RFP for Development of Centralized Project Monitoring System-cum-Dashboard for International Health/ International Coordination (IH/IC)

31st January, 2018

The National Institute of Health and Family Welfare,
Baba Gang Nath Marg, Munirka,
New Delhi – 110 067
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CHI, NIHFW invites Technical Proposal (Ideas, Creatives, Execution plan, etc.) and financials only from the **agencies hired through the process of empanelment as per the published document RFP** for "Empanelment of Agencies for Mobile Application Development / Online Widgets / Software Development for National Health Application (NHP)" dated 18th February 2016. All the terms and condition of the RFP document mentioned above will be adhered to:

Project code CHI/001/2016

Job Requirement	**RFP for Development of Centralized Project Monitoring System-cum-Dashboard for International Health/ International Coordination (IH/IC)**
Publication Date	**31st January, 2018**
Proposal Document	The Proposal document can be downloaded from the official website of the NHP (i.e.www.nhp.gov.in)
Contact person for clarification	**Shri Gaurav Sharma**, Room No 429, Deputy Director(Technical), CHI of NHP, The National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110 067. Telephone No. 011-26165959 ext. 262
Date and Venue of Pre-Proposal Meeting	11:45 AM on **2nd February, 2018** at The National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067
Last date for submission of Proposal	Up to 11:00 AM on **5th February, 2018** at The National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067
Opening of Technical Proposal	11:30 AM on **5th February, 2018** at The National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067

1. PURPOSE

The Ministry of Health and Family Welfare, Government of India has set up the National Health Application in pursuance to the decisions of the National Knowledge Commission, to provide healthcare related information to the citizens of India and to serve as a single point of access for consolidated health information. The National Institute of Health and Family Welfare (NIHFW) has established Centre for Health Informatics to be the secretariat for managing the activities of the National Health Application.

Gateway to authentic health information for all.

The National Health Application aims to make this as a single point access for authenticated health information for citizens, students, healthcare professionals and researchers.

The National Health Application will achieve the above vision by collecting, verifying and disseminating health and health care delivery services related information for all citizens of India.

CHI intends to develop Development of Centralized Project Monitoring System-cum-Dashboard for IH with the objective

- Uniformly manage foreign country tours of delegations for various Events, workshops, conferences, invites, JWGs, bilateral meetings, study etc. for all levels & grades of officers of MoHFW and provide open API interface applicants of government institutions;
- Manage International Conferences
- Develop a portal where medical candidate/doctor can raise an online request for issuance & closure of SON & ENC certificates.
- Portal shall also track the status of current SON/ENC and extensive reporting for the admin users
- Generate data analytics E.g. cost-analysis per person, per department, per month for all tours undertaken in that month etc.

2. Objective

The purpose of the project is to design and develop a user friendly and visually appealing web site to provide one-stop medium to deliver all information related to International Health Foreign Visit Management System. The main objectives are:

- Uniformly manage foreign country tours of delegations for various Events, workshops, conferences, invites, JWGs, bilateral meetings, study etc. for all levels & grades of officers of MoHFW and provide open API interface applicants of government institutions.
- Email & SMS alerts for all the delegates of Tour at the end of Tour for post tour report submission through URLs given in Email & SMS. Tour report format will be specified by Section Officer, International Health.

- Tour report of visiting officer and India's Technical stand on Tour will be saved for future use and reference to create formidable searchable digital library. User should be able to perform search and knowledge discovery on digital library using data mining techniques like pattern extraction, and visually see results in form of reports.
- Manage International Conferences
- Develop a portal where medical candidate/doctor can raise an online request for issuance & closure of SON & ENC certificates.
- Portal shall also track the status of current SON/ENC and extensive reporting for the admin users
- Keyword and phrase search should be available for all the stored data and search results should be formatted based on the type of data element retrieved. Search function should be available on every page.
- Generate static and dynamic reports on stored data.
- Visualize reports through variety of graphs like column chart, bar chart, line chart, pie chart, area chart, scatter etc instead of fixed graph formats.
- Generate data analytics E.g. cost-analysis per person, per department, per month for all tours undertaken in that month etc.
- Access the Centralized Project Monitoring System-cum-Dashboard for IH through both mobile and desktop.
- Activity Logs should be maintained.
- Security Audit and GIGW compliance

The main design principles for the new web site are:

- GIGW compliance (includes features like accessibility, browser compliance, govt identity, content quality etc.)
- Responsive design
- Search (including searchable documents)
- Based on open source technologies
- Dynamic User management
- Role based access
- Automatic archival of content (for time sensitive content)
- Training
- Revision history
- Dashboard for administrator (as required)
- Visitors statistics
- Feedback management

3. SCOPE OF WORK

The scope of work under the project is:

- Study of the existing system
- Requirement Gathering and functional specifications for new system to be developed
- Information Architecture
- Quality Assurance and testing
- Security Audit of the System
- Project management services for successful implementation of the project

- One year warranty for operations and maintenance of the Centralized Project Monitoring System-cum-Dashboard for IH after its completion and deployment. The other services to be provided as part of the warranty/operations/maintenance are:
  - o Database management.
  - o Refurbishment of Centralized Project Monitoring System-cum-Dashboard for IH at regular interval
  - o Making IHFVMS more accessible through popular search engines
  - o Fine tuning of Centralized Project Monitoring System-cum-Dashboard for IH performance
  - o Cyber Security Audit from time to time.
  - o Monthly Web analysis and progress reports
  - o Hit rate and source domain
  - o Visits from search engines

3.1 International Health Foreign Visit Management System:

3.1.1 Foreign Management / Tour Management:

Uniformly manage foreign country tours of delegations for various Events, workshops, conferences, invites, JWGs, bilateral meetings, study etc. for all levels & grades of officers of MoHFW and provide open API interface applicants of government institutions.

Capabilities required are as follows:-

- o Templates:- Creation of standard output template/ form with different colour skins that can be applied to new and existing Form templates, allowing the appearance of all content to be changed and look fresh time to time.
- o Audit trail reports would be provided for the various events for which audit trail is maintained as described in the "Security" section below.
- o Admin User should be able to create, update, publish/unpublished and hide the data.
- o Data entry operation shall be able to enter the information regarding the tour management/ plan for the delegate's trip.

3.1.2 Email and SMS Integration:

- o Email & SMS alerts for all the delegates of Tour at the end of Tour for post tour report submission through URLs given in Email & SMS. Tour report format will be specified by Section Officer, International Health

3.1.3 Reports & MIS:

- o Tour report of visiting officer and India's Technical stand on Tour will be saved for future use and reference to create formidable searchable digital library. User should be able to perform search and knowledge discovery on digital library using data mining techniques like pattern extraction, and visually see results in form of reports.
- o Keyword and phrase search should be available for all the stored data and search results should be formatted based on the type of data element retrieved. Search function should be available on every page.
- o Generate static and dynamic reports on stored data.

- o Visualize reports through variety of graphs like column chart, bar chart, line chart, pie chart, area chart, scatter etc instead of fixed graph formats.
- o Generate data analytics E.g. cost-analysis per person, per department, per month for all tours undertaken in that month etc.

3.2 International Conferences:

- Need to build a portal as a digital library that will contain documents related to Country Interventions and statements at International conferences.
- Agencies will be identified whose conferences will be tracked. Agencies including UN General Assembly, WHO, World bank
- Purpose of Conference and Areas of Conference will be focus areas.
- The users of the systems will be Joint secretary and above. There will be data entry users as well.
- Digital library reports will be formatted in a way that they are searchable based on some keywords within specific portions of the documents e.g. Event details, Agenda etc.

3.3 Statement of Need (SON) / Exceptional Need Certificate (ENC):

3.3.1 Users:

- Candidates applying for SON
- Under Secretary for approval
- DGHS User
- Admin/Section User

3.3.2 Candidate Module:

1. Online Application Form for Issuance SON/ENC:
   - Candidate can fill the online form of SON / ECN
   - Candidate will upload the scanned copy all the necessary documents like
     - Copy of Offer letter from Foreign University
     - Copy of Valid Indian Passport
     - Copy of Valid US Stamp VISA/US VISA paper if applicable
   - For ECN, following doc needs to uploaded as well:
     - Copy of SON issued earlier
     - Copy of ECFMF rules
     - Template on "Exceptional Need"
     - Signed CV
   - After Submission a temporary unique number will be provided to the candidate.
   - Candidate has to make Surety bond of 5 lac& two sureties and sent the hard copy to MOHFW.

2. Online Application form for Closure of SON:
   - Candidate can fill the online form for closure of SON.
   - Candidate has to upload the various documents:
     - Passport copy with return stamp
     - Course completion certificate
   - Candidate get the unique SON closure request number.

3. Candidate Dashboard:
   - On form filling, the user id and password will be created for the candidate
   - Candidate **passport number** will be used to uniquely identify the candidate. This number will be used to identify the previous request raised by the candidate.
   - Welcome email will be sent on candidate email, and message will be sent on the mobile number
   - Authentication/ Verification
     - Auto-generated email ID verification
     - OTP verification for contact number
   - Notification:
     - Candidate will receive notification if there is any update on his application
     - Candidate receive notification and will have the feature of upload any additional document required by Ministry
     - Candidate shall receive periodic notification regarding the status update of the application.
   - SON/ENC Issue Application Status:
     - Candidate can view his filled application form, and take print out.
     - Candidate will be able to see the status of his application from view status page.
   - SON/ENC Closure Application Status:
     - Candidate can view his filled application form, and take print out.
     - Candidate will be able to see the status of his application from view status page.
   - Previous SON/ENC
     - Candidate will be able to see, all the previous request for SON/ECN and their status.

3.3.3 Admin Module:

1. SON/ENC Issuance:
   - Admin will be able to view the all the application received and update their status.
   - Admin will review and validate each application.
   - Admin can send notification to candidate for demanding some the missing documents. Notification will be sent on email & SMS.

- Admin can further process the complete application to US user for approval.
- Admin can mark the ECN application to DGHS committee for the approval.

2. SON/ENC Closure:
   - Admin will be able to view the all the application received and update their status.
   - Admin will review and validate each application.
   - Admin can send notification to candidate for demanding some the missing documents. Notification will be sent on email & SMS.
   - Admin can further process the complete application to US user for approval.
   - After approval, admin will close the SON, and return the bond to user (if applicable).

3. Integration of Business Rules: Application will implement the various business logic as below:
   - Surety Bond not required if candidate has already received the SON before 26.03.2013:
     - Application will be identify the candidate based on his Passport number.
     - Application will identify the complete history of candidate in terms of when SON is submitted & its status.
     - Application is will ask for Surety bond if the valid SON in available & issued before 26.03.2013.
   - No availability of MCI number

     In case MCI number is not available, application will ask for undertaking for the same.

3.3.4 Under Secretary Module:

1. Under Secretary User
   - US user can view various application, and take decision of approval or rejection of SON
   - US user can demand for more information for the candidate as well.

3.3.5 DGHS User Module:

1. DGHS User
   - DGHS user can view the various application pending on DGHS committee
   - DGHS user will be upload the committee decision for approval or rejection of ECN certificate.

3.3.6 MIS Reports:

- Monthly/Quarterly SON/EON issues
- Candidate wise various SON/ECN issued
- SON expiring in near future.
- Other Reports as required

3.3.7 Migration of Old Data:

- Old data for last 9 years will be manually entered into the application US user can demand for more information for the candidate as well.

3.3.8 Miscellaneous task:

- Any other new features/ functionalities during the development and O&M stage.

3.4 CSS Driven Design:

The proposed website will have Cascading Style Sheet (CSS) driven design adhering to theW3C (World Wide Web Consortium) standards. The Home Page and all Inner Pages layouts would be CSS driven.

- Style & Colour scheme would be consistent across the site.

3.5 Download Management:

Under this section all the forms/ documents issued by Centralized Project Monitoring System-cum-Dashboard for IH will be available in downloadable format. The Administrator will have the provision to Add, Modify or Delete the forms (in pdf format) at regular intervals.

3.6 FAQ Management:

Through this section user will be able to view frequently asked questions along with their answers. Administrator will have provision to Add, Modify or Delete the questions and answers as and when required.

3.7 Menu Management:

Under this section all the Menus (Top Menu, Footer Menu, Right or Left Menu etc) of System will have edit, add, and remove option in Front Page of the system. The Administrator will have the provision to Add, Modify or Delete the menu items at regular intervals.

3.8 Archive Management:

A facility of auto archives will be provided to manage files wherein after the expiry date of the information, it will automatically be moved to the archive section, for lateral viewing. The archive section can be managed with a permanent manual delete provision. Facility should be provided to move the file(s) back to current section, if required along with the provision of sorting / filtering.

3.9 Audit Trail:

The "Audit Trail" option shall also be provided which will let the Administrator to keep a track of all updates and transactions taking place in the System. Audit trail would be available for all successful and unsuccessful logon attempts on the website with time, IP address etc. It will assist the Solutions Administrator in tracking the source of each transaction that has taken place or occurred.

3.10 Security

- Website should be Free from OWASP Top 10 vulnerabilities
- Password policy to be implemented for all the users.
- CAPTCHA to be implemented for login and for all forms on the System.
- Use of SSL/TLS encryption to protect the data between the server and the browser against eavesdropping if required. Also, it is to be ensured that playback attacks are not possible.
- The executing agency will perform security audit for Cert-In Empanelled vendor and obtain clearance certificate prior to making the system Live.
- The executing agency need to take all necessary steps to prevent website hacking and comply to the following:
  - o Implement code and database hardening procedures along with timely updation of web server patches.
  - o Restore the system within 6 hours in case it is hacked.

3.11 Deliverables

- Selected agency is expected to deliver the System within 60 days of receiving the work order.
- Selected agency has to share the Design Documents based on the CHI NIHFW Requirement document for CHI NIHFW Review & Sign-off.
- User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing.
- Deployment document
- The selected agency will be responsible for developing, hosting and maintaining the system for one year after the deployment on Production server and Go-Live.
- Technical documentation of design and development stages of the Web Application, database, training to users etc. shall also be provided
- Selected agency is expected to deliver additional features/ customizations required by the CHI/ MoHFW during the course of Development and O&M of Centralized Monitoring

System - cum - Dashboard with same terms and conditions. However, the cost/payment for deployment of additional manpower will be provided to the selected agency.

- Wireframes
- Security Audited Web Site as per the specifications/functions/features mentioned in the document and agreed as per requirement specification/functional design document
- Source Code
- GIGW compliance matrix
- GIGW Complaint
- Progress Report
- The resource deployed at the MoHFW/ CHI premises dedicatedly for this assignment or work as assigned by MoHFW/ CHI and will work as below:
  - Project Supervisor:
    - Understanding the requirement from MoHFW/ CHI
    - Translation of user requirement into technical requirement.
    - Getting the work done from the software development team as per user need.
    - Update on progress to the senior authority.
    - Sharing of Progress report at regular interval.
    - Resource should have minimum 5 years of experience in IT Projects.
- The resource deployed at the Agency premises dedicatedly for this assignment or work as assigned by MoHFW/ CHI and will work as below:
  - Software Developer:
    - Regressively improve the design of Application
    - Creative arts and work as asked by CHI as and when needed.
    - Changes and Enhancement in the Web Application as asked by CHI
    - Improve security features of the website
    - Resource should have minimum 3 years of experience.
    - Travel to MoHFW/ CHI as and when required or on a full time basis.

3.12   Designs

- The website design will be responsive display according to the display device.
- Web Application should build in a way that it is easy to use and navigate.
- All the design/Creatives/images to be provided by the selected agencies.
- Creative, ideas and design will be the copyright of CHI, NIHFW.

3.13   Preferred Technology:

- The system should be developed using open source technology.

3.14   Sharing

- Links for sharing Web Application
- Comments provided by the user on his Facebook /Twitter account shall be provided.

3.15   Hosting

- The Web Application will be hosted on server as given by CHI NIHFW. The selected agency should provide proof of ownership (licenses) of various software used by them for the development as well as for the hosting of Web Application.
- The selected agency will provide CHI NIHFW Full Access to server hosting the Web Application

3.16   Support

- Selected agency should provide support 24*7*365
- Selected agency to provide Web Application customization and upgrade.

3.17   Intellectual Property Rights

- The Intellectual Property Rights of the Web Application will rest with CHI NIHFW. The selected agency will provide the source code of the Application to CHI NIHFW at the time of sign-off
- The developed Web Application will be the property of CHI NIHFW, agency shall not sale, lease or share the source code of the Application to any other entity.
- CHI NIHFW shall have the copyright to the design and content of the Web Application. The entire Web Application along with all programmes, including those meant for statistical reporting, graphics and content developed to achieve the desired functionality, will be intellectual property of CHI NIHFW.
- It will be the responsibility of the selected agency, both where the contract comes to a natural end, and also in case of foreclosure, to:
    o Furnish all information demanded by CHI NIHFW regarding the existing framework of the Web Application
    o Handover all the old / latest backup of the Web Application setup and database tools/ Web Application to CHI NIHFW on a CD/DVD/Pen drive/Hard disk.

3.18   Training

- For the effective uses of the supplied software/Web Application licenses & their functionalities, the selected vendor must compulsorily provide classroom training for CHI NIHFW officials at Delhi/NCR Locations. Following training needs are to be provided by Vendor as part of the scope:
    - Content Management Training
    - Deployment & Hosting Training
    - Web Application Submission Training
    - Support Handover

4. PROPOSAL SUBMISSION PROCESS

The agency shall submit the Proposal documents as per the details given below:

- **Sealed Envelope:** This envelope shall contain the original copy of Proposals and shall clearly provide the contents of the envelope. This envelope shall contain the following envelopes:
    - **Sealed Envelope A.1.:** containing original copy (hard copy only) of Technical Proposal. The envelope shall clearly provide the contents of the envelope and shall be super scribed as "Technical Proposal (Hard copy): Original copy.
    - **Sealed Envelope A.2.:** containing original copy (hard copy only) of financial Proposal. The envelope shall clearly provide the contents of the envelope and shall be super scribed as "Financial Proposal (Hard Copy): Original copy".

5. SUBMISSION OF PROPOSALS

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

The inner and outer envelopes shall be addressed

Shri Gaurav Sharma,

Deputy Director (Technical), Centre for Health Informatics

Room. No. 429

National Institute of Health and Family Welfare (NIHFW),

Baba Gang Nath Marg, Munirka,

New Delhi – 110067

Email: gaurav.sharma@nihfw.org

6. CONTENT OF DOCUMENTS TO BE SUBMITTED

Documents required in Proposal Envelope (Sealed Cover):

1) Technical Proposal as per Annexure 1
2) Financial Proposal as per Annexure 2

7. LAST DATE AND TIME FOR SUBMISSION OF PROPOSALS

Proposals must be received by the CHI, NIHFW at the address specified in the Proposal Document not later than the specified date and time as specified in the Proposal Document or as extended by the CHI, NIHFW.

In the event of the specified date of submission of Proposals being declared a holiday for the CHI, NIHFW the Proposals will be received up to the appointed time on next working day.

8. LATE PROPOSALS

Any Proposal received by the CHI, NIHFW after the deadline for submission of Proposals will be rejected and/or returned unopened to the empanelled agencies, if so desired by him.

9. PROPOSAL OPENING AND EVALUATION

The CHI, NIHFW will open the Proposal, in the presence of agency representative who choose to attend, at the time and date mentioned in Proposal document at the address mentioned.

NHP reserves the right to award the work to any of the empanelled agencies, based on the merit of their credentials (Ideas, Creatives, execution plan etc.) and financial quote for a particular task. The selection of work will be through Quality and Cost-Based Selection (QCBS) (60 –Technical: 40-Financial quote) on technical/creative presentation and financial quote for that assigned task. The Evaluation Committee will be the final authority for selection of work.

10. MAINTENANCE AND SUPPORT

The vendor should provide first year maintenance (Warranty Period) for free of charge and continuous maintenance for further 3 consecutive years with agreeable maintenance coverage and associated cost.

The selected agency will also perform the security audit on yearly basis and the cost for the same will be included in maintenance cost of each year respectively. The selected agency has to submit security audit from Cert-In empanelled agency on yearly basis.

The contract for maintenance will be awarded on yearly basis subject to the satisfaction of CHI/ NIHFW based on annual performance reviews of the bidder. If performance is satisfactory, CI/ NIHFW may extend the contract period on same terms & conditions.

During Warranty Period the selected agency would provide below manpower to work for generating the Customised Reports / UI and writing custom Queries by collating, joining and analyse important data as per the day to day need.

- Business Analyst (At least 5 yr of exp in IT Project) (1 nos.) -During warranty. (At MoHFW/CHI Premises)
- Software Developer (At least 3 yrs. of exp) (2 nos) - During warranty. (At Agency Premises but will also travel to MoHFW/ CHI as and when required or on full time basis)

11. TIMELINES

Sr. No	Description	Timeline (in weeks)
1.	Requirement Gathering and SRS Submission	T1 = T + 2
2.	Design and App Development	T2 = T1 + 4
3.	UAT	T3 = T2 + 1
4.	Security Audit	T4 = T3 + 1
5.	Go Live	T5 = 8 weeks
6.	Warranty	T5 + 52 weeks (One year)

* Where T stands for the date of signing work order and warranty period of one year starts from the date of Go-Live and sign off from CHI.

* Warranty period will be free of cost for one year from the date of Go-Live and sign off from CHI.

Total project duration time is 8 Weeks.

Timelines acceptance:

- Sign off from CHI on each phase is mandatory for the process of payment.
- Any delay in approval on the part of CHI, the selected agency may shift the timeline as specified above with due approval from CHI in written.

12.   REJECTION OF PROPOSAL

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

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

If a Proposal is not responsive and not fulfilling the conditions it will be rejected by NIHFW and shall not subsequently be accepted even if it is made responsive by the agency by correction of the non-conformity. No further communication will be made in the regards.

CHI reserves the right to accept or reject any proposal, and to annul the RFP and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for CHI action.

13.   PROJECT NATURE

Time bound and Inter-Ministerial level

14.   SERVICE LEVEL AGREEMENT (SLA)

Detailed SLA to be signed with the successful agency.

15.   PAYMENT SCHEDULE

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

S. No	Milestone	Percentage Granted
1.	Completion of development, Submission of Security Audit Report ,Go live and after training	90% of Pricing Summary-Development (ref. Annexure – 2 Financial Proposal)
2.	User Acceptance Certificate after one year of completion of warranty period	10% of Pricing Summary-Development (ref. Annexure – 2 Financial Proposal)

Payment Schedule - Maintenance and Support

- The Quoted amount of annual maintenance services will be paid on a quarterly basis at the end of each quarter.
- The Quoted amount for onsite resource will be paid on a quarterly basis at the end of each quarter.

Annexure 1 – Technical Proposal

RFP for Development of Centralized Project Monitoring System-cum-Dashboard for International Health/ International Coordination (IH/IC)

	Technical Scoring		
A	What would be the features and strategies adopted by the empanelled agencies on the following: *(Description should have detailed description, clear Screen shots, diagrams, design, figures, if required)*	**60 Marks**
1	Detailed technical and web interface design as per the scope of work	30
2	Detailed Project Plan and Implementation methodology	20
3	Detailed strategies for security , Database, documentation and maintenance	10
B	Presentation/Demonstration on the below mentioned points	**40 Marks**
	A) Approach of the Development of Centralized Project Monitoring System-cum-Dashboard for IH and B) Workflow, Creative design, presentation, documentation method etc.	20 20
A+B	**TOTAL**	**100 Marks**
	(Multiple options can be given here. It has to be, however, ensured that complete details are given with recommendations for optimum solution which is cost effective and functional)	

Minimum absolute technical score to qualify for financial evaluation is 60 out of 100.

Annexure 2 – Financial Proposal

RFP for Development of Centralized Project Monitoring System-cum-Dashboard for International Health/ International Coordination (IH/IC)

A. Pricing Summary- Development

S. No	Particular / Designation	Total Price (Exclusive of Tax)
1	Project Manager	
2	UI Professional	
3	Senior Developer/s / Developer/s (Android, IOS, Windows)	
4	Security Expert / Tester / Database Professional	
5	Security Audit from NICSI / CERT empanelled agencies & Load testing Charges	
	Total	

B. Maintenance Cost

S. No	Particular / Designation			Total Price (Exclusive of Tax) Year 1+Year 2+Year 3
1	Year 1(Rs)	Year 2(Rs)	Year 3(Rs)	
	Total			

C. Support Personnel- Deployment

S. No	Particular / Designation	Total Price (Exclusive of Tax) Yearly Basis
1	Project Supervisor (At least 5 yr. of exp in IT Projects) (1 nos)	
2	Software Developer (At least 3 yrs. of experience). (2 nos)	
	Total	

Total Project Cost:

S. No	Particular / Designation	Total Price (Exclusive of Tax)
A	Pricing Summary- Development	
B	Maintenance Cost	
C	Support Personnel- Deployment	
D	Total of above (A+B+C) without taxes	
E	Taxes	
	Total of above (D+E)	

- All the prices should be inclusive of all taxes and duties which should be clearly specified.

- The financial proposal quoted prices will be valid for three years for enhancement of work to the same agency, who have received the work order, if required. The work order for the selected agency may be extended for additional years after due approvals.
- All the fields are to be filled, any field left empty is liable for rejection.
- The agencies whose price quoted in the financial proposal (Annexure 2) is zero or below 30% of the average value quoted by all the agencies, will not be considered for deciding the L1 and will be liable for rejection.
- No deviations will be accepted from the Annexure 2 – Financial Proposal, by NIHFW.
- The above rates shall be fixed and remain valid for the entire contract duration.
- All the prices should be inclusive of all taxes and duties which should be clearly specified.
- No price variation shall be allowed during the period of contract.
- Selected agency is expected to deliver additional features/ customizations required by the CHI/ MoHFW during the course of Development and O&M of Centralized Monitoring System - cum - Dashboard with same terms and conditions. However, the cost/payment for deployment of additional manpower will be provided to the selected agency. CHI may hire additional manpower during the Maintenance period at the prices mentioned in the financial proposal.
- NIHFW will not make any additional payments apart from the amounts quoted in the above provided format.

Signature of Agency   _____

Business Address   _____

Date: _____

Place: _____

******End of Document******