Government of Rajasthan

Rajasthan Health Systems Development Project	**Tel. : 0141-5110730**
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No. F.6 ( )/ Computer Training / RHSDP /2007-08/   Dated:

Letter of Expression (LOE)

1.   The Government of Rajasthan has received a credit from International Development Association towards Health Systems Development Project. Part of the proceeds of the credit will be applied to payments for eligible contractors under the contracts for which this invitation for bids is issued.

2.   The Project Director of RHSDP invites "Expression of Interest" from eligible firms/organizations for undertaking Computer Trainings for medical and paramedical staff. The broad objective of the training is to increase basic knowledge and skills of computers so that he/she is able to manage day to day activities efficiently, manage information for decision making and health care planning.

3.   The consulting organization would be selected following the "Consultants Qualification" (CQ) process as per the World Bank guidelines.

4.   Eligibility Criteria

- The firm/Organization must have its own infrastructure with well equipped computer laboratory having all amenities required for providing trainings at zonal/ district level.
- The firm/organization must have on its pay role/hired skilled manpower/ resource persons. The resource persons must be at least MCA/ M.Sc. in computer science or with higher educational qualification and must have minimum 5 years of experience in providing similar computer trainings.
- The firm/organization must have financial and technical capacity to conduct the training program on its own resources without subletting any part of the training. The firm/organization must have a financial turn over of at least Rs. 5.00 crores in any of the past five years. The firm shall submit all documentary evidences in support of its financial capacities.
- The firm/organization must have 10 years experience of carrying out similar type of activities & training programmes and must have conducted at least 50 training programmes for different professionals from public as well as private sector.

- The firm/organization must be ready to conduct training programmes at district level directly or through its franchises. The firm /organization shall submit all evidences pertaining to its network/ franchises and their capacities to conduct the training programmes successfully. No joint ventures shall be entertained.

5. A review of the training activity and its effectiveness would be taken up by the project as per norms. The training is to be undertaken within 6 calendar months. Training module and program schedule will be developed by the agency in consultation with RHSDP.

6. Interested firm/organization that meet the above mentioned criteria may submit "Expression of Interest" to Project Director, Rajasthan Health Systems Development Project, RHSDP block, Swasthya Bhawan, Tilak Marg, C-Scheme Jaipur on or before 1800 hours on 9 January, 2009, under sealed cover.

7. Detailed Terms of Reference (ToR) including objectives, methodology, eligibility criteria and scope of work is available on the department website"www.rajswasthya.nic.in and for further query contact during office hours at the above office address.

Project Director
RHSDP

TERMS OF REFERENCE

Computer Training

The World Bank assisted, Rajasthan Health Systems Development Project (RHSDP) was launched in July 2004 to strengthen secondary level health care institutions in the State. The Project aims at improving the health care infrastructure and assures quality health care services. The project provides various inputs in the forms of Civil works, capacity building, Referral Systems, Quality Assurance, Health Care Waste Management, HMIS, Procurement of Equipments and Hospital Supplies. Training of the state level and district officials is one of the necessary measures to ensure effective implementation of the project activities.

To provide quality health care services basic computer knowledge is necessary for medical and paramedical staff. The broad objective of the computer training is to build capacity of health care service providers in the area of information technology. The proposed training would increase basic knowledge and skills of computers, so that he/she is able to manage day to day activities efficiently, manage information/data related to health care indicators, for decision making and health care planning.

Objectives

- To understand the basic hardware knowledge & configuration of desktop laptop computers and peripherals and accessories like printers, scanners, cameras, fax machine, modems etc.
- To achieve proficiency in assembling computer and its accessories (printers, scanners, cameras, modems, fax machine etc); installation of softwares to make accessories and programs functional; virus management; data storage in both hard disc (recommended filing mechanism) and in external storage devices like CDs, DVDs and USB drives; consistent data backup; and basic trouble-shooting to manage routine problems.

- Basic knowledge on softwares and applications of computer
- Working knowledge of the following Operating Systems WINDOWS all versions

- Initiation to MS-Office with working knowledge of MS-Word and its features, MS-Excel and PowerPoint

- Basic knowledge of Network, LAN, WAN and internet including its application like E-Mail, search engines (google) etc.
- Managing information/data related to health care delivery system in an Excel sheet
- Initial steps related to functioning on different user interfaces on other platforms.

