



RFP for selection of an Implementing Agency for the development and implementation for RSBY Web Portal and Data Management System for HP Swasthya Bima Yojna Society.

**RFP No. 1**

Float Date 24.11.2016

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# 1 Background

For people living below poverty line, an illness not only represents a permanent threat to their income earning capacity, in many cases it could result in the family falling into a debt trap. When the need to get the treatment arises for poor families they often ignore it because of lack of resources, fearing wage loss, or wait till the last moment when it's too late. Even if they do decide to get the desired health care it consumes their savings, forces them to sell their assets and property or cut other important spending like children's education. Alternatively, they have to take on huge debts. Ignoring the treatment may lead to unnecessary suffering and death while selling property or taking debts may end a family's hope of ever escaping poverty.

Keeping this background in mind, Ministry of Labour and Employment, Government of India launched Rashtriya Swasthya Bima Yojna (RSBY) from 1st April 2008 to provide health insurance coverage for Below Poverty Line (BPL) families. The objective of RSBY is to provide protection to BPL households from financial liabilities arising out of health shocks that involve hospitalization. Beneficiaries under RSBY are entitled to hospitalization coverage up to Rs. 30,000/- for most of the diseases that require hospitalization. Government has even fixed the package rates for the hospitals for a large number of interventions. Pre-existing conditions are covered from day one and there is no age limit. Coverage extends to five members of the family which includes the head of household, spouse and up to three dependents. Beneficiaries need to pay only Rs. 30/- as registration fee and this amount is used for incurring administrative expenses under the scheme.

Apart from the RSBY scheme launched by Government of India, RSBY Plus (Critical Care) was major initiative taken by the State under which cashless benefits of Rs.1.75 lakh were being provided exclusively for the treatment of Cardiac and Cardiothoracic Surgeries, Genitor Urinary Surgeries, Neurosurgeries, Radiation Oncology, Trauma, Transplant Surgeries, Spinal Surgeries, Surgical, Gastroenterology, Hemophilia and Cancer for all the Smart Card Holders. In addition, the State of Himachal Pradesh is implementing the Mukhya Mantri State Health Care Scheme for the categories which are not covered under RSBY or any other medical reimbursement scheme in the State. The basic coverage of Rs. 30,000/- and Critical illness coverage of Rs. 1.75 lakh are being provided under MMSHCS. There are about 5.30 lakh families who are not covered under RSBY, MMSHCS & medical reimbursement scheme, so with a view to provide the basic and critical illness coverage to the remaining general population, the Government has decided to roll out Himachal Pradesh Universal Health Protection Scheme from the current financial year.

## 1.1 About the Department

Department of Health & Family Welfare is committed to provide preventive, promotive, curative and quality health services at an affordable price to the peoples of State. For this wide network of health Institutions consisting of hospitals, community health centres, primary health centres and sub centres have been opened to cater to the health needs of rural and urban population through well trained medical and paramedical staff.

Department has formed a nodal agency named as Himachal Pradesh Swasthya Bima Yojna Society who will take cares of all the schemes implemented in the state of Himachal Pradesh. Their objective is to implement all the schemes effectively

- a) Analysis of transaction and claim data under all the schemes
- b) Analysis of enrolment (Village, G.P., Block, District wise).
- c) Analysis of Diseases.
- d) Analysis of Hospitalization.
- e) Analysis and monitoring of Frauds.
- f) Analysis and monitoring of complaints received from different sectors including beneficiaries.
- g) Analysis of performance of hospitals.
- h) Analysis and monitoring of utilization of services.
- i) Analysis and audit of claim data on weekly basis.
- j) Audit of hospital management process
- k) Any other matter as and when required by Govt. of Himachal Pradesh.
- l) All analysis will be conducted during the valid policy period of the district.
- m) Analysis and monitoring of complaints received.

## **2 Purpose**

The purpose of this RFP is to solicit the prospective bidder for design, development and implementation of web based application for smooth implementation of all Schemes of the state.

## **3 Invitation for Proposal**

- a) This RFP document is being issued by HP Swasthya Bima Yojna Society, Department of Health & Family Welfare, Shimla (hereinafter referred to as "HPSBYS"), for the implementation of all Schemes in HPSBYS.
- b) The web based application sought under this RFP would be implemented in the offices of Department and Hospitals/ related stakeholders. The sole objective of this document is to solicit RFP from eligible agencies. HPSBYS reserves the right to reject any or all the applications without assigning any reasons and may go for rebid.
- c) This document has been prepared on the basis of information that is available with HPSBYS and which is publicly available.
- d) While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by HPSBYS or any of its employees, advisors or agents appointed by HPSBYS as to or in relation to the accuracy or completeness of this document any liability thereof is hereby expressly disclaimed. Interested Parties may carry out their own study/ analysis/ investigation as required before submitting the response.
- e) The technical/ implementation solution/ Functional requirements provided in this notice for RFP are only indicative in all respects. The agencies shall provide details of all such information in their technical proposal. This document does not constitute an offer or

invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any contract or commitment whatsoever.

- f) Some of the activities indicated to be carried out by HPSBYS subsequent to the receipt of the responses are indicative only. HPSBYS has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of the project.
- g) HPSBYS hereby invites Proposals for design, development and implementation of Web Based Application for Smooth Implementation of all the Schemes in the State in Himachal Pradesh, as per the scope of work defined in this document. Bidder/Agencies are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- h) Bidder (authorized signatory) shall submit its offer in hard copy formats. HPSBYS will not be responsible for delay in submission due to any reason. For this, bidders are requested to submit the complete bid proposal well advance so as to avoid any unforeseen problems.

#### 4 RFP events schedule

The summary of various activities with regard to the Request for Proposal for selection of Application Development Agency are listed in the table below:

Tender Reference	1
Price of RFP Document	Rs. 1,000/- in shape of Bank Draft in favor of Chief Executive Officer, HP Swasthya Bima Yojna Society, Department of Health & Family Welfare-Shimla
Earnest Money Deposit	Rs. 2,50,000/- in shape of Bank Draft / Bank Guarantee in favor of Chief Executive Officer, HP Swasthya Bima Yojna Society, Department of Health & Family Welfare–Shimla
Address for submission of Bids	Himachal Pradesh Swasthya Bima Yojna Society, Department of Family Health & Welfare, Thakur Villa, Kasumpti, Shimla-171009 (H.P)
Start date for download [www.nrhmp.govt.in/www.hphealth.nic.in] / Sale of RFP	24th November, 2016
Last date of submission of Pre-bid queries to Email [devinder_rsby@rediffmail.com]	1st December, 2016   05:00 PM
Date & Time for Pre-bid meeting	2nd December, 2016   11:00 AM
Date & Time for uploading of responses to	6th December, 2016   05:00 PM

the queries	
Last Date & Time for Submission of Bids	26th December, 2016   01:00 PM
Date & Time of Opening of General & Technical Bids	26th December, 2016   03:00 PM
Date & Time of Technical Presentation by the Bidders	To be intimated later
Date & Time of Opening of Financial Bids	To be intimated later

## 5 Instructions to Bidders

### 5.1 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of Rs. 2, 50,000/- in the form of Demand Draft / Bank Guarantee from nationalized bank in favor of "Chief Executive Officer, HP Swasthya Bima Yojna Society, Department of Health & Family Welfare-Shimla. EMD (Bid Security) in any other form shall not be entertained.
- b) The EMD shall remain valid for **180 days (one hundred and eighty)** from the Due Date for Bid Submission specified in this RFP.
- c) EMD would be refunded to all unsuccessful bidders within 30 days of award of the Project to Successful bidder (after submission of Performance Bank Guarantee).
- d) Bid without adequate EMD will be liable for rejection without providing any opportunity to the bidder concerned.
- e) The EMD of a bidder could be forfeited, if a bidder:
  - Withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form, or
  - During the bid process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. The decision of HIMACHAL PRADESH SWASTHYA BIMA YOJNA SOCIETY, DEPARTMENT OF HEALTH & FAMILY WELFARE, SHIMLA (Hereinafter referred to as "HPSBYS") regarding forfeiture of the Bid Security shall be final & shall not be called upon any question under any circumstances, or
  - Violates any of such important conditions of this RFP document or indulges in any such activity as would jeopardize the interest of HPSBYS. The decision of HPSBYS regarding forfeiture of the Bid Security shall be final & shall not be called upon any question under any circumstances.

### 5.2 Performance Bank Guarantee

- a) Performance Bank Guarantee of value of **10%** of cost of work order (excluding the tax) in the name of "Chief Executive Officer, HP Swasthya Bima Yojna Society, Department of Health & Family Welfare-Shimla" should be submitted within 7 working days of issuance of the work

order, failing which Department may revoke its decision. The PBG shall be valid till 3 months (90 days) after completion of tenure of appointment.

