RFP for Development of Web Portal/ Online Mechanism for treatment of Rare Disease

24\textsuperscript{th} January, 2018

The National Institute of Health and Family Welfare,
Baba Gang Nath Marg, Munirka,
New Delhi – 110 067
Ph. No: 26165959 Ext-262
E-Mail: gaurav.sharma@nihfw.org
CHI, NIHFW invites Technical Proposal (Ideas, Creatives, Execution plan, etc.) and financials only 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 Application (NHP)” dated 18th 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>RFP for Development of Web Portal/ Online Mechanism for treatment of Rare Disease</th>
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</thead>
<tbody>
<tr>
<td>Publication Date</td>
<td>24th January, 2018</td>
</tr>
<tr>
<td>Proposal Document</td>
<td>The Proposal document can be downloaded from the official website of the NHP (i.e. <a href="http://www.nhp.gov.in">www.nhp.gov.in</a>)</td>
</tr>
<tr>
<td>Contact person for clarification</td>
<td>Shri Gaurav Sharma, Room No 429, Deputy Director(Technical), CHI of NHP, The National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110 067. Telephone No. 011-26165959 ext. 262</td>
</tr>
<tr>
<td>Date and Venue of Pre-Proposal Meeting</td>
<td>11:00 AM on <strong>30th January, 2018</strong> at The 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 11:00 AM on <strong>2nd February, 2018</strong> at The National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067</td>
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</tbody>
</table>
INSTRUCTIONS TO AGENCIES

1. PURPOSE

The Ministry of Health and Family Welfare, Government of India has set up the National Health Application in pursuance to the decisions of the National Knowledge Commission, to provide healthcare related information to the citizens of India and to serve as a single point of access for consolidated health information. The National Institute of Health and Family Welfare (NIHFW) has established Centre for Health Informatics to be the secretariat for managing the activities of the National Health Application.

Gateway to authentic health information for all.

The National Health Application aims to make this a single point access for authenticated health information for citizens, students, healthcare professionals and researchers.

The National Health Application will achieve the above vision by collecting, verifying and disseminating health and health care delivery services related information for all citizens of India.

CHI intends to develop a Web Portal/ Online Mechanism for treatment of Rare Disease.

2. Objective

The purpose of the project is to design and develop a user friendly and visually appealing web portal to provide one-stop medium to deliver all information related to Rare Disease treatment and financial tracking. The main objectives are:

• Open to individuals, institutions as well as state governments to apply for funds by entering details on the web application as per instructions provided.
• Create a web portal for rare diseases
• We based application for creating an online mechanism for applying to the corpus. It will have details of the corpus and instructions and mechanism for applying for funding.
• Both at central and state levels for handling the corpus funds. GoI to contribute funds towards state corpus to ratio of 60:40.
• Management and release of corpus funds and for determining, which rare diseases to fund, to what extent, review of progress etc. State Corpus could be operated at state level under oversight of the central committee.
• Keyword and phrase search should be available for all the stored data and search results should be formatted based on the type of data element retrieved. Search function should be available on every page.
• Generate static and dynamic reports on stored data.
• Visualize reports through variety of graphs like column chart, bar chart, line chart, pie chart, area chart, scatter etc instead of fixed graph formats.
• Access the Web Portal through both mobile and desktop.
• Activity Logs should be maintained.
• Security Audit and GIWG compliance

The main design principles for the new web site are:
• GIGW compliance (includes features like accessibility, browser compliance, govt identity, content quality etc.)
• Responsive design
• Search (including searchable documents)
• Based on open source technologies
• Dynamic User management
• Role based access
• Automatic archival of content (for time sensitive content)
• Training
• Revision history
• Dashboard for administrator (as required)
• Visitors statistics
• Feedback management

3. SCOPE OF WORK

The scope of work under the project is:

• Study of the existing system
• Requirement Gathering and functional specifications for new system to be developed
• Information Architecture
• Quality Assurance and testing
• Security Audit of the System
• Project management services for successful implementation of the project
• One year warranty for operations and maintenance of the web portal after its completion and deployment. The other services to be provided as part of the warranty/operations/maintenance are:
  o Database management.
  o Refurbishment of web portal at regular interval
  o Making web portal more accessible through popular search engines
  o Fine tuning of web portal performance
  o Cyber Security Audit from time to time.
  o Monthly Web analysis and progress reports
  o Hit rate and source domain
  o Visits from search engines

3.1 Users:

• Individuals
• Institutions
• State Governments
• Central Government
• Committee Users / Technical cum Administrative Committee as appointed by State or Centre
• Admin
3.2 Online Application Module:

- The application may be submitted by individuals, institutions as well as state governments.
- Web based application for creating an online mechanism for applying to the corpus. It will have details of the corpus and instructions and mechanism for applying of funding for treatment of Rare Disease.
- The application will be EHR Compliant.

3.3 Online Application Approval Module:

- The application submitted will be reviewed by Technical cum Administrative Committee as appointed by State.
- State Governments can approve the application after thorough review of the application submitted.
- State Governments can also ask for clarification from the User for the application submitted.
- In case the State needs approval from centre the application will be forwarded to the Central Technical cum Administrative Committee.
- State Government will finally approve the fund allocation to the user.

3.4 Patient Monitoring Module:

- The patient health status will be updated by health care provider regularly.
- According to response of treatments being given, as it will be monitored by state or central level authorized personnel from public health division.
- In case the condition of patient worsens or patient dies, it will be reported and further funding will be stopped.
- Any new treatment or innovation in field for a rare disease may be communicated to relevant health care providers and patients who have patient’s treatment underway.

3.5 Online Fund/ Corpus Management Module:

- Health care provider is able to raise invoices and the same will be fulfilled by the state govt.
- Central Government to contribute funds towards state government corpus to ratio of 60:40.
- The fund will be allocated by Central Government to the state government.
- State Governments may have to submit the utilization other than the fund utilized for treatment of rare diseases.
- MIS report for the fund management will be available to the Central Government and State Government.

3.6 Email and SMS Integration:

- Email & SMS alerts to be used for alerts.
3.7 Reports & MIS:

- User should be able to perform search and knowledge discovery on digital library using data mining techniques like pattern extraction, and visually see results in form of reports.
- Keyword and phrase search should be available for all the stored data and search results should be formatted based on the type of data element retrieved. Search function should be available on every page.
- Generate static and dynamic reports on stored data.
- Visualize reports through variety of graphs like column chart, bar chart, line chart, pie chart, area chart, scatter etc. instead of fixed graph formats.
- Generate data analytics as required.

3.8 Dashboard for Central and State Government Officials:

- Each user will be provided with customized dashboard as per the need of the user.

3.9 CSS Driven Design:

The proposed website will have Cascading Style Sheet (CSS) driven design adhering to the W3C (World Wide Web Consortium) standards. The Home Page and all Inner Pages layouts would be CSS driven.

- Style & Colour scheme would be consistent across the site.

3.10 Download Management:

Under this section all the forms/documents issued by web portal will be available in downloadable format. The Administrator will have the provision to Add, Modify or Delete the forms (in pdf format) at regular intervals.

3.11 FAQ Management:

Through this section user will be able to view frequently asked questions along with their answers. Administrator will have provision to Add, Modify or Delete the questions and answers as and when required.

3.12 Menu Management:

Under this section all the Menus (Top Menu, Footer Menu, Right or Left Menu etc) of System will have edit, add, and remove option in Front Page of the system. The Administrator will have the provision to Add, Modify or Delete the menu items at regular intervals.

3.13 Archive Management:

A facility of auto archives will be provided to manage files wherein after the expiry date of the information, it will automatically be moved to the archive section, for lateral viewing. The archive section can be managed with a permanent manual delete provision. Facility
should be provided to move the file(s) back to current section, if required along with the provision of sorting / filtering.

3.14 Audit Trail:

The “Audit Trail” option shall also be provided which will let the Administrator to keep a track of all updates and transactions taking place in the System. Audit trail would be available for all successful and unsuccessful logon attempts on the website with time, IP address etc. It will assist the Solutions Administrator in tracking the source of each transaction that has taken place or occurred.

3.15 Security

- Website should be Free from OWASP Top 10 vulnerabilities
- Password policy to be implemented for all the users.
- CAPTCHA to be implemented for login and for all forms on the System.
- Use of SSL/TLS encryption to protect the data between the server and the browser against eavesdropping if required. Also, it is to be ensured that playback attacks are not possible.
- The executing agency will perform security audit for Cert-In Empanelled vendor and obtain clearance certificate prior to making the system Live.
- The executing agency need to take all necessary steps to prevent website hacking and comply to the following:
  - Implement code and database hardening procedures along with timely updation of web server patches.
  - Restore the system within 6 hours in case it is hacked.

3.16 Deliverables

- Selected agency is expected to deliver the System within 60 days of receiving the work order.
- Selected agency has to share the Design Documents based on the CHI NIHFW Requirement document for CHI NIHFW Review & Sign-off.
- Deployment document
- The selected agency will be responsible for developing, hosting and maintaining the system for one year after the deployment on Production server and Go-Live.
- Technical documentation of design and development stages of the Web Application, database, training to users etc. shall also be provided.
• Selected agency is expected to deliver additional features/customizations required by the CHI/MoHFW during the course of Development and O&M of the Web Portal with same terms and conditions. However, the cost/payment for deployment of additional manpower will be provided to the selected agency.
• Wireframes
• Security Audited Web Site as per the specifications/functions/features mentioned in the document and agreed as per requirement specification/functional design document
• Source Code
• GIGW compliance matrix
• GIGW Complaint
• Progress Report
• The resource deployed at the MoHFW/CHI premises dedicatedly for this assignment or work as assigned by MoHFW/CHI and will work as below:
  o Project Supervisor:
    ▪ Understanding the requirement from MoHFW/CHI
    ▪ Translation of user requirement into technical requirement.
    ▪ Getting the work done from the software development team as per user need.
    ▪ Update on progress to the senior authority.
    ▪ Sharing of Progress report at regular interval.
    ▪ Resource should have minimum 5 years of experience in IT Projects.
• The resource deployed at the Agency premises dedicatedly for this assignment or work as assigned by MoHFW/CHI and will work as below:
  o Software Developer:
    ▪ Regressively improve the design of Application
    ▪ Creative arts and work as asked by CHI as and when needed.
    ▪ Changes and Enhancement in the Web Application as asked by CHI
    ▪ Improve security features of the website
    ▪ Resource should have minimum 3 years of experience.
    ▪ Travel to MoHFW/CHI as and when required or on a full time basis.

3.17 Designs
• The website design will be responsive display according to the display device.
• Web Application should build 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.

3.18 Preferred Technology & Standards:

Technology:
• The system should be developed using open source technology as per Ministry of Electronics and Information Technology (MeitY) Guidelines.

Standards:
• The application needs to be complaint with all GoI standards for IT applications, EHR Standards, standards notified by MoHFW, metadata standards, etc...

3.19 Sharing

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

3.20 Hosting

• The Web Application will be hosted on server as given by CHI NIHFW. 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 Web Application.
• The selected agency will provide CHI NIHFW Full Access to server hosting the Web Application

3.21 Support

• Selected agency should provide support 24*7*365
• Selected agency to provide Web Application customization and upgrade.
• Provide manpower to work for generating the Customised Reports / UI and writing custom Queries by collating, joining and analyse important data as per the day to day need.
  o Project Supervisor (At least 5 yr of exp in IT Project) (1 nos.) -During warranty. (At MoHFW/CHI Premises)
  o Software Developer (At least 3 yrs. of exp) (2 nos) - During warranty. (At Agency Premises but will also travel to MoHFW/ CHI as and when required or on full time basis)
3.22 Intellectual Property Rights

- The Intellectual Property Rights of the Web 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.
- The developed Web Application will be the property of CHI NIHFW, agency shall not sale, lease or share the source code of the Application to any other entity.
- CHI NIHFW shall have the copyright to the design and content of the Web Application. The entire Web 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 Web Application
  - Handover all the old / latest backup of the Web Application setup and database tools/ Web Application to CHI NIHFW on a CD/DVD/Pen drive/Hard disk.

3.23 Training

- For the effective uses of the supplied software/Web 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
  - Web Application Submission Training
  - Support Handover

4. 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”.

### 5. SUBMISSION OF PROPOSALS

The empanelled agencies shall duly seal the envelope. The Proposal should be deposited to the NIHFW Tender box at the following address and should reach by the time and date mentioned.

The inner and outer envelopes shall be addressed

**Shri Gaurav Sharma,**

Deputy Director (Technical), Centre for Health Informatics

Room. No. 429

The National Institute of Health and Family Welfare (NIHFW),
Baba Gang Nath Marg, Munirka,
New Delhi – 110067
Email: gaurav.sharma@nihfw.org

### 6. 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

### 7. 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.
8. 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.

9. 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.

10. 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.

11. PROJECT NATURE
Time bound and Inter-Ministerial level

12. SERVICE LEVEL AGREEMENT (SLA)
Detailed SLA to be signed with the successful agency.

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

(i) 90% of the payment excluding Manpower charges to be released after completion of the work as per the Scope of work and SLA of the proposal.
(ii) Rest 10% payment excluding Manpower charges to be released after successful completion of one year maintenance of the Web Application.
(iii) Manpower payments will be done on quarterly Basis.
Annexure 1 – Technical Proposal

Development of Web Portal/ Online Mechanism for treatment of Rare Diseases

<table>
<thead>
<tr>
<th>Technical Scoring</th>
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| **A** | 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)* |
| | 60 Marks |
| 1 | Detailed technical and web interface design as per the scope of work | 30 |
| 2 | Detailed Project Plan and Implementation methodology | 20 |
| 3 | Detailed strategies for security, Database, documentation and maintenance | 10 |
| **B** | Presentation/Demonstration on the below mentioned points |
| | 40 Marks |
|  | A) Approach of Development of Web Portal/ Online Mechanism for treatment of Rare Diseases and | 20 |
|  | B) Workflow, Creative design, presentation, documentation method etc. | 20 |
| **A+B** | TOTAL | 100 Marks |
| (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

**Development of Web Portal/ Online Mechanism for treatment of Rare Diseases**

<table>
<thead>
<tr>
<th>S. No</th>
<th>Particular / Designation</th>
<th>Total Price</th>
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<tbody>
<tr>
<td>1</td>
<td>Software Development Charges</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Security Audit Charges from NICSI / CERT empanelled agencies</td>
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</table>

<table>
<thead>
<tr>
<th>Manpower Details</th>
<th>Cost per Month</th>
<th>Cost per Year</th>
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<tbody>
<tr>
<td>3 Project Supervisor (At least 5 yr. of exp in IT Projects) (1 nos)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 Software Developer (At least 3 yrs. of experience) (2 nos)</td>
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A Total of above (1-4) without taxes

B Taxes

Total of above (A+B)

- Manpower payments will be done on quarterly Basis.
- The above quoted prices will be valid for 3 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.
- Selected agency is expected to deliver additional features/ customizations required by the CHI/ MoHFW during the course of Development and O&M of Web Portal/ Online Mechanism for treatment of Rare Diseases with same terms and conditions. However, the cost/payment for deployment of additional manpower will be provided to the selected agency.
- 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******