



सत्यमेव जयते

**Government of India
Office of Registrar General, India
Ministry of Home Affairs**

**Request for Proposal for SMS-based Application for Post Audit Survey under Annual Health Survey in
EAG States and Assam**

Notice No: 16/03/2010-VS(AHS)

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1. Background:

1.1 The Annual Health Survey (AHS) has been conceived at the behest of the National Population Commission, PMO and Planning Commission as an annual survey to yield benchmarks of core vital and health indicators at the district level and to map its rate of change on a continual basis to assess the efficacy of various health interventions including those under the National Rural Health Mission (NRHM). The AHS is being implemented in all the 284 districts of the nine AHS States namely, Bihar, Jharkhand, Madhya Pradesh, Chhattisgarh, Orissa, Rajasthan, Uttar Pradesh, Uttarakhand and Assam during the mission period 2007-12 starting from 2009-10.

1.2 The survey is being carried out by adopting a hybrid model wherein the fieldwork has been entrusted to the 7 survey agencies selected for the purpose. The 9 AHS states which have been categorized into 18 distinct zones in order to ensure effective & smooth execution of the project. These agencies have been functioning under the overall supervision of the respective Directorate of Census Operations (DCOs) in the AHS states as well as the ORGI Headquarters. The field work for the Baseline survey which commenced in May, 2010 is to conclude by December, 2010. The officers/officials posted at the DCOs and the ORGI Headquarters under the project have also been conducting periodic inspections concurrent as well as post survey inspections in randomly selected sample units and the households thereof.

1.3 The third party post survey audit is intended to provide unbiased and objective feedback about the coverage of households and canvassing of different schedules thereof, particularly the woman schedule; an assessment on the content of these schedules and their quality; an objective independent opinion about the quality of field staff; and details about the events missed. The post survey audit by the third party audit agencies shall cover 20 sample units in each district by covering every 4th household of the selected sample unit. For the third party audit, two agencies have been selected.

1.4 In order to facilitate ORGI in monitoring - the quality of audit done by the TPA agencies as well as to provide real time data on key parameters such as number of usual residents, number of ever married women, number of births / deaths / infant deaths / maternal deaths, etc., as well as completion status collected through TPA tools, it is proposed to use a SMS -based application customized as per the requirements. This application would be loaded to the GSM enabled mobile phone of the TPA enumerator. This initiative would also ensure that the Auditors of the Third Party Audit Agencies actually visit every 4th household in the selected sample units as the system would also enable tracking of their movement.

2. Purpose / Intent:

2.1 The main purpose of developing a SMS based customized data validation service (DVS) is to enhance the overall quality of data audit and also to ensure that audit is being done by the visiting third party auditor by covering every fourth household of the selected sample units in each of the 284 districts in the 9 AHS States. Key information fields such as number of usual residents, number of ever married women, number of births / deaths / infant deaths/maternal deaths would be embedded into the SMS-based customized data validation service of mobile phone. On completion of each household audit, the third party auditor would fill in these key information in the mobile phone application which would be sent in real-time through SMS to the Supervisor as well as uploaded to the central portal in real time which would leave no scope for variation at a later stage. The uploaded data would be readily be available for instantaneous scrutiny, feedback and further action thereof.

3. Scope of work:

3.1 For the design of the proposed application the agency will:

- Understand the AHS study and identify the key issues that RGI would like to address through the medium of mobile technology which is simple and easy to implement at the field level.
- Learn the third party audit process to validate the data collection and key indicators captured by the selected survey agencies
- Realize the importance of key indicators that need to be captured in the data validation process and accordingly design the application
- Understand the competence level of the application users i.e., the field staff
- Visualize the role of each cadre of staff (field supervisor, field investigators, monitoring staff at the regional and central level) in the entire process and accordingly develop the system
- Ensure that the application not only records information using mobile handsets, it also enables real time transmission (through SMS) of the recorded information to the central data-base (web portal) with a stamp of time, geographic location and sender details. In turn, the sender receives the acknowledgement instantaneously on the completion of the audit household in real- time through a SMS
- Ensure that the central repository of data stored online can be monitored on real time by the supervisors and it should be able to provide quick fact sheet on critical indicators.
- There will be a process to develop test cases and test scenarios for testing the modules enabling them to carry out the acceptance testing
- Develop electronic and hardcopy documentation (user manual) for all aspects of the application and provide appropriate training to relevant users after installing the application in their handsets.