- b) All incidental charges whatsoever such as premium, commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder. In case of project overrun, the PBG validity shall be renewed accordingly by the bidder.
- c) In the event of the bidder being unable to service the contract for whatever reason, HPSBYS would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of HPSBYS under the contract in the matter, the proceeds of the PBG shall be payable to HPSBYS as compensation for the bidder's failure to perform/comply with its obligations under the contract. HPSBYS shall notify the bidder in writing of the exercise of its right to receive such compensation, indicating the contractual obligation(s) for which the bidder is in default.
- d) Before invoking the PBG, the bidder will be given an opportunity to represent before Registrar HPSBYS. The decision of Registrar HPSBYS on the representation given by the bidder shall be final and binding. If circumstances so warrant, the matter may be referred to an arbitrator to be appointed by Registrar HPSBYS with mutual consent.

### **5.3 Indemnity (Third Party Claims)**

Bidder shall provide indemnity towards any damage, misdemeanour of the Bidder's employees or authorized personnel to HPSBYS.

Further HPSBYS shall not be responsible for any payments, statutory obligations like insurance cover, PF, etc., for accident, mishap, handicap and/or death occurring and affecting Service Providers employees or authorized personnel, appointed distributors, agents or subcontractors during and after the provision of the Services at the Client premises. Such indemnity/payment, if any, shall be the complete responsibility of the bidder.

Implementation bidder undertakes to indemnify HPSBYS from and against all losses, claims or damages including losses, claims or damages on account of bodily injury, death or damage to tangible property.

### **5.4 Conflict of Interest**

A Bidder should not have a conflict of interest that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In such case the Bidder shall be disqualified from this bidding process. A Conflict of Interest would be termed as (but not limited to following):

- a) A bidder is also a constituent of another bidding process having direct or indirect relation with this bidding process/project.
- b) Such Bidder has a relationship with another Bidder for the Project, directly or through common third parties, that puts them in a position to have access to each other's information about, or to influence the Proposal of either or each of the other Bidders for the Project.

## 5.5 Project Timelines

$T_0$  = Date of award of contract

S#	Deliverable	Description	Target
a)	Project Plan	Project Implementation Plan Project Kick-off Meeting	$T_0$
b)	System Study	System Study and Requirement Analysis	$T_0 + 2$ Weeks
		Submission of SRS Document, FRS, HLD & LLD	$T_0 + 4$ Weeks
c)	Software Development & UAT	Application Development & Implementation	$T_0 + 10$ Weeks
		UAT and Compliance to UAT	$T_0 + 12$ Weeks
d)	Training/Capacity Building	Application training to Stakeholder User Manual	$T_0 + 14$ Weeks
e)	Security Audit	Security Certification form a CERT-IN certified agency	$T_0 + 15$ Weeks
f)	Go-Live	Final Acceptance of go-live	$T_0 + 15$ Weeks = $T_1$
g)	Warranty & support	Warranty support one year after go-live	$T_1 + 1$ Year = $T_2$
h)	Operation & Maintenance Support	Operation & maintenance support 2 years after completion of warranty	$T_2 + 2$ Years = $T_3$

## 5.6 Payment Terms

The invoices may be raised by the selected bidder, at the following milestones:

S#	Deliverable	Payment
a)	System Study & Requirement Analysis, Submission & Approval of SRS, FRS, HLD & LLD	10% of contract value
b)	Application Development & Implementation, UAT & Compliance to UAT	25% of contract value
c)	User Training	15% of contract value
d)	Security Audit	10% of contract value
e)	Go Live	10% of contract value
f)	Warranty & Support	30% of contract value will be equally divided in 4 quarters
g)	Operation & Maintenance Support	100% of the operation & maintenance support cost will be equally divided into 8 quarters

The payment will be made after receipt of duly acknowledged (signed and stamped) invoice(s), as required by the Purchaser from the officer at the respective location of delivery. If there is any penalty to be imposed as per the SLA, same will be deducted from the amount payable. The payment shall include all kind of taxes. Service Tax will be paid extra.

## 5.7 Penalty

The HPSBYS is looking for the said services as per the scope work and timeline mentioned in the RFP. Any exception to this timeline will prompt the company to impose the penalty on the bidder as mentioned below:

- a) **Penalty upto Go-Live:** HPSBYS shall impose a penalty of 1.0% of the total contract value for each week of delay of delivery upto the go-live.
- b) **Penalty after Go-Live:** HPSBYS shall impose a penalty of 1.0% of the total contract value for each week of delay of delivery after the go-live.
- c) **Termination:** The HPSBYS reserves the right to terminate the purchase agreement any time after a delay of four weeks.

HPSBYS reserves the right to cancel the contract in case company is failing to provide services up to the satisfaction level or on security grounds.

The penalties, if any shall be recovered from Security deposits/Performance Bank Guarantee. However selected bidder will not be penalizing for situation which is beyond his control.

A committee constituted by HPSBYS shall meet fortnight basis and review the project. Committee will approve the deliverables of the selected bidder and approve the payment. Based on the approval HPSBYS shall release the payment.

## 5.8 Other Conditions

- a) **Breach of Contract**
  - In case of breach of contract, no further payment will be made and Bank Guarantee will be revoked.
  - Decision of Chief Executive Officer, HPSBYS will be final and acceptable to all bidders.
  - However, in case of any dispute, in any Court case, a court of competent jurisdiction at Shimla (under territorial jurisdiction of High Court of Himachal Pradesh) will be the hearing Court.
- b) **Currency of Payment:** Payment shall be made in Indian Rupees only.
- c) **Contract Amendments:** No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e. the Successful bidder and HPSBYS
- d) **HPSBYS Right to Accept any bid and to reject any or all bids:** HPSBYS reserves the right to accept any bid, and to annul the tender process and reject all bids at any time prior to award of contract, without assigning reasons & 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 the HPSBYS action.

- e) **Notification of award:** Prior to the expiration of the period of the bid validity, HPSBYS will notify the Successful bidder in writing that its bid has been accepted. The notification of award will constitute the formation of contract. Upon the Successful bidder's furnishing of performance security, HPSBYS will notify each unsuccessful bidder and will discharge its EMD.
- f) **Period of Validity:** Bids shall remain valid for 180 days after last date of bid submission prescribed by HPSBYS which may be extended by mutual consent. A bid valid for a shorter period may be rejected by HPSBYS as non-responsive.
- g) **Force Majeure:** The bidder shall not be liable for penalty, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his 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 and not involving the bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, instances of, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes which would have an impact on HPSBYS.

If a Force Majeure situation arises, the bidder shall promptly notify HPSBYS in writing of such conditions and the cause thereof. Unless otherwise directed by HPSBYS, the bidder shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the appropriate definition as per this agreement. Without limitation to the generality of the foregoing, Force Majeure Event shall include the following classes of events and circumstances and their effects:

Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:

- Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
- Explosion or chemical contamination (other than resulting from an act of war);
- Epidemic such as plague;
- Any event or circumstance of a nature analogous to any of the foregoing.
- Other Events ("Political Events") to the extent that they satisfy the foregoing requirements including:

- Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage; Strikes, work to rules, go-slows which are widespread, nation-wide, or State-wide and are of political nature;
- h) **Termination for insolvency:** HPSBYS may at any time terminate the contract by giving written notice to the Successful bidder, without compensation to the Successful bidder, if the Successful bidder becomes bankrupt or otherwise insolvent provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to HPSBYS.
- i) **Termination for Convenience:** HPSBYS, may, by written notice sent to the Successful bidder, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination be for the HPSBYS convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.
- j) **Subcontracting / Sublet:** The subletting of work is not allowed. In case the Department finds that the selected bidder has subcontracted the work, it will lead to immediately termination of contract.
- k) The Successful bidder would be required to sign the agreement in the prescribed format on Non-Judicial Stamp of Rs. 100 and furnish the performance guarantee. The Successful bidder shall pay the expenses of stamp duty for execution of agreement.
- l) If a bidder imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, his tender is liable to summary rejection.
- m) As the data is of critical in nature, the selected bidder should bear all necessary measures to ensure privacy and non-leakage of data. In case the bidder is found liable for the leakage of data, necessary legal action shall be taken by department.

## 5.9 Purpose of RFP

The purpose of this RFP is to select a bidder for Design & Development of Web Based application as per the timelines and scope of work defined.

## 5.10 Cost of RFP

The RFP document is available at cost of Rs. 1,000/- in form of a Bank Draft from any nationalized bank, payable at Shimla in favor of "Chief Executive Officer, HP Swasthya Bima Yojna Society, Department of Health & Family Welfare, Shimla". The soft copy of the RFP may be downloaded from the website: <http://www.nrhmp.gov.in> or [hphealth.gov.in](http://hphealth.gov.in). The bidders are required to submit the RFP document cost in the form of a demand draft of Rs.1,000/- issued from a nationalized bank along with the bid.

