

**Notice Inviting Tender (NIT) for Design, Development and Implementation  
of Mobile Application for National Health Mission Assam**

**NOT TRANSFERABLE**



**OFFICE OF THE MISSION DIRECTOR,  
NATIONAL HEALTH MISSION, ASSAM  
SAIKIA COMMERCIAL COMPLEX,  
G. S. ROAD, CHRISTIANBASTI, GUWAHATI - 781005**



**OFFICE OF THE MISSION DIRECTOR,  
NATIONAL HEALTH MISSION, ASSAM**

**Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati - 781005**

**Ph. No. 0361 – 2340236:: Fax No. 0361 – 2340238**

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No:NHM/MobileApp/2685/2015-16/20571

Dated:24<sup>th</sup> December 2015

**State Health Society, Assam**

**Notice Inviting Tender (NIT) for Design, Development and Implementation  
of Mobile Application for National Health Mission Assam**

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TENDER REFERENCE	:	NHM/MobileApp/2685/2015-16/20571 Dated 24 <sup>th</sup> December 2015
DATE OF COMMENCEMENT OF SALE OF TENDER DOCUMENT	:	24/12/2015
DATE OF PRE BID MEETING	:	08/01/2016 at 2:30 PM
LAST DATE & TIME OF RECEIPT OF BID	:	19/01/2016 till 2:00 PM
TIME & DATE OF OPENING OF BID (TECHNICAL BID)	:	19/01/2016 at 3:00 PM
PLACE OF OPENING OF BID	:	Office of the Mission Director National Health Mission, Assam Saikia Commercial Complex G. S. Road, Christianbasti, Guwahati - 781005
ADDRESS FOR COMMUNICATION	:	Office of the Mission Director National Health Mission, Assam Saikia Commercial Complex G. S. Road, Christianbasti, Guwahati - 781005
COST OF TENDER DOCUMENT	:	Rs. 2,000/- (Rupees Two thousand only)



## **OFFICE OF THE MISSION DIRECTOR, NATIONAL HEALTH MISSION, ASSAM**

**Saikia Commercial Complex, G. S. Road, Christianbasti, Guwahati - 781005**

**Ph. No. 0361 – 2340236:: Fax No. 0361 – 2340238**

Website : [www.nrhmassam.in](http://www.nrhmassam.in) E\_mail ID : [misnrhm.assam@gmail.com](mailto:misnrhm.assam@gmail.com)

### **STATE HEALTH SOCIETY, ASSAM**

#### **GUWAHATI: ASSAM**

No: NHM/MobileApp/2685/2015-16/20571

Dated:24<sup>th</sup> December 2015

### **Tender Document for Design, Development and Implementation of Mobile Application for National Health Mission, Assam**

Sealed tenders in TWO BID SYSTEM affixing Court Fee Stamp of Rs 8.25 (or IPO of Rs 10.00 in favour of “State Health Society, Assam”) only are invited by National Health Mission, Assam, from reputed Software Firm/Companies for Design, Development and Implementation of Mobile Application for National Health Mission Assam. Interested bidders are requested to submit their tender along with the specified documents which will be received till 19<sup>th</sup> January 2016 up to 2.00 P.M. The tender may be sent by Speed Post / Registered Post / Courier Services / in person in sealed cover addressed to “Mission Director, National Health Mission (NHM), Assam, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam”. Tender received after the closing date & time shall not be entertained. The Mission Director, NHM Assam shall not be responsible for any postal delay. The terms and conditions are as under:-

1. **General Condition:**

- a) The bid document may be obtained from Office of the Mission Director, National Health Mission, Assam on payment of bid document fee of **Rs. 2,000/- (Rupees two thousand only)** by DD in favour of **State Health Society, Assam** or can be downloaded from the official website- [www.nrhmassam.in](http://www.nrhmassam.in). The bidder downloading the bid document from the website is required to deposit Rs 2000/- (non-refundable) as tender document fee, in the form of Demand Draft in favour of “State Health Society, Assam” payable at Guwahati while submitting the bid. Tenders without the fee Rs. 2,000/- shall not be accepted.

