs for Development of Health Programs Monitoring System (HPMS). Subject to clause 2.6, that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in that same language.

**3.24 OTHER CONDITIONS:**

3.24.1 The NRHM, PUNJAB will be free to use the software at any number of its locations. The Vendor will provide implementation support at agreed terms & conditions.

3.24.1 (a) When some latest technology or equivalent is introduced on the IT products, Vendor will have to offer the same to the NRHM, Punjab on mutually agreed charges.

3.24.2 All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the MD, NRHM. The award of the MD, NRHM shall be final and binding on both the parties.

3.24.3 In all matters and disputes arising there under, the appropriate Courts at Chandigarh or Punjab alone shall have jurisdiction to entertain and try them.

3.24.4 The NRHM, PUNJAB reserves the right to release the order for whole or part of the products as per the requirements.

3.24.5 Prices should be F.O.R destination, which can be anywhere in Punjab, Chandigarh as specified in the order.

3.24.6 The Vendor shall indemnify the NRHM, Punjab against all third-party claims of infringement of patent, trademark/ copyright or industrial design rights arising from the use of the products supplied by the Vendor.

3.24.7 The Vendor shall provide training on appropriate aspects wherever desirable that NRHM, Punjab feels necessary to such persons as nominated by the NRHM, Punjab.

3.24.8 The Vendor shall provide adequate and appropriate support and participation in training on a continuing basis for at least 2 years after expiry of contract period or termination or suspension in fine-tuning supplied software, related utilities documentation and training to meet the requirement of the NRHM, Punjab.

**3.25 ACCEPTANCE:**

The acceptance tests, which shall involve testing of each product, shall be conducted by the Vendor in the presence of core group of experts nominated by the NRHM, Punjab. The acceptance test of each product shall be conducted when the Vendor will give in writing that each product has been completely delivered/ installed.

## **Detailed Scope of Work - Section-IV**

### **4.1. Introduction**

#### **Section I - Background**

1. National Rural Health Mission (NRHM) of the Ministry of Health & Family Welfare was launched on 12<sup>th</sup> April, 2005 by the Government of India to improve medical facilities in all the rural area in the country. The NRHM seeks to provide accessible, affordable and quality health care to the rural population, especially the vulnerable sections. It also seeks to reduce the Maternal Mortality Ratio (MMR) in the country from 407 to 100 per 1,00,000 live births, Infant Mortality rate (IMR) from 60 to 30 per 1000 live births and the Total Fertility Rate (TFR) from 3.0 to 2.1 within the 7 year period of the Mission.
2. One of the visions of the Mission is to increase public spending on health from 0.9% to 2-3% of GDP, with the improved arrangement for community financing and risk pooling. The NRHM has provided an umbrella under which the existing Reproductive and Child Health Programme (RCH) and various National Disease Control Programmes (NDCPs) have been repositioned.
3. At present the following Schemes come under the National Rural Health Mission:
  - A. National Disease Control Programmes:
    - National Vector Borne Disease Control Programme (NVBDCP).
    - Revised National Tuberculosis Control Programme (RNTCP).
    - National Leprosy Control Programme (NLCP).
    - National Trachoma & Blindness Control Programme.
    - National Iodine Deficiency Disorder Control Programme (NIDDCP).
    - Integrated Disease Surveillance Project (IDSP).
  - B. Reproductive and Child Health Programme: (RCH Flexipool)
  - C. Additionalities Under NRHM: (Mission Flexipool)
  - D. Operating Costs for Routine Immunisation & Injection safety.
  - E. Operating Cost for Pulse Polio Immunisation.
  - F. Others like: IEC, NGO, Deafness Control, etc.
4. **Institutional and Funding Arrangements:** For the implementation of the above programmes an MOHFW has required the creation of an Integrated Health Society at State and District levels (registered as a legal entity at the State and District under the national or state society registration Act). This is against the earlier arrangement of having distinct legal units (societies) for each program/scheme. Such integrated State Health Society (SHS) works in close coordination with the Directorate of Health & Family Welfare and District Health Societies (DHS) work in coordination with the District Collector and District CMO. Program implementation is done through its District Chief Medical Officer's office, Blocks, Community Health Centres (CHCs), Primary Health Centres (PHCs), Sub- Centres (SCs) and Village Health Sanitation Committees. Certain activities may be managed at the State level such as drug procurement, IEC, civil works, training using specialized entities such as SIHFW, IEC Bureau, PWD, the Directorate of Health and municipal corporations for the urban health components. In addition funds are also released NGOs and private entities under public private participation arrangements.