## 6 Eligibility Criteria

The Bidders have to meet the following Eligibility criteria to be eligible for Financial Evaluation:

- a) The bidder must be registered in India under the Companies Act, 1956, Employee Provident Fund, Service Tax authority for last 5 years, as on date of submission of bid. Copy of such certificate & ST return shall be submitted.
- b) The bidder must have an annual average turnover of Rs. 5 Crore from IT/ICT (excluding hardware) only and positive net worth in the last three financial years i.e. FY 2013-14, 2014-15 & 2015-16. Audited PL/BS or certificate from the chartered accountant must be submitted.
- c) The bidder must have ISO 9001 certificate with validity till submission of this RFP. Copy of such certificated shall be submitted.
- d) The bidder must have 20 technical resources having minimum educational qualification B.E./B.Tech/MCA/MBA in its payroll. Certificate from authorized person of the bidder shall be submitted.
- e) The bidder should have completed similar web application development projects along with the maintenance & operational support i.e. one project of value Rs. 1 crore OR two projects of value Rs. 50 lakhs each OR three projects of value Rs. 35 lakhs each for any Government Department / Organization in India in last three years (as on date of submission of bid). Work order + completion certification must be submitted.
- f) The bidder should not be blacklisted by any Government or Government Entity in the last 3 years (as on date of submission of bid). A self-declaration to that effect shall be submitted by the authorized person.
- g) Bidder has to submit the Certification of authorization for authorized signatory.

## 7 Technical Evaluation Criteria

Following criteria shall be used to evaluate the Technical Proposals for assessing the Technical Score. Bidder's secured 70% mark from the technical evaluation will be declared as successful in the technical evaluation and their financial bid will be opened for evaluation.

SI#	Criteria	Basis of Valuation	MM
(a)	Annual average turnover of Rs. 5 Crore from IT/ICT (excluding hardware) in the last three financial years i.e. FY 2013-14, 2014-15 & 2015-16.	<ul style="list-style-type: none"> <li>▪ ≥ 5 Crores &amp; &lt; 10 Crores: 2 Marks</li> <li>▪ ≥ 10 Crores &amp; &lt; 15 Crores: 3 Marks</li> <li>▪ ≥ 15 Crores &amp; &lt; 20 Crores: 4 Marks</li> <li>▪ ≥ 20 Crores: 5 Marks</li> </ul>	5
(b)	The bidder's presence in Himachal Pradesh. Should have experience in software development (Government) in Himachal Pradesh.	Number of projects <ul style="list-style-type: none"> <li>▪ 1-3: 2 Marks</li> <li>▪ 3-5: 5 Marks</li> </ul>	5

SI#	Criteria	Basis of Valuation	MM
(c)	The bidder should have a valid ISO Certification / SEI CMMi Level as on date of submission of Bid.	<ul style="list-style-type: none"> <li>▪ ISO 9001 : 2 Marks</li> <li>▪ CMMi 3 + ISO 9001: 3 Marks</li> <li>▪ CMMi 4 + ISO 9001: 4 Marks</li> <li>▪ CMMi 5 + ISO 9001: 5 marks</li> </ul>	5
(d)	The bidder should have experience in bespoke software application development & maintenance services in India of value Rs. 50 lakhs within last 5 years as on 30/06/2016. (Work order + Completion/On-going certificate must be submitted )	2 marks for each project	10
(e)	Project implementation/ management experience by deploying resources for any Government projects in India. (Work order must be submitted)	1 marks for each project	5
(f)	Mobile application development for any scheme / events for any client in India. (Work order must be submitted)	1 mark for each project	5
(g)	Grievance management application development & implementation experience for any Government client in India. (Work order must be submitted)	1 mark for each project	5
(h)	Resources CV proposed in both development team & operation / maintenance team (onsite)	CV shall indicate the qualification & project specific experience as per scope mention in the RFP	20
(i)	Approach Methodology, Solution Design. Marks will be awarded based on details of i. Project execution & deployment methodology ii. Training & Handholding approach & Support methodology iii. Application Solution proposed iv. Business Intelligence/ Dashboard/ Reporting.	The bidder will be awarded 10 marks each point.	40

## 8 Instructions for submitting proposal

The Quotation containing Envelope-I, Envelope-II and Envelope-III should reach the following address:

**HP SWASTHYA BIMA YOJNA SOCIETY, DEPARTMENT. OF HEALTH & FAMILY WELFARE,  
THAKUR VILLA, KASUMPTI, SHIMLA - 171009 (H.P)**

Please note that index/contents page in the technical bid should be attached along with the flags, failing which the technical bid may not be considered for technical evaluation.

Response to RFP will be in three parts, as per following.

**Part-A (Envelope-I)**

Shall be super-scribed as General Bid

- a) Tender Fee
- b) Bid Security (EMD)
- c) Eligibility Criteria Compliance
- d) Bidder Profile
- e) Bidder Authorization Certificate
- f) Self-Declaration

**Part-B (Envelope-II)**

Shall be super-scribed as Technical Bid

- a) Bid Proposal Sheet
- b) Web based application projects citation
- c) Compliance Statement for technical evaluation
- d) Approach and Methodology documentation

**Part-C (Envelope-III)**

Shall be super-scribed as Financial Bid

This will include the financial Quotation (As per format mention in **Annexure-III**).

## **9 Bid Evaluation Process**

### **9.1 Opening of Bids**

The Tendering Authority will open the bids in the presence of bidders' representatives who choose to attend, as per the events schedule at the location mentioned hereunder:

**HIMACHAL PRADESH SWASTHYA BIMA YOJNA SOCIETY  
DEPARTMENT OF FAMILY HEALTH & WELFARE,  
THAKUR VILLA, KASUMPTI, SHIMLA-171009 (H.P)  
Tel: (91) 01772629840  
Email:devinder\_rsby@rediffmail.com**

The bidders' representatives who are present shall mark attendance evidencing their presence.

## 9.2 Evaluation of Eligibility Criteria

The Tendering Authority will examine the eligibility criteria to determine whether they are as per the requirement in the RFP, whether the documents have been properly signed, whether the required EMD is enclosed, and whether the bids are generally in order. Any bids found to be non-responsive for any reason or not meeting the eligibility criteria specified in the bidding documents will be rejected by the Tendering Authority and not included for further consideration.

## 9.3 Combined Evaluation of Technical & Financial Bids

- a) The technical and financial scores secured by each bidder will be added using weightage of 70% and 30% respectively to compute a composite bid score using the following formula.

$$\text{Normalized Technical Score (STech)} = \frac{\text{Marks Scored by the Bidder} \times 70}{\text{Highest Scored obtained by any Bidder}}$$

$$\text{Normalized Commercial Score (SCom)} = \frac{\text{Lowest Price quoted by any Bidder} \times 30}{\text{Price Quoted by the Bidder}}$$

$$\text{Final Score (SFinal)} = \text{SFinal} = \text{STech} + \text{SCom}$$

- b) The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- c) In the event the bid composite bid scores are "tied", the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

## 9.4 Bidding Document

The bidder is expected to examine all instructions, forms, terms and conditions and technical specifications in the Bidding Document. Submission of a bid not responsive to the Bidding Document in every respect will be at the bidder's risk and may result in the rejection of its bid without any further reference to the bidder.

## 9.5 Language of bids

The bids prepared by the bidder and all correspondence and document relating to the bids exchanged by the bidder and HPSBYS, shall be written in English.

## 9.6 Authentication of erasures / overwriting

Any inter-lineation, erasures, or overwriting shall be valid only if the person(s) signing initial(s) them.

## 10 Amendments to bidding documents

At any time prior to the last Date and Time for submission of bids, the HPSBYS may, for any reason, modify the Bidding Document by amendments at its sole discretion. All amendments

shall be uploaded on the HPSBYS's websites(www.nrhmp.gov.inor www.hphealth.gov.in) and will be binding on all who are interested in bidding.In order to provide, prospective bidders, reasonable time to take the amendment if any, into account in preparing their bid, the Purchaser may, at its discretion, extend the deadline for submission of bids.

### **10.1 Purchaser's right to accept or reject any bid or all bids**

The Purchaser reserves the right to accept or reject any bid and annul the bidding process or even reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or without any obligation to inform the affected bidder or bidders about the grounds for the purchaser's action. The Purchaser reserves the right to accept or reject any technology proposed by the bidder. The Purchaser reserves the right to select more than one bidder keeping in view its large requirements.

### **10.2 Modification and withdrawal**

Bids once submitted will be treated, as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid, if bidder happens to be successful bidder.