4. Methodology:

4.1 The agency should follow the processes mentioned below.

- Desk review of all the documents and instruments related to AHS and TPA mechanism
- Discuss with senior Officers from ORGI at various levels
- Interact with end users to understand their competence level in using application embedded in their handsets
- The application is tested for technical snags, linkages with web portal and user efficiency
- Study the effectiveness of the application on various compatible handsets and across various service providers
- Testing of the software in the field and incorporating of subsequent modifications, if any.
- A pilot test would be done and results will be shared with ORGI and with feedback from ORGI, the application is finalized
- Any other method to be suggested by the agency
- Provisioning for hot alerts as per ORGI specifications

5. Schedule of Tasks:

5.1 The Schedule of Tasks are as given below

- Finalization of System Requirements of the process
- Development of Software
- Testing of the Software in the field and incorporation of subsequent modifications, if any
- Imparting training to functionaries in groups
- Technical assistance to ORGI / DCOs Territories during implementation

6. Deliverables:

6.1 The deliverables are as given below

- Inception report: Detailing schedule of work, key staff deployment, methodology, etc.
- Systems Requirement Study: All key aspects of design and compatibilities with respect to types of handsets, service providers, linkages with web portal
- Project Management and Monitoring System:
 - Piloting Stage: software testing done in field setting
 - Full Roll-out Stage: deployment of system in all the handsets to be used by the TPA
 - Post Roll-out: handholding support, bug fixing (if any) & updates
 - Continuous & periodic reporting of real-time data
- Documentation and Training: User manual and hands-on training to user of the software. Training given to the users of the application and technical assistance provided for implementing the software in the states, which includes on- site support and help desk support during field audit.

7. Invitation for Tender:

7.1 Tenderers are advised to study the Tender document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender document with full understanding of its implications.

7.2 Failure to furnish requisite information may result in the rejection of tender.

7.3 This Tender document is not transferable.

7.4 The ORGI shall not be responsible for non-receipt / non-delivery of the Bid documents due to any reason whatsoever.

7.5 Any clarification required may be sought in writing and may be delivered in person, by e-mail or by post 48 hours prior to due date and time of opening of the tender. The clarification given will also be put on the web.

7.6 All the relevant documents should be signed by the person duly authorized by the Agency.

8. Schedule for Invitation to Tender

- (a) Name of issuing office:
President of India acting through Registrar General, India
- (b) Addressee and Address at which Tenders are to be submitted :
Under Secretary (Hqrs.),
Office of the Registrar General, India
2A-Mansingh Road, New Delhi – 110 011
- (c) Last date for receipt of Tender:
1400 hours on 29th November, 2010
- (d) Details of the contact for any clarification / queries:
Deputy Registrar General (AHS),
Office of the Registrar General, India
West Block – I, R.K. Puram, New Delhi – 110 066
Tele-Fax: 011-26100678
E-mail: bmishra97.rgi@censusindia.gov.in
- (e) Important dates
The following table provides information regarding the important dates of the bid process:

Activity	Date
Issue of the RFP	15 th November 2010
Last date for receiving queries	1200 hours on 24 th November, 2010. No queries post this date shall be entertained
Last date for submission of Bids	1400 hours on 29 th November, 2010.
Date for opening of Technical Bids	1500 hours on 29 th November, 2010 at the address provided in Clause 8 (b)
Presentation on Technical Bids from Tenderers	1000 hours on 30 th November, 2010 at the address provided in Clause 8 (b)
Date for opening of Commercial Bids	Will be intimated later.

9. Submission of the Proposal:

- 9.1 The tender document should be in the prescribed form which can also be downloaded from <http://www.censusindia.gov.in/>.
- 9.2 The proposal along with all the correspondence and documents relating to the RFP exchanged by the agency and ORGI shall be in English.
- 9.3 A Two Cover System should be followed while submitting the proposal wherein the technical bid and the commercial bid should be placed in separate sealed cover with the wordings “Technical Bid” and “Commercial Bid” respectively super-scribed on them. These two bids must be put in a separate envelope (bid cover). The Bid Cover should be super scribed with Tender Number, Due Date and the wordings “**Do not open before 1500 hours on 29th November, 2010**” and this envelope should be clearly marked “**Tender for SMS-based Application for Post Survey Audit under Annual Health Survey in EAG States and Assam.**” It may be noted that prices must only be indicated in the commercial bid not in the technical bid.
- 9.4 The technical proposal shall include the following information:
1. Letter of Transmittal (**FORM A**), duly signed by the authorized signatory.
 2. Outline of relevant experience of the agency on works of a similar nature with details of past experience (past 5 years) and current work in hand, marked as “**B**”. Copy of Work Order/ Completion Certificate shall be attached for each of the assignments.
 3. Agency shall provide brief detail of the human resources to be deployed for the development of the proposed SMS-based application. The following information may be provided:
 - Qualification and experience of key personnel shall be given, marked as ‘**C**’.
 - Attach one-page curriculum vitae of the individual Key Staff shall be given, marked as ‘**D**’.
 4. A brief note on the Methodology and Work Plan clearly specifying the understanding of the assignment & expectations from the Agency (one page), marked as “**E**”.
 5. Any comments and suggestions on the scope of work and deliverables should be given, marked as “**F**”.
 6. The technical proposal should be submitted in two sets clearly indicating one as “Original” and other as “Duplicate”.
- 9.5 The financial proposal shall include the following information:
1. The financial quotes should cover the entire cost of developing, testing, on-site support, travels & allowances, all resource cost etc.
 2. The agency has to build in all these costs and provide ORGI with a single cost for the entire project.
 3. The cost quoted should be inclusive of all taxes.

