GOVERNMENT OF INDIA
MINISTRY OF HEALTH & FAMILY WELFARE,
NIRMAN BHAWAN, MAULANA AZAD ROAD
NEW DELHI – 110108

Tender Document No:
MOHFW/D.11018/2(Website)/2010-Stats (M&E)/01/2010

REQUEST FOR PROPOSAL FOR APPOINTMENT OF IMPLEMENTING AGENCY (IA) FOR DEVELOPMENT & IMPLEMENTATION OF ENTERPRISE HEALTH PORTAL PROJECT

Sealed tenders are invited by Ministry of Health & Family Welfare for development and implementation of Enterprise Health Portal Project from suitable companies in the field of development and implementation of software solutions.
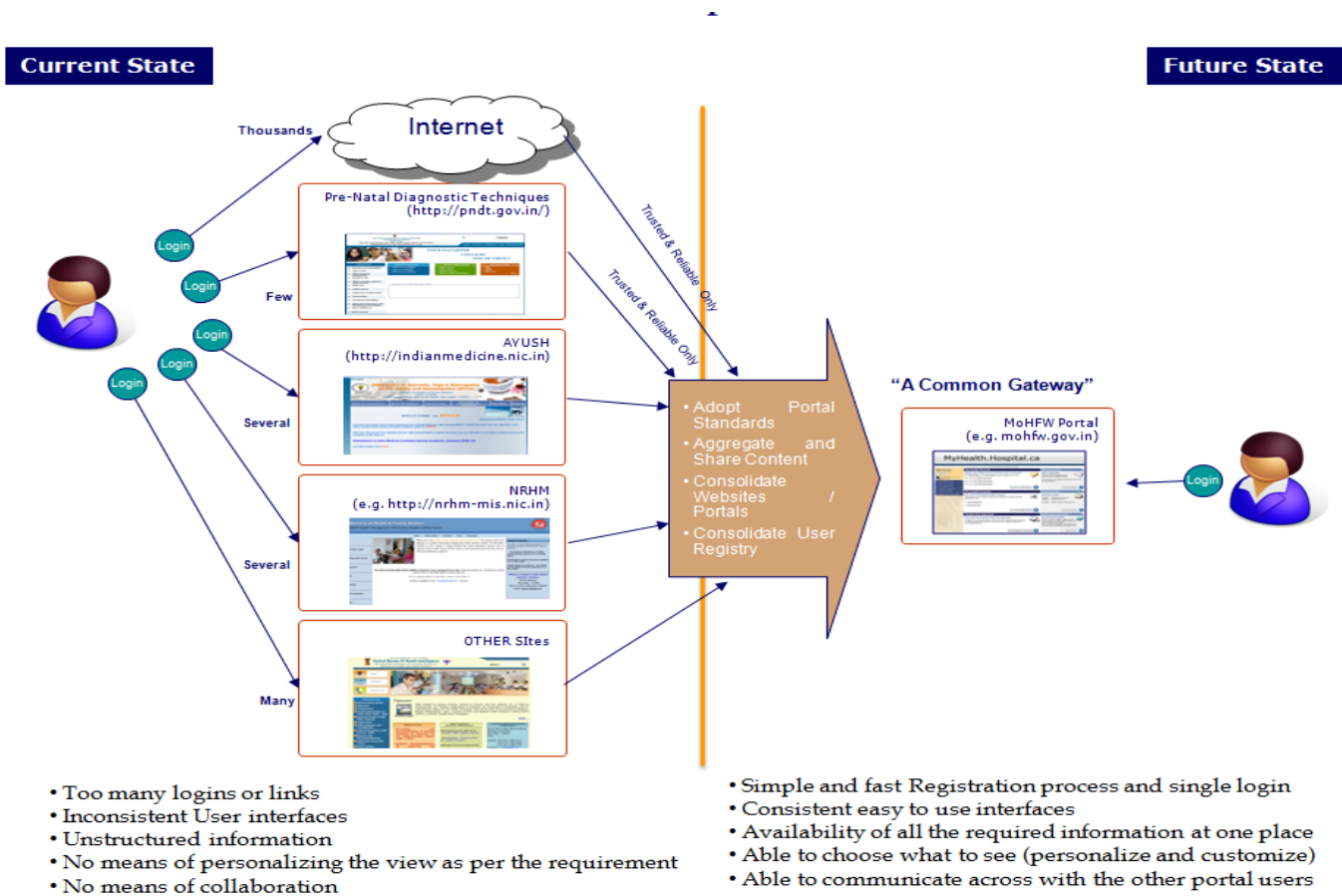
The details about the project has been given in the tender document which can be obtained from the Room No.509A, the Office of Programmer, Statistics Division, Ministry of Health & Family Welfare, Nirman Bhawan, Maulana Azad Road, New Delhi - 110108 on payment of Rs.10,000/- per tender document till 31st May, 2010, Monday through Friday between 10.00 a.m. to 4 p.m. or can be downloaded from the website *__http://www.mohfw.nic.in__* . The last date for the receipt of bids is 9th June, 2010 up to 1700 hrs.

Director (Stats)
Ministry of Health & Family Welfare,
New Delhi- 110108   Nirman Bhawan, Maulana Azad Road

REQUEST FOR PROPOSAL (RFP)

Tender Document No.: MOHFW/D.11018/2(Website)/2010-Stats (M&E)/01/2010

APPOINTMENT OF IMPLEMENTING AGENCY (IA) FOR "DEVELOPMENT & IMPLEMENTATION OF ENTERPRISE HEALTH PORTAL PROJECT"

Current State

- Too many logins or links
- Inconsistent User interfaces
- Unstructured information
- No means of personalizing the view as per the requirement
- No means of collaboration

Future State

- Simple and fast Registration process and single login
- Consistent easy to use interfaces
- Availability of all the required information at one place
- Able to choose what to see (personalize and customize)
- Able to communicate across with the other portal users

Document Control Sheet

Tender Document No	MOHFW/D.11018/2(Website)/2010-Stats (M&E)/01/2010
Date of issue	30th April 2010
Last date for submission of queries	Upto 17:00 hours on 13th May, 2010. No queries post this shall be entertained.
Date for Pre-Bid Conference	At 15:00 hours on 18th May, 2010
Venue of Pre-Bid Conference	Conference Room (401A), Directorate of Printing, Ministry Of Health & Family Welfare, Nirman Bhawan, Maulana Azad Road New Delhi – 110108
MOHFW Response to bidder queries	19th May 2010
Last Date and Time for Receipt of Bids	Upto 17:00 hours on 9th June, 2010. No bids post this shall be accepted.
Date and Time of Opening of Prequalification Bids	15:00 hours on 10th June, 2010 in Conference Room (401A), Directorate of Printing, Ministry Of Health & Family Welfare, Nirman Bhawan, Maulana Azad Road New Delhi – 110108
Place of Opening of Bids	Conference Room (401A), Directorate of Printing, Ministry Of Health & Family Welfare, Nirman Bhawan, Maulana Azad Road New Delhi – 110108
Address for Communication	DDG (Statistics) Ministry Of Health & Family Welfare, Nirman Bhawan, Maulana Azad Road New Delhi - 110108 Ph No: 011-23062647, Fax No. 011-23061238 Email: ddg-stats-mohfw@nic.in

Note: This Bid document is not transferable.

DDG (Statistics)
MoHFW

Disclaimer

The information contained in this RFP Document or subsequently provided to Bidder(s) or Applicants whether verbally or in documentary form by or on behalf of DDG (Statistics), MoHFW or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP Document and all other terms and conditions subject to which such information is provided.

This RFP Document is not an agreement and is not an offer or invitation by the of DDG (Statistics), MoHFW to any party other than the Applicants who are qualified to submit the Bids ("Bidders"). The principle (purpose) of this RFP Document is to provide the Bidder(s) with information to support the formulation of their Proposals. This RFP Document does not purport (claim) to contain all the information each Bidder may entail (require). This RFP Document may not be apposite (appropriate) for all persons, and it is not possible for the of DDG (Statistics), MoHFW, their employees, or advisors to consider the investment objectives, financial situation, and particular needs of each Bidder who reads or uses this RFP Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and where necessary obtain independent advice from appropriate sources. The DDG(Statistics), MoHFW, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the precision (accuracy), reliability or completeness of the RFP Document. The DDG(Statistics), MoHFW may in their absolute discretion, but without being under any obligation to do so, update, improve or supplement the information in this RFP Document.

TABLE OF CONTENTS

ABBREVIATIONS/ ACRONYMS

The following abbreviations and acronyms have been used in this document.

ABBREVIATION/ ACRONYM	DESCRIPTION
IA	Implementing Agency
ITB	Invitation To Bid
MDG	Millennium Development Goals
MOHFW	Ministry Of Health And Family Welfare, Government Of India
M&E	Monitoring And Evaluation
NIHFW	National Institute Of Health & Family Welfare
NRHM	National Rural Health Mission
RFP	Request For Proposal
TEC	Technical Evaluation Committee
TSP	Total Solution Provider
GOI	Government Of India
EMD	Earnest Money Deposit
HMIS	Health Management Information System
NIC	National Informatics Centre
SDD	System Design Document
PSU	Public Sector Undertaking
QCBS	Quality & Cost Based Selection
TEC	Technical Evaluation Committee
FRS	Functional Requirement Specification Document
SRS	System Requirement Specification Document
GUI	Graphical User Interface
OEMs	Original Equipment Manufacturers
PBG	Performance Bank Guarantee

SECTION 1: INVITATION FOR BIDS

1. **Invitation for bids**

   This invitation for bids is for selection of suitable Implementation Agency (IA) for 'Development & Implementation of Enterprise Health Portal Project' for MoHFW. Sealed offers prepared in accordance with the procedures enumerated in this document should be submitted to the **Statistics Division, 509-A, Nirman Bhawan, Ministry of Health & family Welfare, Government of India, New Delhi – 110108 on or before 5:00 pm, 9th June 2010.**

   If the Bid document is downloaded from the official website then at the time of submission of the bid document the bidder has to submit the bid amount against a non-refundable fee of **Rs 10,000/-** in the form of demand draft in favor of "Pay and Accounts Officer, Ministry of Health & Family Welfare, New Delhi" payable at Delhi. Failure to furnish the above mentioned demand draft would result in rejection of the bid.

   The document can also be obtained from the Sale counter at Room No.508A, the office of Programmer (Statistics Division), Ministry of Health & Family Welfare, Nirman Bhawan, Maulana Azad Road, New Delhi - 110108 by paying **Rs 10,000/-** (non refundable) in cash or demand draft as specified above. The bid document will be available on all working days during office hours till **4.00 PM on or before 31st May, 2010.**

2. **Due Diligence**

   The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding document in every respect will be at the Bidder's risk and may result in rejection of the bid.

3. **Cost of Bidding**

   The Bidder shall bear all costs associated with the preparation and submission of its bid and DDG (Statistics), MoHFW, hereinafter referred to as "the Client", will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

4. **Content of Bidding Document**

   The requirements, bidding procedures and contract terms are prescribed in the bidding document. This bidding document include:

   - Section 1:   Invitation for Bids
   - Section 2:   Introduction
   - Section 3:   Instructions to Bidders
   - Appendix 1: Contents and Format of Prequalification Bid
   - Appendix 2: Contents and Format of Technical Bid
   - Appendix 3: Content and Format of Financial Bid
   - Appendix 4: Evaluation Criteria: Technical Bid
   - Appendix 5: Draft Service Level Agreement
   - Appendix 6: Details of Select Websites / Portal / Applications of MoHFW
   - Appendix 7: Details of Health Management Information System (HMIS)

5. **Clarification of Bidding Documents**

A prospective bidder requiring any clarification of the bidding documents may notify the MoHFW in writing by fax (011-23061238) or e-mail (ddg-stats-mohfw@nic.in). A hard copy of the same needs to be submitted to the following personnel, duly signed by the bidder.

Name of the officer	Designation	Contact Particulars
Mr.D.P.Awasthi	Programmer	Room No. 508A Statistics Division MoHFW

Any request for clarification of the bidding documents should be sent upto **5.00 PM, 13th May, 2010**. MoHFW shall convene a pre-bid meeting on **18th May, 2010 at 3:00 PM** to provide the clarifications. Further MoHFW's response (including an explanation of the query but without identifying the source of the inquiry) will be uploaded on www.mohfw.nic.in.

The bidder shall have to submit any queries related to the Bid document in the following format.

S. No	Reference Clause & Page No	Queries	Recommendations/Explanation

6. **Amendment of Bidding Documents**

At any time before the deadline for submission of bids, MoHFW may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by amendment.

All prospective bidders who have received the bidding document shall be notified of the amendment in writing by e-mail or post, and all such amendments shall be binding on them. The amendments may also be seen at MoHFW website www.mohfw.nic.in

If required in order to allow prospective Bidders reasonable time to take the amendment into account in preparing their bids, MoHFW reserves the rights to extend the deadline for the submission of bids.

SECTION 2: INTRODUCTION

1. **Background**

The Union Ministry of Health and Family Welfare (MoHFW) is the apex governmental body responsible for implementation of national health programmes running in India in the areas of family welfare, public health, prevention and control of major communicable diseases and promotion of traditional and indigenous systems of medicines.

The Ministry looks after the overall health situation in the country and is responsible for areas that have a wide impact on the aspects of public health and medical services in the country, e.g. population control, medical education, prevention of food adulteration, quality control in manufacture and sale of drugs etc.

A large number of departments/ divisions in the Ministry have set up their respective websites (around 18-19) and portals (such as HMIS, Intra-health portal) on disparate platforms/ standards/ overall design, etc, which has led to hardships to both internal and external stakeholders, seeking health related information from the Ministry

In order to eradicate the hardships and facilitate smooth interactions amongst both the external and internal stakeholders, the Ministry proposes develop an enterprise portal which would provide a standardized interface for all departments' sites; allows better integration of information, provides enhanced content management capabilities, improved security and other value added features.

The details of the existing websites / portals/ applications is provided in Appendix 6.

In this context the MoHFW proposes to appoint an Implementing Agency (IA) for "Development, implementation & support of Enterprise Health Portal Project" with adequate backend system support making information integration & data retrieval.

Through this document MoHFW invites interested parties who have expertise in the same area to submit a proposal based on the scope of work in this bid document.

2. **Scope of Work**

The overall scope of work for the assignment EHP Project includes:
   a. **Development, Implementation and Rollout of Enterprise Health Portal (EHP) Solution**
   b. **Capacity Building of MoHFW personnel**
   c. **Enhancing analytical capabilities of HMIS Portal**
   d. **Post implementation support for a period of 4 years after Go-Live of the EHP solution.**

The detailed scope of work under each of the above broad headings is provided below:

2.1   **Development, Implementation and Rollout of Enterprise Health Portal (EHP) Solution**

It is envisaged that the Enterprise Health Portal would provide an integrated view of the Ministry by adopting standard website development guidelines of the Government of India after consolidating different websites, portal, applications and by providing added features such collaboration, enhanced search facilities, enterprise content management etc.

In order to strengthen the platform of service delivery in MoHFW, Enterprise Health Portal would:

- integrate the existing applications of MoHFW
- add some more components such as search engine, Enterprise Content Management Solution (ECM) etc.

The detailed scope of work under each of these components is provided in the subsequent sections.

Enterprise Health Portal Solution

The following indicative set of activities would need to be undertaken as part of development, implementation and launch of internet cum intranet based Enterprise Health Portal:

- Detailed As- Is assessment of the various websites (approx. 18 in number) of the Ministry including various departments and programme divisions. The assessment would cover the following indicative areas:
    o Design of the website / portal
    o GUI of the website / portal
    o Display of the contents of the sites /portal
    o Management of contents including the naming convention, file structure etc.
    o Applications / services if any integrated with the portal.
    o Development platforms and other technical details.
    o Stakeholders / Users.
    o Other details.
- Develop a common information framework for the Health Enterprise Portal covering the various aspects of providing standard GUI, integration procedures, naming conventions etc.
- Prepare the SRS for the Enterprise Health Portal.
- Design the GUI (Graphical User Interface) for the EHP based on the GOI (Govt. of India) standards for website development.
- Prepare a prototype of the EHP after the approval on GUI design has been provided by MoHFW. The prototype should be integrated with at least one website under the purview of MoHFW, one service from an application of MoHFW and also one complete workflow of Enterprise Content Management for any division / function of the ministry.
- Based on the approval on the prototype by MoHFW, the IA would develop the Enterprise Health Portal which would:
    o Act as a single window to all the information and services of MOHFW.
    o Provide an interface for the various websites, portals etc. of MoHFW.
    o Provide various features such as collaboration tools, search engines, content management etc.
    o Provide bilingual support (English and Hindi).
    o Prepare guidelines and details of the changes if any that are required in the applications, websites, portals that need to be integrated with the EHP. The IA needs to study / analyse these existing websites, applications, portals etc. and provide a documented path for enabling seamless integration with the EHP. The IA would also be required to have discussions with the vendors on the changes that may be required in the existing websites, portals and applications for providing interfaces with the EHP.
- Test the EHP.

- Host the EHP in the NIC Data Center in Delhi.
- Provide requisite support during third party audit which would be conducted by the agency appointed by MoHFW.
- Once the third party certifies the portal for launching the IA needs to completely launch the portal for the internal as well as external stakeholders of the ministry.

Enterprise Content Management Solution

The following indicative set of activities would need to be undertaken as part of development, implementation and rollout of web based Enterprise Content Management:

- Study the existing requirements of the ministry in terms of movement of files, records, dak and their appropriate workflows etc.
- Prepare the process flow diagrams indicating the workflow and the stakeholders involved.
- Prepare the FRS (Functional Requirement Specification Document).
- Based on the approval of FRS, prepare the SRS (System Requirement Specification Document) and the system design document.
- On approval of SRS and SSD the IA needs to develop a prototype for at least one complete end to end work flow of any of the service of the ministry.
- On approval of the prototype the IA needs to develop the Enterprise Content Management which would:
    - o Provide a single and reliable repository for the entire ministry.
    - o Provide effective workflow for the files, records and dak movement.
    - o Enable tagging, indexing and searching of the records.
    - o Provide capability of digitally signing of the records. (However the procurement of digital certificates would be done by MoHFW)
    - o IA would on parallel basis collect, collate and categorize the historical data of previous 1 year of moving / working files of the ministry. This would ensure the creation of baseline database which would facilitate smooth rollout of the Enterprise Content Management Solution. As a part of this IA needs to carry out the basic activities such as scanning, indexing, sorting etc., of the existing records i.e. documents, dak etc.

Note:
- IA needs to provide the BOM (Bill of Material) for EHP and ECM applications / solutions. However the hardware would be analyzed by the Technical Co-ordination Committee of MoHFW and would be procured by MoHW based on the finalized requirements as approved by the committee.
- There would be around 500 users of ECM in the ministry with around 250 concurrent users.
- It is expected the volume of the work or file load would increase annually by 10%.
- The scanning of the documents should be carried out in a de-centralized mode with around 10 different points / locations of scanning of the documents in the ministry.
- An average workflow involves approximately 9 players or users.
- There would be around 50 users in the ministry would be equipped with digital signatures for authorizing / signing the documents.
- For creation of baseline data for ECM the data conversion cost per page is to be provided. The quality of scanning should be based on industry standards and acceptable to the ministry.

2.2 Capacity Building of MoHFW personnel

- The IA is required to provide Detailed Operational & User Manuals for usage of Enterprise Health Portal and Enterprise Content Management Solution .
- It is proposed that detailed training be imparted to around 400 persons including senior officials, section officers, executive & functional staff members on EHP and ECM.

Note: The date of Go-Live would be when all the components of the project i.e. EHP and ECM have been completely rolled out successfully as desired and approved by MoHFW.

2.3 Enhancing analytical capabilities of HMIS Portal

- Upgrade the existing analytical package from SAS 9.1 to 9.2 or higher as available at the time of roll-out and corresponding migration of the existing data-warehouse consisting of Data Integration Jobs, Business Intelligence Portal, Reports, Information Maps, OLAP Cubes (the bidder would not have to bear any licensing cost for upgrading from SAS version 9.1 to 9.2 or higher). The details of HMIS application is provided in Appendix 7.
- Procure the appropriate licenses and carryout the migration for upgrading the existing Business Intelligence Server (Reporting) capabilities, based on an estimate of users to go up from the existing 25 to around 250. To operationalise this the IA also needs to procure and install the appropriate middleware compatible with SAS 9.2.
- Procure the appropriate licenses and carryout the migration for upgrading the existing Analytics Server capabilities, based on the estimated users to go up from the existing 20 to around 100.
- Procure and deliver various tools / cots/off-the-solutions / products inorder to augment the existing HMIS portal with features such as messaging, bulletin board, search engine, content management, dashboards, personalization etc..for about 250 concurrent users. To operationalise this the IA needs to procure and install the Ms Office Sharepoint 2007 server for internet sites (2 nos.) along with 40 CALs, since the existing HMIS portal application is based on Microsoft platform (.NET framework & SQL database).

Note: The IA needs to procure the analytical licenses along with 2 years support (AMC), middleware with 4 years support and sharepoint server 2007 also with 4 years support (AMC).

2.4 Post implementation support for a period of 4 years after Go-Live of the EHP solution

The IA shall be appointed for a period of four (4) years from the date of Go-Live. It may be clarified that the date of sign-off for all the components of the project shall be treated as the first day of the contract of four years. The post implementation support is broadly classified into two broad components:

Operational and Maintenance Support of EHP and ECM system (O&M)

- It will be the responsibility of the successful bidder / Implementing Agency (IA) to maintain the EHP and ECM system and all customized software packages developed by them for a period of four years.

- In addition to this IA will have to critically review the complete system periodically (including all H/w & S/w items), fine-tune the system, carry out necessary modifications and additions in the solutions during the contract period & maintain them. In the event of release of updates & upgrade by the OEMs, the successful bidder shall update and upgrade the system from time to time.

Implementation of Additional Requirements of MoHFW in the EHP and ECM application

- The IA shall implement and rollout out any additional requirements specified by MoHFW during the course of post implementation support.
- For this component the IA has to deploy the skill sets onsite who would be able to carry out the above stated task. These skill sets are broadly classified into:
  o Technical Lead with atleast 5 years of experience in developing similar software solutions.
  o Senior Software Developer with atleast 3 years of experience in developing similar software solutions
  o Software Developer and Business Analyst.
- The above stated skill sets should have been the part of the team responsible for implementation of EHP and ECM application of MoHFW.
- Based on the past experience it is assumed that during the course of the post implementation support the additional requirements would require 5 man-month efforts of each resource spread across 4 years.
- The efforts and the size of team required for the additional requirements would be mutually discussed and finalized between MoHFW and IA at the time such need arises.
- The IA needs to provide man-month rate for these resources in the format as provided in Appendix 3. Kindly note that this component would be a part of financial evaluation based on the assumption of estimate of efforts required as provided above.

3. **Key Features Required**

Some of the key features required for the Enterprise Health Portal and Enterprise Content Management is provided below:

3.1 **Required key features of EHP**

Some of the key features the Enterprise Health Portal would include:
- The portal should be internet and intranet based.
- The portal should preferably be based on service oriented architecture..
- The performance of the portal should not be degraded as traffic, number of users, no of content records increase.
- Multiple simultaneous requests should not slowdown the performance of the portal.
- A PC on the LAN should be able to retrieve and render most pages from the portal in less than 2 seconds per page. No page should take longer than 5 seconds.
- Enterprise Health Portal must remain online, functional and accessible to everyone at all times of day and night (24x 7) via any communication media like LAN, WAN, Internet, etc using Desktops, Laptops, PDAs, Mobile devices, etc.
- The portal must be cross-browser and cross platform accessible.

- The solution should be bi-lingual (English and Hindi).
- Portal should support various types of file formats like .doc, .ppt, pdf, picture files, webcasts, multimedia files, audio, video files, etc.
- The content management system must be able to allow users with no knowledge of HTML to publish material to portal.
- It must allow for workflow for the approval for that content.
- The solution should provide facilities for archiving content and for managing old content.
- The solution should provide the repository schema and taxonomy management for the portal content repository.
- The solution must provide browser based facility for managing content.
- Enterprise Health Portal should have an easy to use web interface to upload contents to the Enterprise Health Portal. Content developers with varying skill levels must be able to publish content quickly and easily for variety of purpose and audience.
- Publishing must be quick and must result in immediate publishing of new content.
- The Enterprise Portal should provide Single Sign-on feature and personalization feature.
- Enterprise Health Portal should have a search engine which should be able to:
  o search variety of data sources such as web contents, file systems etc. and should support indexing of popular file formats viz. PDF, MS Office, HTML, XML documents, multimedia, voice, audio, video, etc.
  o index documents within web sites, database, and file servers.
  o enable users to limit searches by a specific date or date range, by day, month or year
  o provide for the ability to preview the contents of the result of the search.
- Enterprise Health Portal should allow for add-ons and customization of user interface.
- The web interface of the Enterprise Portal should have provision to retrieve information from different data sources.
- Enterprise Health Portal should offer a complete online help guide which users can easily access.
- Enterprise Health Portal should provide a mechanism for users to provide feedback directly. The results should be analyzed graphically and the process of capturing feedback must be quick and easy.
- The portal framework should provide the user with the ability to create a personalized portal. The content targeting and delivery should be based on the roles/groups defined for the users in the LDAP-based y services application.
- The Portal framework should include event logging and Reporting that provides rich set of data that can enable analysis and understanding of user interactions. The system should able to generate various reports that help to check health and vitality of the repository and usage of the system. Some of the standard reports that the system should support include:
- Reports for tracking website and component usage (ex. number of hits on the system, which components of the system are being frequently used)
- Reports of users (ex. which users are visiting the portal frequently, both for daily reports and monthly reports)
  o There should be provision for users to subscribe to these reports.
- There should be a central web based administration interface for all the components of the Portal. For Example Application Server, Web server, y Server, Workflow, Content Management Server etc.
- The Portal solution should provide applications which would allow portal users to interact with other users in a real-time or synchronous fashion. The portal should facilitate use of collaboration tools ranging from email, instant messaging, bulletin board, blogs and discussion board ,user presence, wiki's, conferencing etc.

- The EHP solution should have interoperability amongst each of components of the solution and should be highly available. In addition the solution components would also be required to be installed in Disaster Recovery location. The DR site would be NIC DR location.
- EHP should be highly scalable so that more machines can be added in case there is an increase in transactions or users load in future. Also it should have the scalability to adopt to the increase number of internet portal users.
- Should address security at various layer and support digital signature, PKI services via application server functionality. The user information should be stored in the secure repository. The message flow between various systems can be done over secure HTTPs protocol and also encrypted data can be stored in the database.

The Enterprise Health Portal Solution provider shall ensure adherence with "Guidelines for Indian Government Websites".

3.2   Required key features of ECM

Some of the key features of the Enterprise Content Management System would include:

- Should be a web based solution with the capability of providing ease of integration with other applications and portal of the ministry.
- Should provide De-Centralised Scanning & Document Capturing.
- Provide the integration of document capture with the document or image management repository.
- Support handling of "offline" scanning and indexing. It should provide the facility to import the digitized content into centralized repository on demand.
- Provide handling of high volumes of document scanning
- Support distributed architecture of capture or scanning solution.
- Have a well-defined capture module for support of document processing, validation, index building, image enhancements and advanced document recognition.
- The solution should have document import and index any digital object such as MS Word documents, Excel spreadsheets, and video clips created outside of the ECM environment. The import can be done from a non-scan Capture station.
- Support FAX integration as inbound capture & convert them to PDF before storage as part of the solution extension.
- Support storing documents in any type of electronic format including word processing, spreadsheet, video, audio, binary, and other application file formats.
- Support annotation and check-in/check-out capabilities as a pert file processing, operating & tracking purpose.
- Support roles based security where there can be multiple levels of access to content.
- Support versioning of contents. The system should support storage of complete and multiple versions of content. The end user should be able to access previous and next versions. It should have major & minor release for draft & final release version of the document.
- Support a complete history of the changes in revision/version level for documents.
- Support store and manage of the meta-data or attributes of the content. The meta-data should be customizable, configurable, indexable and searchable.
- Support the search functionality within the ECM system.
- Support search criteria like search by metadata fields, content objects, documents, pages, etc.

- Support the method/capabilities of the search engine like taxonomy tree, full word, open-ended.
- The proposed search solution should have ranking, saved search and retrieval of document abstract features for better decision making for the end users.
- Have access of the historical events associated with folders and content.
- Support import items and/or interface with major software suites (e.g. Microsoft Office, Macromedia, Adobe, etc.) for content creation.
- Support full indexing on documents that contain word content, including, word processing documents, tiff images, and PDF files.
- The solution should support for the integration with any other Search engine to provide enterprise search facility.
- Should automate records administration and management tasks.
- Solution should provide the web administration.
- Should provide flexible, scalable, enterprise-wide Business Process Management and should integrate business content in enterprise processes for better informed decision making while supporting regulatory compliance through versioning and multi-level security of process definitions.
- Should have mile stoned based workflow tracking system to track & monitor the work process and should support alarms, pop-ups progress indicators etc.
- ECM should be based on an Industry-standard LDAP y service and must provide secure storage of user profile information for authentication purposes and should seamlessly integrate with the overall solution.
- ECM should be scalable, configurable and capable of delivering high-performance as and when the transaction volumes increase and methods improve.
- ECM should support User Management, Security and Authentication ;be capable of securing the documents in the repository through intuitive access control system.

4. **Technical Specifications**

4.1 **Portal Server:**

- Should support various industry standard platforms such as MS Windows 2003/2008, IBM AIX, Sun Solaris, Linux (Redhat, SuSE, Linux for zSeries), zOS etc.
- The Authentication Subsystem should provide support to proxy user authentication requests to existing authentication mechanisms, eliminating the need to populate and synchronize multiple authentication repositories. The following authentication methods must be supported such as LDAP v3, Login and password, Digital Certificates etc.
- Must be able to extend capability to support secure (encrypted) access to the portal over the Internet/Intranet through a secure remote access on-demand access and to applications without the need to add any client software on the desktops.
- Should support standard encryption techniques.
- Should provide a Central Web Based Management Console to administer the portal, Identity Management Services and the y Services.
- Should provide the capability to associate access rules with restricted objects and users, groups, roles, and domains.
- Should provide capabilities to enable community creation and management while enforcing policy and access control through a single management console.
- Should provide Role Based Access Control.
- Should be able to create, manage and delegate identities, policies and services and define & assign roles.
- Should provide a built – in LDAP compliant y which provides a single repository for storing and managing identity, policy and service information.
- Should provide policy based content and access control.
- Should have integrated identity management that enables central user management, while enforcing policy, access control and providing single sign-on.
- Must have Administration Portlets for creating, updating, and managing the index.
- Should support dynamic deployment of Portlets, wherein new Portlets are instantly available to the end users without the need to reboot the server.
- Should provide a complete set of integration services, including integration with Web Services, HTML & XML sources– without modifying the underlying applications.
- Should support the integration of existing EAI, Legacy, ERP and mainframe applications through standard APIs with the Portal Server
- Should have the ability to deliver integrated content, applications, and services through customizable channels or Portlets.
- Should provide ability to extend capability to support delivery of content onto mobile devices.
- Should support Inter-portlet communication.
- Must enable rule based portal personalization and customization
- The portal solution should have easy to use interfaces for personalization, setting up templates and adding/maintaining users.
- Should provide administrators the ability to "lockdown" channels/portlets for users so they cannot be deselected
- Should provide administrators the ability to pre-configure default views based on the user's role, group, or domain.

- Should provide filtering, rules and recommendation engines that match user to the right content

4.2 Enterprise Content Management

- The proposed Enterprise Content Management solution should be platform independent and available on 3-tier architecture with each tier fully independent.
- The proposed solution should support an open extensible environment. The solution should be based on industry standards such as J2EE, .NET, XML API etc. for custom application development.
- The proposed solution should support for the communication protocols such as Lightweight Direct Access Protocol (LDAP), Hypertext Transport Protocol (HTTP), SOAP, WSDL, XPDL, BPMN, etc.
- The proposed solution should support for both centralized & distributed architecture. It should support for content cache for remote client.
- The proposed solution should support for both vertical & horizontal scalable solution. It should be highly available.
- The proposed solution should have policy-based, pluggable framework for reliably and securely access. It should have a comprehensive access control functions, depending on the user role & access levels.
- The proposed solution should support the SSL (Secure Sockets Layer) protocol, which provides communication privacy over the Internet via encryption. The solution should also certify to run correctly under a variety of firewall configurations.
- Should be capable of securing the documents in the repository through standards based SSL/encryption of communications to the server software, or the encryption of documents within the repository itself.
- Should support Web Services client and web services security.
- Should support LDAP y services for user's authentication & support for single-sign-on & have object level marking security such as top secret, confidential, internal and public.
- The software should have modern web and graphical user interfaces that work well over Intranet, Virtual Private Network and even Internet, allowing remote users efficient access to the document repository.
- The proposed solution should support Unicode to enable the ECM solution across multiple platforms and languages without re-engineering, and it allows data to be transported through many different systems without corruption.
- The proposed ECM solution should support the following industry standard infrastructure
  o Web Application server such as WebSphere, WebLogic, JBoss etc.
  o RDBMS such as DB2, Oracle, SQL Server 2003 or above etc.
  o LDAP such as IBM Tivoli y Server, Microsoft Active y, Oracle y Server, Novell e-y etc.
- The proposed solution should have transaction and session management, connection pooling, fault-tolerance capabilities etc.
- The proposed solution should support for NAS or SAN for high volume image/document storage & archival.
- The proposed solution should employ an intuitive, customizable user interface, wizard-driven approval workflows, and document entry templates with appropriate security features for ease-of-use and ease of application deployment. It should have the Web Services capability for user interface.

4.3   Database Server:

- Should support various industry standard platforms such as MS Windows 2000/XP/2003, IBM AIX, UNIX , LINUX etc.
- Database must provide the solution of storing data types, like ASCII, Hexadecimal, Binary, etc.
- Database should support for flexible page size setting of 4 KB, 8KB, 16KB, and 32 KB
- should have support for spatial data storage, spatial data & functions and access and analysis of spatial data.
- Should provide high availability and should provide a cost effective option of automatically synchronizing the transaction logs to disaster site, which in case of fail over the other node provides the availability of all data.
- Database must be capable of doing the partial recovery when some of the data is lost.
- Database must support Schemas, Roles Based Privileges & Authentication
- Database must provide various Security features like Encryption on Wire, data level encryption and Auditing controls.
- Centrally Monitored & Browser Based GUI Administration Tool should be available with the RDBMS to Create, Delete & Manipulate different Database Objects and also Schedule Queries priorities centrally.
- The database should provide integrated no-cost tools for analyzing SQLs, managing, monitoring, maintaining and administering the database.
- Database must have tools integrated within to make data available on web without much Programming & must be capable of executing complied code from within the database engine.

4.4   Application Server

- It should provide an enhanced Application Server Toolkit to provide basic support for the creation of new applications targeting Application Server.
- It should also have load balancing and failover capabilities.
- It should support rapid development and deployment.
- It should have Web Services Support.
- It should provide Web services gateway.
- It should support broad cross-platform support – Windows 2003/Linux, AIX, Solaris, HP-UX, UNIX etc.
- It should support enhanced workload management, and dynamic caching and performance management tools, including load balancing components that distribute workload across multiple servers through sophisticated load balancing and clustering capabilities.
- It should support High Availability that ensures highly available active server clusters by reducing the amount of time it takes to recover and service client requests.

5. Schedule for completion of task

The IA will have to synchronize various activities and adhere to the time schedule as provided in the table below:

S.No.		Activities	Time (Weeks)
1		DEVELOPMENT, IMPLEMENTATION AND ROLLOUT OF ENTERPRISE HEALTH PORTAL (EHP) PROJECT	To+28
	A	*Development, Implementation and Rollout of Enterprise Health Portal (EHP) Solution*	To+24
		As- Is assessment of the various websites / portals	To+3
		Develop a common information framework for the Health Enterprise Portal	To+5
		Prepare the SRS (System Requirement Specification Document) and the System Design Document (SDD)	To+7
		Design the GUI (Graphical User Interface) for the EHP	To+9
		Develop a prototype of the EHP	To+12
		Develop the Enterprise Health Portal	To+20
		Host the EHP in the NIC Data Center in Delhi	To+24
	B	*Development, Implementation and Rollout of Enterprise Content Management System (ECM)*	To+24
		Prepare the FRS (Functional Requirement Specification Document).	To+4
		Prepare the SRS (System Requirement Specification Document) and the System Design Document (SDD)	To+7
		Develop a prototype of the ECM	To+11
		Creation of ECM database from 5 years historical database	To+14
		Develop the Enterprise Content Management System	To+22
		Host the ECM in NIC Data Center and rollout the ECM solution	To+24
	C	*Third party audit of EHP and ECM (to be organized by the Ministry of Health & Family Welfare, GoI)*	To+26
	D	*Go-Live of EHP Solution*	To+28
2		CAPACITY BUILDING	To+28
	A	Preparation of Detailed Operational Manuals for usage of Enterprise Health Portal and Enterprise Content Management Solution .	To+26

S.No.		Activities	Time (Weeks)
	B	Impart training on EHP and ECM to around 250 persons in MoHFW, including senior officials, section officers, executive & functional staff members.	To+28
3		**ENHANCING ANALYTICAL CAPABILITIES OF HMIS PORTAL**	To+14
	A	Upgrade the existing analytical package from SAS 9.1 to 9.2 or higher	To+10
	B	• Procure the appropriate licenses and carryout the migration for upgrading the existing Business Intelligence Server (Reporting) capabilities, based on an estimate of users to go up from the existing 25 to around 250. • Procure and install the appropriate middleware compatible with SAS 9.2.	To+12
	C	Procure the appropriate licenses and carryout the migration for upgrading the existing Analytics Server capabilities, based on the estimated users to go up from the existing 20 to around 100.	To+12
	D	Procure and install the Ms Office Sharepoint 2007 server for internet sites (2 nos) along with 40 CALs. for augmenting the HMIS Portal application.	To+14
4		**POST IMPLEMENTATION SUPPORT**	Tg+192
	A	Post implementation support: Operation & Maintenance of EHP and ECM system for a period of 4 years from the date of Go-Live of the EHP solution (i.e. EHP & ECM)	Tg+192
	B	Post implementation support: Implementation of Additional requirements of MoHFW in the EHP & ECM application during the period of 4 years from the date of Go-Live of the EHP solution (i.e. EHP & ECM)	As and when required and after during the four years of post implementation period after the Go-Live date (i.e. Tg)

* To refers to the date of signing the contract.
* Tg refers to the date of Go-Live of EHP Solution (i.e. EHP & ECM)
The delay in the deliverables as mentioned above will attract penalties as specified in this tender document.

Review of Deliverables
MoHFW will review each deliverable within agreed time frame and will issue "Permission to Proceed" or "Permission to Proceed subject to certain conditions".

6. Roles and Responsibilities

6.1 Successful Bidder / Implementing Agency

- Manage the overall project as a single point of contact.
- Prepare and Monitor the Project Plan, Periodic Status Reports, Prepare and Submit Risk and mitigation Strategies, Scope Change Management and Review Meetings
- Prepare the As-Is, FRS, SRS, SDD etc. for the EHP solution.
- Understand the business processes and rules.
- Prepare guidelines and details of the changes if any that are required in the applications, websites, portals that need to be integrated with the EHP. The IA needs to study / analyse these existing websites, applications, portals etc. and provide a documented path for enabling seamless integration with the EHP. The IA would also be required to have discussions with the vendors on the changes that may be required in the existing websites, portals and applications for providing interfaces with the EHP.
- Develop, implement and rollout the EHP solution (EHP & ECM).
- Prepare the user and operational manuals for the EHP solution.
- Provide support during the third party audit.
- Install the requisite components of the solution at the hardware made available by MoHFW at NIC data center, Delhi.
- Undertake the trainings of designated users as per the training program.
- Establish and maintain the specified SLAs (As provided in Appendix 5)
- Undertake regular maintenance and upgradation of the system to ensure its optimum utilization and performance.
- Provide support for the entire EHP solution for four years from the date of Go-Live of the project.
- The Ministry reserves the right to terminate or extend the project based on mutually accepted and agreed terms.
- The successful bidder would ensure that all laws, acts, rules and guidelines governing the applications and the security guidelines of Ministry of Communications & Information Technology are adhered to.

6.2 Ministry of Health and Family Welfare, Government of India

- A Technical Co-ordination Committee will be setup which will review the deliverables of the project.
- The Technical Co-ordination Committee would be setup to address all issues pertaining to the project including taking on the responsibility for the final sign offs.
- Nominate the project management team for the smooth execution of the project.
- Facilitate effective coordination between the IA and the other authorities (the owners of the websites / portals /applications etc.) and the existing solution partners (TSPs) whose applications /services are to be integrated with the portal.
- Arrange to undertake third party systems audit of the application developed under the EHP Project.

6.3   Strategic control and IPR

The strategic control of the applications to be developed for the project would be with the Ministry of Health & Family Welfare who would involve the NIC as a part of the Technical Coordination Committee to oversee the implementation. The strategic control would ensure adherence to the relevant GOI guidelines, laws and acts. This would inter alia include the following:

- Control on conceptualization and design to provide proper vision from Government.
- Control on selection of tools and technologies to avoid vendor lock in.
- De facto as well as de jure control on application software to avoid government dependence on application developer and provide ability to move to different application vendors overtime.
- Control on data/information to ensure security and privacy of the government data.

All rights, copyrights, intellectual property rights (IPR) of the application, its contents and source code would vest with the MoHFW.

6.4   Existing TSPs of MoHW

- Knowledge transfer of existing applications.
- Provide necessary support to the IA in integration of their services with the EHP.
- Handover of necessary source code and data of the applications and their access to MoHFW.
- Provide technical inputs to IA.

6.5   Project Management Consultants (PMC)

- Monitor progress of project and keep MOHFW and other key stakeholders informed about the project progress.
- Escalate queries that have not been resolved to the nodal officers
- Monitor service levels being maintained by the IA.
- Act as liaison between successful Bidder / Implementing agency and the MoHFW

SECTION 3: INSTRUCTIONS TO BIDDERS

Preparation of Bids

1. **Language of Bid**

    The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and MoHFW shall be written in English language only.

2. **Documents Constituting the Bid**

    The Proposal submitted by the Bidder shall comprise the following documents:

    1. Bid proposal Performa (Pre-qualification bid) containing data to support the qualification of the Bidder to bid for the "Development & Implementation of Enterprise Health Portal Project", as given in Appendix-1
    2. Technical bid in the formats specified in Appendix -2 of this RFP.
    3. Commercial bid in the formats specified in Appendix -3 of this RFP.
    4. Any other information that is to be submitted during the course of Proposal process.

    2.1   Prequalification Bid

    The pre-qualification criteria to be met by the participating bidders are as given below. Consortiums are not permissible.

S.No.	Pre-Qualification Criteria	Proof Required
1	The Bidder should be in continuous operations in the field of development and implementation of software solutions for at least last five years	Copy of Certificate of Incorporation
2	The Bidder should have an average annual turnover of Rs. 100 crore (Rupees One Hundred crore) during the last three financial years (i.e. 2007-2008, 2008-2009 & 2009-2010).	Audited Profit and Loss Statement and Balance sheet along with statutory auditor certificate
3	The Bidder should be CMM Level 5 organization / company	Copy of valid Certificate
4	The Bidder should have successfully implemented at least 2 turnkey projects, with scope covering software development, implementation and maintenance of the software system, whose value is above Rs. 3 Crores each in Central Government/ State Government/ PSU/ Government bodies within the last 5 years.	Copy of Work order/ certificate of completion
5	The Bidder should have successfully executed at least 1 Portal development project for a Central Government/ State Government/ PSU/ Government bodies within the last 5 years.	Copy of Work order/ certificate of completion
6	The Bidder should have successfully executed at least 1 Enterprise Content Management / Document Management system development project for a Central Government/ State Government/ PSU/ Government	Copy of Work order/ certificate of completion.

S.No.	Pre-Qualification Criteria	Proof Required
	bodies within the last 5 years.	
7	The Bidder should not be Blacklisted or involved in any Corrupt & Fraudulent Practices by any Central/ State government ministry/affiliate or Public sector undertaking.	Company Secretary certified document
8	The Bidder should have development office in Delhi/ NCR of Delhi.	Address of office with contact details should be provided and an undertaking is required

Note: Any bid failing to meet the above stated pre-qualification criteria shall be summarily rejected and will not be considered for Technical Evaluation.

2.2   Technical Bid

Technical Bid shall comprise of the Cover Letter, Technical Proposal and an undertaking (for contents and formats of the technical bid kindly refer Appendix 2)

Kindly note that any reference / mention of the financial quote or price schedule in the Technical Bid shall be at the Bidder's risk and may result in rejection of the bid.

2.3   Financial Bid

The Financial Bid should comprise of the cover letter and price schedule in accordance with ITB Clauses 3 and 4. Kindly ensure that the financial bid is in the format provided in Appendix 3. *Non adherence to the format of the financial bid as specified in Appendix 3 of the bid document shall be at the Bidder's risk and may result in rejection of the bid.*

2.4   Bid Security

Bid security should be furnished in accordance with ITB Clause 4.

2.5   Undertaking

An undertaking from the Bidder stating the compliance with all the conditions of the Contract and Technical criterion of the Bidding Document is required, since no deviation will be acceptable to the MoHFW in accordance with ITB Form 2.

3.   Bid Price

3.1   Prices in the Price Schedule

As part of its quote, the bidder shall provide each line item wise breakup of the financial bid, separately stating the taxes and duties payable thereon, as per the format provided in Appendix 3.

In case the breakup is not given separately as per the formats provided, the bidder would run the risk of being disqualified.

The Financial Bids should strictly conform to the formats to enable evaluation of bids.

A special care must be taken to ensure that the bids do not have any hidden costs or conditional costs, as this shall make the proposal liable for straight rejection.

3.2   Separation of Price Components

The price components furnished by the Bidder in accordance with ITB Clause 3.1 above will be solely for the purpose of facilitating the comparison of bids by the MoHFW and will not in any way limit MoHFW 's right to contract on any of the terms offered.

3.3   Fixed Price

Prices quoted by the Bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

3.4   Bid Currencies

Prices shall be quoted in Indian National Rupee (INR).

4.   Bid Security/Earnest Money Deposit (EMD)

4.1   Amount of Bid Security

The Bidder shall furnish, as part of its bid, a bid security in the form of Bank Guarantee / Demand Draft / Banker's Cheque /Fixed deposit drawn in favour of **"Pay & Accounts Officer, Ministry of Health & Family Welfare, New Delhi"** for an amount of **Rs. 20,00,000/-(Rs Twenty Lakhs Only)** payable at Delhi. EMD should be valid for a period of 180 days from the date of submission of the bid.

4.2   Currency of Bid Security

The bid security shall be furnished in Indian National Rupees.

4.3   Requirement of Bid Security

The bid security is required to protect MoHFW against the risk of Bidder's conduct, which would warrant the security's forfeiture, pursuant to ITB Clause 4.7.

4.4   Rejection of Bid

Any bid not secured in accordance with ITB Clauses 4.1 and 4.2 mentioned above, shall be rejected by the MoHFW, without any further correspondence, as non-responsive.

4.5   Discharge of Security Bid of Unsuccessful Bidder

Unsuccessful Bidder's bid security will be discharged / returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by MoHFW, pursuant to ITB Clause 5.

4.6   Discharge of Security Bid of Successful Bidder

The successful Bidder's bid security will be returned subsequent to receipt of the Performance Bank Guarantee from the Bidder pursuant to ITB Clause 21.

4.7   Forfeiture of Bid Security

The bid security can be forfeited if a Bidder
- Withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or
- Does not accept the correction of errors pursuant to ITB Clause 15 or
- In case of the successful Bidder, if the Bidder fails
    o To sign the Contract in accordance with ITB Clause 16 and 21
    o To furnish performance bank guarantee in accordance with ITB Clause 22

5.   Period of Validity of Bids

5.1   Validity Period

Bids shall remain valid for 180 days after the date of bid opening prescribed by MoHFW. MoHFW holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.2   Extension of Period of Validity

In exceptional circumstances, MoHFW may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. The bid security provided under ITB Clause 4 shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid security. A Bidder granting the request will not be permitted to modify its bid.

6.   Format and Signing of Bid

6.1   Number of Copies of Bid

The Bidder shall prepare **one copy** of the **Prequalification Bid** separately, clearly marked as **"Prequalification Bid "** .

The Bidder shall prepare **one copy** of the **Technical Bid** separately, clearly marked as **"Technical Bid-Do Not open with Prequalification Bid"**.

The Bidder shall prepare only **one copy of the Financial Bid**, clearly marked as "**Financial Bid - Do not open with Technical Bid**"

6.2 Authentication of Bid

The original copies of the bid shall be type written and shall be signed by a person or persons duly authorized to bind the Bidder to the Contract. **The letter of authorization shall be supported by a written power-of-attorney accompanying the bid.**

6.3 Validation of interlineations in Bid

Any interlineations, erasures or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

7. Sealing and Marking of Bids

7.1 Enclosing of Bid

The Prequalification Bid (hard and soft copy) shall be placed in sealed envelope clearly marking **"Prequalification Bid**.

The Technical Bid (hard and soft copy) shall be placed in sealed envelopes clearly marking **"Technical Bid – Do not open with Prequalification Bid"**.

The Financial Bid (only hard copy) shall be placed in separate sealed envelope clearly marking it as **"Financial Bid - Do not open with Technical Bid"**.

All these envelopes are to be enclosed in an envelope stating the contents of the envelope.

7.2 Mailing Address for Bids

The inner and outer envelopes shall be addressed to the MOHFW at the following address

> **DDG (Statistics)**
> Ministry of Health & Family Welfare
> Nirman Bhawan, Maulana Azad Road
> New Delhi-110108

The envelopes should also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late".

7.3 Responsibility of MoHFW

If the outer envelope is not sealed and marked as required by the ITB Clauses 7.1 and 7.2, the MoHFW will assume no responsibility for the bid's misplacement or premature opening.

8. **Rejection of Bid**

The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected.

9. **Deadline for Submission of Bids**

   9.1 **Last date for Submission**

   The Bids (Pre-qualification, Technical and Financial) must be received by MoHFW, at the address specified under ITB Clause 7.2, not later than **5:00 p.m., 9th June, 2010.** In the event of the specified date for the submission of Bids being declared a holiday for MoHFW, the Bids will be received up to the appointed time on the next working day.

   9.2 **Extension for Last date for Submission**

   MoHFW may, at own discretion, extend this deadline for submission of bids by amending the bid document in which case all rights and obligations of MoHFW and Bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

10. **Late Bids**

Any bid received by MoHFW after the deadline for submission of bids prescribed by MoHFW, will be summarily rejected and returned unopened to the Bidder. MoHFW shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

11. **Modification and Withdrawal of Bids**

   11.1 **Written Notice**

   The Bidder may modify or withdraw its bid after the bid's submission **provided that the MoHFW receives written notice of the modification or withdrawal before the expiration of deadline prescribed for submission of bids.**

   11.2 **Signing and Marking of Notice**

   The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of ITB Clause 6. A duly signed withdrawal notice may also be sent by fax or post so as to reach the designated office before the expiration of deadline for submission of bids.

   11.3 **Last Date for Notice**

   No bid may be modified subsequent to the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of period of bid validity specified by the Bidder on the bid form. Withdrawal of a bid during this interval may result in the forfeiture of Bidder's bid security.

Bid Opening and Evaluation of Bids

12. Opening of Prequalification Bids

12.1 Prequalification Bid Opening

MoHFW will open all Prequalification Bids in the presence of Bidders' representatives who choose to attend the Prequalification Bid opening at **3.00 PM on 10th June, 2010** in the in Conference Room (401A), Directorate of Printing, Ministry Of Health & Family Welfare, Nirman Bhawan, Maulana Azad Road, New Delhi – 110108. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for MoHFW, the Bids shall be opened at the appointed time and location on the next working day.

12.2 Announcement of Bids

The Bidder's names, Bid modifications or withdrawals and such other details as MoHFW at discretion may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids which shall be returned unopened to the Bidder.

12.3 Bids Not Considered For Evaluation

Bids (and modifications sent) that are rejected during the bid opening process shall not be considered for further evaluation irrespective of the circumstances.

13. Opening of Technical Bids

13.1 Opening of Bids

MoHFW will open all Technical Bids in the presence of Bidders' representatives who choose to attend the Technical Bid opening. Technical Bids will be opened and compared after the prequalification evaluation has been completed. Any pre-qualification bid failing to meet any one of the criteria as mentioned in ITB Clauses 2.1 shall be summarily rejected and will not be considered for Technical Evaluation.

It is proposed that during the course of evaluation of the Technical Bids the bidders may be requested to make a presentation to the TEC (Technical Evaluation Committee) based on their Technical proposal submitted for the project. The date and time for the presentation will be intimated to the bidders well in advance through email or fax

13.2 Announcement of Bids

The Technical Bids will be opened in the presence of Bidders' representatives who choose to attend the Technical Bid. The Bidder's representatives who are present shall sign a register evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for MoHFW, the Bids shall be opened at the appointed time and location on the next working day.

14. Opening of Financial Bids

14.1 Opening of Bids

Financial Bids will be opened and compared after the technical evaluation has been completed for those Bidders whose technical bids reach the minimum standard needed for the task.

14.2 Announcement of Bids

The Financial Bids will be opened in the presence of Bidders' representatives who choose to attend the Financial Bid opening on date and time to be communicated to all the technically qualified Bidders. The Bidder's representatives who are present shall sign a register evidencing their attendance. The name of Bidder, Bid Prices, Discount, etc. will be announced at the meeting. In the event of the specified date of Bid opening being declared a holiday for MoHFW, the Bids shall be opened at the appointed time and location on the next working day.

15. Clarification of Bids

During evaluation of bids, MoHFW may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, MoHFW reserves the right to make his own reasonable assumptions at the total risk and cost of the Bidder.

16. Preliminary Examination

16.1 Completeness of Bids

MoHFW will examine the bids to determine whether they are complete, whether they meet all the conditions of the Contract and Technical Specifications and whether any computational errors have been made, whether required security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

16.2 Rectification of Errors

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of errors, its bid will be rejected and its bid security may be forfeited.

16.3 Rejection of Bid

If a bid is not responsive and not fulfilling all the conditions it will be rejected by MoHFW and shall not subsequently be accepted even if it is made responsive by the Bidder by correction of the non-conformity.

17. Evaluation and Comparison of Bids

17.1 Stages of Evaluation

The evaluation of the proposals will be carried out in three stages:

i. **Prequalification Evaluation**: The pre-qualification bid documentation furnished by the bidder shall be examined prima facie to substantiate the compliance with the bidder's pre-qualification criteria as set out for this project in terms of organizational, financial and technical experience etc. The technical bids of only those bidders who qualify the pre-qualifications criteria would be opened for technical bid evaluation.

ii. **Technical Bid Evaluation**: The next stage of the evaluation will be an assessment of the technical bid.

    a. Technical Presentation: The bidders qualifying the pre-qualification criteria would be required to make a presentation of the technical bid submitted by them in order to determine whether the pre-qualified bidders are substantially responsive to the requirements set forth in the RFP.

The qualified bidders would be intimated of the time and venue of the presentation through email.

Followed by the presentation the Technical Evaluation Committee (TEC) will undertake a detailed evaluation of the technical bids. In order to evaluate the bids the MoHFW will examine the information supplied by the bidders in their technical bids and the presentation made.

Each Technical Bid will be assigned a technical score out of a maximum of 100 as per the criteria specified in Appendix 4.

    b. Technical Score Formulation :

- The total technical score of the bid would comprise of scores from the Technical Bid evaluation.
- These technical scores would be normalized on a scale of 100, with highest score being normalized to 100 and the rest being awarded on a prorata basis. Such normalized scores would be considered for the purpose of QCBS (Quality and Cost base selection) based evaluation, explained in section below.
- The individual bidder technical scores will be normalized as per the formula below:
  $T_n = T_b/T_{max} * 100$
  Where
  T_n = normalized technical score for the bidder under consideration
  T_b = absolute technical score for the bidder under consideration

Tmax = maximum absolute technical score obtained by any bidder

- Minimum absolute technical score to qualify for commercial evaluation is 60. MoHFW's decision in this regard shall be final & binding and no further discussion/interface will be held with the bidders whose bids are technically disqualified/rejected.

iii. Financial Proposal Evaluation:

The Commercial bids of those bidders who qualify the technical evaluation will only be opened. All other Commercial bids will be returned un-opened. The Commercial Bids of the technically qualified bidders will be evaluated as per the evaluation criteria explained in section below.

The lowest evaluated Financial Proposal (Fmin) will be given the maximum financial score (Fn) of 100 points. The financial scores (Fn) of the other Financial Proposals will be computed as per the formula for determining the financial scores given below:

Fn = 100 x Fmin / Fb
Where,
Fn = normalized financial score for the bidder under consideration
Fb = absolute financial score for the bidder under consideration
Fmin = minimum absolute technical score obtained by any bidder

Note: The absolute financial score (Fb) would be computed from two broad cost components i.e. Total Base Price of the bid (F3) and Total man-month rate of all skill sets (F4) for implementation of additional requirements in EHP & ECM system.

Based on the estimation that ten man-month efforts of each resource would be required during the 4 year post implementation phase for carrying out any additional requirements in EHP & ECP solution, the cost component (F4) for the same would have a multiple of 10 attached to it.

Hence the overall absolute financial score (Fb) of the bidder would be computed as per the formula given below:

Fb=F3+(5 x F4)

iv. Final Evaluation of the Proposal

Proposals will be ranked according to their combined technical (Tn) and financial (Fn) scores using the weights (T = 0.70 the weight given to the Technical Proposal; P = 0.30 the weight given to the Financial Proposal; T + P = 1).

The combined technical and financial (S) = Tn x T + Fn x P

MoHFW shall reserve the right to negotiate with the bidder (s) whose proposal has been ranked first by the committee on the basis of Joint Technical and Commercial Evaluation.

If MoHFW is unable to finalize a service agreement with the bidder ranked first, MoHFW may proceed to the next ranked bidder, and so on until a contract is awarded. MoHFW reserves the right to present a contract to the bidder selected for negotiations. A contract will be awarded to the responsible, responsive bidder whose proposal conforms to the RFP and is, in the opinion of the MoHFW, the most advantageous and represents the best value to the EHP project, price and other factors considered.

Note: The evaluation of the financial proposals shall be carried out considering the total cost of the project to MoHFW as indicated in the format provided for Financial Bids vide Appendix – 3.

Information relating to the examination, clarification, evaluation and comparison of proposals and recommendations for the award of the project shall not be disclosed to bidders or any other persons not officially concerned with such process until the award to the successful bidder has been announced.

18. Bid Evaluation Criteria

The bid proposal will be evaluated using the following criteria.

Sl. No.	Description	Details
1	**Stage-I : Bidding (Prequalification Bid)**	-------
2	**Stage-II :** • **Technical Bid** **Technical Bid Presentation**	**Only the technical bids of the bidders qualified in Stage I wil**l be opened. This stage is scored out of 100.
	Minimum absolute technical score to qualify for commercial evaluation is 60.	
3	**Stage-III Bidding (Financial Bid)**	Financial bids of only the bidders having the minimum absolute technical score of 60, will be opened

19. Contacting the MoHFW

19.1   Contact by Writing

Subject to ITB Clause 13 and Clause 14, no Bidder shall contact MoHFW on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded. If the Bidder wishes to bring additional information to the notice of MoHFW , it should be done in writing.

19.2   Rejection of Bid

Any effort by a Bidder to influence MoHFW in its decisions on bid evaluation, bid comparison or contract award shall be liable for rejection of the bid.

Award of Contract

20. MoHFW's right to accept any Bid and to reject any Bid or all Bids

MoHFW reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time before the contract is awarded, without thereby incurring any liability to the affected Bidder or Bidders, with or without assigning any reason.

21. Notification of Award

21.1 Notification to Bidder

Before the expiry of the period of validity of the proposal, MoHFW shall notify the successful Bidder in writing by registered letter or by fax, that its bid has been accepted. The Bidder shall acknowledge in writing receipt of the notification of award and will enter into agreement within specified time.

21.2 Signing of agreement

The Agreement shall be signed on all the pages by the person(s) duly authorized to bind the bidder to the contract. Ministry of Health & Family Welfare (MoHFW) may negotiate certain terms with successful Bidder before signing of the agreement. After the signing of the agreement the bidder will initiate the execution of the work as specified in the agreement.

21.3 Discharge of Bid Security

Upon the successful signing of the agreement, Ministry of Health & Family Welfare (MoHFW) shall promptly request the Bidder to provide performance bank guarantee. On receipt of the performance bank guarantee MoHFW shall prepare the contract agreement and discharge the bid security to successful bidder.

21.4 Expenses for the Contract

The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

21.5 Failure to abide by the Agreement

The conditions stipulated in the agreement shall be strictly adhered to and violation of any of these conditions will entail termination of the contract without prejudice to the rights of MoHFW to impose penalties as specified in the Bidding document and the agreement.

22. Performance Bank Guarantee

22.1 Furnishing of Performance Bank Guarantee
- The successful bidder shall at his own expense deposit with organization, within thirty (30) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank acceptable to Ministry of Health & Family Welfare (MoHFW) , payable on demand, for the due performance and fulfillment of the contract by the bidder.
- The performance guarantee shall be denominated in the currency of the Contract and shall be by bank guarantee.

- This Performance Bank Guarantee will be for an amount equivalent to 10% of contract value, which is payable to the bidder, through this contract. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the Bidder.
- The performance bank guarantee shall be valid till the end of three months after the completion of the warranty period (four year plus three month after commission and installation). This additional three months is required for facilitating closure of the project.
- The Performance Bank Guarantee may be discharged/ returned by the organization upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- In the event of the bidder being unable to service the contract for whatever reason, the organization would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of the organization under the Contract in the matter, the proceeds of the PBG shall be payable to the organization as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. The Client shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- The Client shall also be entitled to make recoveries from the Bidder's bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

22.2 Annulment of Award

Failure of the successful Bidder to comply with the requirement shall constitute sufficient ground for the annulment of the award and forfeiture of the bid security in which event MoHFW may make the award to the Bidder who has obtained the next rank under the QCBS criteria.

Termination of Contract

23. Termination for Default

MoHFW may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified Bidder, terminate the contract in whole or in part if:
- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the MoHFW.
- The qualified Bidder fails to perform any other obligation(s) under the contract.

However, the disputes if any, may be referred to Arbitration as per ITB clause 36

24. Termination for Insolvency, Dissolution etc

The Client may at any time terminate the contract by giving written notice to the qualified Bidder without compensation to the qualified Bidder, if the qualified Bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the Client.

25. Termination for Convenience

The Client reserves the right to terminate by prior written notice, the whole or part of the contract. The notice of termination shall specify that termination be for Client's convenience, the extent to

which performance of work under the contract is terminated and the date on which such termination becomes effective.

26. No Claim Certificate

The qualified Bidder shall not, be entitled to make any claim, whatsoever, against the Client under or by virtue of or arising out of this contract nor shall the Client entertain or consider any such claim after Bidder shall have signed a "no claim" certificate in favour of the Client in such forms as shall be required by the Client after the works are finally accepted.

27. Suspension

The Client may by a written notice of suspension, suspend all payments to the qualified Bidder under the contract, if the qualified Bidder failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that the such notice of suspension:
- shall specify the nature of the failure and
- shall request the qualified Bidder to remedy such failure within a specified period from the date of' issue of such notice of suspension.

Intellectual Property Rights

28. Rights to Data

MoHFW shall retain all right, title and interest in and to any and all data, entered or generated by the Selected Bidder for MoHFW pursuant to this agreement, and any modifications thereto or works derived there from.

Payment Terms

29. Schedule of Payments

All the payments shall be made after submission of performance security in the form of bank guarantee. However milestone based payment will be as per schedule given in the table below.

S. No.	Payment Schedule
1	20 % of the total ordered value (excluding Post Implementation Support Cost) will be issued at the start of the project, after submission of an equivalent Bank Guarantee.
2	5 % of the total ordered value (excluding Post Implementation Support Cost) for: • upgrading the existing analytical package from SAS 9.1 to 9.2 or higher, • procurement and satisfactory migration of appropriate licenses for upgrading the existing Business Intelligence Server (Reporting) capabilities, • procurement and installation of appropriate industry standard middleware compatible with SAS 9.2, • procurement and satisfactory migration of appropriate licenses for upgrading the existing Analytics server capabilities and • Procurement & installation of Ms Office Sharepoint 2007 server for internet sites (2 nos) along with 40 CALs.for augmenting the HMIS portal application.
3	10 % of the total ordered value (excluding Post Implementation Support Cost) will be issued on approval of As-Is, FRS, SRS, SDD etc. for EHP & ECM by MoHFW

S. No.	Payment Schedule
4	15 % of the total ordered value (excluding Post Implementation Cost) will be issued on approval of the prototypes for EHP and ECM by MoHFW
5	25% of the total ordered value (excluding Post Implementation Cost) will be issued on
	Development, implementation and Hosting of EHP application and
	Development, implementation and rollout of ECM application
6	25 % of the total ordered value (excluding Post Implementation Cost) will be issued after
	Successful Go-Live of the EHP Project and
	Successful delivery of all trainings and manuals
7	Payments for Post Implementation Support (i.e. operation and maintenance of EHP and ECM(for a period of four years, would be made on a quarterly basis at the end of each quarter from the date of Go-Live of EHP Project.

Note: Taxes as applicable under the concerned laws will be deducted from payments at every stage.

Miscellaneous

30. Standards

The services to be rendered under this contract (signed between MoHFW and Selected Bidder on stamp paper) shall conform to the standards mentioned in this document, and in case no applicable standards are mentioned, to the latest authoritative standards as laid down by the competent institution governing that standard.

31. Standard of Performance

The Selected Bidder shall render out the service and carry out its obligations under the contract with due diligence, efficiency and economy in accordance with generally accepted norms, techniques and practices used in the industry.

32. Time for Implementation of the Project

The successful Bidder shall complete and implement the project within the agreed time frame starting from the date of award of contract. The implementation schedule specified under the Clause 5 of Section 2 of the Bid Document shall be strictly adhered to.

33. Right to Inspect Support Facilities

MoHFW shall reserve the right to inspect the premises where bidder has stated to have the support facilities to be used for the purpose of this project. MoHFW shall do so after giving prior notice to the bidder and make a visit during the office hours.

34. Confidentiality

The Selected Bidder and its personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or MoHFW's business or operations without the prior written consent of MoHFW.

35. **Force Majeure**

- Notwithstanding the conditions of the Bid, the Bidder shall not be liable for forfeiture of its performance guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- For purposes of this Clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the Bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of MoHFW either in its sovereign or contractual capacity, wars or revolutions, fires, floods, earthquakes, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the qualified Bidder shall promptly notify the MoHFW in writing of such conditions and the cause thereof. Unless otherwise directed by MoHFW in writing, the Bidder shall continue to perform its obligations under the contract as far as reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. MoHFW may terminate this contract, by giving a written notice of minimum 30 days to the Bidder, if as a result of Force Majeure the Bidder being unable to perform a material portion of the services for a period of more than 60 days.

36. **Arbitration and Jurisdiction**

In the event of any dispute relating to the import or meaning of any terms and conditions which could not be solved amicably by the parties, the parties may refer the matter to the Arbitrator to be appointed by the MoHFW on the request of either of the parties for arbitration in consonance with the provisions of the Arbitration and Conciliation Act, 1996(Act 26 of 1996), on the designated reference in dispute. All legal proceedings shall lie to the jurisdiction of courts situated in New Delhi.

37. **Review Meetings**

There shall be weekly / fortnightly review meetings to review functionality issues and progress of work. The frequency of meetings will be mutually decided at the time of signing of the agreement. All matters those are not resolved during the review meeting will be escalated as per the escalation procedure mutually agreed by both the parties.

38. **Progress Reporting and escalation procedures**

The Selected Bidder should submit weekly / fortnightly report. These reports shall indicate the progress of work and matters that need escalation or which are pending for decision. In particular the time-schedule shall be reported for each individual deployed.

39. **Period of contract**

MoHFW intends to appoint a Selected Bidder / Implementing Agency for the time period as mentioned in Section 2 Clause 5, the time period mentioned in the agreement as mutually decided by both the parties will need to be strictly adhered to.

40. **Exit Management Schedule:**

Exit Management schedule shall be a part of the Agreement to be signed in between MoHFW and Selected Bidder.

Appendix 1: Contents and Format of Prequalification Bid

Format for Prequalification Cover Letter

To
DDG (Statistics),
MoHFW

      Sub: Pre-qualification criteria for Appointing an Implementing Agency (IA) for "Development & Implementation of Enterprise Health Portal Project" for MoHFW

Dear Sir,

Having examined the Bid document and appendix thereto Ref: Submission of Pre-Qualification Bid for 'Appointing an Implementing Agency for Development & Implementation of Enterprise Health Portal Project'. Having examined the tender document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to implement the system, and offer other services as required and outlined in the RFP. The details sought by the organization to evaluate the bidder's technical skill base and financial capacity to implement the system are provided in the pre-qualification bid. As it is required, the list of details specified in the table below is given in the formats specified in the RFP.

The details specified in the formats are substantiated with support documents as required. The details are as under:

CHECK LIST OF PREQUALIFICATION DOCUMENTS ENCLOSED			
S.No.	Pre-Qualification Criteria	Proof Required	Details
1	The Bidder should be in continuous operations in the field of development and implementation of software solutions for at least last five years	Copy of Certificate of Incorporation	Yes / No
2	The Bidder should have an average annual turnover of Rs. 100 crore (Rupees One Hundred crore) during the last three financial years (i.e. 2007-2008, 2008-2009 & 2009-2010).	Audited Profit and Loss Statement and Balance sheet along with statutory auditor certificate	Yes / No
3	The Bidder should be CMM Level 5 organization / company	Copy of valid Certificate	Yes / No
4	The Bidder should have successfully implemented at least 2 turnkey projects, with scope covering software development, implementation and maintenance of the software system, whose value is above Rs. 3 Crores each in Central Government/ State Government/ PSU/ Government bodies within the last 5 years.	Copy of Work order/ certificate of completion	Yes / No

CHECK LIST OF PREQUALIFICATION DOCUMENTS ENCLOSED			
S.No.	Pre-Qualification Criteria	Proof Required	Details
5	The Bidder should have successfully executed at least 1 Portal development project for a Central Government/ State Government/ PSU/ Government bodies within the last 5 years.	Copy of Work order/ certificate of completion	Yes / No
6	The Bidder should have successfully executed at least 1 Enterprise Content Management / Document Management system development project for a Central Government/ State Government/ PSU/ Government bodies within the last 5 years.	Copy of Work order/ certificate of completion.	Yes / No
7	The Bidder should not be Blacklisted or involved in any Corrupt & Fraudulent Practices by any Central/ State government ministry/affiliate or Public sector undertaking.	Company Secretary certified document	Yes / No
8	The Bidder should have development office in Delhi/ NCR of Delhi.	Address of office with contact details should be provided and an undertaking is required	Yes / No

We understand that if the details given in support of claims made above are found to be untenable or unverifiable, or both, our bid may be rejected without any reference to us. We further clearly understand that MoHFW not obliged to inform us of the reasons of rejection of our bid.

Dated this _____ day of _____ 2010

Signature

(Bidder Seal)

_____

In the capacity of

_____

Duly authorized to sign bids for and on behalf of:

_____

Appendix 2: Contents and Format of Technical Bid

The Technical Bid should provide the following information using the attached Standard Forms as detailed below.

S.No.	Contents	Form
1.	Proof of purchase of tender document.	Demand Draft No., date and amount
2.	Valid Bid Security	Form – 8 (for the bank guarantee)
	Technical Proposal – The technical proposal should contain the following	
	a) A cover letter	Form - 1
	b) About the company/ firm highlighting the areas of practice with regard to 'software development, implementation, training, help and support services, portal development, ECM implementation etc. as per the scope of the project specified in this bid document.	-
	c) An undertaking.	Form - 2
	d) Bid proposal sheet	Form - 3
	e) Performance Statement	Form - 4
	Understanding of the Assignment	
	f) Approach & Methodology to be adopted for the assignment	
	g) Details of the solution proposed	
	h) Details of experience in software development and maintenance	Form - 5
	i) Project Team Details	Form - 6
	j) Power of attorney – for the authorized signatory	Form - 7
	k) Detailed Work Plan: Provide a detailed project management and implementation plan including reasonable target dates and resource deployment plan (in line with the overall project timelines provided in this RFP)	
	In preparing the Technical Proposal, Bidders are expected to examine this Bid document in detail. The proposal should cover all the aspects of the scope of work. Any bid not found responsive with this Bid document shall be rejected. Material deficiencies in providing the information requested may also result in rejection of the Proposal. *Along with the proposed solution the bidder should provide the detailed BOM required as per the solution, which should cover all aspects such as system software, server softwares, cots solutions, server hardware, SAN storage, scanners etc. This should be attached as an appendix and should provide the type, brand / model, quantity, cost, specifications etc.*	

Form – 1: Format for Cover Letter

To
DDG (Statistics),
MoHFW

> Sub: Technical Bid for 'Appointing an Implementing Agency (IA) for Development & Implementation of Enterprise Health Portal Project for MoHFW

Dear Sir,

1. Having examined the Bid document and appendix thereto and addenda numbers _____ thereto, we, the undersigned, in conformity with the said bid document, offer to provide the said services on terms of reference to be signed upon the award of contract for the sum indicated as per financial bid.

2. We acknowledge having received the following addenda to the bid document:

Addendum No.	Dated

3. We have read the provisions of the RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

4. We undertake, if our proposal is accepted, to provide the services comprised in the contract within time frame specified, starting from the date of receipt of notification of award from MoHFW.

5. We agree to abide by this proposal for the period of 180 days from the date of bid opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

6. We agree to execute an agreement in the form to be communicated by MOHFW, incorporating all terms and conditions with such alterations or additions thereto as may be necessary to adapt such agreement to the circumstances of the standard and notice of the award within time prescribed after notification of the acceptance of this proposal.

7. Unless and until a formal agreement is prepared and executed, this proposal together with your written acceptance thereof shall constitute a binding contract agreement.

8. As security for the due performance of the undertaking and obligation of the bid we submit herewith a Demand Draft / Banker's Cheque bearing no. _____ dated _____ drawn in favour of "Pay and Accounts Officer, Ministry of Health & Family Welfare, New Delhi" for an amount of **Rs.20,00,000/-** (Rupees Twenty Lakh Only) payable at Delhi.

We understand that if the details given in support of claims made above are found to be untenable or unverifiable, or both, our bid may be rejected without any reference to us. We further clearly understand that MoHFW is not obliged to inform us of the reasons of rejection of our bid.

Dated this _____ day of _____ 2010

Signature

(Bidder Seal)

_____

In the capacity of

Duly authorized to sign bids for and on behalf of:

Form – 2: Undertaking

Undertaking

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of Bid and is liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 2010

Signature

(Bidder Seal)
_____
In the capacity of

_____
Duly authorized to sign bids for and on behalf of:

Form – 3: Bid Proposal Sheet

Bid Proposal Sheet

Name of the Company:			
Registered Office Address:			
House No.			
Street			
Area / Locality			
City		PIN	
Telephone		Fax	
E-mail			
URL			
Local Office Address:			
House No.			
Street			
Area / Locality			
City		PIN	
Telephone		Fax	
E-mail			
Contact Person:			
Name			
Designation			
Telephone		Fax	
E-mail			

Form – 4: Performance Statement

Project Title: *(Attach separate sheet for each project)*	
Country:	Duration of Assignment:
Name of Client:	Total Number of Staff Months:
Address:	Approximate Value of services provided:
Start Date (month/year):	End Date (month/year):
Number of professional staff provided by associated firm:	Name of Associated Consultants (if any):
Name of Senior Staff associated with the assignment:	Referrals (Client side) : - Name: Designation: Role in the Project: Contact Number: Email Id:
Narrative Description of Project:	
Description of Actual Services provided by your staff within the assignment:	
Relevance of consultancy to current project:	

Form – 5: Details of Software Development & Maintenance Facilities

Software Development & Maintenance Facilities *(Attach separate sheet for each facility)*			
Address:			
House No.			
Street			
Area / Locality			
City		PIN	
Telephone		Fax	
Mobile			
E-mail			
Contact Person / Office In-charge:			
Name			
Designation			
Telephone		Fax	
Mobile			
E-mail			
Working Days & Hours			
Physical Resources			
Human Resources			

Form – 6: Project Team Details

Snapshot of Project Team Structure

Project Team							
S. No.	Name of the Employee	Proposed Position for the Project	Designation	Qualifications	Total Experience	Expertise / Skill Set	*Deployment Location onsite-in MoHFW / offsite-in NCR / offsite-outside NCR)
During the implementation and rollout of EHP Project							
During the post implementation phase : Operations & Maintenance support for EHP and ECM system							
During the post implementation phase : Implementation of Additional Requirements of MoHFW for EHP and ECM system.							

Note: Deployment Location refers to the location of the deployment of the resource during the course of the project including post implementation phase.

Details of the Team members

Proposed Position	
Name of the Staff	
Date of Birth	
Education	
Membership of Professional Associations	
Countries of Work Experience	

Languages				
	Language	Reading	Writing	Speaking

Employment Record				
	Organisation	Designation	From	To

Details of the similar Assignments Undertaken along with the responsibilities undertaken	

Form – 7: Format of power-of-attorney for signing of bid

POWER OF ATTORNEY
(On Stamp Paper of relevant value)

Know all men by these presents, we _____ (name of the company and address of the registered office) do hereby appoint and authorize Mr. _____ (full name and residential address) who is presently employed with us and holding the position of _____ _____ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal Bid Document for 'Appointing an Implementing Agency for Development & Implementation of Enterprise Health Portal Project ', for MoHFW, in response to the tenders invited by Ministry of Health and Family Welfare (hereinafter referred to as MoHFW), including signing and submission of all documents and providing information/responses to MoHFW in all matters in connection with our Bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 2010

For _____

(Signature)
(Name, Designation and Address)

Accepted

(Signature)
(Name, Title and Address of the Attorney)
Date:

Note:
1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.
2. Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
3. In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Form – 8: Format for Bid Security

Whereas _____(hereinafter called "the Tenderer") has submitted its tender offer dated _____2010 for the supply of _____(hereinafter called "the tender") KNOW ALL MEN by these presents that WE_____ _____of _____ _____ (hereinafter called the Bank:)are bound upto _____ _____ _____(hereinafter called "the MINISTRY ") in the sum of _____ _____for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the Said Bank this _____ day of _____2010.

THE CONDITIONS of this obligation are:

If the tenderer withdraws its tender during the period of tender validity specified by the tenderer on the Tender Form; or If the Tenderer, having been notified of the acceptance of its tender by the MINISTRY during the period of tender validity: fails or refuses to execute the contract Form if required; or fails or refuses to furnish the Performance Security, in accordance with the instruction given in tender document; We undertake to pay the MINISTRY up to the above amount upon receipt of its first written demand, without the MINISTRY having to substantiate its demand, provided that in its demand the MINISTRY will note that the amount claimed by it is due it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to and including and any demand in respect thereof should reach the Bank not later than the above date.

Date:
Place:

(Signature of the Bank)

Form – 9: Format for Draft Contract

AGGREMENT MADE this _____ _____ day _____ of Two thousand _____ _____ _____ _____ _____ Between_____ _____ _____ _____ _____ _____ _____ _____ _____(hereinafter called "the Contractor") of the one part and the Government of Delhi (hereinafter called "the Government") of the other part. WHEREAS the contractor has tendered for providing services to the Ministry of Health & Family Welfare, Delhi (hereinafter called "The MINISTRY ") as per the terms and conditions mentioned in the tender document. Whereas such tender has been accepted and the contractor has deposited with the MINISTRY the sum of Rs. _____
(Rupees _____only) as security for the fulfillment of this Agreement.

NOW IT IS HEREBY AGREED between the parties hereto as follows:

The contractor has accepted the contract on the terms and conditions set out in the tender notice no. _____ dated _____ as well in the acceptance of tender no. _____ dated_____, which will hold good during period of this agreement.

Upon breach by the contractor of any of the conditions of the agreement, the MINISTRY may issue a notice in writing, determine and put an end to this agreement without prejudice to the right of the Government to claim damages for antecedent breaches thereof on the part of the contractor and also to reasonable compensation for the loss occasioned by the failure of the contractor to fulfill the agreement as certified in writing by the MINISTRY which certificate shall be conclusive evidence of the amount of such compensation payable by the contractor to the Government.

Upon the determination of this agreement whether by efflux ion of time or otherwise the said deposit shall after the expiration of _____ months from the date of such determination be returned to the contractor but without interest and after deducting there from any sum due by the contractor to the Government under the terms and conditions of this agreement.

This agreement shall remain in force until the expiry of 60 months from the date of entering into the contract but the MINISTRY may cancel the contract at any time upon giving one months notice in writing without compensating the contractor. In witness whereof the said _____ hath set his hand hereto and the MINISTRY has on behalf of the Government of Delhi affixed his hand and seal thereto the day and year first above written.

The MINISTRY may give notices in connection with the contract. In consideration of the payments to be made by the MINISTRY to the Bidder as hereinafter mentioned the Bidder hereby covenants with the MINISTRY to provide the Services and to remedy defects therein conformity in all respects with the provisions of the Contract. The MINISTRY hereby covenants to pay the bidder in consideration of the provision of the Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the contract at the times and in the manner prescribed by the contract.

If subject to circumstances beyond control (Force Majeure) the contract fails to deliver the services in accordance with the conditions mentioned in the tender, the DDG (Statistics), shall be entitled to render services from else other organization after giving due notice to the bidder on the amount and at the risk of the bidder without cancelling the contract in respect of the consignment not yet due for delivery, or to cancel the contract. In the event of action to be taken, the contractor shall be liable for any losses which

the MINISTRY, may sustain on that account. The recovery by way of penalty will be made by deducting the amount from the bills be made good by a credit note within the stipulated period for the purpose.

Delhi
CONTRACTOR

Witness:

1._____
2._____

Form – 10: Format for Performance Guarantee

To:
(Name of Indenter)
WHEREAS _____(Name of
tenderer) hereinafter called "the tenderer " has undertaken, Contract No._____
dated, _____2007 to render services hereinafter called "the Contract". AND WHEREAS
it has been stipulated by you in the said Contract that the bidder shall furnish you with a bank Guarantee
by a recognized bank for the sum specified therein as security for compliance with the bidder's
performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the bidder a guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the bidder,
up to a total of _____(Amount of the guarantee
in Words and Figures) and we undertake to pay you, upon your first written demand declaring the bidder
to be in default under the contract and without cavil or argument, any sum or sums within the limit of
_____ as aforesaid, without your needing to prove or to show this grounds or
reasons for your demand or the sum specified therein.

This guarantee is valid until the _____ day of _____ 2010

Signature and Seal of Guarantors
_____
_____
_____
Date _____
Address: _____
_____

Appendix 3: Content and Format of Financial Bid

S.No	Category	Price (in INR) Rs:	Price (in INR) In Words:
Table 1: Format for Financial Bid			
1	**Development, implementation and rollout of Enterprise Health Portal Project**		
a	Development, implementation and hosting of Enterprise Health Portal		
b	Development, implementation and rollout of Enterprise Content Management Solution		
c	Preparation of Training Manuals and Imparting Training to the users of the EHP solution (i.e. EHP & ECM)		
d	Upgrade the existing analytical package from SAS 9.1 to 9.2 or higher.		
e	Procurement of appropriate licenses and carrying out the migration for upgrading the existing Business Intelligence Server (Reporting) capabilities, based on an estimate of users to go up from the existing 25 to around 250.		
e	Procurement and installation of appropriate middleware compatible with SAS 9.2		
f	Procurement of appropriate licenses and carrying out the migration for upgrading the existing Analytics Server capabilities, based on the estimated users to go up from the existing 20 to around 100.		
g	Procurement and installation of Ms Office Sharepoint 2007 server for internet sites (2 nos) along with 40 CALs. for augmenting HMIS portal application.		
Total			
Taxes & Duties			
Total F1			
2	**Post Implementation Support: Operation & Maintenance Support for 4 years from the date of Go-Live**		
Total			
Taxes & Duties			
Total F2			
TOTAL BASE PRICE OF THE BID i.e. F3=F1+F2			

Table 2: Post Implementation Support : Implementation of Additional Requirements of MoHFW in the EHP and ECM application during 4 years from the date of Go-Live.		
S.No	**Type of Skill Set**	**Man-Month rate (INR)**
1	Technical Lead	
2	Senior Software Developer	
3	Software Developers	
4	Business Analyst	
TOTAL MAN-MONTH RATE OF ALL SKILL SETS (F4)		

Table 3: Format for Proposed Cost for Creation of Baseline Database for ECM as per this Bid Document		
S.No	**Size of Document**	**Cost / Page (INR)**
1	A3 Format	
2	A4 Format	
3	Any Other please specify	

(The format for baseline database creation in the Table 3 will not form the part of financial evaluation)

Note:
- No deviations will be accepted from the Appendix 3 – Financial Format by the Ministry of Health and Family Welfare.
- All the prices should be inclusive of all taxes and duties which should be clearly specified.
- As per award criterion total techno-commercial score shall be compared.
- Purchaser reserves right to negotiate with the bidder obtaining the highest techno-commercial score as per the details provided in this RFP.
- Payments will be made as per the payment terms mentioned in this tender document after deducting penalties if any.
- No price variation shall be allowed during the period of contract.
- All software items should be with necessary updates & upgrade support for a period of 4 years from the date of commissioning of the complete system i.e. date of Go-Live.
- The IA needs to provide the detailed breakup of each component of the financial bid with clear break down into capex and opex detailing the cost of system softwares, server softwares, cots solution etc. The same can be provided as Appendix in the commercial bid and should sum up to the cost provided in the above format.

Signature of Tenderer_____

Business Address_____

Date: _____

Place:_____

Appendix 4: Evaluation Criteria: Technical Bid

S.No	Evaluation Criteria	Category Points	Marking Scheme	Break Down Points
1	**Organizational Strengths**	**24**		
1.1	*Number of Years in Business*	*6*		
			>10 Years	6
			>7 Years & <=10Years	5
			>5 Years & <=7 Years	4
			=5 Years	3
1.2	*Financial Capabilities*	*6*		
	Average Annual Turnover in Last three Financial Years i.e. (2007-2008, 2008-2009 & 2009-2010)		> 500 Crores	6
			> 400 Crores& <= 500	5
			> 300Crores & <= 400 Crores	4
			>200 Crores & <=300 Crores	3
			>100 Crores & <=200 Crores	2
			= 100 Crores	1
1.3	*Number of Employees*	*6*		
	Number of technical employees based out of NCR.		> 200 employees	6
			150 to 200 employees	5
			100 to 150 employees	4
			50 to 100 employees	3
1.4	*Quality Certification etc (Internationally accepted and renowned quality certification)*	*6*		
			>2 Quality Certifications	6
			2 Quality Certifications	5
			1 Quality Certification	4
2	**Project Experience**	**26**		
2.1	*Experience in turnkey projects, with scope covering software development, implementation and maintenance of the software system, whose value is above Rs. 3 Crores each, in Central Government/ State Government/ PSU/ Government bodies within*	*8*		

S.No	Evaluation Criteria	Category Points	Marking Scheme	Break Down Points
	the last 5 years.			
			>4 Projects	8
			> 2 Projects & <= 4 Projects	7
			= 2 Projects	5
2.2	*Experience in executing Portal development projects for a Central Government/ State Government/ PSU/ Government bodies within the last 5 years*	7		
			>3 Projects	7
			> 1 Project & <= 3 Projects	5
			= 1 Project	3
2.3	*Experience in executing Enterprise Content Management / Document Management system development project for Central Government/ State Government/ PSU/ Government bodies within the last 5 years*	7		
			>3 Projects	7
			> 1 Projects & <= 3 Projects	5
			= 1 Project	3
2.4	*Experience in providing application level training and preparation of training manuals*	4		
	No. of Clients/ Projects for which Training is provided			
			>3 Projects	4
			> 1 Project & <= 3 Projects	3
			= 1 Projects	2
3	**Proposed Solution**	24		

S.No	Evaluation Criteria	Category Points	Marking Scheme	Break Down Points
3.1	*Project Understanding*	**10**		
3.2	*Solution Design and Approach*	**7**		
3.3	*Project Plan and Training Plan*	**7**		
4	**Quality of Manpower for the Project**	**26**		
During the Implementation of EHP Project				
4.1	*Project manager with atleast 10 years of experience in IT implementation and should be PMP certified*	7		
			>12 Years Experience	6
			>10 Years & <=12 Years	4
			=10 Years Experience	2
4.2	*Team lead with atleast 7 years of experience in developing similar software solutions.*	4		
			>9 Years Experience	4
			>7 Years & <=9 Years	2
			=7 Years Experience	1
4.3	*Other team members including business analyst, software developers, hardware and networking experts*	4		
During the Post Implementation Phase (for implementing additional requirements for EHP & & ECM application)				
4.4	*Technical Lead with atleast 5 years of experience in developing similar software solutions*	5		
			>7 Years Experience	5
			>5 Years & <=7 Years	4
			=5 Years Experience	2
4.5	*Senior Software Developer with atleast 3 years of experience in developing similar software solutions*	3		
			>4 Years Experience	3
			>3 Years & <=4 Years	2
			=3 Years Experience	1

S.No	Evaluation Criteria	Category Points	Marking Scheme	Break Down Points
4.6	*Other team members including software developer and business analyst.*	3		

Appendix 5: Draft Service Level Agreement

The Service Levels applicable for various activities under this proposal, that would be incorporated in the contract between MoHFW and the IA (Successful Bidder) as service level agreement have been provided in the tables below. These service levels define the IA's responsibility in terms of ensuring the timeliness and accuracy of services (including deliverables) under this contract and have been broadly categorized as below:

Note: No penalties shall be levied on the successful Bidder in the following cases:
- Non compliance to the SLA for reasons beyond the control of the Bidder
- Force majeure event affecting the SLA

Timely Delivery

Definition	Time of delivery would be defined as the actual time taken to deliver various deliverables identified as part of the scope of work provided in the project contract
Service Level Requirement	The service level requirements on account of timely delivery is that 'All the deliverables defined as part of the scope of work have to be submitted within the time lines provided in the **'Schedule for completion of tasks'** of the project contract
Measurement of Service Level Parameter	Service levels shall be measured in 'Number of weeks' of delay from the date of submission as defined in the **'Schedule for completion of tasks'** of the project contract
Penalty for non-achievement of SLA Requirement	Delays measured based on the above measure would attract a penalty per week as provided below :

	• Go live of EHP Project	2 X 1% of the total value of the project (excluding the cost of Post Implementation Support)
	• Delays in providing training for EHP and ECP solution.	1 X 1% of the total value of the project (excluding the cost of Post Implementation Support)
	The total penalty would be generated by the product of the above and the number of weeks delay. No cognosense would be taken of any fractions, i.e. periods less than a week (e.g. if the delay is for 3 weeks and 3 days, delay would be counted for 3 weeks only)	

Accuracy of Delivery

Definition	Accuracy of deliverables would be assessed in terms of error/ defects/ bug detected in the deliverables post their delivery to MoHFW.
Service Level Requirement	All the deliverables defined in the contract have to be submitted First-Time-Right.
Measurement of Service Level Parameter	The service levels would be measured in terms of number of errors/ defects/ bugs for each of the deliverables as defined in the project contract. The definition of Bug /Error /Defect would be agreed and defined at the time of signing of the contract with the successful Bidder.
Penalty for non-achievement of SLA Requirement	Occurrence of errors/defects/bugs would attract a penalty per defect as per the following – Occurrence of errors/defects/bugs would attract a penalty per defect as per the following – • EHP Project — 1 X 0.01% of the total value of the project (excluding the cost of Post Implementation Support) per Bug/Error/Defect Penalty detected

Application Availability

Definition	Application availability refers to the total time when the Application is available to the users for performing all activities and tasks.
Service Level Requirement	The average availability of the application should be at least 99% in a month.
Measurement of Service Level Parameter	[(Total Uptime of the Application in a month)/ (Total Time in a Month)]*100 The above time would be calculated only for Working Hours during Business Days in a month (excluding Holidays) Any planned application downtime will not be included in the calculation of application availability. However, the Successful Bidder should take at least 15 days prior approval from MoHFW in writing for the planned outage.
Penalty for non-achievement of SLA Requirement	If the Successful Bidder is not able to meet the above defined service level requirement, then any deviation from the same would attract penalties as provided below:

Application Availability (Monthly average)	>= 97 % to <99%	>= 95% to <97%	<95%
Penalty	INR 50,000 per month	INR 65,000 per month	INR 75,000 per month

Resolution Time

• Successful Bidder should provide adequate tools/ setup adequate processes for capturing data required for measuring SLAs at no extra cost to MoHFW.
• The maximum penalty at any point of time on a cumulative basis and for any period should not exceed 10% of project cost (excluding the cost of Post Implementation Support) as per the Commercial Bid submitted by the Successful Bidder. In case the penalty exceeds 10%, MoHFW reserves the right to terminate the project.

Appendix 6: Details of Select Websites / Portal / Applications of MoHFW

A. Ministry of Health & Family Welfare Website (MoHFW):

REQUIRED DETAILS	Ministry of Health & Family Welfare Website
Major Features	The Website has the following Major features: • Information of different programmaes under National Rural Health Mission (NRHM), Department of AYUSH, Medical Education & Counseling, C.G.H.S, Central Bureau of Health Intelligence, Central Health Service. • Health Activities / Family Welfare Activities • Reports & Publications, Parliament Questions, Important Notices/Orders, Tenders & Advertisements, Bulletin on Rural Health Statistics in India, Books on NRHM, Minutes of Meetings • Link to different websites / portal attached to MoHFW such as NRHM HMIS Web Portal • Information related to Medical Education, Medical Counseling, Status of Medical / Dental Colleges for admission • IEC Material on Health Awareness • Monthly Review of Family Welfare Programmme • Information on Finance Management Group, Public Expenditure Management, Detailed Demand for Grants, Grants-in-aid to State Govts, National Health Accounts • Task force on human resource • Login for Grant-in-Aid Utilization Certificate Monitoring System • Results of Different Type of Surveys such as District Level Household etc. • Statement showing funds sanctioned/released to various hospitals/institutions Website: http://www.mohfw.nic.in/
Web based:	YES
Software Resources:	• **Operating System:** WINDOWS • **Development Platform:** ASP & HTML • **Database Server:** ACCESS / SQL SERVER
Location where the application is deployed	NIC Data Centre, CGO, Delhi
Current Status of the Application[1]	Operational

B. **HMIS(Health Management Information System)**

DETAILS	HEALTH MANAGEMENT INFORMATION SYSTEM (HMIS)
Introduction	HMIS is a decision support system to monitor and evaluate the impact of Ministry's ambitious NRHM programs and provides key inputs to policy formulation and interventions. HMIS is an end-to-end solution including online data collection from field offices using validations, storing in a central data warehouse, applying statistical models, building reports and online publication of data and reports to the web portal. The data captured from district offices flows to state for further validation and is then forwarded to the central ministry for analysis and reporting.

Major Features	HMIS has the following major features which have been categorized into various modules:
	
	• **Infrastructure:**
	  o Health care delivery in India has been envisaged at three levels namely primary, secondary and tertiary. The Primary Level includes Sub-Centre (SC's) and Primary Health Centers (PHC's) and the secondary level of health care essentially includes Community Health Centers (CHC's), constituting the First Referral Units (FRU's) and the district hospitals (DH). The details of the above are captured in this module.
	
	  o For each of the above (SC, PHC,CHC, Sub-District Hospital & District Hospital) under the NRHM mission, facility specific (IPHS) Indian Public Health Standards have been laid out to provide a yardstick to measure the services being provided there. This module captures the parameters like space, building, manpower, Instruments and equipments, drugs and other basic health care facilities until Sub-centers
	
	• **MIES (Monitoring of Information and Evaluation System)**
	  o This module is used to capture MIES (Monitoring Information and Evaluation System) related data for all the Facilities. For each of the facilities, under MIES, data is entered at district level, which is then be forwarded, to State. The state then forwards the data after vetting to the centre. The periodicity of the data will be Monthly.
	
	• **Finance:**
	  o To capture and analyze fund distribution details under NRHM like Maternal Health, Child Health, Family Planning, Training, RCH, Immunization, Infrastructure and HR in various states.
	
	• **National Health Program:**

DETAILS	HEALTH MANAGEMENT INFORMATION SYSTEM (HMIS)
	o This capture status of National Health Programs held for diseases like Leprosy, TB, Malaria, and Blindness • **Training:** o This captures training related data for various National Health Programs HMIS generates various reports which have been divided into various categories as provided below: • **Standard Report:** Reports which are publicly available on the internet. Link of these reports is created on in the MoHFW home page. These reports will be generated from the Data Warehouse. These reports will be maintained by the System administrator manually. • **User Created Reports:** These reports which are Analytical Reports prepared through Enterprise Guide (EG). These reports are only visible to EG users at Nirman Bhawan (National Level). • **Reports specific to District and State users:** The state level user can view his reports as well as the District reports. However the District level user can see reports specific to his district only. The system has following dashboards • **MIS dashboards:** This dashboard shows the comparison of actual with Target values. • **Finance dashboard:** This dashboard shows the comparison of actual with Target Expenditures. • **National health program Dashboard:** This dashboard shows the number of cases detected for diseases and no of case rectified.
Is it Web based:	YES
Software Resources:	• **Operating System:** MS Windows, • **Development Platform:** ASP.NET • **Database Server:** MS SQL Server Standard Edition 2005 • **Analytical Tools:** SAS Data Integration Server (Server Component), SAS Enterprise Business Intelligence Server (Server Component), SAS Analytical Server (Server Component), SAS/IML (Server Component), SAS Enterprise Guide (Thick Client Component), Platform Suite from SAS (Server Component), SAS Access to PC File Format (Data Access Component), SAS Access to MS SQL Server (Data Access Component).
Number of Users	Approximately 2500
Location where application is deployed	NIC Data Center, Laxmi Nagar, Delhi

DETAILS	HEALTH MANAGEMENT INFORMATION SYSTEM (HMIS)
Future Roadmap	MoHFW is planning to roll out this application up to block level.

C. CGHS (Central Government Health Scheme)

REQUIRED DETAILS	CGHS COMPUTERISATION
Introduction	Central Government Health Scheme provides comprehensive healthcare to the families of Central Government employees, Pensioners, MPs, ex-MPs, Judges of the Supreme Court of India, Judges of the High Court of Delhi, etc., in 24 cities including Delhi/NCR through 248 Allopathy Wellness Centres (86 in Delhi & 27 in Mumbai) and polyclinics, AYUSH dispensaries, units and laboratories. CGHS provides OPD consultation (including Specialist), provision of medicines, and hospitalization in Govt. and empanelled private hospitals and laboratories. There is also a provision for reimbursement. CGHS caters to 32 lakh beneficiaries all over India.
Major Features	The computerization of the CGHS has the following major features: • Online patient registration CGHS Wellness Centres. • Online prescriptions by doctors • Medicine inventory management i.e. stock management. • Supply chain system between Store keeper and pharmacy counter. • Updation of stocks of the medicines in the Wellness centers based on Medical Stores depot (MSD) supply of medicines. • Availability of information on indent status which can be utilized by the authorized local chemists of the Wellness Centers. • Patient records maintenance • Capability of providing online Authority letter to patients for urgent supply of emergency medicines from the MSD/Local Chemist. • Beneficiary plastic cards are under printing with a barcode facility. About 12 lakh plastic cards have been distributed so far.
Is it Web based:	YES
Software Resources:	• **Operating System:** Linux Redhat • **Development Platform:** Java • **Web Server:** JBoss • **Application Server:** JBoss • **Database Server:** PostgreSql
Hardware Resources	• **Server:** Intel Xeon, Web based, application server, database server • **Clients:** One desktop per doctor & staff in each dispensary,

REQUIRED DETAILS	CGHS COMPUTERISATION
Network Details	• MLDN connectivity with 2 MBPS leased line as primary link and broadband (512 KBPS) as backup link has been implemented in all Wellness Centers in Delhi. • LAN nodes with Manageable/ Un-Managed Switch..
Deployment Architecture	• Centralised at NIC data centre at Delhi • DR site at NIC Hyderabad-Updation-centralized
Number of Users	• 900 concurrent users (10% of the load)
Future Roadmap for the application[2]	To integrate with private hospitals & diagnostic centers

D. Government Health Facility Mapping:

REQUIRED DETAILS	GOVERNMENT HEALTH FACILITY MAPPING
Introduction	Central Bureau of Health Intelligence (CBHI) under the MoHFW, GoI, is an organization responsible for the compilation of various health related statistics so as to provide meaningful information to the planners and policy makers. CBHI, DGHS in collaboration with WHO (India) Country office undertook the Government Health Facility Mapping project to understand the overall spatial distribution of the health facilities in the country which help in micro-level planning of future requirement of the facilities for ensuring an equitable geographical distribution of facilities. The project is divided into two parts. An MIS interface which allows users to add/delete/modify the health facilities within their control and a GIS interface which updates the GIS maps using inputs from the MIS database. This project provides the online GIS based information of all Government Health Facilities across India. There are about 118 types of health facilities such as hospitals, medical colleges, dispensaries, Primary Health Centres (PHCs), CHCs, Sub-Centres etc. The system gives authorized access to the stakeholders to State Health & FW Departments, District Health officials etc. Census 2001 coded database is used as a base village location wise data provided by the Registrar General of India. The district level user is able to add/delete/modify all the health facilities within the district. The base data collected from States and Union Territories is compiled initially at the CBHI level only. It is then released for the end users with userid/password at the States/Districts level authorities. The online data is being updated directly by these authorities.

REQUIRED DETAILS	GOVERNMENT HEALTH FACILITY MAPPING
	Website (MIS interface): http://cbhighf.nic.in Website (GIS interface): http://gis.nic.in/website/cbhighf/home.asp

Major Features	• **Administrator:**
	    o **User Management:** To create users in the application and assign them rights and permissions.
	    o **Module Management:** To link new reports / functionality in the application after that has been developed by the software developer.
	    o **Reports:** Would have complete control over all aspects of application and would be able to generate all type of reports that would be available in application.
	
	 • **Master Data:**
	    o Categorization of Health Services
	    o Locations Master (States / Districts /Union Territories)
	
	 • **User Types:**
	    o State Government Users
	    o District Officials
	    o CBHI Users
	
	 • **Reports:**
	    o Types of health Services Health
	    o Services Location-wise
	
	 • A query builder has also been provided to generate dynamic queries with more than one logical operator.
	 • The GIS maps generated are based on the real time data updation on the online system.
	 • GIS mapping upto village level has been developed by integrating MIS data with GIS data as an integrated product and has been hosted on NIC's GIS Server.

Is it Web based:	YES
Software Resources:	• **Operating System:** MS Windows • **Development Platform:** GIS software Arc IMS, ASP and PHP • **Database Server:** MS SQL
Deployment Architecture	De-centralised with synchronization of data
Number of Users of the application	State Government Users, District Officials, CBHI Users
Location where the application is deployed	NIC Data Centre, Delhi

E. <u>**IDSP (Integrated Disease Surveillance Project)**</u>

REQUIRED DETAILS	IDSP (INTEGRATED DISEASE SURVEILLANCE PROJECT)
Introduction	The IDSP which stands for Integrated Disease Surveillance Project is intended to be the backbone of public health programs in India. IDSP helps monitor progress of ongoing disease control program and also, helps in the allocation of resources. IDSP aims to transform the disease control and surveillance system from centrally driven and vertically organized to one which is coordinated by the center but implemented by the states and districts. IDSP also enables the early detection of emerging and re-emerging diseases. Components of IDSP: • Integration and decentralization of surveillance activities • Strengthening of public health laboratories • Human Resource Development – Training of SSO, DSO, RRT, other medical and paramedical staff • Use of Information Technology for data collection, analysis and transmission IDSP Portal: www.idsp.nic.in
Major Features	• In the integrated disease surveillance system software data is collected in various level and entered using the application into various forms as provided below: o Form S (Suspect Cases) -Health Workers (Sub Centres) o Form P (Probable Cases)-Doctors (PHC, CHC, Hospitals) o Form L (Lab Confirmed Cases)-Laboratories o Frequency of reporting – weekly (Monday to Sunday) • Capability Data compilation • Analysis on the complied data • Generation of reports
Is it Web based:	**YES**
Software Resources:	• **Operating System:** Windows XP • **Development Platform:** Tomcat 6.0 • **Database Server:** PostgreSQL 8.2
Deployment Architecture	Centralised
Number of Users of the application	800
Location where the application is deployed	NIC, Data centre, Delhi

F. OPA (Office Procedure Automation)

REQUIRED DETAILS	OPA (OFFICE PROCEDURE AUTOMATION)
Introduction	For monitoring the file movements and VIP references, a package named as Office Procedure Automation (OPA) has been implemented. The package totally automates the Dak Movement Necessary training has been provided to the concerned personnel of the Ministry.
Major Features	OPA (Office Procedure Automation) implementation in MoHFW include user management like new section or department creation, user login creation, granting permissions, granting or revoking roles etc. The various departments are monitored regarding usage of OPA and reports are drawn every fortnight. The staff members are trained in OPA software. The software helps in the following tasks: • Diarisation of Receipts/Dispatch • Tracking of Files & Receipts • Pendency Monitoring • Task Management • Report Generation The major application features / functions are as enlisted below: • Creating fresh diary of receipts • View marked receipts / files • Receiving receipt / file • Movement of receipt • Opening of new file • Attaching receipt with a file / Edit receipt • Movement of file including the following functions, o Dispatching a letter o Tracking a correspondence / file / dispatch o Precedent book o Movement of a receipt / file which is not in Inbox o Viewing Sent Receipts / File o Setting / Reviewing Due Date o Searching / Extending Due Date o Reports
Is it Web based:	Yes
Software Resources:	• **Operating System:** MS Windows • **Database Server:** OPA database (SQL 2003) is in the server kept at the NIC cell in the ministry. • **Development Platform:** VB.Net
Application integration with other departments/ Interoperability	Some sections in DOHFW and AYUSH

REQUIRED DETAILS	OPA (OFFICE PROCEDURE AUTOMATION)
requirements	
Current Status of the Application	Operational in some section as AYUSH

G. COMPACT (PAO-2000)

REQUIRED DETAILS	COMPACT (PAO-2000)
Introduction	NIC has taken up software development project of COMPACT (PAO-2000) in consultation with office of CGA, to align the Information Technology with business rules of PAO's and to bring efficiency in various processes performed in the PAO offices. The software was officially released on 17th September, 2001. Since then, several Pay and Accounts Offices of different Ministries all over India have started using this software.
Major Features	Functional Coverage: • The software is at the lowest level of Accounting and it provides information to higher levels of accounting systems for further processing. • The Software covers all the major Accounting functions i.e. Pre check, Compilation, GPF, Budget and Pension. • The software supports the batch upload and integration of day-end financial data to a central database which drives a web enabled application 'e-Lekha' for Fiscal management Information Integration: • It captures the accounts data from the original source i.e. the bill to improve the quality of data used for compilation and consolidation of accounts. • Functional interfaces among various modules to enhance data integrity and to enforce process validations. • Electronic incorporation from text files viz. • GPF schedules generated by the Composite Payroll Software are incorporated in the GPF Module. • The vouchers of the CDDOs and the Bank Scrolls are incorporated in the Compilation Module. • Bills generated by systems installed at DDOs can be incorporated in the Pre-check Module. • Compiled accounts of 'Supply works', 'Revenue Accounts' can be incorporated electronically through proper interfaces.

REQUIRED DETAILS	COMPACT (PAO-2000)
	• Electronic interface for 'Transfer IN' / 'Transfer OUT' of GPF subscribers • e-PPO generation which can be incorporated at CPAO. Further, electronic interface provided for revision and corrigendum of pension case for incorporation at CPAO. Operational Efficiency: • The operational efficiency of the accounting processes is improved due to proper validations, speed, user-friendly interface and security features. • Vital checks and validations for passing a bill: -Online validation of Budget allocations head wise, reporting on the cases of budget overriding, Capture of Reasons for rejection of bills. • Online reconciliation of cheques during Bank scroll entry. • Access to the software for authorized users. • Predefined access rights to the users of the forms and reports of the application. • Client/Server application with Multi-user facility. • Backup option through software. Other Features: • Generation of Monthly Consolidated Accounts data in the electronic format for incorporation at the Principal Accounts Offices in the CONTACT-ORA Software. • Generation of various managerial reports for expenditure analysis like Expenditure Control Register, Budget Vs Monthly Expenditure Comparison, Date Wise Monthly Statement of Payments and Receipts (DDO-wise). • Generation of cheques for payment on pre-printed stationery issued from RBI. • Bank reconciliation statements for Outstanding, Variance and Only in Scroll cheques. • Recasting of GPF Accounts on final Settlement and Tracking of missing credits of GPF accounts. • Auto generation and printing of Pension Payment Order facilitated through software, Authority letter generation and Electronic input to CPAO in Pension Module.
Is it Web based	No
Software Resources:	• **Operating System:** WINDOWS-NT/2000 for server, WINDOWS 98SE/Me/Xp for clients • **Development Platform:** VB based Application • **Database Server:** SQL Server
Hardware Resources	• **Server:** Pentium IV (Xeon Processor), 2.6 GHz with 2 GB RAM,FDD, CDROM and DAT Drives, Ethernet card, Hard disk 72

REQUIRED DETAILS	COMPACT (PAO-2000)
	GB. • **Clients:** Pentium-IV, 2.6 GHz with 256 MB RAM, FDD, CDROM Drive, Ethernet card, HDD 80GB.
Deployment Architecture	Standalone
Location where the application is deployed	All PAO offices of the MOHFW
Current Status of the Application[1]	Operational

H. COMP ddO: Comprehensive DDO Package for the Central Government Offices

REQUIRED DETAILS	COMP DDO: COMPREHENSIVE DDO PACKAGE
Introduction	Bill Preparation and disbursement of payments (received from Pay And Accounts Offices, through different modes such as Cash, Cheque, Demand Draft, Bank and through Electronic Clearance System (ECS)) is one of the basic functions in every office for effective disbursal of salary, other allowances and other types of payments like medical reimbursement, contingency payments, TA / LTC Payments etc. Information Technology has been effectively aligned with Bill Preparation and disbursement procedures to bring out ***Comprehensive DDO Package*** Software for its uniform implementation in all the Central Government Offices. Apart from the speed with which the calculations of different kinds of bills can be done, the software ensures accuracy and timeliness in the disbursal of the payments.
Major Features	• Accessibility for Authorized Users and Predefined access rights to the Users of the forms and reports of the application. • Generations of various types of bills like salary bills(Regular Pay, Supplementary and Arrear bills), DA Arrear Bills, Honorarium Bills, Over Time Allowance Bills, Bonus Bills, Tuition Reimbursement Bills, Contingency and Other Bills including full payment / Advance / Adjustment / Imprest Bills, CDDOs functions, Pay slip and Schedules of all the recoveries, Acquaintance Rolls etc. • Electronic flow of data pertaining to various types of bills including cheque details, GPF Schedules, New Pension Schemes Schedules in the form of text files to the PAO Offices for their incorporation in the COMPACT software. • Electronic Incorporation of GPF Schedules pertaining to various NCCDOs reporting to CDDOs. • Electronic Incorporation of data pertaining to various Accounting

REQUIRED DETAILS	COMP DDO: COMPREHENSIVE DDO PACKAGE
	heads to be used by the DDO in the current financial year along with their budget allocations, the Accredited Bank of the PAO etc. generated by the COMPACT Software running at PAO offices. • New Contributory Pension Fund electronic schedule generation in tamper proof format for incorporation at PAO level. • Maintenance of GPF accounts of various Group D employees (In case of NCDDOs) and for all categories of employees (In case of Merged DDOs) including the calculation of yearly interest on the credits and debits of the employees, generation of ledger card, Annual GPF Statement, Broadsheet and Recasting of Accounts for any specified period. • Automatic Calculations of the various Emoluments and Recoveries like DP,DA,HRA,CGHS etc. based on captured rates • Registration of the Software for each DDO under PAO for enforcing process validations. • Provision for monitoring of the allocated budget up to Sub Object Level and Generation of Electronic Control register. • The System has the facility to generate the Forwarding Page / Pay Bill Central report (Account Head wise breakup of Dues & deductions) to be attached with each pay bill sent to PAO. • Payment of All modules through ECS besides other four modes- Cash, Cheque, Demand Draft and Bank. • Soft Codes of all the dues and deductions and Calculation rates of auto-calculated Dues and Deductions. • Dynamic formatting of various reports. • Maintenance of Centralized bill master, various types of loan registers like HBA, PF and Other loans. • Provision for preparation of salary of various employees posted at different geographical locations having different city classes with different rates of auto-calculated Dues and Deductions • Facility of capturing various receipts including their challan details. • Automatic Increment facility for the selected employees. • Calculation of Income tax liability of employees, generation of Yearly Income Statement, calculation Sheet, Form 16, Form24/Form 27A Quarterly, validation of employees Income Tax data through TIN utility and facility for submission of Form24 electronically to the Income Tax Department.
Is it Web based:	No
Software Resources:	• **Operating System:** WINDOWS-NT/2000 for server, WINDOWS 98SE/Me for clients • **Development Platform:** VB • **Database Server:** Microsoft SQL Server 2000

I. RIMS (Routine Immunization Monitoring System)

REQUIRED DETAILS	RIMS (ROUTINE IMMUNIZATION MONITORING SYSTEM)
Introduction	For a complex and extensive programme like Immunization an efficient management information system is required for timely reports at District, State and National levels, it is also equally important to provide feedback to the States and Districts. In place of routine reports received as part of Reproductive and Child Health (RCH) and to provide important information regarding vaccines and cold chain logistics, a computer based monitoring system Routine Immunization Monitoring System (RIMS) was developed. RIMS is a computerized implementation, to enter data, generate reports and perform queries. The reports are in the form of tables, graphs and maps. There are two versions of the system, one is online and the other is offline. • The offline application is implemented in number of states & districts of India. The district user can enter data and generate district level as well as PHC/Reporting Unit level reports at the district on offline application. The state user can also enter data and generate state level reports. • The online application has provision for online data entry and some useful advance reports can also be viewed through this application. Useful feedback is generated through this system to guide the reporting units for improving the immunization programme.

Major Features	RIMS is a computerized implementation, to enter data, generate reports and perform queries. The reports are in the form of tables, graphs and maps.
	The major application features / functions are as enlisted below:
	• User Profile / User Creation
	• Data Entry Forms for Vaccine Supply & Logistics, Cold Chain Equipment, Status, Adverse Event Following Immunization (AEFI) etc.
	• Various reports at State, District & PHC level such as:
	   o Monthly Performance Report
	   o Immunization Performance
	   o Vaccine Stock Position
	   o Cold Chain Breakdown Status
	   o List Of Locations Having Cold Chain Equipment Breakdown
	   o Vaccine Stock Position Trend
	   o Generate Profile (State Profile)
	   o Supervisory Visits Report
	   o Budget Cash Flow Statement
	   o State Fund Utilization

REQUIRED DETAILS	RIMS (ROUTINE IMMUNIZATION MONITORING SYSTEM)

	o Stock Pipeline etc.
	• Maps such as
	    o AEFI Map
	    o Coverage Map
	    o Coverage vs. Diseases Map
	    o Disease Map
	    o Fully Immunized Infants
	    o Vaccine Status Map

Software Resources:	Online Version: • **Development Platform:** ASP.NET / VB.NET • **Database Server:** MS SQL Server 7.0 Offline Version: • **Operating System:** Windows 2000 Professional or above • **Development Platform:** VB.NET • **Database Server:** Ms Access 2000
Deployment Architecture	De-centralised with synchronization of data
Current Status of the Application	Operational

J. Grant-In-Aid Utilization Certificate Monitoring System :

REQUIRED DETAILS	GRANT-IN-AID UTILIZATION CERTIFICATE MONITORING SYSTEM
Major Features	The web based system has been launched in the Ministry so that all the Pay & Accounts Offices of the ministry may track the status of GIA and UCs division wise, institution wise, state wise. URL: http://mohfw.nic.in/uc/super/login.asp
Is it Web based:	**YES**
Portal or Website?	Portal
Software Resources:	• **Operating System:** MS Windows • **Development Platform:** ASP • **Database Server:** MS-ACCESS
Deployment Architecture	De-centralised with synchronization of data
Location where the application is deployed	DDO offices in MOHFW (Cash, Health, Family welfare, AYUSH & DGHS) etc

K. National Vector Borne Disease Control Programme (NVBDCP):

REQUIRED DETAILS	National Vector Borne Disease Control Programme (http://nvbdcp.gov.in/)
Introduction	The National Vector Borne Disease Control Programme is a comprehensive programme for prevention and control of vector borne diseases namely Malaria, Filaria, Kala-azar, Japanese Encephalitis (JE), Dengue and Chikungunya which is covered under the overall umbrella of NRHM. The States are the implementing agency for prevention & control whereas the Directorate of NVBDCP, Delhi provides technical assistance, policies and assistance to the States in the form of cash & commodity, as per approved pattern. The Website has the following Major features: • Guidelines for Vector Borne Diseases, • Web based National malaria management information system (NAMMIS) for quick reporting of epidemiological and other data and prompt response to the situation. The access of NAMMIS is restricted to authorized users at present, • Status of drug resistance in India • RIGHT INFORMATION ACT, 2005, Duties of various Officer's and Staff • Current update on World Bank Project, Urban Malaria Scheme(UMS), BCC/IEC Resource Centre, Health Bulletin for ASHA, Notices, National Drug Policy on Malaria - 2008, Guidelines for diagnosis and treatment of Malaria etc. Website: http://nvbdcp.gov.in
Is it Web based:	YES
Software Resources:	• **Operating System:** Windows XP • **Development Platform:** ASP.NET • **Database Server:** SQL SERVER 2005
Deployment Architecture	Centralized
Location where the application is deployed	NIC Data Centre (CGO), Delhi

L. <u>Revised National TB Control Programme (RNTCP):</u>

REQUIRED DETAILS	Revised National TB Control Programme (http://www.tbcindia.org)
Introduction	Tuberculosis is a major public health problem in India. Website helps in monitoring the RNTCP activities to ensure that what is being done is being performed as per the RNTCP guidelines and plans. On-going analysis of the available data and information at all levels is a routine activity of staff involved in RNTCP activities. A standardized fully electronic HMIS system is supposed to be in place, with regular feedback to the reporting units and wide dissemination of RNTCP information. The Website / Portal (http://www.tbcindia.org) has the following Major features: • Performance indicators, year wise / quarterly reports. • Key acts & Concepts • Success stories • IEC Resource Centre • History of TB Control • Directory of TB Officers • Online quiz to test knowledge of tuberculosis • PowerPoint show on important information on diagnosis, treatment and control of tuberculosis • Procurement Information etc. Website: http://www.tbcindia.org
Is it Web based:	YES
Software Resources:	• **Operating System:** MS Windows • **Development Platform:** ASP.NET • **Database Server:** SQL SERVER 2005
Deployment Architecture	Centralized Application

M. <u>National Leprosy Eradication Programme (NLEP):</u>

REQUIRED DETAILS	National Leprosy Eradication Programme (NLEP)
Introduction	NLEP is a major programme under the umbrella of NRHM. It is running through Govt. of India funds with technical support from WHO and International Federation of Anti Leprosy Association (ILEP) organizations. Main components of the programme are: • Decentralized integrated leprosy services through general health care system • Capacity building of all general health services functionaries

REQUIRED DETAILS	National Leprosy Eradication Programme (NLEP)
	• Intensified information, education & communication • Prevention of disability and medical rehabilitation • Intensified monitoring & supervision The Website has the following Major features: • Leprosy Situation / Progress reports • Guideline on National Leprosy Eradication Programme • Information on Strategic Framework For Reduction Of Stigma & Discrimination • Partner's information Website: http://nlep.nic.in
Is it Web based:	YES
Software Resources:	• **Operating System:** Windows • **Database Server:** SQl Server
Deployment Architecture	Centralized

N. Pre-Natal Diagnostic techniques (PNDT):

REQUIRED DETAILS	Pre-Natal Diagnostic techniques (PNDT)
Introduction	Pre-Natal Diagnostic Techniques (PNDT) has been established under the Pre-Conception and Pre-Natal Diagnostic Techniques (Prohibition of sex selection) Act, 1994. The Web portal was launched in April 2008 during the launch of the Save the Girl Child Campaign. The portal provides all the necessary information about the Act and its implementation. A web based MIS has also been developed through which all the hospitals and diagnostics centers such as Ultra Sound Clinics and Labs involved in pre-natal examinations are required to submit the online form F against each case reported with them. The monitoring and regulation of these cases is carried out by the State and District Appropriate Authorities through the online system. The training has been successfully completed for State and District Appropriate Authorities in most affected States where the ratio of Females to Males is alarmingly low. The training is underway to cover all the States and UTs. The Website has the following Major features: • Information on how, where & when to file a complaint against doctors, maternity homes and clinics who engage in Pre-Natal Diagnostic Techniques. • Online data entry for Clinics / labs / Hospitals / PNDT users / State

REQUIRED DETAILS	Pre-Natal Diagnostic techniques (PNDT)
	Users, • Information on Important Judgments • Information on Violation / penalties under the PNDT act • Details of National Inspection & Monitoring Committee, • Publications like Annual Reports , hand books etc. Website: http://pndt.gov.in
Is it Web based:	**YES**
Software Resources:	• **Operating System:** MS WINDOWS • **Development Platform:** ASP.NET • **Database Server:** SQL SERVER
Number of Users	8 or 9 states are using the application (around 200 users)

Appendix 7: Details of Health Management Information System (HMIS)

Executive Brief:

Project Name: Monitoring and Evaluation System under National rural Health Mission

MOHFW Objective: To build a decision support system so as to monitor and evaluate the impact of Ministry's ambitious NRHM programs and provides key inputs to policy formulation and interventions.

Proposed Solution: To overcome the current challenges, TSP has provided an end-to-end solution including online data collection from field offices using validations, storing in a central data warehouse applying statistical models, building reports and online publication of data and reports to the web portal. The data captured from district offices flows to state for further validation and is then forwarded to the central ministry for analysis and reporting.

Modular Description and the respective cubes / dimensions formed in Data Warehousing Solution:

S No	Module	Cubes	Dimensions	About Module
1	Infrastructure	SC_INFRA	Services	
		PHC_INFRA	Man Power	Health care delivery in India has been envisaged at three levels namely primary, secondary and tertiary. The Primary Level includes Sub-Centre (SC's) and Primary Health Centers (PHC's) and the secondary level of health care essentially includes Community Health Centers (CHC's), constituting the First Referral Units (FRU's) and the district hospitals (DH).
		CHC_INFRA	Physical Infrastructure	For each of the above (SC, PHC,CHC, Sub-District Hospital & District Hospital) under the NRHM mission, facility specific (IPHS) Indian Public Health Standards have been laid out to provide a yardstick to measure the services being provided there. This module captures the parameters like space, building, manpower, Instruments and equipments, drugs and other basic health care facilities until Sub-centers
		SDH_INFRA	Quality Control	

S No	Module	Cubes	Dimensions	About Module
		DH_INFRA	Equipment Drug and Furniture	
			Essential laboratory Services	
			Time	
			Location	
			Area Category	
			Area Sub Category	
			Facility	
			Facility Type	
			Financial Year	
2	**MIES**	**SC_MIES**	**Special Information**	
		PHC_MIES	Reproductive	This module is used to capture MIES (Monitoring Information and Evaluation System) related data for all the Facilities. For each of the facilities, under MIES, data is entered at district level, which is then be forwarded, to State. The state then forwards the data after vetting to the centre. The periodicity of the data will be Monthly.
		CHC_MIES	Monthly Inventory	
		SDH_MIES	State Type	
		DH_MIES	Time	
			Location	
			Area Category	
			Area Sub Category	
			Facility	
			Facility Type	
			Financial Year	
3	**Finance**	**FMR_Finance**	**FMR Timeline Activity**	
		SFP_Finance	Immunization	To capture and analyze fund distribution details under NRHM like Maternal Health, Child Health, Family Planning, Training, RCH, Immunization, Infrastructure and HR in various states.
			RCH Technical Act	

S No	Module	Cubes	Dimensions	About Module
			Financial Year	
			State	
			State Type	
			Time	
4	National Health Program	NHP_District	**NLEP**	
		NHP_State	NPCB	
			NVBDCP	This capture status of National Health Programs held for diseases like Leprosy, TB, Malaria, and Blindness etc on a quarterly basis.
			RNTCP	
			State Type	
			Time	
			Financial Year	
			State	
5	**Training**	**Training**	**Training Program**	
			State Type	This captures training related data for various National Health Programs
			Time	
			Financial Year	
			Location	

Sources of data:

External Sources

- **Registrar General of India**: Data comes in 2 Formats as following:
  - **SRS**: Sample registration system has data of no of births , no of deaths, crude birth rate (CBR), Crude Death rate (CDR), Infant Mortality rate (IMR), Total fertility rate (TFR).
    - **Census**: It has details of population.

- **Surveys (NFHS, DLHS,RHS)**
  - **National family health survey (NFHS**): **T**he National Family Health Survey (NFHS) contains data of large-scale, multi-round survey conducted in a representative sample of households throughout India
  - **District level house hold survey (DLHS):** This provides the district level house hold data.
  - **Rapid Household survey (RHS):** It provides the district level data about the reproductive child health program.

Internal Sources

- **MOHFW SQL server database**

Data entered through data-entry Application for the above – mentioned modules resides in the SQL Server Database.

Reports

The Reports are divided into the following categories:

- **Standard Report:** Reports which are publicly available on the internet. Link of these reports is created on in the MoHFW home page. These reports will be generated from the Data Warehouse. These reports will be maintained by the System administrator manually.

- **User Created Reports:** These reports which are Analytical Reports prepared through Enterprise Guide (EG). These reports are only visible to EG users at Nirman Bhawan (National Level).

- **Reports specific to District and State users:** The state level user can view his reports as well as the District reports. However the District level user can see reports specific to his district only.

Dashboards

The system has following dashboards.

- **MIS dashboards**. This dashboard shows the comparison of actual with Target values.
  Following are the KPI in MIS Dashboard:
    o Sterilizations
    o State-wise break-up & % of Vasectomy to total Sterilizations
    o IUD Insertions
    o Condom Users
    o OP Users
    o Tetanus Immunization (Exp. Mothers)
    o DPT Immunization
    o Polio
    o BCG
    o Measles

- **Finance dashboard**. This dashboard shows the comparison of actual with Target Expenditures.
  Followings are the KPI in Finance Dashboard.
    o Maternal health
    o Child health
    o Family planning

- **National health program Dashboard**. This dashboard shows the no of cases detected for the following diseases and no of case rectified.
    o NELP
    o RNTCP
    o Malaria
    o Blindness

Solution / Technical Architecture
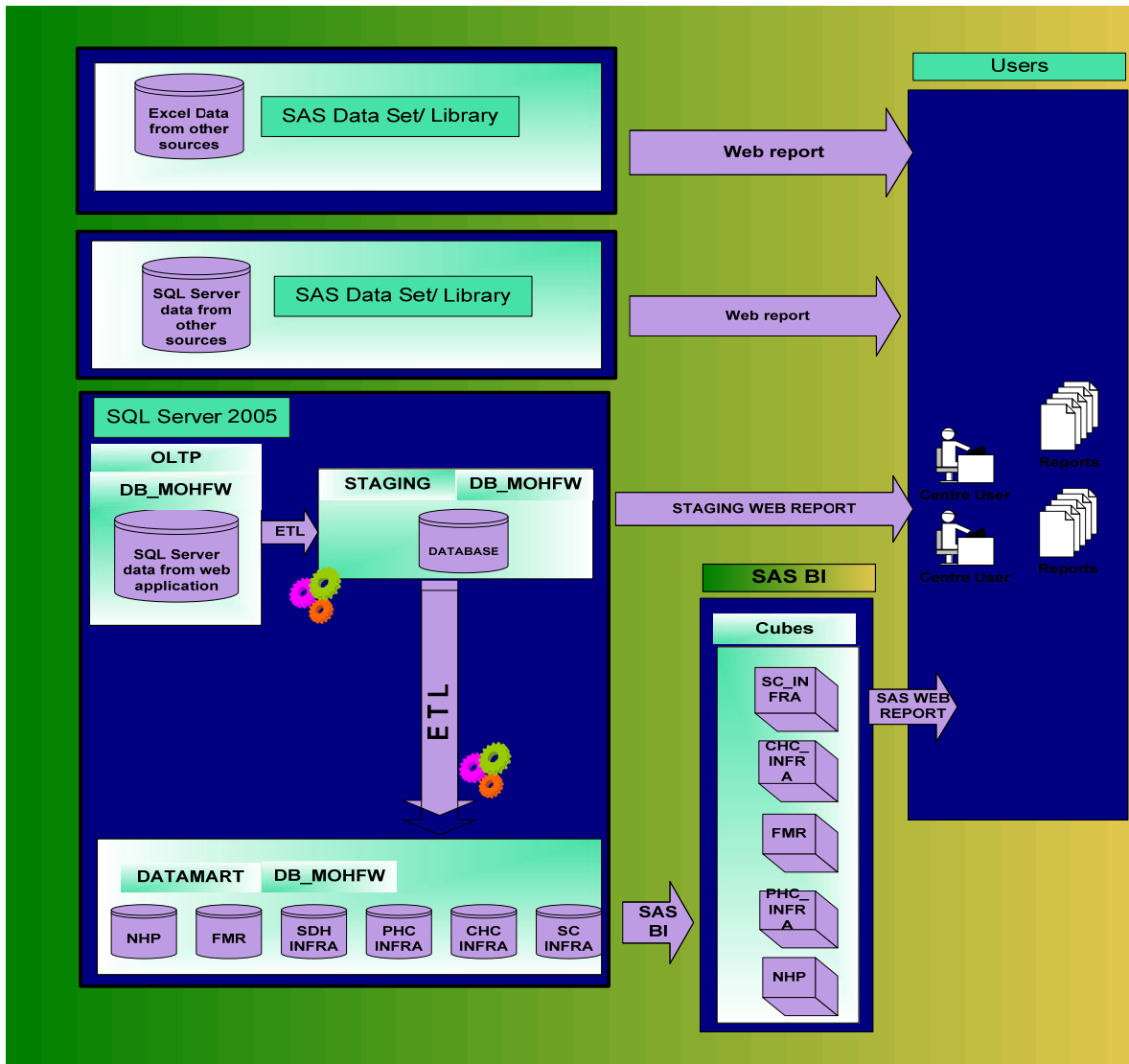
The MOHFW data warehouse will have the following layers

- **Layer1: Source Layer**
  The success of the M&E System depends to a large extent on the input data on which it is run. More detailed the input data better is the analysis. The solution would require inputs from one or more of the following source systems:
  - o OLTP Database(SQL Server 2005)
  - o Data from other sources (pc file format data) like RGI (Registrar General of India), Census, NFHS (National Family Health Survey), etc.

- **Layer 2: Staging Layer & ETL**
The staging layer will be a storage area where data extracted from SQL Server 2005 will be maintained. Data in the staging layer will be cleaned, integrated and transformed using SAS.

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