### **10.3 Terms and Conditions of the bidding firms**

The bidding firms are not allowed to impose their own terms and conditions to the bid and if submitted will not be considered as forming part of their bids.The bidders are advised to clearly specify the deviations, in case terms and conditions of the contract applicable to this invitation arenot acceptable to them. The bidders should also describe clearly in what respect and up to what extent the equipment and services being offered differ/ deviate from the specifications laid down in the specifications and requirements.

### **10.4 Local conditions**

The bidder must acquaint himself with the local conditions and factors, which may have any effect on the performance of the contract and / or the cost.

### **10.5 Clarifications**

If deemed necessary Purchaser may seek clarifications on any aspect from the bidder. However, that would not entitle the bidder to change or cause any change in the substance of the RFP document submitted.

### **10.6 Opening of bids**

All the bids will be opened at the date, time and locations mentioned in RFP (as per schedule).The bids will be opened in the presence of representatives of the bidders who choose to attend.

## **10.7 Period of validity**

Bid shall remain valid for one year from the date of bid opening prescribed by the purchaser. A bid valid for shorter period is liable to be rejected by HPSBYS as non-responsive.

## **10.8 Deadline for submission of bids**

Bid must be received by the Purchaser at the address specified in Bid Document not later than the specified date and time as specified in Bid Document. In event of the specified date for submission of bids being declared a holiday for the Purchaser, the bids will be received up to appointed time on next working day.

The purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents in accordance to clause "AMENDMENTS TO BIDDING DOCUMENTS", in which case all rights and obligations of the purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

## **10.9 Late bids**

Any bid received by the Purchaser after the deadline for submission of bid will be rejected and/or returned unopened to the Bidder.

## **10.10 Cancellation of bid/ bidding process**

Purchaser reserves the right to accept or reject any bid and annul the bidding process and reject all bids 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 ground for its action.

## **10.11 Consortium conditions**

The Bidders are not allowed to bid in Consortium. Sub-contracting of any activities are not allowed. The bidder who tries to breach this clause shall be penalized as per Government rules.

# **11 Exit Management**

## **11.1 Purpose**

This sets out the provisions, which will apply on expiry of the Project Implementation, Operation and Management SLA.

In the case of termination of the Project Implementation and/or Operation and Management, the Parties shall agree at that time whether, and if so during what period, the provisions of this Schedule shall apply.

The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

## **11.2 Transfer of Assets**

HPSBYS shall be entitled to serve notice in writing on the Selected Bidder at any time during the exit management period as detailed hereinabove requiring the Selected Bidder to provide the HPSBYS with a complete and up to date list of the Assets within 30 days of such notice. HPSBYS shall then be entitled to serve notice in writing on the Selected Bidder at any time prior to the date that is 30 days prior to the end of the exit management period requiring the Selected Bidder to sell the Assets, if any, to be transferred to HPSBYS or its nominated agencies at book value as determined as of the date of such notice in accordance with the provisions of Agreement and RFP.

In case of contract being terminated, HPSBYS reserves the right to ask Selected Bidder to continue running the project operations for a period of 6 months after termination orders are issued.

Upon service of a notice under this Article the following provisions shall apply: In the event, if the Assets to be transferred are mortgaged to any financial institutions by the Selected Bidder, the Selected Bidder shall ensure that all such liens and liabilities have been cleared beyond doubt, prior to such transfer. All documents regarding the discharge of such lien and liabilities shall be furnished to the HPSBYS.

All risk in and title to the Assets to be transferred / to be purchased by the HPSBYS pursuant to this Article shall be transferred to HPSBYS, on the last day of the exit management period.

HPSBYS shall pay to the Selected Bidder on the last day of the exit management period such sum representing the Net Block (procurement price less depreciation as per provisions of Companies Act) of the Assets to be transferred as stated in the Terms of Payment Schedule.

Payment to the outgoing Selected Bidder shall be made to the tune of last set of completed services / deliverables, subject to SLA requirements.

The outgoing Selected Bidder will pass on to HPSBYS and/or to the Replacement Selected Bidder, the subsisting rights in any leased properties/ licensed products on terms not less favorable to HPSBYS/ Replacement Selected Bidder, than that enjoyed by the outgoing Selected Bidder.

## **11.3 Cooperation and Provision of Information**

During the exit management period: The Selected Bidder will allow the HPSBYS or its nominated agency access to information reasonably required to define the current mode of operation associated with the provision of the services to enable the HPSBYS to assess the existing services being delivered;

Promptly on reasonable request by the HPSBYS, the Selected Bidder shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with this agreement relating to any material aspect of the services. HPSBYS shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The Selected Bidder shall permit the HPSBYS or its nominated agencies to have reasonable access to its employees and facilities as reasonably required by HPSBYS to understand the methods of delivery of the services employed by the Selected Bidder and to assist appropriate knowledge transfer.

#### **11.4 Confidential Information, Security and Data**

The Selected Bidder will promptly on the commencement of the exit management period supply to the HPSBYS or its nominated agency the following:

- a) Information relating to the current services rendered and customer and performance data relating to the performance of sub-contractors in relation to the services;
- b) Documentation relating to Computerization Project's Intellectual Property Rights;
- c) Documentation relating to sub-contractors;

All current and updated data as is reasonably required for purposes of HPSBYS or its nominated agencies transitioning the services to its Replacement Selected Bidder in a readily available format nominated by the HPSBYS, its nominated agency, all other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable HPSBYS or its nominated agencies, or its Replacement Selected Bidder to carry out due diligence in order to transition the provision of the Services to HPSBYS or its nominated agencies, or its Replacement Selected Bidder (as the case may be).

Before the expiry of the exit management period, the Selected Bidder shall deliver to the HPSBYS or its nominated agency all new or up-dated materials from the categories set out in Schedule above and shall not retain any copies thereof, except that the Selected Bidder shall be permitted to retain one copy of such materials for archival purposes only.

Before the expiry of the exit management period, unless otherwise provided, HPSBYS or its nominated agency shall deliver to the Selected Bidder all forms of Selected Bidder confidential information, which is in the possession or control of Chairperson, HPSBYS or its users.

#### **11.5 Employees**

Promptly on reasonable request at any time during the exit management period, the Selected Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to the HPSBYS or its nominated agency a list of all employees (with job titles) of the Selected Bidder dedicated to providing the services at the commencement of the exit management period.

Where any national, regional law or regulation relating to the mandatory or automatic transfer of the contracts of employment from the Selected Bidder to the HPSBYS or its nominated agency, or a Replacement Selected Bidder ("Transfer Regulation") applies to any or all of the employees of the Selected Bidder, then the Parties shall comply with their respective obligations under such Transfer Regulations.

To the extent that any Transfer Regulation does not apply to any employee of the Selected Bidder, department, or its Replacement Selected Bidder may make an offer of employment or contract for services to such employee of the Selected Bidder and the Selected Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the Chairperson, HPSBYS or any Replacement Selected Bidder.

### **11.6 Rights of Access to Premises**

At any time during the exit management period, where Assets are located at the Selected Bidder's premises, the Selected Bidder will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) the HPSBYS or its nominated agency and/or any Replacement Selected Bidder in order to make an inventory of the Assets.

The Selected Bidder shall also give the HPSBYS or its nominated agency or its nominated agencies, or any Replacement Selected Bidder right of reasonable access to the Implementation Partner's premises and shall procure the HPSBYS or its nominated agency or its nominated agencies and any Replacement Selected Bidder rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the agreement as is reasonably necessary to migrate the services to the HPSBYS or its nominated agency, or a Replacement Selected Bidder.

### **11.7 General Obligations of the Selected Bidder**

The Selected Bidder shall provide all such information as may reasonably be necessary to effect as seamless a handover as practicable in the circumstances to the HPSBYS or its nominated agency or its Replacement Selected Bidder and which the Selected Bidder has in its possession or control at any time during the exit management period.

For the purposes of this Schedule, anything in the possession or control of any Selected Bidder, associated entity, or sub-contractor is deemed to be in the possession or control of the Selected Bidder.

The Selected Bidder shall commit adequate resources to comply with its obligations under this Exit Management Schedule.

## 11.8 Exit Management Plan

The Selected Bidder shall provide the HPSBYS or its nominated agency with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the agreement as a whole and in relation to the Project Implementation, and the Operation and Management SLA.

A detailed program of the transfer process that could be used in conjunction with a Replacement Selected Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;

Plans for the communication with such of the Selected Bidder's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on the Cop's operations as a result of undertaking the transfer; (if applicable) proposed arrangements for the segregation of the Selected Bidder's networks from the networks employed by HPSBYS and identification of specific security tasks necessary at termination;

- a) Plans for provision of contingent support to HPSBYS and Replacement Selected Bidder for a reasonable period after transfer.
- b) The Selected Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- c) Each Exit Management Plan shall be presented by the Selected Bidder to and approved by the HPSBYS or its nominated agencies.
- d) The terms of payment as stated in the Terms of Payment Schedule include the costs of the Selected Bidder complying with its obligations under this Schedule.
- e) In the event of termination or expiry of the agreement, and Project Implementation, each Party shall comply with the Exit Management Plan.
- f) During the exit management period, the Selected Bidder shall use its best efforts to deliver the services.
- g) Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
- h) This Exit Management plan shall be furnished in writing to the HPSBYS or its nominated agencies within 90 days from the Effective Date of this Agreement.

