Request for Proposal for Mobile App Development

NHP Nutri App

18th January 2017

National Institute of Health and Family Welfare,
Baba Gang Nath Marg, Munirka,
New Delhi – 110 067
Ph. No: 9717669574
E-Mail: supten@gmail.com
CHI, NIHFW invites Request for Proposal from the agencies hired through the process of empanelment as per the published document RFP for “Empanelment of Agencies for Mobile Application Development / Online Widgets / Software Development for National Health Portal (NHP)” dated 18\textsuperscript{th} February 2016. All the terms and condition of the RFP document mentioned above will be adhered to:

Project code CHI/001/2016

<table>
<thead>
<tr>
<th>Job Requirement</th>
<th>Request for Proposal for Mobile App Development - NHP Nutri App</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publication Date</td>
<td>18\textsuperscript{th} January 2017</td>
</tr>
<tr>
<td>Proposal Document</td>
<td>The Proposal document can be downloaded from the official website of the NHP (i.e. \texttt{www.nhp.gov.in})</td>
</tr>
<tr>
<td>Contact person for clarification</td>
<td>Prof. S. N. Sarbadhikari, Room No 426, Project Director, CHI of NHP, National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110 067. Telephone No. 011-26165959 ext. 398</td>
</tr>
<tr>
<td>Date and Venue of Pre-Proposal Meeting</td>
<td>11:00 AM on 23\textsuperscript{th} January 2017 at National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067</td>
</tr>
<tr>
<td>Last date for submission of Proposal</td>
<td>Up to 10:30 AM on 25\textsuperscript{th} January 2017 at National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067</td>
</tr>
<tr>
<td>Opening of Technical Proposal</td>
<td>11:00 AM on 25\textsuperscript{th} January 2017 at NIHFW, New Delhi-110067.</td>
</tr>
</tbody>
</table>
INSTRUCTIONS TO AGENCIES

1. BACKGROUND

Nutrition is a basic human need and a prerequisite to a healthy life. A proper diet is essential from the very early stages of life for proper growth, development and to remain active. Food consumption, which largely depends on production and distribution, determines the health and nutritional status of the population. The recommended dietary allowances (RDA) are nutrient-centred and technical in nature. Apart from supplying nutrients, foods provide a host of other components (non-nutrient phytochemicals) which have a positive impact on health. Since people consume food, it is essential to advocate nutrition in terms of foods, rather than nutrients. Emphasis has, therefore, been shifted from a nutrient orientation to the food-based approach for attaining optimal nutritional status.

2. PURPOSE

Nutri APP shall be based on Dietary Guidelines which is translation of scientific knowledge on nutrients into specific dietary advice. Application shall represent the recommended dietary allowances of nutrients in terms of diets that should be consumed by the population. The Mobile Application promote the concept of nutritionally adequate diets and healthy lifestyles from the time of conception to old age.

Formulation of dietary goals and specific guidelines would help in providing required guidance to people in ensuring nutritional adequacy. The dietary guidelines could be directly applied for general population or specific physiological or high risk groups to derive health benefits. They may also be used by medical and health personnel, nutritionists and dietitians. The guidelines are consistent with the goals set in national policies on Agriculture, Health and Nutrition.

The dietary guidelines ought to be practical, dynamic and flexible, based on the prevailing situation. Their utility is influenced by the extent to which they reflect the social, economic, agricultural and other environmental conditions. The guidelines can be considered as an integral component of the country’s comprehensive plan to reach the goals specified in the National Nutrition Policy.

The major food issues of concern are insufficient/ imbalanced intake of foods/nutrients. The common nutritional problems of public health importance in India are low birth weight, protein energy malnutrition in children, and chronic energy deficiency in adults, micronutrient malnutrition and diet-related noncommunicable diseases. However, diseases at the either end of the spectrum of malnutrition (under and overnutrition) are important. Recent evidences indicate that undernutrition in utero may set the pace for diet-related chronic diseases in later life. Population explosion, demographic changes, rapid urbanization and alterations in traditional habits contribute to the development of certain unhealthy dietary practices and physical inactivity, resulting in diet-related chronic diseases.

The dietary guidelines emphasize promotion of health and prevention of disease, of all age groups with special focus on vulnerable segments of the population such as infants, children and adolescents, pregnant and lactating women and the elderly. Other related factors, which need considerations are physical activity, health care, safe water supply and socio-economic development, all of which strongly influence nutrition and health.

In partnership with IDA (Indian Dietetic Association) and MoHFW (Ministry of Health and Family Welfare) the Mobile Application will provide comprehensive information about the healthy diet for all age groups and dietary formulations for major diseases/ conditions. The app will also provide information on both vegetarian and non-vegetarian options for these conditions/ age groups.
The emphasis will be on providing positive recommendations which can maximize protective effects through use of a variety of foods in tune with traditional habits and traditional medicinal sciences such as Ayurveda, Unani and Naturopathy. The app shall provide guidelines which will help common citizens to choose diet from the common available source as per the age group, disease status as well as the weather conditions. It is difficult to compute standard portion sizes, common to all regions of India. Nevertheless, attempts shall be made to give portion sizes and exchanges.

Translation of knowledge into action calls for the coordinated efforts of several government and non-government organizations. Large section of efforts of the mobile app will help integrate initiatives already taken under national nutritional and health programs and publicize these for benefit of the larger section of population.

3. Mobile App Description
✓ Act as information source for nutrition and diet for all age group population.
✓ Act as guide for the dietary planning for various disease conditions and seasons.
✓ Provide dietary alerts and message to the citizens who wish to avail this service.
✓ Provide information about government initiatives related to nutrition and dietary guideline.
✓ Creating awareness of the food/diet intake by individual.
✓ Tracking of calories, nutrients, food and dietary supplements by individuals.
✓ MIS and Reports for tracking of dietary guidelines implementation for Ministry and other stakeholder.

4. SCOPE OF WORK

Brief Description of the mobile Application features

Registration of User:
• After downloading the mobile app, the user shall be able to register themselves by providing the following information:
  ▪ Name of the User
  ▪ Date of Birth
  ▪ Contact Details (Authorized Mobile no and E-mail)
  ▪ Type of user (Depending on the nature of work):
    ▪ House Wife
    ▪ Student
    ▪ Working Professional
    ▪ Business Professional
• Lifestyle Tracker / Expert
• General
  ▪ Weight
  ▪ Height
  ▪ Any Other details as suggested.

• Following above details shall be filled by the user for using the mobile app.

Activities by General users (Student/ House-Wife/ Others):
• Calculation of BMI values
  o In the above the BMI values for the user will be displayed according to his personal details.
  o The user shall also be able to check the BMI for other member by filling his / her details.

• Weight Height Ratio
  o In the above the Weight Height Ratio values for the user will be displayed according to his personal details filled for Height and Weight.
  o The user shall also be able to check the Weight Height ratio for other member by filling his / her details.
  o The mobile app shall generate notification for increased weight and methods to control the same.

• Age group , nutritional requirements ( including prenatal)
  o According to the details filled by user, nutritional requirement shall be displayed to the user.
  o The notification for the food and its nutritional values shall also be displayed to the user.

• Disease guidelines, basic for NCD and CD
  o List of Diseases shall be displayed to the user.
  o When the user clicks the Disease type (CD and NCD) the details for the disease shall be displayed to the user.
    ▪ Name of Disease
    ▪ Type of Disease
    ▪ Symptoms
- Prevention/treatment techniques
- Suggestions if any
  - Notification shall be generated on addition of any new disease to the list.

- Food pyramid
  - Food pyramid or Diet pyramid chart/diagram shall be displayed to user.
  - Recommended quantities for the different types of food at each layer shall be detailed to the user.

- Portion size, control, household measures
  - Detailing the user about healthy diet and the amount/portion to the consumed.
  - Detailing on Eye-balling the portion (according to household vessels)
  - Portion control tips shall also be displayed to the user.
  - Portion control tips shall also be part of notification.

- Physical activity guidelines
  - Physical activity shall be displayed specially recommended for the user using his/her personal details.
  - Physical activity details shall also be displayed age wise to the user:
    - Early childhood (under 5 years old)
    - Young people (5 to 18 years old)
    - Adults (19 to 64 years)
    - Older adults (65 and over)
  - Physical activity details as for specific exercise need:
    - Strengthen muscles
    - Vigorous activity
    - Moderate aerobic activity
    - Other can be added as per future discussion.
  - New physical activity added to the list shall also be shared to user via notification.

- All the information guidelines shall be published.
  - The text and the information displayed to the user shall be server controlled.
  - No text/piece on information shall be store in the user mobile device: limiting the download size of app.
Notification to latest diet updates and suggestions shall be posted to users as notifications.

- Notification shall be of two types:
  - Static notification shared via server
  - Feedback notification where user shall interact and share his understanding about the content and further enhancement.

- Rating for each content /information shall also be part of the notification.

**Additional Activities by Professional users (Employed/ Working or Business Personals):**

- Latest statistics of prevalence of a disease, population, national and state
  - Summary of report can be accessed by the user on the following:
    - Disease
    - Latest Disease trend
    - Disease precaution and prevention.
    - Population
    - Population count (census)
    - Health wise / Age wise Population
  - Other reports as shared after future discussion
  - Notification shall be posted to the user with latest news and info regarding disease and population.

- Latest national research studies link
  - The user shall be able to see the current list of studies taken up nationally under diet and nutrition.
  - The user shall also be able to download and view all the past initiative and research studies taken up.
  - New material post shall be notified using notification.

- Standardised recipes (if possible)
  - Recipes of healthy diet food on the health and weight condition of the user shall be displayed to the user.
  - The user shall also have a view of all other healthy food recipes.
  - The user shall also have option to mark the recipes as favorite recipe and also download it to the user phone memory.
  - New recipe added shall be notified to user using notification.
• The user shall also have an option of posting new recipe and the same shall be included in app after due approval by admin.

• List of low and high glycemic index foods
  o List shall be displayed to the user.

• Events, conferences across the nation - event info
  o New Event, seminars and conferences shall be displayed to user under event section.
  o New Event, seminars and conferences shall be notified to user using notifications.

• List of associated bodies.
  o List shall be displayed to the user.

• Notification to latest diet updates and suggestions based on the activities shall be posted to users as notifications.
  o Notification shall be of two types:
    ▪ Static notification shared via server
    ▪ Feedback notification where user shall interact and share his understanding about the content and further enhancement.
  o Rating for each content/information shall also be part of the notification.

Additional Activities by Lifestyle Tracker/ Expert users:

• Daily food Intake
  o The user can track the food intake by him/her using the mobile app on daily basis.
  o The calorie and other intake can also be calculated on the basis of pre-assumption.
  o The history of the same be maintained by the user.
  o The app shall also post remainder for the time and portion to be taken by the user.
  o Remainder shall use notification for alerting the user.

• Water intake
  o The user can track the water intake by him/her using the mobile app on daily basis.
  o The history of the same be maintained by the user.
- The app shall also post remainder for the time and quantity of water to be taken by the user.
- Remainder shall use notification for alerting the user.

- Notification to latest diet updates and suggestions based on the activities shall be posted to users as notifications.
  - Notification shall be of two types:
    - Static notification shared via server
    - Feedback notification where user shall interact and share his understanding about the content and further enhancement.
  - Rating for each content/information shall also be part of the notification.

**Alerts and Notification to be included in Mobile App**
- **Add reminder**: You can put reminders in the application for different dates.
- **Diet/ Meal Reminder / Alerts**: Save the dates of getting the Diet/ Meal alerts and set reminders. The app reminds you about the Diet Chart and Calorie notification bang on time.
- **Push notification**: User will get push notification on phones for reminders and alerts of diet plan, growth log, news and updates.
- **Dietary Advisory by Government**: Know about the Dietary guidance given by government approved bodies and follow accordingly.
- **Setting Page End** user will have option to share this app with friends, Report bug or request for any feature, Change text size.
- **Info Screen** It has About Us, Terms of Use and Privacy Policy about app.

Note: The above Scope of work is tentative. Other options may also be added in future.

**Brief Description of the Web features of mobile Application**
- All the features available on the mobile application should be made available on the National Health Portal (NHP).
- Selected agency will provide/modify a microsite/pages on NHP for showing the mobile application content/design.
- The database for the mobile application and web version should be same.

**Deliverables**
- Selected agency is expected to deliver the mobile application on application store (Google Play, Apple and windows) within 30 days of receiving the work order.
- Selected agency is expected to deliver the web version mobile application on NHP.
• Selected agency has to share the Design Documents based on the CHI NIHFW Requirement document for CHI NIHFW Review & Sign-off.
• User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing.
• Application Code, Web API’s.
• Deployment document
• The selected agency will be responsible for developing, hosting and maintaining the application for one year.
• Technical documentation of design and development stages of mobile application, database, complete source code of mobile application, training to users etc. shall also be provided

Platform
• iOS – 7 and above.
  o Display orientation Portrait or landscape both
  o Display Support iPhone (480 x 320), iPhone Retina (960 x 640), iPhone 5(1136 x 640), iPad(1024 x 768), iPad Retina((2048 x 1536)
• Android – 2.3 and above
  o Display orientation Portrait or landscape both
  o Small (426dp x 320dp), Normal (470dp x 320dp), Large (640dp x 480dp), X-Large(960dp x 720dp)
• Windows – 6 and above
  o Display orientation Portrait or landscape both
  o Small (426dp x 320dp), Normal (470dp x 320dp), Large (640dp x 480dp), X-Large(960dp x 720dp)

Designs
• Application should built in a way that it is easy to use and navigate.
• All the design/creatives/images to be provided by the selected agencies.
• Creative, ideas and design will be the copyright of CHI, NIHFW.

Content Management System
• To manage all application contents, separate user friendly content management system should be provided with following general features:
  o Admin user to be able to create, publish/unpublished and delete all the content.
  o Admin user should have User Management
  o Admin user should have Vaccine Management
  o Admin user should have Push Notification Management
  o Admin user should have Reminder Management
  o Admin user should have Growth Chart Management
  o Admin user should be able to sort data, search data.
  o CMS should be protected using the HTTPS for secure access to application.

Sharing
• Links for sharing application
• Comments provided by the user on his Facebook /Twitter account shall be provided.

Reports
• The selected agency will provide regular App Analytics, reports, vital statistics and analysis.
• Audit Log Screen will be provided to admin user to check the activities performed by all users. The data will be available only in read-only mode.
• Admin User will be able to see the list of login/logout information for the user through Authentication report screen.
• Admin User will be able to see the list of notifications sent to the devices through notification screens. Data will be only in read only mode.
• Google and iPhone provides the required details on their console along with app publishing.
• Google Analytics will be used to provide the required information on the Google Analytics Console.

Hosting
• The mobile application will be hosted on BSNL Cloud or any other as given by CHI NIHFW. Selected agency will update whenever necessary and will maintain totally, ensuring uptime of 99.6%.
• The selected agency should provide proof of ownership (licenses) of various software used by them for the development as well as for the hosting of mobile application.
• The selected agency will provide CHI NIHFW Full Access to server hosting the application.

Standard Technical Requirements
• The application should support multi-lingual interface.
• The mobile apps need to alert the user to download the latest version, which ever available.
• The mobile applications should work in all networks irrespective of mobile device make and model.
• If required, the mobile apps should access Geolocation information in case the mobile device supports it.
• User should be able to download the correct version of mobile application supported by his/her mobile device.
• While developing mobile application, the selected agency should give preference to the NATIVE ENVIRONMENT (e.g.: SDK android development Kit, IOS SDK, Windows SDK). In case of HYBRID APPLICATIONS, open source tools need to be use and not to any proprietary tools.
• The mobile/web application should be security tested from cert-in empanelled agency and load tested from STQC. The cost of the same should be included in the financial proposal.

Support
• Selected agency should provide support 24*7
• Selected agency to provide application customization and upgrade
  o Selected agency should provide support 24*7*365
  o Selected agency to provide application customization and upgrade
  o Selected agency should provide support 24*7*365
Selected agency to provide application customization and upgrade

Review of Mobile Apps during Support Period:
- The selected agency shall provide the feedback to the end users against the posted reviews.
- The selected agency shall provide the feedback report to CHI for the following:
  - App Installation Report
  - App working report after feedback from user
  - App Crash Report after feedback from user
  - App uninstallation report after feedback from user
- The feedback of the user will be collected by both the medium:
  - Calling the end user for feedback
  - Feedback through App or E-mail.
- The reports will be submitted on monthly basis during the contract period.

Intellectual Property Rights
- The Intellectual Property Rights of the application will rest with CHI NIHFW. The selected agency will provide the source code of the application to CHI NIHFW at the time of sign-off
- CHI NIHFW shall have the copyright to the design and content of the mobile application. The entire application along with all programmes, including those meant for statistical reporting, graphics and content developed to achieve the desired functionality, will be intellectual property of CHI NIHFW.
- It will be the responsibility of the selected agency, both where the contract comes to a natural end, and also in case of foreclosure, to:
  - Furnish all information demanded by CHI NIHFW regarding the existing framework of the application
  - Handover all the old / latest backup code of the mobile application to CHI NIHFW on a CD/DVD/Pen drive/Hard disk.

Training
- For the effective uses of the supplied software/application licenses & their functionalities, the selected vendor must compulsorily provide classroom training for CHI NIHFW officials at Delhi/NCR Locations. Following training needs are to be provided by Vendor as part of the scope:
  - Content Management Training
  - Deployment & Hosting Training
  - Application Submission Training
  - Support Handover

5. PROPOSAL SUBMISSION PROCESS
The agency shall submit the Proposal documents as per the details given below:
• **Sealed Envelope**: This envelope shall contain the original copy of Proposals and shall clearly provide the contents of the envelope. This envelope shall contain the following envelopes:
  - **Sealed Envelope A.1.**: containing original copy (hard copy only) of Technical Proposal. The envelope shall clearly provide the contents of the envelope and shall be super scribed as “Technical Proposal (Hard copy): Original copy.
  - **Sealed Envelope A.2.**: containing original copy (hard copy only) of financial Proposal. The envelope shall clearly provide the contents of the envelope and shall be super scribed as “Financial Proposal (Hard Copy): Original copy”.

6. **SUBMISSION OF PROPOSALS**

The empanelled agencies shall duly seal the envelope. The Proposal should be sent to the CHI, NIHFW at the following address and should reach by the time and date mentioned.

The inner and outer envelopes shall be addressed to the NIHFW at the following address

**Prof. S. N. Sarbadhikari,**  
Project Director, Centre for Health Informatics  
Room. No. 426  
National Institute of Health and Family Welfare (NIHFW),  
Baba Gang Nath Marg, Munirka,  
New Delhi – 110067  
Email: supten@gmail.com

7. **CONTENT OF DOCUMENTS TO BE SUBMITTED**

Documents required in Proposal Envelope (Sealed Cover):

1) Technical Proposal as per Annexure 1
2) Financial Proposal as per Annexure 2

8. **LAST DATE AND TIME FOR SUBMISSION OF PROPOSALS**

Proposals must be received by the CHI, NIHFW at the address specified in the Proposal Document not later than the specified date and time as specified in the Proposal Document or as extended by the CHI, NIHFW.

In the event of the specified date of submission of Proposals being declared a holiday for the CHI, NIHFW the Proposals will be received up to the appointed time on next working day.

9. **LATE PROPOSALS**

Any Proposal received by the CHI, NIHFW after the deadline for submission of Proposals will be rejected and/or returned unopened to the empanelled agencies, if so desired by him.
10. PROPOSAL OPENING AND EVALUATION
The CHI, NIHFW will open the Proposal, in the presence of agency representative who choose to attend, at the time and date mentioned in Proposal document at the address mentioned.

NHP reserves the right to award the work to any of the empanelled agencies, based on the merit of their credentials (Ideas, Creatives, execution plan etc.) and financial quote for a particular task. The selection of work will be through Quality and Cost-Based Selection (QCBS) (60 –Technical: 40– Financial quote) on technical/creative presentation and financial quote for that assigned task. The Evaluation Committee will be the final authority for selection of work.

11. REJECTION OF PROPOSAL
The Proposal has to be submitted in the form of printed document. The Proposals submitted by Telex, fax or email shall not be entertained.

Any condition put forth by the agency non-conforming to the Proposal requirements shall not be entertained at all and such Proposal shall be rejected.

If a Proposal is not responsive and not fulfilling the conditions it will be rejected by NIHFW and shall not subsequently be accepted even if it is made responsive by the agency by correction of the non-conformity. No further communication will be made in the regards.

12. PROJECT NATURE
Time bound and National level

13. PAYMENT SCHEDULE
Following is the payment terms for under this assignment will be as under:

(i) 90% of the payment to be released after completion of the work as per the Scope of work and SLA of the proposal.
(ii) Rest 10% payment to be released after successful completion of one year maintenance of mobile application.
## Annexure 1 – Technical Proposal

### NHP Nutri App - Mobile App

### Technical Scoring

<table>
<thead>
<tr>
<th>A</th>
<th>What would be the features and strategies adopted by the empanelled agencies on the following: (Description should have detailed description, clear Screen shots, diagrams, design, figures, if required)</th>
<th>60 Marks</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Detailed Mobile application technical design as per the scope of work</td>
<td>30</td>
</tr>
<tr>
<td>2</td>
<td>Detailed Mobile application web user interface design as per the scope of work</td>
<td>15</td>
</tr>
<tr>
<td>3</td>
<td>Detailed strategies for security, Database, documentation, maintenance and dashboard</td>
<td>15</td>
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<thead>
<tr>
<th>B</th>
<th>Presentation/Demonstration on the below mentioned points</th>
<th>40 Marks</th>
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<tbody>
<tr>
<td>A</td>
<td>Approach of development of the application and Creative design, flash presentation design, documentation method etc.</td>
<td>20</td>
</tr>
<tr>
<td>B</td>
<td></td>
<td>20</td>
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<table>
<thead>
<tr>
<th>A+B</th>
<th>TOTAL</th>
<th>100 Marks</th>
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</table>

(Multiple options can be given here. It has to be, however, ensured that complete details are given with recommendations for optimum solution which is cost effective and functional)

Minimum absolute technical score to qualify for financial evaluation is 60 out of 100.
## Annexure 2 – Financial Proposal

### NHP Nutri App - Mobile App

<table>
<thead>
<tr>
<th>S. No</th>
<th>Particular / Designation</th>
<th>Rate per man Day</th>
<th>No. of man Days</th>
<th>Total Price (Exclusive of Tax)</th>
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<tbody>
<tr>
<td>1</td>
<td>Project Manager</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>UI Professional</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>3</td>
<td>Senior Developer/s / Developer/s (Android, IOS, Windows)</td>
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<tr>
<td>4</td>
<td>Security Expert / Tester / Database Professional</td>
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<tr>
<td>5</td>
<td>Server Support/s / Network Support / Database Engineer</td>
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<tr>
<td>6</td>
<td>Security Audit from NICS/ CERT empanelled agencies</td>
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<tr>
<td>7</td>
<td>Load Testing</td>
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<tr>
<td>8</td>
<td>Complete Annual Technical Support &amp; Maintenance after implementation and warranty period for 1 year. Including at least 1 Developer for one year for application enhancement.</td>
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</table>

A  
Total of above (1-8) without taxes

B  
Taxes

Total of above (A+B)

- The above quoted prices will be valid for three years from the issue of work order for enhancement of work to the same agency, who have received the work order, if required.
- All the fields are to be filled, any field left empty is liable for rejection.
- The agencies whose price quoted in the financial bid (Annexure 2) is zero or below 30% of the average value quoted by all the agencies, will not be considered for deciding the L1 and will be liable for rejection.
- No deviations will be accepted from the Annexure 2 – Financial Proposal, by NIHFW.
- The above rates shall be fixed and remain valid for the entire contract duration.
- All the prices should be inclusive of all taxes and duties which should be clearly specified.
- No price variation shall be allowed during the period of contract.
- NIHFW will not make any additional payments apart from the amounts quoted in the above provided format.

Signature of Agency  
_____________________

Business Address  
_____________________

Date:  
_____________________

Place:  
_____________________

*****End of Document*****