**Request for Proposal**

**Merck, Rajasthan Project**

**For**

**Hiring of Agency to develop Health Management Information System (HMIS) software**

**HINDUSTAN LATEX FAMILY PLANNING PROMOTION TRUST**

**November 20th, 2014**

**Introduction**

Hindustan Latex Family Planning Promotion Trust (HLFPPT) was constituted in year 1992 as a not for profit organization, promoted by Hindustan Latex Lifecare Limited (A Government of India Enterprise) to work on various Reproductive and Child Health (RCH) issues with a vision to offer innovative solutions for better health. HLFPPT is registered as a society under the Travancore Cochin Charitable Trust Act. It is one of the leading Non Government Organisation in India, working in close association with the community for improving their lives through, Social Marketing of Products and Services, Social Franchising of Clinical Health Care, Planning & Implementation of HIV/AIDS, Prevention & Care Programmes and Consultancy.

**About Project Merck**

Social Franchising Project in Rajasthan in the name of ‘Merrygold Health Network’ from the period March 2013 funded by Merck for Mothers. we have to create a social franchising network of hospitals in the districts of Rajasthan to make significant contribution in reduction of MMR by establishing an economically sustainable, easily scalable and innovative social franchising model for providing high quality delivery of affordable MCH and family planning services, promotion of safe motherhood and institutional deliveries for the poor and vulnerable sections of the society.

**Inviting Proposal**

Project Merck-Rajasthan is looking for an agency/ firm to develop Health Management Information System (HMIS) interested agencies are requested to respond to the request for proposal (RFP) with detailed proposal specifying the requirements of the software, time line for completion and budget.

For further details, the Request for Proposal (RFP), including terms and conditions are mentioned in following pages. The RFP, including technical and financial proposals should reach in separate envelope marked as “ **RFP for** **develop Health Management Information System (HMIS) software-Merck-Rajasthan”** on **both Technical and Financial envelopes** to the following address no later than 5th December 2014 by 5:30PM. Submission of proposal through email and facsimile is not acceptable. HLFPPT reserves the right to reject, in whole or in part, any or all bids at any time without assigning any reason or reasons whatsoever. The technical and financial proposal must be sealed and sent via courier service /by hand addressed to:

Sr. Manager-IT

Hindustan latex Family Planning Promotion Trust

B-14A, Second Floor, Secto-62,

Noida – 201 307 ( UP)

Phone: - 0120-4673673

Any request for information regarding this RFP must be forwarded by e-mail to the attention of [asingh@hlfppt.org](mailto:asingh@hlfppt.org)

Proposals received in any other manner will be INVALIDATED. It is important to read all of the provisions of the proposal, to ensure that the requirements are understood. Failure to provide compliant proposals may result in invalidation of proposal.

**Requirements**

The proposed solution will be a online/offline application. This will be a centralized based solution and also will be single user operational software for one computer any place or anywhere to record their information from the hospital and when they will be interacting with the patient on the predefined indicators. Hospitals can track the progress of each patient at the project level at any point.

It will be a complete online/offline data entry process, which will be available online/offline on the computer no internet is required on the time of data entry. Only internet requires in data transfer time from work station to server.

hrThe application shall provide .Net frames interface for data entry and online/offline database management module enabled for viewing the analysis and will aim to provide the following features …

* Online/ Offline Data entry forms.
* Auto Synchronization between Application and HIMS database.
* Data Consolidation / Aggregation online/offline.
* Reporting & Analysis online/offline.
* Data Integrity and Consistency checks.
* Audit Trails.

**Scope of Work**

**1 Main Module:**  Following are the main modules for administering the certain main options by the user with Administrator rights only.)

1. **Logins**

Using this link administator can create

logins with various privelidges from different input centers.

1. User Name.
2. Password *( Auto Generated Initially o first usage*

*needs to change it. )*

1. Transaction Password. *( Auto Generated*

*Initially first usage*

*needs to change it )*

1. Privileges Section.
   1. Data Entry Rights
   2. Data Modification Rights
   3. Approving Rights
   4. Administrator Rights
2. Status ( *Active / De-Active* )

**2 Data Entry Module:**

Data entry on different forms into a central repository through user friendly graphical interfaces from multiple locations with predefined logical checks programmed to prevent incorrect inputs. Following will be the modules covered under this link.

1. **antenatal Patients linelist** under these module users can maintain the profile of each patient. Following will be the features ...
2. Patient registration.
3. Address details.
4. Contact survey.
5. Other required Information
6. **Hospital Informaion** Collect the hospital wise data and indicators.
7. Profile of the Hospital
8. Indicators.

**3. Outpatient Billing : -** Submitted for those patients are visiting for regular checkups in the hospital.

1. Referred By indicators
2. Type of Bills data.
3. Type of Services.
4. Procedure(s) / Consultants.
5. Payments type.

**4. Patient Admission : -** Data collection for those patients who are required to admit in the hospital.

1. Registration profile.
2. Cash / Credit Admission.
3. Type of visit ( New / Follow up )
4. Type of Referral ( Internal /External )
5. Type of Bed allotted / Available beds.
6. Bill printing.
7. Case Summary

**5**. **Other Main Attrative Features Included** –

1. State Information.
2. City Information.
3. Doctors Details.
4. Package Designer.
5. Services and Tariffs defined.

# 6. Structural Design

The complete development shall be carried out in the following stages:

Study of Existing System

* During this stage, a study is conducted on the functionalities relevant to the project through meetings and consultations with clients to acquire knowledge about the ongoing process.
* The current stage comprises of the following steps:
  + Gathering user requirements (finalisation of schemes evaluation formats)
  + Understanding the activities, which are needed to be automated
  + Including changes in the documentation of SRS Report as per the feedback given by client
  + Submitting SRS document for review and approval by the Technical Team of the party
  + Freezing the requirement as per approval by the Technical Team.

7. System Design & Preparation of Study

The designing phase would begin after the approval of requirements. Following processes constitute part of this stage**:**

1. Any changes requested and / or other feedbacks given during the presentation by the client would be incorporated in the system after approval.
2. During this phase, following activities would be addressed **:**

* Architecture of the system.
* Detailed data flow.
* Input formats.
* Database schema.
* Output formats.
* Ensuring of efficiency, search and interoperability, dependencies.

8. Construction

This is the phase of programming and development of the project encapsulating the following activities:

* During the construction stage, the development will be in accordance with the standards given in RFP and in compliance with SRS & SDD.
* The coding will be done to cover front-end, business logic, back-end, query wizard etc.
* Application will be tested at various levels for any errors in the transaction of data, validations, checks at front-end, user interface design, performance etc. *as detailed in the design phase acceptance criteria.*
* Delivery of a tested application to the client along with the user manual and installation manual will mark the end of the phase.

## 9. Analysis / Reporting Module online (linkages with HIS)

All Reports will be available online thru HIS web interface comprise of the following two components:

1) **Pre Designed Indicator Driven Analysis**: The Online system will provide for Pre Designed Indicator Driven Analysis at hospital level only. This analysis will be incorporated for indicators identified by HO Team of Client.

2) **Analysis for Routine Process Indicators**: Analysis for the Monthly Progress Indicators (for fixed and operational Indicators) will be provided in the Online/ offline module.

3) Maximum number of reports during the design phase would be - upto 20 in total.

4) **Output of the reports** can be generate reports in different file formats e.g. MS-Excel etc.

**10. Development platform and Technology tools**: Following are the tools going to be used in developing all the modules.

**Framework Form Development Specification:**

* Data entry Forms : **Vb.Net 2012**

**Data storage Specification:**

* Data base Tool : MySql Ver 5.5.8 / Postgres SQL Ver

The full solution will be installed on windows 7 or above operating system.

**11. Inputs required for the successful implementation of the HMIS Data Entry and Online/offline analysis Modules.**

1. All formats being used for the development of the software in the existing process. Linkages between the manual processes and the data entry points.
2. Detailed queries and the tables which need to be set as pre-defined queries to be run on the data e.g. variance, prior period expenses etc.
3. Pre-defined Reports which needs to be generated from the data.
4. Validations and filter checks to be imposed on each data entry.

**12. Training and other Technical Supports:**

* Agency will provide training to Technical Team of HLFPPT at Main office in Noida.
* **Travelling outstation other then Delhi State:** Budget for out station visit, boarding and lodging, air and road travel and local travel will be based on actual expenses incurred during the visit.
* **HLFPPT** willreimburse all the actual expense incurred during the outstation visit by any of agency professional or the consultant on submission of documentary proof along with of the final bills.

**13. Deliverables**

**The deliverables would be the following:**

* Creation of data entry component
* Developing reporting structure/indicators/Dashboard-Static/Dynamic

**TERMS AND CONDITIONS OF CONTRACT**

(To be enclosed with technical bid)

**Terms & Conditions**

1. The bidder must have an annual minimum turnover of Rs 20.00 lac per annum as average of last three financial years.
2. Proof of certificate for turnover is required to be submitted with the technical bid (CA certificate or a copy of the Balance Sheet, Profit & Loss account of last three years).
3. The applying firm must have PAN (Permanent Account Number) and registered with the VAT/CST/Service Tax, etc. and the documents for the same is to be attached.
4. Bidders should provide brief profile of their work experience for the last three years along with the evidences of work done earlier with the client list. Certificate/ documents evidencing past major supplies year wise for the last 3 years should be enclosed.
5. Execution/implementation plan will be provided by HLFPPT at the beginning of the work/cycle. In case of delay/ disruption of the activity implementation/execution the penalty will be levied.
6. HLFPPT reserves the right to accept /reject/ select one or more agency and to annul the bidding process any or all bids at any time prior to award of contract without thereby incurring any liability to the affected bidders.
7. The tender will be appraised by internal committee formed by HLFFPT management.
8. HLFPPT shall without prejudice to its other remedies under the contract, deduct from the Contract Price, as Liquidated Damages a sum equivalent to 2.5% of the price of agreed unperformed Services or for delay of each day until actual delivery or performance, up to a maximum deduction of 20% of the contract Price. Once the maximum is reached, HLFPPT may consider termination of the contractand can forfeit the security amount.
9. In case of delay on the part of HLFPPT in providing the approvals the time of service delivery will be extended by equal number of days.
10. HLFPPT also reserve the right to carryout inspection/visit of the activity at any point of time during the period of contract.
11. **Documents required to release the payment:**
    1. Bill / Invoice mentioning Permanent Account Number and Service Tax Registration No..
    2. Documentary proof of the deliverables as per work order.
    3. Other required details as required for the activities.
12. Selection of agencies would be done by the committee on the basis of Evaluation for Technical 70% marks & Financial 30% marks.
13. Agencies who will obtain 70% marks or more in Technical evaluation would be considered for opening of financial bids.
14. Technical Evaluation of the agencies would be done on the following basis-
    1. Past Experience with HLFPPT / Govt. Agency / NGO / Development Sector in Rajasthan with supporting documents like copy of work order or performance certificate from the client.
    2. List of clientele.
    3. Company Profile & infrastructure suitable for implementing the applied activities.
    4. Turn over Financial Status.
15. The RFP shall be evaluated strictly based on the substantive information/credentials/documentary evidences submitted by the agencies.
16. Final Selection of the agencies would be done on the basis of total marks obtained in the Technical & Financial Evaluation.
17. HLFPPT reserves the right for extending or curtailing any activity at any point of time (if required) as per programme requirement.
18. Management Reserves the Right to award the work to more than one Agency as per requirement.
19. Management reserves the right to issue multiple work order from time to time for any activity to the selected agencies (as per requirement).
20. The agency needs to submit ‘Technical Bid’ & ‘Financial Bid’ separately in sealed envelopes by super scribing as ‘Technical Proposal for \_\_\_\_\_\_\_\_ (Activity Name) and ‘Financial Proposal for \_\_\_\_\_\_\_\_ (Activity Name).
21. Bids received after the specified date and time for receipt of bids should not be considered.
22. Agencies would not be allowed to further subcontract, partial/full of the work will be assigned to them.
23. The rate quoted will be inclusive of all Taxes/Levies/Postal/Courier charges etc.
24. The rate quoted by the agency needs to valid for a period of one year from the date of financial bids.
25. HLFPPT reserves the right to award the work order to the second highest scoring agency in the event the first highest scoring agency backs out after final discussions. Management reserves the right to award the work to more than one agency (on the basis of quality consideration/experience of the agency) in addition to rates parameters.
26. Any RFP with inadequate information and those which do not meet the eligible criteria or received after the closing date will not be considered.
27. The RFP should be sent with capability statement with company profile & infrastructure suitable for implementing the applied activities.
28. The bidder has to submit along with his technical bid a copy of the terms and Conditions (all pages) and the technical bidding format duly filled, signed by the authority and stamped on all pages indicating their unqualified acceptance.
29. The Agencies should also submit an undertaking (Annexure-3) duly signed & Stamped.
30. **Documents required to release the payment:**
    1. Bill / Invoice mentioning Permanent Account Number and Service Tax Registration No..
    2. Documentary proof of the deliverables as per work order.
    3. Other required details as required for the activities.
31. RFP received after the closing date will not be considered.

**Utmost confidentiality of the data provided shall be maintained.**

**Name, Designation & Signature of the bidder with the Seal**

Annexure 1

**Technical Proposal Format**

(To be enclosed in separate sealed cover)

Please maintain the flow of the format while furnishing to the detailed information

1. Name of the Bidder
2. Full postal address
3. Telegraphic address
4. Telephone and fax numbers
5. Year of starting of organization
6. Organizational Profile and capability statement with Organogram
7. Number of Clients Worked in the last 3 years-2009-2011 (Pl give client wise details)

**Client State Work Period**

1. Concept Paper which contains the appropriate methodology, sampling technique, tools and software to be used.
2. Execution plan including Data Collection, data processing and report submission plan.
3. Details of team with specific role and responsibilities (detailed CV’s for each of the proposed team members should be attached as annexure).
4. Data processing management including data entry, cleaning and Analysis (with the required software packages that are proposed to be used should be specified)
5. Time line with deliverables.

## Signature and seal of the bidder

Annexure 2

**Financial Bidding Format**

|  |  |  |
| --- | --- | --- |
| **S.No.** | **Description** | **Amount**  **( Inclusive of all Taxes)** |
| 1 | Designing, Development and support cost for the HIMS software |  |
| 2 | AMC cost after 1 year |  |

|  |  |  |
| --- | --- | --- |
| **Sl.**  **no.** | **SPECIFICATIONS (FINANCIAL)** | **AGENCY’S RESPONSE** |
| 1. | The rates quoted will be inclusive of all taxes/Levies/ etc. |  |
| 2. | The human resource, transportation, lodging & boarding cost of the Field staff should be mentioned separately in the financial cost sheet (all the costs should be mentioned in the financial quote) |  |
| 3. | Penalty clauses will apply as per the company’s policy, as per terms of the work order: the decision of the HLFPPT/Project Management shall be final and binding in this regard. The release of payment would be made as per follow activities. |  |
| 4. | No advances will be given to the agency. |  |
| 5. | Constitution of the agency whether Proprietor ship/ Partnership/Company. Give details of Proprietor/ Partner/Directors. |  |
| 6. | Name of firms wherein party/ proprietor having the same interest. |  |
| 7. | Final payment adjustment shall be made after completion of the evaluation work and after the submission of the final report |  |
| 8. | The payment will be done through Local Cheque. |  |
| 9. | TDS as applicable will be deduced as per I.T. rules. |  |
| 10. | The Agency will work in close consent of the HLFPPT-Noida office and will not take independent decision on any matter. |  |
| 11. | PAN |  |
| 12. | Service Tax/VAT Number |  |
| 13. | Last 3 years balance sheets ( attested by a CA) |  |

Signature and seal of the bidder

**Annexure -3**

**Undertaking from Vendors.**

This has reference to the RFP published in the website of HLFPPT on………….… ….In response to the RFP, we have submitted our technical & financial bids on…………. .at your office ………………………………………………………………. In connection with the above bids, we hereby declare as under:-

i- That we are neither related to any of your Trustees, Officers and other employees nor do we have any financial, commercial or other interests with any of the above persons in any capacity whatsoever.

ii- That we have submitted the bids in the name of M/S…………………….......................and declare that no other bids have been submitted by us in the name of any other firms/companies/proprietors/individuals which comes under the same management and related parties.

iii- We herby undertakes that in case of any violations to the above declarations at any stage of the contract , HLFPPT reserves the sole right to cancel the contract and recover the full value of the contract from us.

For and on behalf of ……………..

(Authorized Signatory with company seal /Stamp.)