## 11.9 IPR and Source Code

The ownership of IPR and source code of the application remains with HPSBYS. Selected Bidder shall provide undertaking in this regard.

## 12 Scope of Work

Rashtriya Swasthya Bima Yojna is being implemented in the State of Himachal Pradesh since 2008. The scheme provides health insurance to the tune of Rs. 30,000/- under Basic Package and

Rs. 1.75 lakh under Critical Care Package to the smart card holder family at the time of hospitalization. In addition, the State is implementing Mukhya Mantri Stale Health Care Scheme on the analogy of RSBY. Now new scheme namely Himachal Pradesh Universal Health Protection Scheme is being launched during the current financial year for the remaining peoples who are not covered under RSBY, MMSHCS and any other medical reimbursement scheme. Since all the schemes will cover about 10.00 lakh households. To effectively implement, monitor and manage the insurance schemes, a web based application is to be developed and implemented for the HP Swasthya Bima Yojna Society, Department of Health & Family Welfare.

The broad level scope for the web based Scheme Monitoring System is mentioned below;

- a) The backend data format should be Sql.
- b) Development of CMS based web portal for the HP Swasthya Bima Yojna Society
- c) Development for MIS system for the implementation, monitoring and management of the insurance schemes
- d) Beneficiary registration system through the online portal
- e) Bilingual system for the web portal as well as web application with Unicode support for Hindi Language
- f) Build various MIS reports for management alert and decision making
- g) Real time integration with the SNA Server to access the transaction data
- h) Transactional Notification through email and SMS
- i) Renewal of insurance schemes with provision for Online Payment
- j) Registration and management of empaneled hospital profiles
- k) Dynamic Grievance Redressal Management System with provisions for configurable escalation matrix
- l) Creation of social media handles for HP Swasthya Bima Yojna Society and its management along with content creation and updation
- m) Integration registered beneficiary details with AADHAAR database
- n) Development of Mobile Application to access the MIS application in both online and offline mode
- o) Development of citizen centric mobile application
- p) Implementation of the developed software and training to the end users
- q) Onsite resource deployment for application support and social media management
- r) Cloud hosting services for a period of 1 year from date of go live
- s) Warranty support for a period of 1 year from date of go live
- t) Maintenance and support for a period for 2 years after end of warranty support

## **12.1 CMS Based Web Portal**

The scope of CMS based web portal should cover the following aspect;

- a) Responsive high-level and low-level designs of theme/pages – the design should be standardized, clear, and consistent across pages.
- b) Web pages must be consistent in look and feel, in all popular browsers including, but not limited to, Internet Explorer, Mozilla Firefox, Chrome, Safari, Opera, etc.
- c) Navigation menu to be made predictive and easy-to-use.

- d) Personalization capability feature to be added for the end-users.
- e) Information architecture design along with a predictive, cohesive navigation structure for the end-user. Quick Search option must be provided.
- f) Installation and configuration of Content Management System (CMS) along with migration of existing content (in any format, database) to new websites and portals will be bidder's responsibility.
- g) Design to be device-agnostic and to easily incorporate latest multimedia formats, including but not limited to – streaming videos, animations, slideshows, and webcam support.
- h) Quick-loading, low maintenance, secure site with standard user permissions and management capability.
- i) Reduction in average page load time across the site, meeting industry standards and challenging environments.
- j) Information security measures to handle typical attacks observed in the past and new vulnerabilities like Heartbleed, etc. to be implemented.
- k) Proposed CMS should be easy-to-use for development, posting, and managing the overall content of the website along with proper documentation. Identification, configuration and definition of users, and groups on CMS for content authoring and publishing approvals to be incorporated.
- l) Bidder must adopt industry standard methodology for Change Management and Content Change Tracking for both websites and portals.
- m) Compliance with WCAG 2.0 (Web Content Accessibility Guidelines), GIGW (Guidelines for Indian Government Websites) and OWASP (Open Web Application Security Project) frameworks to be observed.
- n) Websites and portals to support multiple languages with English and Hindi being essential for the Go-Live. Unicode conversion for languages to be bidder's responsibility.
- o) The websites should facilitate social media integration.
- p) Search Engine Optimization of websites must ensure high rank on web searches and all relevant techniques for SEO (Search Engine Optimization) must be adopted.
- q) Set-up of CMS content to be handled as and when provided during the implementation and maintenance period.
- r) Testing support for Performance and Security Testing, User Acceptance Testing and Unit Testing.
- s) The complete solution should be capable of being deployed on a Private/Public Cloud and must support virtualization.
- t) Training modules and set-up (on train-the-trainer model), and Knowledge Transfer sessions to be provided by the Bidder on the new CMS and any other software/application used in implementation/maintenance.

## 12.2 Web based MIS

The following modules are required to be developed under the web based MIS system for implementation and monitoring of various insurance schemes implemented in the State of Himachal Pradesh;

### 12.2.1 User Management

The system should facilitate dynamic user management system with role and rights based accessibility. The following functionality is required under the user management module;

- a) Add New User in system with all required details
- b) Define Location of the User
- c) Define access rights of users
- d) Able to create multi-level admin users (Super Admin, Master Admin and General Operation Admin)
- e) Module wise access rights and authentication for functions
- f) Audit logs for the users to store for 30 days operation on page wise and after the periods the logs will be auto cleared

### 12.2.2 Master Management

In the master management, the super administrator would have the privilege to create master screens for various schemes and plans along with uploading document and preparing checklist. The user with super admin privilege can create various access links for existing schemes as well as create various new schemes that are planned to be implemented in the State of Himachal Pradesh. An indicative list of master configurations is mentioned below, which may vary during the actual development and implement processes;

- a) Stakeholders Master:** There shall be provision to create various types of Stakeholder Groups and Stakeholder Types as sub masters and under it create various stakeholders involved in the processes, so as to easily identify the Stake Holder at the time of Complaint Registration or Information Registration for RSBY.
- b) Scheme Master:** There shall be provision to create different insurance schemes and under it various parameters as sub master for the implementation and roll out of new schemes.
- c) Enrolment Phase Master:** To create the Phase wise district enrolment plan and store the details of the districts enrolled in a selected phase along with the Insurance Company Name, Policy Start Date, Policy End Date and Policy Extended Date
- d) Enrolment Plan Master:** Provision for the user to manage the enrolment plan details as per the demography of the current phase. Other enrolment related information such as Insurance Company name, SCSP name, FKO name, enrolment location, enrolment start date, enrolment end date etc.
- e) IEC Campaign Plan Master:** Details of all IEC Campaign plan is to be updated in the system for pre enrolment and post enrolment using different method such as By Announcement, By Media, By News, By Village Head etc.
- f) Enrolment Checklist Master:** The documents required for the eligible families to enrol themselves into the various schemes are required to be added under enrolment checklist section

### 12.2.3 Enrolment Module

The beneficiaries' families would get enrolled under various schemes depending on their family size, demography, gender, age, card issuance, etc. The Enrolment details are required to be generated as per the following requirements;

- a) Round Wise Enrolment MIS
- b) Family Size Enrolment MIS
- c) Gender Wise Enrolment MIS
- d) Age Wise Enrolment MIS
- e) Card Issuance MIS
- f) Nil Enrolment Village
- g) Enrolment Progress MIS
- h) Change in BPL Data Analysis
- i) Category Wise Enrolment MIS
- j) Enrol Data Update
- k) Kiosk Enrolment MIS

### 12.2.4 Hospital Management Module

The detailed profile of the hospital enrolled with the insurance schemes is to be maintained in the system. A detailed hospital claim and transaction management system is required to be developed to cater to the requirements of HP Swasthya Bima Yojna Society. The indicative list of requirements under the hospital management module is given below;

- a) Hospitals can apply online to get themselves enrolled to deliver services under the
- b) Hospital profile creation is to be with each and every details of the hospital like;
  - Hospital Particular
  - Medical Staff
  - O.T
  - OT/ICU Facilities
  - ICU
  - Labour Room
  - Nursing Staff
  - Emergency Services
- c) Detailed hospital patient ratio as per demographic and the treatment ratio of Public, Private and Medical College along with enrolment details of beneficiaries.
- d) There shall be provision for the hospitals to update the consolidated claim reports for review and approval.
- e) Detailed information on in-house and outsource facilities provided by the hospitals in the respective districts.
- f) Provision for the patients suffering from any sort of diseases can book for any hospital after having a brief look at the hospital profile and the facilities provided by the same.
- g) Provision to De-Empanelment of hospitals by the admin user.

- h) Registration of the patients is to be done under the particular insurance scheme under which the benefits were availed.
- i) Provision to update details of hospital staff appointed in various departments for the respective district
- j) Provision to monitor bed wise hospital occupancy status
- k) Provision to avail information of the various hospitals as per the availability specific specialization

#### **12.2.5 Transaction Management Module**

The transactional information available in the SNA server is to be integrated on a real time basis for notification to the stakeholders and data analysis. The following requirements are to be addressed under the Transaction Management Module;

- a) Details of the families having repeat treatment
- b) Details of village having <2% hospitalization
- c) Details of high valued treatment in a particular hospital within a period of one month
- d) Details of age wise hospitalization
- e) Detail of gender wise hospitalization
- f) Detail on disease wise hospitalization
- g) Detail on hospital wise hospitalization
- h) Family wise hospitalization details
- i) Details on hospital wise treatment value
- j) Availability of area wise hospital
- k) Details on policy wise hospitalization
- l) Details on package wise transaction
- m) Details on hospital type wise claim
- n) Details on hospital wise package details
- o) Details on district wise transaction made

#### **12.2.6 Claim Management Module**

The beneficiaries enrolled under the insurance scheme, undergoing or who have already undergone treatment in the hospitals in their area can claim for the amount from the respective hospitals. Depending upon the type of treatment and disease, the request can either be approved or rejected. These details are to be recorded in the system and necessary data analytics are to be done as per the below requirements;

- a) Family wise Total Amount claimed by Hospitals along with the no. of times the patient getting treatment in the Hospital.
- b) URN No. wise claimed amount and the Disease details with Hospital demography.
- c) Total claim, Paid claim, Onhold Claim and Reject Claim for the Hospitals.
- d) District wise premium value details with central share and state share and the total claim amount for the selected district.
- e) Amount that was claimed, settled.

- f) Details of claim (both inside and outside district) for the respective districts for different phase.
- g) Details of claim settlement for various districts categorized under various time duration.
- h) Details of the amount claimed under various categories both in private as well as Government hospitals
- i) Details of the claim settlement depending on the no. of days from the date of requesting
- j) Claim for the amount spent in delivery cases under various package
- k) Package wise claim request received from various district hospitals for settlement
- l) Claim request received under various categories from the respective districts
- m) Month wise progress report of the claim settlement received from the respective districts
- n) Total claim requests settled, remaining pending, rejected, etc. as per the respective packages
- o) Claim settlement requests both for surgical as well as non-surgical treatment, received for the respective districts
- p) Details of the received claim requests for surgical cases out of the total claims for the respective hospitals and village

### **12.2.7 Beneficiary Registration Module**

The portal should have provisions to register the beneficiaries who are not being registered during the enrollment process. The beneficiaries can register themselves through the online system by providing all required details. There shall also be provision for renewal of the insurance schemes by the beneficiaries through the online system. The below listed are some indicative requirements for the Beneficiary Registration Module;

- a) Beneficiaries can register online to avail the insurance schemes.
- b) Beneficiaries can renew their insurance schemes through the online system.
- c) Online payment integration for the beneficiaries can pay the premium amount for the insurance schemes.
- d) Provision for the beneficiaries to provide AADHAAR details along with other details.
- e) Integration of the registered beneficiary's details with the AADHAAR database.
- f) Provision for beneficiaries to fill form in both English and Hindi language.
- g) System generated SMS and e-mail notification.
- h) Development of a beneficiary dashboard to display relevant information

### **12.3 Data Management System**

The selected implementing agency should support the State Government in monitoring and reviewing RSBY, MMSHCS and other state specific insurance schemes. This shall require supporting the State Government in taking fortnightly review of activities taken up in the RSBY and other insurance programmes by the various selected insurance companies, TPA and hospitals. This would include supporting monitoring and analysis of;

- a) **Enrolment:** Master Enrollment, Area wise Enrolment, Family wise Enrollment, Gender wise Enrolment, Age wise Enrollment, Card Issuance, Missing details (Card, Photo, Finger print), Zero enrollment, etc.
- b) **Hospital Empanelment:** Hospital Profiling, Beneficiary Ratio, facilitation chart, etc.
- c) **Hospitalization:** Zero Hospitalization, Repeat Treatment, Village having < 2% Hospitalization, Outside Hospitalization, High Treatment Variation, Disease wise Hospitalization, etc.
- d) **Claim:** Utilization, Claim Rejected, Claim Status, Premium against claim, Demography wise Claim, etc.
- e) **Awareness:** Campaigns, Advertisement, health camps etc.
- f) **Grievance:** Grievances raised by the stakeholders and beneficiaries.

## 12.4 Mobile Application

An Android based citizen centric mobile application is required to be developed under this projects and should cater to the following requirements under the Android based mobile application;

- a) Beneficiaries can register themselves.
- b) Beneficiary can check their application status.
- c) Beneficiaries can check the balance on their insurance card.
- d) Post grievance to the competent authorities
- e) Integration with the social media handles of HP Swasthya Bima Yojna Society
- f) Check the latest posts and activities made by the HP Swasthya Bima Yojna Society

## 12.5 Grievance Redressal System

A full-fledged online grievance management system is required to be developed for the HP Swasthya Bima Yojna Society. The online grievance management system should have the following features and functionalities;

- a) Beneficiaries can register any grievance related to the enrolment processes, registration processes, treatment quality, etc. or any other issue they face through the online system.
- b) Hospitals can post grievance related to their claim settlement or any other issue they face through the online system.
- c) Any other stakeholders of the insurance schemes and register their grievances.
- d) Provision to dynamically map the action taking authorities (ATA) to a particular type of grievance process.
- e) Master configuration of stakeholders types, grievance types, etc.
- f) Provision to map the issue escalation procedure up to 3 levels.
- g) Provision to dynamically set the number of days after which the issue would be escalated automatically.
- h) Notification to the complainant on their issue resolution status.
- i) Generate various MIS reports to monitor the grievance process.

## 12.6 Social Media Management

The selected agency should create and manage the social media handles of HP Swasthya Bima Yojna Society on the platforms like Facebook, Twitter, Instagram and LinkedIn. The selected agency is required to perform the following activities under the Social Media Management;

- a) Creation on social media accounts on Facebook, Twitter, Instagram and LinkedIn.
- b) Graphic design/re-design of content/ information, documents to increase user involvement, making it easier to find information and enhance the appearance and availability of information to the citizens.
- c) Creating and editing web/social media content, product support and Social Media management
- d) Development/reuse from multiple Social Media templates and content in a multi-platform and multi-development environment
- e) Following the best practice of separating content from presentation which will allow changes to graphic design over time without rewriting of the content for web or other means
- f) Using social media functions that will extend citizen participation in government
- g) Providing collaboration to allow the society to share work and/or share projects with external agencies
- h) Support the ability to program in and integrate with multiple types of environment and systems
- i) Meeting state requirements for public information and accessibility
- j) Social Media and Content Management Governance
- k) Integration with existing online applications
- l) The selected agency is required to deploy 2 resources for the management of the social media handles and content updation.

## 12.7 Project Planning & Implementation

Project is a geographically spread initiative involving multiple stakeholders. Successful implementation ultimately depends on all its stakeholders, where the role of implementing agency is very critical. Hence implementing agency is required to design and implement a comprehensive and effective project planning and management methodology together with efficient and reliable tools.

Project planning exercise shall essentially commence with the start of the project, however, project management exercise shall commence at the start of the project and shall continue till the O&M phase of the project. During the project implementation, the implementing agency shall report to the Tendering Authority, on following items:

- a) Results accomplished during the period
- b) Cumulative deviations to date from schedule of progress on milestones as specified in this RFP read with the agreed and finalized Project Plan

- c) Corrective actions to be taken to return to planned schedule of progress
- d) Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of the Implementation Agency
- e) Other issues and outstanding problems, and actions proposed to be taken
- f) Interventions which the implementing agency expects to be made by the Tendering Authority and / or actions to be taken by the Tendering Authority before the next reporting period
- g) Progress reports would be prepared by implementing agency on a fortnightly basis. These reports may be required to be shared with Tendering Authority
- h) Change Control mechanism
- i) Issue management to help identify and track the issues that need attention and resolution from the Board
- j) Scope management to manage the scope and changes through a formal management and approval process
- k) Risk management to identify and manage the risks that can hinder the project progress.

Sign off Deliverable/ Exit Criteria

- Project Plan
- Periodic Reports on on-going basis

**12.7.1 System Study & Design**

The implementing agency shall carry out a detailed systems study to prepare/refine the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards provided by the Tendering Authority.