**Funding & Accounting Arrangements:** Funds for the various programs are transferred to the States from the Government of India in the form of Grants-in-Aid to SHS on the basis of respective State Programme Implementation Plan (SIPs) and approved Annual Work Plans which are prepared on the basis of District Health Action Plans (DHAP) of each of the districts in the State. Under the umbrella of the integrated SHS/DHS each program has separate bank accounts, maintains separate books of accounts and other financial records as required under each program and also submit separate financial activity reports at varying frequencies to the respective monitoring unit in MOHFW (GOI).

5. **Financing by Development Partners/ Donors:** Some of the programs are supported by development partners such as the World Bank, DFID, UNFPA, European Union, GFATM etc for which grant/ credit agreements have been entered into by GoI with the respective development partners. Compliance with specific fiduciary requirements of the development partners will additionally need to be reported by the auditors. Copies of the legal agreements and other project documents will be provided to the auditors.

## Development Technology

1. Development should be done using .NET TECHNOLOGY 2005/2008 with SQL Server

## Scope of Work

The scope of work includes:

2. To establish web based Health Programs Monitoring System (HPMS)
3. To design, develop, implement and host MIS software on Internet
4. To provide necessary framework to collect, compile and manage data/ information related to different programs running in the state.
5. To provide different MIS reports at different levels
6. To support user's authentication
7. To provide necessary training on the operations of MIS software
8. Maintenance support for additional three months after the successful implementation of the project
9. Delivery Should be given within 3 months from the date of award of contract.

## Key Functionalities:

The application software must include the following:

- The Study, Business Process Reengineering, Design, Development and Implementation of web-based MIS consisting of:
- Capturing of information regarding Different health related from the various districts and from the blocks.
  - Daily Reports/Statements
  - Monthly & Annual Reports/Statements

## Features

The web based MIS software shall have the following features:

1. Status Reports.
2. Extensive Parameterization
3. Data Validation on Entry Point
4. On-line alpha-numeric search for various fields
5. On-line updation of fields at the time of entry
6. On-line preview of Reports
7. Web Interface
8. Convenient Data Storage and Retrieval
9. Complete data security
10. System Administration features with user account creation/User privileges/ Authorizations
11. Use of mouse
12. Lively visual impact of the application
13. Simplified structuring of Menus

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## 4.2. Implementation Plan

Schedule for Implementation of application areas is as under:

- a. Design, Development, Implementation, Hosting and Training of application software - **3 months**
- b. Training of employees on the operations of application software areas - To the satisfaction of NRHM, PUNJAB.

## 4.3. Deliverables

- Prototype of MIS software - CD Media
- Input / output formats - CD media & printout
- Final MIS based on the discussions with all stakeholders - CD media
- Source code of MIS Software - CD media
- User Manual / Installation Manual / Administrator Manual- CD media & printout

**RFP PROPOSAL PROFORMAE Section-V**

**PROFORMA -I  
RFP PROPOSAL SHEET**

Name & Address :  
Person to be contacted :  
Designation :  
Telephone No. : Telex No.: Fax No:

To:  
Managing Director,  
NRHM,Punjab,  
Punjab.

Subject: Request for Proposal for Providing Professional Services in Design, Development, Implementation of Web based Health Programs Monitoring System (HPMS)

Dear Sir,

1. We, the undersigned Vendors, having read and examined in detail all the bidding documents do hereby propose to provide \_\_\_\_\_ services (Attach Annexure, if applicable) as and when required.

**2. EARNEST MONEY**

We have enclosed the earnest money as per clause 2.7.1.(iii) in the form of Bank draft . It is liable to be forfeited in accordance with the provisions of RFP document.

**3. DEVIATIONS**

We declare that all the equipment/ services shall be provided/ performed strictly in accordance with that required by the concerned department.

**4. QUALIFYING DATA**

We confirm having submitted in qualifying data as required by you in your RFP document. In case you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

**5. CONTRACT PERFORMANCE SECURITY**

We hereby declare that in case the contract is awarded to us or we are empanelled, we shall submit the requisite performance Guarantee in the form of Bank Guarantee if required.

6. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

7. RFP submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

Thanking you,

Yours faithfully,

(Signature)

Date:

Place:

Business Address:

Name:

Designation:

Seal

**PROFORMA -II  
PARTICULARS**

1. Name of the Vendors : \_\_\_\_\_
2. Address : \_\_\_\_\_  
\_\_\_\_\_
3. Year of Establishment : \_\_\_\_\_
4. Name of the Principal firm, if any : \_\_\_\_\_
5. Address of the Principal firm : \_\_\_\_\_  
\_\_\_\_\_
8. Name of the affiliated company (if any) : \_\_\_\_\_  
(Attach separate annexure) \_\_\_\_\_
9. Service facilities available for support : \_\_\_\_\_  
(Attach separate annexure) \_\_\_\_\_
11. Proposal number & date: \_\_\_\_\_
12. Name & address of the officer : \_\_\_\_\_  
to whom all references shall \_\_\_\_\_  
be made regarding this RFP
13. Annual turnover of the Vendors: \_\_\_\_\_  
for the last 2 successive years. Name of \_\_\_\_\_  
the Dept./Institution where the such order \_\_\_\_\_  
has already been executed \_\_\_\_\_  
made (Attach separate annexure) \_\_\_\_\_

Telex  
Telephone  
Fax No.

As of this date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

**Witness:**

<b>Signature</b>	_____	<b>Signature</b>	_____
<b>Name</b>	_____	<b>Name</b>	_____
<b>Designation</b>	_____	<b>Designation</b>	_____
<b>Address</b>	_____	<b>Address</b>	_____
<b>Company</b>	_____	<b>Company</b>	_____
<b>Date</b>	_____	<b>Date</b>	_____

**Company Seal  
(With name & designation  
of the Authorized Signatory)**

Proforma-III  
TECHNICAL DEVIATIONS

**Subject:** Technical Deviations for Providing Professional Services in Design, Development, Implementation and Hosting of Web based Health Programs Monitoring System (HPMS)

Dear Sir,

Following are the Technical deviations & variations from the exceptions to the specifications for Development of Web based Health Programs Monitoring System (HPMS) of NRHM,Punjab, Punjab. These deviations and variations are exhaustive. Except these deviations and variations, The entire work shall be provided as per your specifications and documents.

Sr. No.	Clause No.	Page No.	Statement of deviations & variations
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Date

Signature  
Name

Place

Seal

**Checklist for Documents Section-IV**

## Checklist for Documents to be submitted

(Must be filled and submitted in proper order by the IT Company)

(To be filled by the Vendor)

Name of Vendor: \_\_\_\_\_  
\_\_\_\_\_

Sr. No.	Condition / Item	Yes/ No/ description
	<b>General Conditions</b>	
1	RFP Proposal sheet duly filled in signed & complete in all respects (Performa - I)	
2	Qualifying data duly filled in as per relevant Performa provided in the RFP proposal that the Vendor is eligible to RFP and is qualified to perform the contract, if it is short listed (Performa-II)	
3	The Bidder must have representative office in Tricity and documents regarding the profile of the company, address and contacting person of the Principals', Chandigarh Office or Office nearest to Chandigarh.	
4	Details & proof of Service facilities for Technical Support on services, Software (Application Software developed earlier for any Department/ Institution and System Software used thereof).	
5	Complete detail of Resources in Tricity in terms of Infrastructure and Technical -manpower (with CV) be attached	
6	Financial Bid Performa V	
	<b>Other Conditions</b>	
7	<ul style="list-style-type: none"> <li>The bidder must be ISO-9001:2000 Certified</li> </ul>	
8	<ul style="list-style-type: none"> <li>The Bidder must have a total annual average turnover Rs.1.5 Crore in the last two successive years.</li> <li></li> </ul>	
9	<ul style="list-style-type: none"> <li>The Bidder must have executed at least four projects in Similar Technology worth Rs. 5 lacs each using Web Based Technologies in Govt. Sector/ PSUs/Corporate Sector.</li> </ul>	
10	<ul style="list-style-type: none"> <li>The Bidder must have software development center in Tricity</li> </ul>	
11	<ul style="list-style-type: none"> <li>The bidder must have at least 30 IT Professional working on the latest Internet Based platforms &amp; technologies. Supportive Documents should be provided to prove this. (PF Statements etc)</li> </ul>	
12	Price bid	

	Eligibility Conditions	Documents Required
1.	Proposed Methodology to complete this project	Soft and Hard Copy
2.	Proposed Quality Plan	Soft and Hard Copy
3.	Documentation showing for the proof of having conducted Feasibility studies, System Requirement Specifications (SRS), System Design Documentation (SDD)/Development, Software implementation, User Manuals and thereafter technical support & maintenance of the same as the case may be to the various Departments /Institutions for the last 3 years. The tenderer may understand that Documentation Standards is one of the important criteria for the Technical Evaluation and therefore the tenderer shall necessarily enclose a full set of sample documentation with their bids wherever applicable	Hard Copy
4.	Proposed Software enhancement/ Change Management Methodology	Soft and Hard Copy

**Financial bid Format Section-V**

The Solution provider must submit their financial bids as per the following format:

Sr. no	Item	Costing (in Rs.)
1.	<p>Design, Development, Implementation, Testing and Hosting of Forms &amp; Reports (HPMS) and Support for One Year.</p> <p>Cost Should be provided Per Form and per report. The cost of one form and one report will be applicable to all the other forms and reports.</p> <p>For Eg. You have given Rs.2000/- per form and Rs.1000 for report, then as per the Approximate no of forms the total cost would be :-</p> <p>One form @Rs. 2000  <b>Total cost for 50 forms:-2000X50=1,00,000</b></p> <p>One Report @1000.  <b>Total cost for 50 Reports:-1000X50=50,000</b></p> <p><b>Total Cost of Work=Rs. 1,50,000/-</b></p>	
2.	Annual Maintenance Contract	
	<b>Total</b>	

*\*Minimum Forms and Reports are approximately 50 In Number respectively.  
Forms and reports can be seen during any Working day between 9:00 AM to 5.00 PM at*

**Room No. 214 (Computer Department)  
Office of Directorate of Health Services,  
Parivaar Kalyan Bhawan,  
Sec-34A, Chandigarh-160034  
Tel No.0172-5086053**

**BANK GUARANTEE FORMAT Section-VI**

**BANK GUARANTEE FORMAT  
(ON STAMP PAPER)**

Name of Bank with address

To

**Mission Director,  
NRHM, Punjab,  
Punjab..**

Dear Sir,  
Guarantee No. :  
Amount of Guarantee Rs.  
Guarantee cover from-: \_\_\_\_\_ to \_\_\_\_\_.

This deed of guarantee executed by the \_\_\_\_\_, (Name of the bank) having its Head Office at \_\_\_\_\_ (place), and amongst other places a branch at \_\_\_\_\_ (hereinafter referred to as "the Bank" which expression shall include its successors and assignees so as to bind ourselves, our successors and assignees) in favour of The State Health Society, Punjab, Chandigarh (hereinafter referred to as "the Beneficiary") for an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) at the request of \_\_\_\_\_ (firm name) (hereinafter referred to as "the Bidder").

This guarantee is issued subject to the condition that the liability of the bank under this bank guarantee is limited to a maximum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) and the guarantee shall remain in full force upto \_\_\_\_\_ and can not to be invoked otherwise than by a written demand claim under this guarantee served on the bank on or before \_\_\_\_\_.

BG for Rs. \_\_\_\_\_ in f/o State Health Society, Punjab, Chandigarh.)

Whereas \_\_\_\_\_ (hereinafter called "the Bidder") has submitted its bid dated \_\_\_\_\_ for \_\_\_\_\_ (work/items as per Supply order/Tender) Tender No. \_\_\_\_\_. KNOW ALL MEN by these Presents that WE, \_\_\_\_\_, (Bank) Branch \_\_\_\_\_ our registered office at \_\_\_\_\_ (hereinafter called "the Bank") are bound up to State Health Society, Punjab, Chandigarh (hereinafter called "the Purchaser") in the sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) for which payment will and truly to be made of the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

**THE CONDITIONS of the obligation are:**

- (i) If the Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or
- (ii) If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the Period of Bid validity.
  - a) Fails or refuses to execute the Contract, if required; or
  - b) Fails or refuses to furnish Performance Security, in accordance with the instructions to Bidders.

WE undertake to pay to the NRHM, Punjab up to the above amount upon receipt of its first written

demand, without the Purchaser having to substantiate its demand, provided that in its demand, the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified in Clause \_\_\_ of Section \_\_ of the Bid document and any demand in respect thereof should reach the Bank not later than \_\_\_\_\_.

Notwithstanding anything contained herein the Bank's liability under this Guarantee shall be restricted to Rs. \_\_\_\_\_(Rupees \_\_\_\_\_ only) and the Guarantee shall remain in force only up to \_\_\_\_\_ after which date the bank shall be discharged from all liabilities under this Guarantee.

The Bank does hereby declare that Sh. \_\_\_\_\_ is authorized to sign this Guarantee on behalf of the bank and to bind the bank thereby.

Dated the \_\_\_ day of \_\_\_\_\_

For \_\_\_\_\_ (bank)

Telephone no. \_\_\_\_\_

Fax No. \_\_\_\_\_

Witness

Signature

Address