F.32(141)/NHM/CSR/Kayakalp Software/Part-3/ 1 7 0   Date 19/07/2024
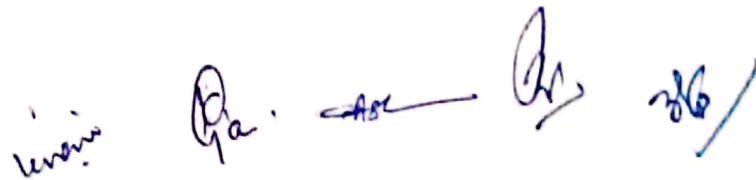
Limited Tender Notice

Medical & Health Department, Government of Rajasthan under National Health Mission through Rajasthan State Health Society intends to look for a service provider for **"Management, Maintenance & Amendments of Web based software for Kayakalp and QA program (NQAS, MUSQAN & LAQSHYA)"**. Description is as follows:-

Sr. No.	Description	Estimated Cost (INR)	Date of upload	Last Date of submission of bid	Project Period
1.	Management, Maintenance & Amendments of Web based software for Kayakalp and QA program (NQAS, MUSQAN & LAQSHYA), its legacy data, domain and masters. Creation, management & maintenance of new user's creation. It's a web-portal used for effective management of Kayakalp and QA Program under NHM at state, district, block and health institution level Assessments - MC/DH, SDH, SH, CHC, UCHC, CD, AAM (PHC, UPHC, SC & Janta Clinics). Estimated users are 18,000+ Health Institutions in Rajasthan.	1,70,000/-	19.07.2024 (Friday)	23.07.2024 04:00 PM (Tuesday)	12 months

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

The document can be downloaded from SPPP portal and departmental website. Interested service provider having experience in similar projects, may submit, signed, stamped and sealed documents along with annexure A, B, C, D & E 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 Sh. Vishnu Kant Jalendra, State Nodal Officer (IT)/ACP (DD) - NHM.

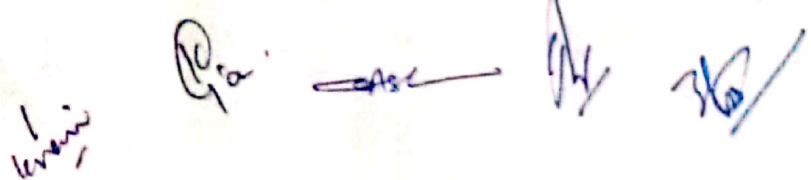**(Dr. Jitendra Kumar Soni)**
Mission Director, NHM

ANNEXURE-A
Kayakalp and QA software

It is web-based software for capturing assessments performed under kayakalp and QA program (NQAS, MUSQAN & LAQSHYA) for better management and monitoring of Kayakalp and QA Program. 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 Program.

Scope of Work:

- Modification, Management and Maintenance of Kayakalp Software for 12 months.
- Management of its legacy data, domain and masters.
- Kayakalp Software have program specific assessment pattern:
  - Kayakalp
    - 1st Internal Assessment
    - 2nd Internal Assessment
    - Peer Assessment (mapping window for both State & District).
    - 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 or manage the users of software as per requirement (estimated users 18,000+).
- 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 - MC/DH/ SDH/ SH/ CHC, UCHC, CD, AAM (PHC, UPHC, SC & Janta Clinics) for Peer and External assessment.
- Provision of data dump for all kind of assessments & inspections.
- Updation of Kayakalp & QA (NQAS, MUSQAN & LAQSHYA) 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 18,000+ 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.
- Bidder should have minimum two years of relevant experience.
- The selected bidder will have to sign an ethical declaration form (Annexure-E).
- After completion of the tender period, application source code and data base backup handover to the department.

(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 work order date.
2.	Submission of desired report	Within 10 days	@ Rs 100/- per day after 10th 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)
Management, Maintenance & Amendments of Web based software for Kayakalp and QA program (NQAS, MUSQAN & LAQSHYA), its legacy data, domain and masters. Creation, management & maintenance of new users. It's a web-portal used for effective management of Kayakalp and QA Program (NQAS, MUSQAN & LAQSHYA) under NHM at state, district, block and health institution level Assessments (MC/DH/ SDH/ SH/ CHC/ PHC, UCHC, CD & Janta Clinics. Estimated users are 18,000+ 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. The payment terms will be as per the Annexure-B.

(Stamp & Signature)

ANNEXURE-E

Ethical declaration form
(On Rs.100 Non-Judicial Stamp)

I.., hereby, declare that the Government data will not be used for personal/commercial purpose and will be used for the cooperation of the Department. I undertake that if any information is leaked and data is misused, my institution shall be responsible for breach of confidentiality and security. The Government shall be free to proceed as per the law of the land in case of breach of the ethical declaration form.

Signature...

Name..

Designation..

Date...

(Stamp & Signature)