The implementing agency should prepare a detailed document on the implementation of project with respect to configuration, customization, extension and integration as per the requirement of the HP Swasthya Bima Yojna Society.

The implementing agency shall perform the detailed assessment of the functional requirements, MIS requirements and prepare FRS report, as part of the System Study document incorporating list of additional features that shall result in further improvement in the overall application performance for consideration of the Tendering Authority.

Project documents include but are not limited to the following:

- Detailed Project Plan
- Detailed System Study Report
- FRS document (As per RFP)
- SRS document
- HLD documents
- Logical and physical database design
- LLD documents

- Application flows and logic.
- All Test Plans
- Change Management and Capacity Building Plans
- Training and Knowledge Transfer Plans
- Issue Logs

The implementing agency shall submit a list of deliverables that they shall submit based on the methodology they propose. The implementing agency shall prepare the formats/templates for each of the deliverables upfront based upon industry standards and the same will be approved by Tendering Authority prior to its use for deliverables.

All project documents are to be kept up-to-date during the course of the project. The implementing agency shall maintain a log of the internal review of all the deliverables submitted. Soft copy of logs shall be submitted to Tendering Authority on regular basis.

### **12.7.2 Preparation of Application Design**

- a) Technical Architecture Document (Application, Network, and Security)
- b) The IT infrastructure available at state shall be a part of the document
- c) Gap Infrastructure
- d) High Level and Low Level Design
- e) Database architecture, including defining data structure, data dictionary as per requirements of data storage

#### Sign off Deliverable/ Exit Criteria

- All documents mentioned under this section

### **12.7.3 Scalability**

One of the fundamental requirements of the proposed application is its scalability. The architecture should be scalable (cater to increasing load of internal and external users and their transactions) and capable of delivering high performance. In this context, it is required that the application and deployment architecture should provide for Scale-Up and Scale out on the Application and Web Servers, Database Servers and all other solution components.

### **12.7.4 Security**

The systems implemented for project should be highly secure, considering that it is intended to handle sensitive data. The overarching security considerations are described below.

- f) The security services used to protect the solution shall include: Identification, Authentication, Access Control, Administration and Audit and support for industry standard protocols.
- g) Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.
- h) The overarching requirement is the need to comply with ISO 27001 standards of security

- i) The application design and development should comply with OWASP top 10 principles

#### **12.7.5 High Level Design (HLD)**

Once the SRS are approved, the implementing agency shall complete the High Level Designing and all HLD documents of all the functionalities, integration with existing application and external application. The implementing agency shall prepare the HLD and have it reviewed and approved by the Tendering Authority. Tendering Authority will sign off on the HLD documents.

#### **12.7.6 Detailed (Low Level) Design (LLD)**

The LLD shall interpret the approved HLD to help application development and shall include detailed service descriptions and specifications, application logic (including "pseudo code") and UI design (screen design and navigation).The preparation of test cases will also be completed during this stage. The implementing agency shall have the design documents reviewed and approved by the Tendering Authority. Tendering Authority will sign off on the LLD documents.

#### **12.7.7 Test Plan**

Once the SRS is approved and design is started, the implementing agency shall prepare all necessary Test Plans (including test cases), i.e., plans for Acceptance Testing. Test cases for Initial and Final User Acceptance Testing shall be developed in collaboration with domain experts identified at the Tendering Authority. Initial and Final User Acceptance Testing shall involve Test Case Development, Unit Testing, Integration and System Testing, Functional testing of Application, Performance testing of the Application including measurement of all Service Levels as mentioned in this contract and finally implementing agency shall also carryout Load/ Stress testing. The implementing agency will submit the test plans and test result reports to the Tendering Authority for comprehensive verification and approval.

#### **12.7.8 Transaction Mechanism**

The overall workflow for provisioning transaction to the stakeholders will be based on the process identified by this RFP and subsequent documents submitted by the Implementation Agency.

#### Sign-off Deliverables / Exit Criteria

- Fully functional application software
- Functional and non-functional testing
- User and Operational Manual

### **12.8 Deployment & Commissioning**

The implementing agency would be responsible for the successful deployment and commissioning of the software applications. The below activities are required to be taken care

off by the implementing agency for the successful deployment and commissioning of the Software Application.

### **12.8.1 Training/Capacity Building**

- a) Imparting training in Information Technology (IT) and Change Management
- b) Such trainings and skills will be imparted to the officials at state HQ.
- c) These would range from senior officers such as Secretaries up to the hospital level IT service peoples.
- d) Prepare and organize training programs to facilitate the user in the efficient usage of the new system training will be provided to employees who will use the application and its services.
- e) The implementing agency would be required to prepare a detailed training plan covering at least the trainings to be conducted, targeted audience, location, dates for training, duration and training content.
- f) It is important to ensure that the training provided is effective. Implementing agency shall devise mechanisms to ensure the training effectiveness. Implementing agency would also be required to develop user manuals.
- g) Tendering authority will provide the infrastructure (Projector, Computers for user training, Stationary, Printer, Scanner, Consumable, UPS etc.) at training centers to conduct the trainings as per approved training Plan.
- h) The training would be required to be provided again to ensure that personnel are ready to use the application whenever it is ready. It is important to ensure that the training provided is effective.

#### Sign off Deliverables / Exit Criteria

- Training Plan
- Capacity Building Plan
- Completion of training and attendance sheet

### **12.8.2 UAT and Go Live**

Implementing agency will assist in successful completion of User Acceptance Testing (UAT) of the system on the completion of the go live criteria for application software.

#### Sign-off Deliverables / Exit Criteria

- Go-Live report
- UAT Report signed off

### **12.8.3 Knowledge Transfer**

At the end of the contract period, the implementing agency will be required to provide necessary handholding and transition support to designated staff or any other agency that is selected for maintaining the system post the contract with the implementing agency. The

handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations for the IT Infrastructure, handing over all relevant documentation, addressing the queries/clarifications of the new agency with respect to the working/ performance levels of the infrastructure, conducting training sessions etc.

Knowledge Transfer is an integral part of the scope of work of the implementing agency. This will have to be done even in case the Contract with the implementing agency ends or is terminated before the planned timelines.

#### **12.8.4 Third Party Security Audit**

The selected bidder is required to get all modules of the application software along with the website cyber security audited from any CERT-IN certified security auditing agency. The cost incurred for the same is to be borne by the bidder.

#### **12.8.5 Hosting of Application**

The selected bidder is required to arrange the staging server on its own for the purpose of demonstration and UAT. Upon successful UAT sign-off, the bidder is required to provide hosting services to HP Swasthya Bima Yojna Society over cloud platform for a period of one year. The hosting services can be renewed based on the performance and requirement of HP Swasthya Bima Yojna Society.

#### **12.9 Warranty Support**

The selected bidder is required to provide warranty support for a period of 1 year from the date of Go-Live during which the bidders is required to provide prompt services for resolution of any issues or errors arising out of the software application.

#### **12.10 Operations & Maintenance Support**

The selected agency shall provide operational support services for a period of 2 years from the date of expiry of the warranty period. The following services are required to be rendered by the selected agency during the O&M Phase;

- a) The Application Maintenance and Support services shall be provided for all components mentioned in this RFP or as a part of Administrative orders / legal obligation.
- b) The agency shall render onsite maintenance and support services for the software application.
- c) The agency shall keep the application software in excellent working order; meeting the requirements defined by HP Swasthya Bima Yojna from time to time based on functional, administrative or legislative priorities, perform any changes and upgrades to applications as requested by HP Swasthya Bima Yojna.
- d) Tuning of application, databases, third party application and any other components provided as part of the solution to optimize the performance.

- e) The agency shall perform (at no extra cost) minor changes, bug fixes, different reports of HP Swasthya Bima Yojna, error resolutions and minor enhancements that are incidental to proper and complete working of the application.
- f) The SI shall address all the errors/bugs/gaps in the functionality offered by system at no additional cost during the operations & maintenance period.
- g) The SI shall address all the errors/bugs/gaps in the functionality offered by system at no additional cost during the operations & maintenance period
- h) Provision of project documents (user manual, trainings, etc.) during the O&M period.
- i) Deployment of one onsite project coordinator to monitor and manage the successful operationalization of the software applications.

Based on the performance of the agency, the Operation & Maintenance services can further be extended for another 2 years.

### 12.11 Manpower Deployment

The following resources are required to be deployed onsite for a period of 3 years form the date of Go-Live (1 Year Warranty and 2 Years O&M). The services can be extended for another 2 years based on the performance of the deployed resource.

