Request for Proposal for Mobile App Development and Enhancement - NHP Indradhanush

30th June 2016

National Institute of Health and Family Welfare,
Baba Gang Nath Marg, Munirka,
New Delhi – 110 067
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CHI, NIHFW invites Request for Proposal 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 Portal (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	**Request for Proposal for Mobile App Development and Enhancement - NHP Indradhanush**
Publication Date	**30th June 2016**
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	**Prof. S. N. Sarbadhikari**, Room No 426, Project Director, CHI of NHP, National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110 067. Telephone No. 011-26165959 ext. 398
Date and Venue of Pre-Proposal Meeting	11:00 AM on **4th July 2016** at National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067
Last date for submission of Proposal	Up to 03:00 PM on **7th July, 2016** at National Institute of Health and Family Welfare (NIHFW), Baba Gang Nath Marg, Munirka, New Delhi – 110067
Opening of Technical Proposal	03:30 PM on **7th July, 2016** at NIHFW, New Delhi-110067.

INSTRUCTIONS TO AGENCIES

1. PURPOSE

The widespread adoption and use of mobile technologies have the potential to provide new and innovative ways to improve health care delivery and the health of individuals. Mobile Apps for people are being developed to support healthier living, help manage a long-term condition and to provide initial advice on an emerging medical problem.

CHI NIHFW is in the process of enhancing its mobile app, **NHP Indradhanush**, for helping Indian citizens across the country to keep track of immunizations and required vaccinations. Application provides a recommended vaccination schedule based on the child's Date of Birth.

2. SCOPE OF WORK

Brief Description of the mobile Application features

- ✓ **Add Child**: Include the details of your child including his/her name, birthdate, age, gender, weight and height
- ✓ **Add reminder**: You can put reminders in the application for different dates.
- ✓ **Vaccination Reminder / Alerts**: Save the dates of getting your child vaccinated and set reminders. The app reminds you about the vaccination dates bang on time.
- ✓ **Push notification**: User will get push notification on phones for reminders and alerts of vaccination, growth log, news and updates.
- ✓ **Growth Chart**: Keep a track of your child's growth by storing information like his/her height and weight to get graphical details about his/her growth.
- ✓ **Health Advisory by Government**: Know about the health guidance given by government approved bodies and treat your children accordingly.
- ✓ **Setting Page End** user will have option to share this app with friends, Report bug or request for any feature, Change text size.
- ✓ **Info Screen** It has About Us, Terms of Use and Privacy Policy about app**.**
  - The above Scope of work is tentative. Other options may also be added in future.

Brief Description of the Web features of mobile Application

- ✓ All the features available on the mobile application should be made available on the National Health Portal (NHP).
- ✓ Selected agency will provide/modify a microsite/pages on NHP for showing the mobile application content/design.
- ✓ The database for the mobile application and web version should be same.

Deliverables

- ✓ Selected agency is expected to deliver the mobile application on application store (Google Play, Apple and windows) within 30 days of receiving the work order.
- ✓ Selected agency is expected to deliver the web version mobile application on NHP.
- ✓ 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.
- ✓ Application Code, Web API's.
- ✓ Deployment document
- ✓ The selected agency will be responsible for developing, hosting and maintaining the application for one year.
- ✓ Technical documentation of design and development stages of mobile application, database, complete source code of mobile application, training to users etc. shall also be provided

Platform

- ✓ iOS – 7 and above.
    - Display orientation Portrait or landscape both
    - Display Support iPhone (480 x 320), iPhone Retina (960 x 640), iPhone 5(1136 x 640), iPad (1024 x 768), iPad Retina((2048 x 1536)
- ✓ Android – 2.3 and above
    - Display orientation Portrait or landscape both
    - Small (426dp x 320dp), Normal (470dp x 320dp), Large (640dp x 480dp), X-Large(960dp x 720dp)
- ✓ Windows – 6 and above
    - Display orientation Portrait or landscape both
    - Small (426dp x 320dp), Normal (470dp x 320dp), Large (640dp x 480dp), X-Large(960dp x 720dp)

Designs

- ✓ Application should built 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.

Content Management System

- ✓ To manage all application contents, separate user friendly content management system should be provided with following general features:
    - Admin user to be able to create, publish/unpublished and delete all the content.
    - Admin user should have User Management
    - Admin user should have Vaccine Management
    - Admin user should have Push Notification Management
    - Admin user should have Reminder Management
    - Admin user should have Growth Chart Management
    - Admin user should be able to sort data, search data.
    - CMS should be protected using the HTTPS for secure access to application.

Sharing

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

Reports

- ✓ The selected agency will provide regular App Analytics, reports, vital statistics and analysis.
- ✓ Audit Log Screen will be provided to admin user to check the activities performed by all users. The data will be available only in read-only mode.
- ✓ Admin User will be able to see the list of login/logout information for the user through Authentication report screen
- ✓ Admin User will be able to see the list of notifications sent to the devices through notification screens. Data will be only in read only mode.
- ✓ Google and iPhone provides the required details on their console along with app publishing.
- ✓ Google Analytics will be used to provide the required information on the Google Analytics Console.

Hosting

- ✓ The mobile application will be hosted on BSNL Cloud or any other as given by CHI NIHFW. Selected agency will update whenever necessary and will maintain totally, ensuring uptime of 99.6%.
- ✓ 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 mobile application.
- ✓ The selected agency will provide CHI NIHFW Full Access to server hosting the application

Standard Technical Requirements

- ✓ The application should support multi-lingual interface.
- ✓ The mobile apps need to alert the user to download the latest version, which ever available.
- ✓ The mobile applications should work in all networks irrespective of mobile device make and model.
- ✓ If required, the mobile apps should access Geolocation information in case the mobile device supports it.
- ✓ User should be able to download the correct version of mobile application supported by his/her mobile device.
- ✓ While developing mobile application, the selected agency should give preference to the NATIVE ENVIRONMENT (e.g.: SDK android development Kit, IOS SDK, Windows SDK). In case of HYBRID APPLICATIONS, open source tools need to be use and not to any proprietary tools.

Support

- ✓ Selected agency should provide support 24*7
- ✓ Selected agency to provide application customization and upgrade

Intellectual Property Rights

- ✓ The Intellectual Property Rights of the 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
- ✓ CHI NIHFW shall have the copyright to the design and content of the mobile application. The entire 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:
  - Furnish all information demanded by CHI NIHFW regarding the existing framework of the application
  - Handover all the old / latest backup code of the mobile application to CHI NIHFW on a CD/DVD/Pen drive/Hard disk.

Training

- ✓ For the effective uses of the supplied software/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
  - Application Submission Training
  - Support Handover

3. 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".

4. SUBMISSION OF PROPOSALS

The empanelled agencies shall duly seal the envelope. The Proposal should be sent to the CHI, NIHFW at the following address and should reach by the time and date mentioned.

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

Prof. S. N. Sarbadhikari,
Project Director, Centre for Health Informatics
Room. No. 426
National Institute of Health and Family Welfare (NIHFW),
Baba Gang Nath Marg, Munirka,
New Delhi – 110067
Email: supten@gmail.com

5. 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

6. 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.

7. 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.

8. 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.

9. 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.

10. PROJECT NATURE

Time bound and National level

11. SERVICE LEVEL AGREEMENT (SLA)

As per Annexure 3

12. PAYMENT SCHEDULE

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

(i) Advance Payment of 30% of the project value after awarding of the contract to the successful agency.

(ii) 60% of the payment to be released after completion of the work as per the Scope of work and SLA of the proposal.

(iii) Rest 10% payment to be released after successful completion of one year maintenance of mobile application.

Annexure 1 – Technical Proposal

Technical Scoring		
A	What would be the features and strategies adopted by the empanelled agencies on the following:	60 Marks
1	Detailed Mobile application technical design as per the scope of work	20
2	Detailed Mobile application and web user interface design as per the scope of work	15
3	Detailed Content management System strategies and design	15
4	Maintenance and support plan, Disaster recovery and business continuity plan and Security management plan, Digital marketing on popular platform strategies	10
B	Presentation/Demonstration on the below mentioned points	40 Marks
	A) Approach of development / maintenance and B) Creative design, flash presentation design, 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

S. No.	Particulars	Total Cost (Inclusive all taxes)
1	Development and deployment cost of Web service API and Admin CMS system	
2	Development and deployment Cost on Android	
3	Development and deployment Cost on iOS	
4	Development and deployment Cost on Windows	
5	Apple App store access cost	
6	Google Play store access cost	
7	Annual Maintenance Cost after implementation and warranty period for 1 year	
8	Human Resource Deployed for the project and designation wise respective monthly salary (CTC).	
	Total	

- 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.
- NIHFW will not make any additional payments apart from the amounts quoted in the above provided format.

Signature of Agency_____

Business Address_____

Date: _____

Place: _____

Annexure 3 – Service Level Agreement

1. The Selected Agency contract period will be for one year. CHI, NIHFW may renew contract depending on performance basis.

2. The Selected Agency will make the mobile application, its related applications (CMS) and the hosting environment available for user access without any break.

3. The Selected Agency will manage Hosting, maintenance and back-up for the mobile Application on ***Client's*** hosting environment. The Selected Agency is required to provide complete documentation of mobile Application / CMS software.

4. Sharing of reports like security testing, performance testing and load testing, analytics, user detail reports and reports related to mobile Application like spams, performance report to be done regularly.

5. In case for training, Selected Agency will provide free training if the premises is in New Delhi. In case of training outside New Delhi, the client shall arrange for all suitable transport and accommodation and other miscellaneous expenses of the Selected Agency personnel.

6. The software upgrades to the mobile application will fall under the technical maintenance contract terms and conditions. The Selected Agency will undertake the same at no cost to client. The Selected Agency shall implement security of mobile application and data against all threats.

7. The Selected Agency is permitted to perform periodic maintenance on the application or hosting environment for purposes of system upgrades, maintenance, and backup procedures ("Scheduled Downtime") and will not exceed four (4) hours Downtime per month (not exceeding 1 hour at any given day).

8. The Selected Agency is required to provide periodic source code for the entire application. In addition to above, Selected Agency will inform NHP for any minor or major changes being done in the source code with complete documentation.

9. The Selected Agency will not share mobile Application, code or data in any way with anyone, without NHP consent. Selected Agency will hold the Confidential Information in confidence.

10. For any minor changes in the design, logic or working of mobile application/ CMS / dashboard / servers will be done by the Selected Agency without any additional cost. Selected Agency will update the database for the application as and when required by the Client.

11. Incident Resolution

Impact	Response Time	Resolution Time
Critical Critical Business Impact Example: Full website is Down	Within (20) Minutes	Within (1) Hour
Extremely Urgent High Business Impact Example: Certain services / functionality is not available	Within (1) Hour	Within (2-4) Hour
Urgent Moderate Business Impact Example: One of the service / Functionality is not available. Performance is sluggish	Within (1) Hour	Within (4-8) Hour

12. Delays in Incident Resolution may incur penalty of .2% of Project value per incident resolution as mentioned above. Non-compliance or failure to meet the service levels for more than 3 times in 30 days, may lead to cancellation of contract.

13. The CHI, NIHFW may terminate this agreement with penalty if the Selected Agency repeatedly violates the terms of this agreement. In such an event the Client shall give the agency 30 days written notice of intent to terminate, delivered to the Selected Agency.

14. Following is the payment terms for under this assignment will be as under:
    I. Advance Payment of 30% of the project value after awarding of the contract to the successful agency.
    II. 60% of the payment to be released after completion of the work as per the Scope of work and SLA of the proposal.
    III. Rest 10% payment to be released after successful completion of one year maintenance of mobile application.

15. CHI NIHFW can amend/ modify above SLA with mutual consent at any time.

16. Entire source code and the mobile application/software will be property of CHI, NIHFW.