10. Evaluation of the proposal

10.1 The Agency will be shortlisted by an Evaluation Committee by examining the technical and financial parameters. A two stage procedure shall be adopted in evaluating the proposals:

- A technical evaluation (criteria mentioned below in clause 10.3) shall be carried out prior to the opening of financial proposal.
- The technical proposal should score at least 60 points to be considered for final evaluation.
- In the second stage, financial proposals of those who have qualified for the technical proposals will be evaluated. Financial proposals would be ranked on the basis of lowest rate quoted.
- Agency quoting the lowest rate would be considered for the selection.

10.2 The experience, credibility, quality and competence of the Agency would constitute the core parameters for technical evaluation. The technical evaluation shall be carried out based on the following:

- (a) The experience of the agency in the relevant area as described in the notice of RFP.
- (b) The qualification and experience of the personnel of the proposed team.
- (c) The personnel should meet out the requirement as spelt out below:
 - Key Personnel should be a MBA/Engineer/equivalent with more than 7 years of I.T. experience
 - The maximum number of experts/technical staff proposed for the project shall be more than four in number for the consideration of evaluation.
- (d) Supporting Staff
- (e) Elements of comments on Scope of work and deliverables from the Agency.

10.3 The points assigned to Technical Evaluation Criteria are:

Sl. No.	Technical Evaluation Criteria	Points
(i)	Relevant experience for the assignment	35
(ii)	The qualification and experience of the key personnel of the team proposed	25
(iii)	The quality of the methodology and work plan proposed.	30
(iv)	Relevance of comments and suggestions on Scope of Work and deliverables.	10
	Total	100

11. Award of Contract:

11.1 The technical proposal scoring less than 60% of the total points will not be considered and the corresponding financial proposal will be returned after completion of the selection process. ORGI will not notify the agencies who have failed to qualify at the technical proposal evaluation stage.

11.2 The evaluation committee will determine whether the financial proposal / information are complete in all respects and the decision of the evaluation committee will be final.

11.3 The proposal will be valid for 90 days from the date of submission. ORGI will make best effort to select the Agency within this period.

11.4 The successful Agency cannot sub-contract the assignment to other individual / firms / organizations.

11.5 The fee will be subject to taxes, cesses etc. as per the applicable Indian Law prevalent at the time.

11.6 The ORGI may seek clarifications /additional documents from the Agency and the Agency shall be bound to furnish the same within the prescribed time limit.

11.7 On completion of the process of selection, the selected Agency shall be awarded the Contract by issuing the Letter of Award(LOA).The issue of LOA shall be the deemed date of commencement of the Assignment and shall be completed as per the period stipulated in the contract.

11.8 Within one month of LOA, the Agency should execute the Contract Agreement with ORGI failing which may result in termination of the Contract and award the same to other Agency at the risk and cost of the defaulting agency.

11.9 The ORGI shall reimburse the expense incurred on release of advertisement and pre-bid conference arrangement charges at actuals in the event of these activities performed by the Agency itself.

12. General Conditions:

12.1 Amendments to the tender: ORGI reserves every right to amend any of the tender conditions or a part thereof before the last date for the receipt of the tender if found absolutely necessary. Any such amendment will be communicated to the tenderers. The decision of extending the due date and time for the submission of tender documents on account of amendments will be the sole discretion of ORGI.

ORGI also reserves the right to cancel the tender at any stage without assigning any reason thereof.

Cost of preparing the proposal and incidental expenses shall be borne by the tenderers and the ORGI will in no case be responsible or liable for these expenses regardless of the conduct or outcome of the tenders.

12.2 Earnest Money deposit: The tenderers should furnish an Earnest Money Deposit of Rs. 25,000/- (Rupees Twenty five thousand only) by means of Demand Draft / Banker Cheque drawn on any Nationalised Bank / Scheduled Bank payable to the Pay & Accounts Officer (Census), New Delhi. The Tenders received without the Earnest Money Deposit will be summarily rejected. In the case of successful tenderers, the Earnest Money Deposit will be adjusted towards the Performance Security to be payable on request. In case of unsuccessful tenderers, the Earnest Money Deposit will be refunded within a reasonable time. The amount remitted towards Earnest Money Deposit is liable to be forfeited in the case the tenderer resiles from

his offer after submission of the tender or after the acceptance of the offer by ORGI or fail to sign the contract or to remit the Security Deposit. No interest will be payable by the ORGI on the Earnest Money Deposited / remitted.