<b>Social Media Management Manager</b>	
<b>Education</b>	MBA or MasterDegree in Mass Communication
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ 2years of Social Media Marketing experience</li> <li>▪ Must have strong knowledge and thorough understanding of marketing, advertising and promotional principles</li> <li>▪ Should have in-depth knowledge and understanding of Social Media platforms, their respective participants (Facebook, Twitter, Google+, YouTube, Instagram, Pinterest, LinkedIn, etc.) and how each platform can be deployed in different scenarios</li> <li>▪ Excellent writing and language skills.</li> <li>▪ Ability to effectively communicate information and ideas in written and video format</li> </ul>
<b>Job Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Create, curate, and manage all published content (images, video and written)</li> <li>▪ Monitor, listen and respond to users</li> <li>▪ Conduct online advocacy and open stream for cross-promotions.</li> <li>▪ Develop and expand community and/or blogger outreach efforts.</li> <li>▪ Design, create and manage promotions and Social ad campaigns</li> </ul>
<b>Social Media Graphics Designer</b>	
<b>Education</b>	Graduate / Post Graduate + Specialization
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ 3 Years of graphics development experience.</li> <li>▪ Must have strong knowledge and thorough understanding of marketing, advertising and promotional principles</li> </ul>
<b>Job</b>	<ul style="list-style-type: none"> <li>▪ Developing design briefs that suit the client's purpose</li> </ul>

<b>Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Thinking creatively to produce new ideas and concepts and developing interactive design;</li> <li>▪ Using innovation to redefine a design brief within the constraints of cost and time</li> <li>▪ Demonstrating illustrative skills with rough sketches and working on layouts ready for print;</li> <li>▪ Commissioning illustrators and photographers</li> <li>▪ Working as part of a team with printers, copywriters, photographers, stylists, illustrators, other designers, account executives, web developers and marketing specialists.</li> </ul>
<b>Onsite Project Manager</b>	
<b>Education</b>	B.E. / B. Tech/MCA /M.Sc. IT
<b>Experience</b>	<ul style="list-style-type: none"> <li>▪ 5+ years of experience in Software Development, IT Consulting and advisory services roles</li> <li>▪ Minimum 3 years' experience in Project Management</li> <li>▪ Minimum 3 years of experience in managing large scale e-Governance projects</li> </ul>
<b>Job Responsibility</b>	<ul style="list-style-type: none"> <li>▪ Managing and leading the project team</li> <li>▪ Recruiting project staff and consultants</li> <li>▪ Managing co-ordination of the partners and working groups engaged in project work.</li> <li>▪ Detailed project planning and control including</li> <li>▪ Developing and maintaining a detailed project plan.</li> <li>▪ Managing project deliverables in line with the project plan.</li> <li>▪ Recording and managing project issues and escalating where necessary.</li> <li>▪ Resolving cross-functional issues at project level</li> <li>▪ Managing project scope and change control and escalating issues where necessary.</li> <li>▪ Monitoring project progress and performance.</li> <li>▪ Providing status reports to the project sponsor.</li> <li>▪ Managing project training within the defined budget.</li> <li>▪ Managing project evaluation and dissemination activities.</li> <li>▪ Managing consultancy input within the defined budget.</li> <li>▪ Working closely with users to ensure the project meets business needs.</li> <li>▪ Identifying user training needs and devising and managing user training programmes</li> <li>▪ Providing regular status reports to the client</li> </ul>

## 12.12 Change Requests

Since this is a fixed price project with clearly identified scope of solution and services, the Selected Bidder is expected to complete the project without raising any requests for change management. In case of change request and any enhancements in the existing solution the bidder shall propose the change request scope and the committee shall evaluate the scope. The

man hour rate quoted by the bidder in the financial format under "Change Request "should be taken into consideration.

The implementing agency should strictly follow the SRS submitted and subsequently approved by the authority while developing the solution. Any change in the solution which is in addition to the scope of work defined in the SRS will be treated as a change request and will be governed by the change request process defined in the RFP. The Implementing agency should follow a well-defined industry standard procedure to manage the various change requests identified during the implementation of the application software as per scope.

The required assessment of the change request will be done by the implementing agency keeping in view the components like proper description, list of deliverables required for implementing change, timeline for implementation & material evidence to prove that the proposed change is not already covered within the Agreement/SRS and the scope of work.

The implementing agency shall be obliged to implement any changes post approval in accordance with clause, with effect from the date agreed for implementation and within an agreed timeframe. Implementing Agency will not be obligated to work on a change until the authority agrees in writing upon its scope&procedure.

## 13 Annexures, Template & Formats

### 13.1 Annexure-I [Bidder Profile]

SI#	Particulars	Details
<b>A.</b>	<b>Details of the Bidders(Proprietorship/ Partnership Firm/Company)</b>	
a)	Name	
b)	Address	
c)	Telephone	
d)	Email	
e)	Fax	

f)	Website	
<b>B. Details of the Authorized Person</b>		
a)	Name	
b)	Address	
c)	Telephone	
d)	Email	
<b>C. Information about the company</b>		
e)	Status of company (PublicLtd/Pvt. Ltd/ Proprietorship/ Partnership)	
f)	Date of Registration	
g)	RoC Reference Number	
h)	Number of Professionals	
i)	Registered /Head Office Address	
j)	Office address in Himachal Pradesh	
k)	Service Tax Registration Number	
l)	Income Tax Registration Number [PAN]	
m)	Sales Tax Registration Number [VAT]	
n)	Employees Provident Fund Registration Number	

(Signature with Seal)

Printed Name and Designation

Date:

Place:

Business Address:

## 13.2 Annexure-II [Bid Proposal Sheet]

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Subject: RFP for selection of Application Development Agency.**

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents as specified in the RFP documents no. < \_\_\_\_\_>.

We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to HPSBYS is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the HPSBHYS in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favour our company in the short listing process.

We are liable to be dismissed from the selection process or termination of the contract during the project. We agree to abide by the conditions set forth in this RFP.

It is hereby confirmed that, I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document.

We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,  
Yours faithfully,

(Signature with Seal)  
Printed Name and Designation  
Date:  
Place:  
Business Address:

### 13.3 Annexure-III [Format for Financial Quotation]

SI#	Items	Unit & Qty	Rate	Cost (Rs)
a)	Software development & implementation	One-time		
b)	User Acceptance, Training& Go-live	One-time		
c)	Warranty & Support	1 Year		
d)	Operation &Maintenance Support	2 Years		
e)	Man-month rate for Change Request	30 Months		
<b>Total Cost</b>				

#### **Instructions to the Bidder:**

- The Payment Model of the Project is based on Milestone Based Payments and Quarterly guaranteed payments (QGP). Total Project Cost comprises of Quarterly guaranteed payment and Milestone based payment.
- The Bidder should quote the Total Project Cost (Total Contract Value). The Total Contract Value will be used for calculation of Quarterly guaranteed fees and the Milestone Based Fees.
- Rates quoted by the bidder should be inclusive of all taxes, duties and charges apart from service tax which will be paid separately.
- Any change in rate and/or type of tax will be applicable at the time of billing at the prevailing rate.

(Signature with Seal)

Printed Name and Designation

Date:

Place:

Business Address:

### 13.4 Annexure-IV [Bidder's Authorization Certificate]

To

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<Bidder's Name>\_\_\_\_\_, <Designation>\_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the company / firm in dealing with RFP reference \_\_\_\_\_.

He is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said RFP document.

Thanking you,  
Yours faithfully,

Director  
Printed Name and Designation  
Date:  
Place:  
Business Address:

### 13.5 Annexure-V [format for Pre-Bid Queries]

Bidders requiring specific points of clarification may communicate with HPSBYS during the specific period using the following format. All clarification should be mailed (in .xls or xlsx format) to [devinder\\_rsby@rediffmail.com](mailto:devinder_rsby@rediffmail.com).

<<Name & Address>>			
BIDDER'S REQUEST FOR CLARIFICATION			
Name of Organization submitting query / request for clarification		Full formal address of the Organization including phone, fax and email points of contact	
		Tel:	
		Fax:	
		Email:	
Sl#	RFP Reference (Section No. / Page No.)	Content of RFP requiring clarification	Points of clarification required
1.			
2.			
3.			
4.			
5.			
6.			

### 13.6 Annexure-VI [Self Declaration]

To

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In response to the RFP Ref No. \_\_\_\_\_ dated \_\_\_\_\_ Of  
Ref. \_\_\_\_\_ as owner/partner/Director/proprietor  
of \_\_\_\_\_

I / We hereby declare that our Agency \_\_\_\_\_ is having unblemished past record and was not declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Thanking you,  
Yours faithfully,

(Signature with Seal)  
Printed Name and Designation  
Date:  
Place:  
Business Address:



## 13.8 Annexure-VIII [Compliance Statement - Company Letter Head]

### **DECLARATION**

We hereby undertake and agree to abide by all the terms and conditions stipulated by HPSBYS in the RFP including all annexure(s), addendum(s) and corrigendum(s).

Thanking you,  
Yours faithfully,

(Signature with Seal)  
Printed Name and Designation  
Date:  
Place:  
Business Address: