

Request for Proposal
for Task Scheduling and Management System

10th January 2017



National Institute of Health and Family Welfare,
Baba Gang Nath Marg, Munirka,
New Delhi – 110 067
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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 Portal (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

Job Requirement	Request for Proposal for Task Scheduling and Management System
Publication Date	10th January 2017
Proposal Document	The Proposal document can be downloaded from the official website of the NHP (i.e. www.nhp.gov.in)
Contact person for clarification	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
Date and Venue of Pre-Proposal Meeting	11:00 AM on 16th January 2017 at National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067
Last date for submission of Proposal	Up to 10:30 AM on 19th January, 2017 at National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067
Opening of Technical Proposal	11:00 AM on 19th January, 2017 at NIHFW, New Delhi-110067.

INSTRUCTIONS TO AGENCIES

1. PURPOSE

Ministry are increasingly adopting the task scheduling and management approach to day to day working. This is suitable in the emerging communication where traditional departmental barriers are breaking down and officers are increasingly scattered across the country and even the world, and need to be brought together for different projects.

MoHFW looking for task scheduling and work management software to provide the right set of tools to teams and managers to manage tasks and communicate, collaborate and coordinate efforts across locations. From simple task to sophisticated task with multiple task inter-relationships, managing them with convenient.

2. SCOPE OF WORK

2.1 Modules

2.1.1 Task Scheduling; Assignment of task Responsibilities:

- The higher lever officer shall be to assign task to his/ her subordinate.
- The officer shall select the individual from the list of officers for assigning the task, then selecting the task category and input the subject of the task and details from their account.
- The task selected shall also have deadline assigned to each task.
- Task assigned to the officers will be reflected in their account and same shall be visible after logging into the system.
- The officer assigning the task and the officer assigned the tack shall have email notification for all the activities.
- Categorization of task under various projects.
- The officers can view follow-up and closure of the tasks.
- Activities shall be notified through email.

2.1.2 Others:

- Dashboard view for
 - Task Assignment, deviations and Overdue task Reports in different formats like bar chart or pie chart.
 - Status of pending, priority wise tasks.

- Status of completed, work in progress, on schedule tasks.
- User Management:
 - Officer as per his role, shall be able to see reports.
 - Officer to view deadline or change deadlines.
 - Pull / Generate reports in various formats.
- Security/User Management feature like Ability to provide audit trail capability.
- Workflow Management features like Ability to support workflow management (generates individual task lists, reports status, routes action notifications, supports approvals, etc.).
- Ability to capture, compute and report real-time actuals
- The application shall be accessible on portable devices and on Google and iOS Platform.

2.1.3 Product and Customization:

- In-case, if the agency is supplying the Off-the-self product, the customisation of the product shall be done accordingly to the suggestions as per CHI.
- The license will be on the whole application deployed. User will have authority to use the application for their use.
- The product shall be termed ready for deployment only after the final sign-off on the customisation as suggested by CHI.

2.1.4 Deliverables

- Selected agency is expected to deliver the application on application within 40 days of receiving the work order.
- Selected agency has to share the Design Documents based on the CHI NIHFWS Requirement document for CHI NIHFWS Review & Sign-off.
- Deployment document
- The selected agency will be responsible for the application for one year.
- Technical documentation of design and customization stages of the application, database, complete setup of application with license ownership, training to users etc. shall also be provided

2.1.5 Designs

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

2.1.6 Reports

- The selected agency will provide regular 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.

2.1.7 Hosting

- The application will be hosted on server as given by CHI NIHFV. 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 application.
- The selected agency will provide CHI NIHFV Full Access to server hosting the application

2.1.8 Support

- Selected agency should provide support 24*7*365
- Selected agency to provide application customization and upgrade

2.1.9 Training

- For the effective uses of the supplied software/application licenses & their functionalities, the selected vendor must compulsorily provide one onsite training for CHI NIHFV 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

3. 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”.

4. SUBMISSION OF PROPOSALS

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

The inner and outer envelopes shall be addressed

Prof. S. N. Sarbadhikari,

Project Director, Centre for Health Informatics

Room. No. 426

National Institute of Health and Family Welfare (NIHFV),

Baba Gang Nath Marg, Munirka,

New Delhi – 110067

Email: supten@gmail.com

5. 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

6. 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.

7. 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.

8. 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.

9. 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.

10. PROJECT NATURE

Time bound and National level

11. SERVICE LEVEL AGREEMENT (SLA)

Detailed SLA to be signed with the successful agency.

12. PAYMENT SCHEDULE

Following is the payment terms for under this assignment will be as under:

- (i) 30% of the payment to be released after work order and signing of SLA of the proposal.
- (ii) 60% of the payment to be released after completion of the work as per the Scope of work and SLA of the proposal.
- (iii) Rest 10% payment to be released after successful completion of one year maintenance of the application.

Annexure 1 – Technical Proposal

Task Scheduling and Management system

Technical Scoring		
A	What would be the features and strategies adopted by the empanelled agencies on the following: <i>(Description should have detailed description, clear Screen shots, diagrams, design, figures, if required)</i>	60 Marks
1	Detailed application technical design as per the scope of work	20
2	Detailed application features as per the scope of work	20
3	Detailed Project Plan and Implementation methodology	10
4	Detailed strategies for Database, documentation, maintenance and dashboard	10
B	Presentation/Demonstration on the below mentioned points	40 Marks
	A) Approach of development / Customization of the application and	20
	B) Creative design, flash presentation design, 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

Task Scheduling and Management system

S. No	Particular / Designation	Total Price (Exclusive of Tax)
1	Application Development / Customised product charges (Including the license charges)	
2	Complete Annual Technical Support & Maintenance after implementation and warranty period for 1 year	
3	Per Visit Onsite Charges	
A	Total of above (1-3) 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 NIHFV.
- 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.
- NIHFV 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*****