12.3 Opening of tender: No proposal shall be accepted unless it is properly sealed. Agency shall not be allowed to fill in or seal their proposal at the ORGI office. The documents should be sent by speed post / registered post / courier or hand delivered. Sealed tenders received upto 1400 Hours on 29th November, 2010 will be taken up for opening. Tenders received after specified date and time will not be accepted. ORGI reserves the right to disqualify any of the tender in case it is not satisfied with the documents furnished or otherwise without assigning any reasons thereof. Any efforts by a bidder to influence the ORGI personnel or representative on matters relating to proposals under study in the process of examination, clarification, evaluation and comparison of proposal and in decision concerning award of contract, shall result in the rejection of the proposal and also lead to blacklisting of the organization.

12.4 Documents to be furnished: Besides the documents mentioned in the technical bid, the following should invariably be enclosed in the tender:

- Earnest Money Deposit.
- Attested copy of the firms Registration renewed up to date.
- Certified copies of orders of similar works done during last five years.
- Self Certificate duly signed by the tenderer that the tenderer has not been blacklisted either by ORGI or any other Government undertaking.

The bidder is advised to attach any additional information that is considered necessary in regard to establish the capabilities. No further information will be entertained after submission of application unless it is required by ORGI. The ORGI, however, reserves the right to call for additional information and clarification on information submitted by the bidders.

12.5 Performance security: The selected agency would be required to submit a performance security for a sum of 20% of the cost of the project and valid for a period of 60 days beyond the date of completion of all contractual obligations of the project. This security may be in the form of an account payee Demand Draft, Fixed Deposit receipt, Scheduled Bank or Bank Guarantee etc. in favour of the "Registrar General India, MHA". The PAN number of the Organization is also to be sent.

12.6 Payment terms:

Installment	Percentage	Milestone
First	20% of the total fee*	On submission of the Inception Report and System Requirement Study Report.
Second	40% of the total fee*	After development of the Software, testing and roll-out.
Third and final	Remaining 40% of the total fee*	After submission of user manual and hands-on training of the field functionaries, including help-desk support during the field audit in each of the AHS States.

*****=The total fee includes all applicable taxes.**

12.7 Eligibility: Only those agencies which have Annual Turnover of Rs.5 Crores or more in the last two financial years i.e. 2008-09 and 2009-10 would be eligible for evaluation of technical proposal. A copy of the Balance Sheet of the last two years should be attached with the technical proposal by the Agency.

12.8 Termination for Insolvency: The ORGI may at any time terminate the Contract Agreement by giving a written notice to the Agency. Termination of contract will be without compensation to the Agency provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the ORGI.

12.9 Arbitration: The dispute or difference arising between the ORGI and the Agency relating to any matter arising out of or connected with the assignment under the contract agreement shall be referred to the sole arbitration by an Arbitrator appointed by the Registrar General, India & Census Commissioner or any person nominated by him. The decision of the Arbitrator shall be final and binding on the parties to the contract agreement subject to the proviso that the Arbitrator shall give reasoned award.

**Under Secretary (Hqrs.)
For Registrar General, India & Census Commissioner
Office of the Registrar General, India,
Ministry of Home Affairs,
2/A Man Singh Road,
New Delhi – 110011**

FORM-A
Letter of Transmittal

To be attached with both the technical and financial proposals
To be submitted in the letter head of the company / firm submitting the proposal

[location, Date]

To: The Under Secretary,
Office of the Registrar General, India,
2/A, Man Singh Road,
New delhi-110 011.

We offer to provide the consulting services for *[Insert name of the assignment]* in accordance with the terms of reference, the general and specific terms and conditions specified in your Request for Proposal NO *[insert number]* dated *[insert date]* and our technical and financial proposals submitted to you separately under sealed envelope.

We understand that any contract resulting from this bid will contain the terms of reference, the general and specific terms and conditions specified in the request for proposal and are not negotiable.

We herewith confirm that all the information and statements made in the technical and financial proposals are true and accept that any misinterpretation contained in it may lead to our disqualification. Our technical and financial proposals are binding upon us and subject to the modifications resulting from contract negotiations. Our technical and financial proposals are valid for 90 days from the bid opening date.

We undertake, if our Proposal is accepted to initiate the consulting services related to the assignment within *[***]* days/week of signing of the contract.

We understand you are not bound to accept any Proposal you receive.

Name of authorized representative:

Title:

Signature:

Date:

Organization Name:

Postal Address:

Telephone/Mobile No.:

Fax No.:

E-mail Address: