F.32(141)/NRHM/CSR/Kayakalp Software/Part-2/ **4 5**   Date **03|06|21**

Limited Tender Notice

Medical & Health Department, Government of Rajasthan under National Health Mission through Rajasthan State Health Society intends to look for a service provider for "Development, Management & Maintenance of Web based software for Kayakalp/ QA programme. Description is as follows:-

Sr. No.	Description	Estimated Cost (INR)	Date of upload	Last Date of submission of bid	Project Period
1.	Development, Management & Maintenance of Web based software for Kayakalp/ QA programme, its legacy data, domain and masters. Creation, management & maintenance of new users. It's a web-portal used for effective management of Kayakalp/ QA Programme under NHM at state, district, block and health institution level Assessments (DH, SDH, SAT, CHC, UCHC, PHC, UPHC, CD, HWC). Estimated users are 4000 Health Institutions in Rajasthan.	2 Lakh	03.06.2021 (Wednesday)	09.06.2021 04:00 PM (Wednesday)	12 months

Note: The rates quoted shall be inclusive of Goods & Service Taxes etc.

The document can be downloaded from website and interested registered service provider having experience in similar projects, may submit, signed, stamped and sealed documents along with annexure A, B, C & D in separate envelopes (a) Technical Bid & (b) Financial Bid at the following address: Room No, CSR-302, 3rd Floor, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur-302005. For more information and clarifications, please contact to Dr. Rajendra Kumar Sharma, State Nodal Officer (IT).

(Sudhir Kumar Sharma)
Mission Director, NHM and
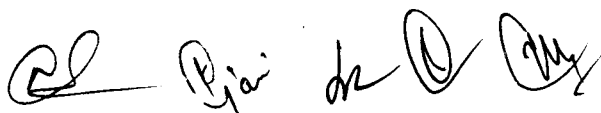Special Secretary, MH&FW

Kayakalp/ QA software

It is web-based software for capturing assessments performed under kayakalp/ QA programme for better management and monitoring of Kayakalp/QA Programme. The reports and information generated by the system will help in better monitoring, planning, decision-making and simultaneously simplifying the various modules/ sections of the Kayakalp Programme.

Scope of Work:
- Development, Management and Maintenance of Kayakalp Software for 12 months
- Management of its legacy data, domain and masters.
- Kayakalp Software have programme specific assessment pattern:
  - Kayakalp
    - 1st Internal Assessment
    - 2nd Internal Assessment
    - Peer Assessment (mapping window for both State & District, 70% Marks validation in 2nd Internal Assessment)
    - External Assessment (mapping window for both State & District, 70% Marks validation in Peer Assessment)
  - NQAS:
    - 1st Inspection
    - 2nd Inspection2
    - State Assessment
- Creation & customization of various modules, reports, dashboard
- Create and manage the users of software as per requirement (estimated users 4000 nos.)
- The bidder shall provide help desk number to extend necessary support in understanding of software, training of software to users, routine issues faced by users, any technical issues etc. Service provider will record complaints related to operations. To provide remote support through dedicated email, telephone/ mobile number and manpower.
- Mapping Window (Inspection/ Assessment team to Health Institute-DH/ SDH/ SH/ CHC/ PHC/ UPHC/ HWC) for Peer and External assessment.
- Provision of data dump for all kind of assessments & inspections
- Updation of Kayakalp/ QA checklist timely
- Outcomes of assessments will be displayed in the form of ranking and marks obtained
- Detailed sheet of each assessment will be downloadable/ printable
- All type of Server Hardware, Software, Database, Data Storage, Connectivity, Networking Equipments, etc required shall be managed by the successful bidder of its own.
- SSL certification for application
- Capacity to handle 4000 users.
- Training of software to be provided to users, prepare guidelines/ user manuals for each module, process flow, data entry etc. in the form of PPT, PDF for the ready reference of the user.
- To provide operational support during the project period and complete data backup recorded in the system shall be handover to the department after the completion of project period.
- Any other related activity

(Stamp & Signature)

ANNEXURE-B

Details of phase-wise payment

The phase-wise payments will be based on rates finalized for the award of contract to the successful bidder.

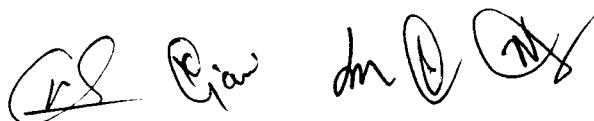| Sr. No.	Milestone	% of Payment
1	End of Quarter-1st	25%
2	End of Quarter-2nd	25%
3	End of Quarter-3rd	25%
4	End of Quarter-4th	25%

(Stamp & Signature)

Operational Parameters and LD/ Compensation/Penalties

SNo.	Implementation activity	Operational Parameters	LD/ Compensation / Penalty in case of default
1.	Commencement of the service	Within 7 days from date of Supply Order	@ Rs 500/- per day after 7th days from the signing of the agreement.
2.	Submission of desired report	Within 15 days	@ Rs 100/- per day after 15th day from letter date

Note: These penalties will be deducted for up to maximum of 15 days after which NHM reserves the right to terminate the services.

Note: Payments would be processed after deductions of applicable penalties.

(Stamp & Signature)

ANNEXURE-C
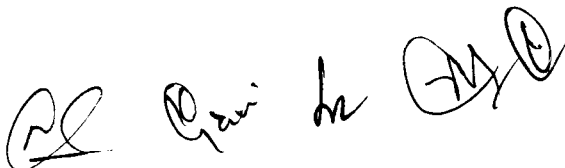
Brief details of service provider

1. Organization profile:
   a. GST Number:
   b. Name of firm/ company/ service provider:
   c. Full postal address:
   d. District:
   e. State:
   f. Pincode:

2. Contact person:
   a. Name:
   b. Designation:
   c. Phone Number:
   d. Mobile Number:
   e. Email:
   f. Aadhar ID (Attach clear photo-copy)
   g. PAN Number (Attach clear photo-copy)

3. Experience:
   a. Order No./ Date (Attach clear photo-copy)

4. Bank details:
   a. Bank Account Number (Attach clear photo-copy):
   b. Bank Name:
   c. Branch Name:
   d. IFSC Code:
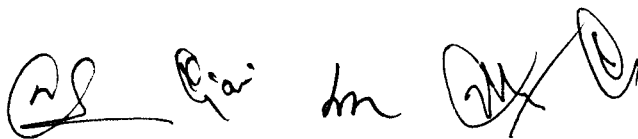
(Stamp & Signature)

Annexure-D

Financial bid

Description	Rate (in INR)
Development, Management & Maintenance of Web based software for Kayakalp/ QA programme, its legacy data, domain and masters. Creation, management & maintenance of new users. It's a web-portal used for effective management of Kayakalp/ QA Programme under NHM at state, district, block and health institution level Assessments (DH, SDH, SAT, CHC, UCHC, PHC, UPHC, CD, HWC). Estimated users are 4000 Health Institutions in Rajasthan. (For the period of 12 months)	(In figures) (In words)

Note:- The rates quoted shall be inclusive of Goods & Service Taxes etc. and payment terms as per the Annexure-B.

(Stamp & Signature)