Work Plan & Methodology

Training would be conducted at state or district level as approved by RHSDP and the agency will submit a fully developed project proposal to conduct the training mentioning

every detail of the training strategy, methodology (lecture, practical and exercise), training module & material including CDs, complete training schedule and session plan and name of resource persons. The agency would arrange to impart the training as per the requirements provided by PMU. The computer training will mostly be practical in nature and will be imparted to Medical officers, State/ district level officers and Paramedical staff. The training load for different categories of personnel is 1000.

- Training duration - Maximum 8-10 full working days
- Batch size- Maximum- 20 participant in a batch
- Computer/ trainee ratio- 1:1

The agency conducting the trainings will be responsible for:

- Design training calendars/ schedule, session plan, module with concerned resource person, team composition as per the need and method agreed by PMU.
- The agency has to distribute training module/relevant book/CDs, complete session plan and training kit at (including bag, pen, notebook and other training material) the time of training for each participant.
- The agency will prepare pre & post test and feedback form in consultation with PMU and obtain trainees pre & post test and feedback from each participant and will submit one copy to PIU.
- Tabulation and analysis of pre & post test and feedbacks forms and prepare report as per PMU requirements.
- Maintain inventories of training conducted in batches (pre and post test, feedback forms, Photographs and daily attendance sheet of each participant and submission of hard as well as soft copy of these inventories to PMU.
- Monitoring of trainings in respect of proper timely nominations, incorporation as per feedback & suggestions received, timely completion as per instructions from PMU.
- Cooperation with an independent agency to be appointed by RHSDP to evaluate and measure impact on trainees acquired knowledge and skills in their workplaces.
- The agency will also give the time schedule and monitoring mechanism, reporting system for the trainings.
- The agency has to make all necessary arrangements of training like training venue, sitting arrangement in training hall, training aids, boarding & lodging for trainees and other arrangements etc.

Special focus should be made on topics like:

- Basic hardware knowledge and configuration
- Basic knowledge on software and applications of computer
- Installation and use of computer peripherals and accessories
- Operating systems like Window all versions
- Ms office-Ms word, Ms-Excel, Power point
- Data management, storage and sharing methodologies and technology

- Introduction to internet and its applications like E-Mail, search engines and their potential etc.

Duration to complete the tasks

The agency is expected to complete the proposed task with in 6 months time. The agency would design a detailed training plan, calendar, training schedule, session plan and name of concerned resource persons as per the need and method agreed by PMU and submit it to PMU along with technical proposal. The institutional cost of the training programme is Rs. 30 lakh for approximately 1000 participants. TA & DA will be provided by RHSDP separately.

Review Committee to monitor consultant's work

A three-member committee under the chairmanship of the Project Director - RHSDP, will review the progress of the training work every month. Apart from this committee review, the training cell will monitor the training activities.

Review procedure

Batch wise progress reports will be submitted through out the period of assignment. The final report as per requirements of PMU will be submitted within 15 days after completion of the tasks assigned.

Desired Outputs and Deliverables of the training

- Increased Basic hardware knowledge & configuration
- Increased working knowledge on windows operating systems
- Increased working knowledge on ms word, excel and power point
- Improved management of data in computer
- Knowledge on networking, internet and its applications like email
- Improved working knowledge on spread sheet

Deliverables:

- Detailed training plan, calendar, schedule and session plan and list of resource persons their qualification and experience.
- Training Modules/relevant book/CDs and material for trainees.
- Complete Training report (hard and soft copy).
- Filled Pre & Post test and feedback formats including tabulation and analysis of formats.
- Batch wise training report (hard and soft copy)
- Recording of training programme video CDs, Films and photographs

The training report will broadly include introduction to the training subject, details of the sessions conducted, methodology for these sessions conducted, assignment conducted, outcome of the training programme, list of participants, pre and post test format and feedback form from participants and its analysis, photographs of the training programme. Batch wise training reports will be submitted throughout the period of assignment. The final report may be submitted within 15 days after

completion of the tasks assigned. These reports will be provided in the form of Hard and soft copy.

The agency has to provide break up of budgetary provisions under different budget heads and submit per participant per day cost with concurrence of RHSDP. All payments will be made on the basis of per participant per day cost.