- b) All bids must be accompanied by Earnest Money Deposit (EMD) as specified in the relevant clause of the bid document.
- c) Bids will be opened in the presence of bidders or their authorized representatives on the specified date and time as stipulated in the bid document.
- d) At any time prior to the date of submission of bid, the Tender Inviting Authority may, for any reason, whether on his own initiative or in response to a clarification requested by a prospective bidder, modify the tender documents by an amendment. All prospective bidders who have received the bid document will be notified of the amendment and that will be binding on them. In order to provide reasonable time to take the amendment into account in preparing their bid, the Tender Inviting Authority may at its discretion, extend the date and time for submission of bids.
- e) Interested eligible bidders, if they so desire, may obtain further information from the office of the Tender Inviting Authority.
- f) In case any of the document/information(s) furnished by a bidder are found to be false/forged, such proposal will be rejected and will not be considered for further process. Excuses like typographic error will not be entertained.
- g) In case any of the document/information(s) furnished by a bidder are found to be false/forged, such bidder shall be kept on holiday or blacklisted apart from other penal actions as deemed fit by NHM.
- h) The Tender Document is not transferable.
- i) The proposal document shall be signed by the proposer in all the pages with official seal.
- j) Measurement, Inspection, Testing and Acceptance Testing
  - i) NHM, Assam will release payment on the basis of all accounts of quantities of work and bill of services provided by the vendor. Representative of NHM Assam will verify necessary details with outcomes as per normal expectations and terms and conditions of the Tender Document.
  - ii) The Vendor shall warrant that the Mobile App should be new and free from all defects and faults/ bugs.
  - iii) In case of consortium, bidder must provide relevant details of all parties forming the consortium. All the licensing requirements should be fulfilled by the prime bidder. The prime bidder shall be responsible for billing on its own behalf and on behalf of consortium partners.
- k) Interested eligible bidders, if they so desire, may obtain further information from the Office of the Authority inviting Tender.

- l) **Unsealed Bid will not be accepted. It should be ensured that all envelopes (Main Envelope, sub envelope containing Technical Bid and sub envelope containing Price Bid) are properly sealed.**
- m) Maintenance, Implementation and support must be provided with as part of the Tender.
- n) No extra cost shall be paid by NHM for supply, installation and implementation, updation/upgradation of any software/device wherever it is necessary for its optimum functioning.
- o) In case any of parts of the provided solution is found to be insufficient to support NHM requirements post submission of bid, the vendor shall provide the same at no extra cost to NHM.
- p) NHM reserves the right to reject any of the items/software of implemented solution, if found unsuitable and /or not conforming to the approved specifications at any point of time. The rejected items/software, if any, shall have to be taken back and replaced forthwith at the cost to be solely and exclusively borne by the vendor.
- q) During warranty period service/maintenance of applications, all driver software up gradation, installing patches and related services shall also be performed at no extra cost to NHM.
- r) This Tender does not constitute an offer by NHM. The bidder's participation in this process may result in NHM selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by NHM to execute a contract or to continue negotiations. NHM may terminate negotiations at any time without assigning any reason.

## 2. **Deliverables:**

Following deliverables defined:

- a) Design, Development and Implementation of Android, Windows and iOS based Mobile Application based on specification mentioned in **Annexure –A**.
- b) The application should be compatible for all Android/ Windows/iOS based smart phones, tablets etc.
- c) Customized MIS report should be generated from existing MySql Database of NHM, Assam based on requirements provided by authority from time to time.

- d) The Mobile Application should use MySQL Database of NHM, Assam Server.
- e) Access to the system should be based on role and responsibility of the users.
- f) Tracking of the users should be captured in all aspects including geographical location, IP address etc.
- g) Security should be implemented for all types of unauthorized access like hackers, malware, spyware, Trojans etc.
- h) The support and maintenance plan must be in such a way that new features/modules can be added to system whenever required.
- i) Application should be responsive, interactive, user friendly, fast and efficient
- j) Application should be synchronized with Web Application.
- k) Testing and certification of the application for quality and security should be done from a certified Authority/ Auditor.
- l) The technologies to be used for the development and maintenance of the Mobile Application should be from open source.
- m) Hosting of the Mobile Application in a secure, efficient and fast responding server with facility for backup and restore.
- n) Google Play Store registration with the application name provided by the authority should be registered for 5 (Five) years.
- o) Proper documentation regarding requirement analysis, design, planning, development, hosting, testing, implementation and maintenance should be provided.
- p) Source Codes need to be shared with NHM, Assam.
- q) Administrator should be able to create new user with different credentials.
- r) Successful bidder will have to provide onsite training for NHM users.
- s) Uptime of the application should be 99.9%.
- t) Successful bidder will have to provide comprehensive warranty for 1 year after final implementation of the Application into live server.
- u) Maintenance of the application should be provided for 5 (five) years after the expiry of warranty period.
- v) Design document (both soft copy as well as signed hard copy).

### 3. Pre-qualification criterion and Documents to be submitted:

The following documents are required to be submitted along with the Tender. Non-submission of the documents or submission of incomplete, misleading or false information may render the bidder liable for out rightly rejection or cancellation of its tender.

SI	Pre-qualification criterion for the Bidder	Documents to be submitted
1	<ul style="list-style-type: none"> <li>Should be registered body under the Company Registration Act/Indian Societies Registration Act or their state counterparts with at least 3 years of experience in Software Development.</li> </ul>	<ul style="list-style-type: none"> <li>Detail of the organization (including Name, Complete Address, Phone No, Contact Person, Email ID, Brief Description of the organization, etc) should be provided as per <b>Annexure C</b>.</li> <li>Self Attested copy of the registration certificate.</li> <li>Self Attested copy of the valid Service Tax Registration certificate</li> <li>Self Attested copy of Income Tax PAN Card.</li> </ul>
2	<ul style="list-style-type: none"> <li>The bidder must have experience of Design, Development and successful Implementation of minimum two (2) numbers of Android, Windows and iOS based Mobile Application of similar nature.</li> <li>The bidder must have its own development team.</li> </ul>	<ul style="list-style-type: none"> <li>Detail list of the projects related to Mobile Application development should be provided as per <b>Annexure –D</b>.</li> <li>Supporting documents like copy of Work Order, Completion Certificates, etc should be enclosed.</li> </ul>
3	<ul style="list-style-type: none"> <li>Average Annual Turnover of the Bidder during last three financial years shall not be less than 10 Lakhs.</li> </ul>	<ul style="list-style-type: none"> <li>Annual Turnover of last 3 years (year wise break up need to be provided) as per <b>Annexure E</b>.</li> </ul>
4	<ul style="list-style-type: none"> <li>The bidder should not have been blacklisted by any government organization.</li> </ul>	<ul style="list-style-type: none"> <li>Self-declaration certificate regarding the matter that the organization is not blacklisted by any Government Organization.</li> <li>Should submit a self declaration for not being under legal action for corrupt or fraudulent practices.</li> </ul>
5	Other Documents (to be submitted by the	<ul style="list-style-type: none"> <li>Non refundable court fee stamp of Rs.8.25</li> </ul>

SI	Pre-qualification criterion for the Bidder	Documents to be submitted
	bidder along with the proposal).	<p>(Rupees eight &amp; paisa twenty five) only (or IPO of Rs 10.00 in favour of “State Health Society, Assam”).</p> <ul style="list-style-type: none"> <li>• Bids must be accompanied by Earnest Money Deposit (EMD) in the form of Demand Draft/ Bankers Cheque in favour of <b>State Health Society, Assam</b>. EMD submitted in any other form or bids without EMD shall not be entertained. <b>The amount of EMD shall be Rs. 5,000/-</b> (Rupees Five thousand only). The EMD of the successful bidder shall be retained till completion of the bidding process but shall not carry any interest. If the successful bidder fails to execute the agreement within the specified time, or withdraws his bid within the validity of the bid, the EMD shall be forfeited. The EMD of the unsuccessful bidders will be returned after the finalization of the bid.</li> <li>• <b>Technical document supporting the technology proposed should be provided along with the proposal.</b></li> <li>• <b>Technical expertise of the bidder mentioning the skill and qualification of the key development team should be included.</b></li> <li>• <b>The proposal document shall be signed by the proposer in all the pages with official seal.</b></li> <li>• Undertaking as per <b>Annexure –B</b>.</li> <li>• Seal &amp; Sign copy of Agreed Terms &amp; Conditions as per <b>Annexure –F</b>.</li> <li>• Any other information, which may be useful in the process of evaluation</li> </ul>



**4. Technical Bid: Cover -A:**

All the documents mentioned in “3. Pre-qualification criterion and Documents to be submitted” should be put in a separate sealed envelope and marked as “Technical Bid: Cover – A”.

The bidder shall put above documents in a **sealed cover** super scribed as "**TECHNICAL BID - COVER “A” - TENDER FOR Design, Development and Implementation of Mobile Application for National Health Mission, Assam**” and addressed to the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.

**5. PRICE BID - COVER “B”**

The bidder shall put the duly signed Price Bid in a **sealed cover** Super scribed as **“PRICE BID COVER “B” - TENDER FOR Design, Development and Implementation of Mobile Application for National Health Mission, Assam”** and addressed to the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.

- Signature and Seal on each page

Each page of the price bid should be duly signed by the bidder affixing the office seal.

- Rates quoted

The bidder shall submit the Price Bid (Cover – B) **in the format only** as mentioned below.

**Price should be quoted as per format mentioned below only in the official letter head only.**

Prices to be quoted on FOR DESTINATION basis showing Basic Price and Tax/VAT separately in the Price Bid.

(To be submitted in official letter head)						
<b><u>Price Bid</u></b> <b><u>Tender For Design, Development and Implementation of Android, Windows and iOS based Mobile Application</u></b>						
Tender Reference No:						
Name of the Bidder:						
<b>Sl</b>	<b>Particulars</b>	<b>Basic Price (Rs.)</b>	<b>Tax (%)</b>	<b>Tax Amount (Rs.)</b>	<b>Net Amount (Rs.)</b>	<b>Net Amount (In words)</b>
1	Design, Development and Implementation of Mobile Application including 1 year warranty and maintenance.					

	The cost shall also include all types of licenses. The cost shall also include CMS System.					
2	Development and deployment Cost on Android					
3	Development and deployment Cost on iOS					
4	Development and deployment Cost on Windows					
5	Google Play store access cost per year.					
6	Up gradation, Maintenance as well as Implementation of the application for consecutive year's (after expiry of warranty for first year).					

**Total**

Note:

- Net amount will be treated as the selection criteria for L1 bidder in the commercial bid evaluation.
- Conditional discount shall not be considered for price evaluation.

Signature of the Bidder (with office seal)

Name:

Designation:

Contact No:

## 6. COVER FOR TECHNICAL BID & PRICE BID

The two separately sealed covers Technical Bid (Cover “A”) and Price Bid (Cover “B”) shall be placed together inside another cover which shall be sealed and super scribed as “**TENDER FOR Design, Development and Implementation of Mobile Application for National Health Mission, Assam**” and addressed to the Mission Director, National Health Mission, Saikia Commercial Complex, Srinagar Path, Christianbasti, G.S Road, Guwahati-781005, Assam.

## 7. AGREEMENT:

The successful bidder shall execute an agreement on a non-judicial stamp paper of value of Rs.100/- (stamp duty to be paid by the bidder) within 10 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted or within 10 days from the date of issue of work order.

## 8. Security Deposit

The successful bidder, within 10 days of signing of the agreement, shall be required to submit Security Deposit of 5% of the order value in the form of Bank Guarantee (BG) from any Indian Scheduled-A Bank in favour of the Tender Inviting Authority valid for a period of 1 year from the date of issue. However, if the bidder fails to execute the order or fails to perform the services as per agreement, in addition to other penal actions, the bank guarantee shall be encashed and the amount will be forfeited.

## 9. Warranty

- a) The Standard Warranty for supplied Software/App/Web Application shall include free maintenance of the software/App/Application upto one year from the date of Implementation/installation of application. The defects, if any shall be attended to within **1(One)** working hours and must be resolved within maximum **6 (Six)** hours.
- b) A **Penalty @Rs. 500/-(Rupees Five hundred only) per day** or on a part thereof shall be levied in case of not meeting of aforesaid conditions. All such penalties shall be limited to 10% of the development cost of contract value and may be recovered from the vendor from the payments due or from the security amount / EMD.
- c) The vendor warrants and represents that it has obtained all the requisite permissions, sanctions and authority under the applicable laws to provide services to the NHM and owns

or has the right to use or is lawfully authorized under valid and enforceable licenses/ agreements/authority from the concerned authority(ies) in terms of the applicable laws, the materials and methods and techniques and tools proposed to be used for providing services under the Agreement including all intellectual property rights comprised therein.

#### **10. Delivery Period**

- Specifications and Quality

The Mobile Application and services provided by the successful bidder shall be of the best quality and shall comply with specifications, stipulations and conditions specified.

- Delivery Period

The Delivery, installation & implementation shall be completed **within 2 Months** on placement of the purchase or work order.

- Penalty for Delayed Delivery

- In case there is delay in completion of the work beyond 60 days, there shall be reduction in price @ 0.5% of the value of the order per week of delay or part thereof subject to a maximum of 5% of the total order value.
- Once the maximum price reduction is reached, termination of the contract may be considered. Non-performance of the contract provisions shall make the successful bidder liable to be disqualified to participate in any tender for the next 5 years, in addition to forfeiture of Security Deposit and other penal actions.

#### **11. Assignment, Subletting and Outsourcing**

The whole work included in the Tender shall be executed by the vendor and the vendor shall not directly or indirectly transfer, assign sublet, the contract or any part thereof or interest therein without the written consent of NHM.

12. Prior to the last date for receipt of Bids, the NHM, may, for any reason, whether at its own initiative or in response at any time to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document shall constitute Revised Tender. The addendum/corrigendum shall be uploaded also on the NHM website. The Bidders are, therefore, requested to visit the website frequently to check for any amendments.

13. NHM may at any time during the Tendering process but before opening of the technical bid, ask the Bidders to submit revised Technical / Commercial Bids and/or Supplementary Commercial Bids, in case of change in Scope of Work, without thereby incurring any liability to the affected Bidder or Bidders.

#### **14. Confidentiality**

Please note that the "Mobile App" related activities as specified in this Tender document are confidential. It shall be responsibility of the bidder to take all necessary precautions and measures to maintain utmost confidentiality with regard to each and every stage of work.

#### **15. FORCE MAJEURE**

The above conditions of delivery period, price reduction & termination etc. are subject to force majeure conditions which are beyond the control of the supplier, do not involve fault or negligence of the supplier and are not anticipated. Such events may include but are not limited to riots, mutinies, war, fire, storm, tempest, flood, earthquakes, epidemics, or other exceptional causes like quarantine restrictions, freight embargoes. On specific request made by the bidder the time period of supply may be extended by the Tender Inviting Authority at his discretion for such period as may be considered reasonable. However, the condition shall not include scarcity of raw materials, power cut, labour dispute, failure of sub-vendor and increase in cost of raw material.

#### **16. BLACKLISTING**

National Health Mission, Assam without prejudice to any other remedy and rights, reserves the right to blacklist the Vendor for a suitable period in case he fails to honour his bid / *Work Order* or found guilty for breach / violation / contravention of terms(s) and condition(s) of the tender / *Work Order* or negligence, carelessness, inefficiency, fraud, mischief, misappropriation or any other type of misconduct by Vendor or by its staff, agent, employee or officer etc. or by any either by himself other person directly or indirectly employed by him.

#### **17. Measurement, Inspection, Testing and Acceptance Testing**

- i) NHM, Assam will release payment on the basis of all accounts of quantities of work and bill of services provided by the vendor. Representative of NHM Assam will verify necessary details with outcomes as per normal expectations and terms and conditions of the Tender Document.

- ii) The Vendor shall warrant that the Mobile App should free from all defects and faults/ bugs.
- iii) In case of consortium, bidder must provide relevant details of all parties forming the consortium. All the licensing requirements should be fulfilled by the prime bidder. The prime bidder shall be responsible for billing on its own behalf and on behalf of consortium partners.

## **18. Selection Criteria**

- i) In the first stage, the tenders shall be evaluated with reference to various criteria of technical bid. Price bid of only technically qualified bidders will be opened. L1 bidder shall be selected based on the lowest net price quoted by the technically qualified bidders.
- ii) Conditional discounts shall not be taken into account for price comparison.
- iii) Financial bids will be opened for technically qualified bidders only.
- iv) Mission Director, NHM, Assam reserves right to reject any bid without showing any reason.
- v) Selected vendor will have to sign a service level agreement after issue of the work order.

## **19. PAYMENT PROVISIONS**

- i) No advance payments will be made to the successful bidder.
- ii) Payments towards the supply of the product will be made strictly as per rules of the Tender Inviting Authority.
- iii) Payments will be made 100% after completion of the work. Bill in triplicate along with the commissioning report should be submitted for release of the payment.
- iv) Annual Maintenance Cost shall be released on quarterly basis after completion of each quarter on submission of bill along with progress report of the quarter. It should be noted that, maintenance for the first year shall be under warranty period and there shall be no Annual Maintenance cost.
- v) If at any time during the period of contract, the price of tendered items is reduced or brought down by any Law or Act of the Central or State Government or by the bidder himself, the bidder shall be bound to inform Tender Inviting Authority immediately about such reduction in the contracted prices. Tender Inviting Authority is empowered to unilaterally effect such reduction as is necessary in rates in case the bidder fails to notify or fails to agree to such reduction in rates.
- vi) In case of any enhancement in excise duty / service tax due to notification of the Government after the date of submission of bids and during the validity period of

contract, the quantum of additional excise duty/ service tax so levied will be allowed to be charged extra as a separate item without any change in price structure under the tender. For claiming the additional cost on account of the increase in excise duty/ service tax, the bidder should produce a letter from the concerned Authority confirming payment of additional tax on the items to the Tender Inviting Authority and also must claim the same in the invoice separately.

20. **ARBITRATION**

Any dispute whatsoever in any way arising out of or relating to the contract shall be referred to arbitration of the Mission Director, National Health Mission, Assam or to the sole arbitration of some person nominated by him. There shall be no objection if the arbitrator so appointed happens to be an employee of National Health Mission, Assam. The award of the arbitrator shall be final, conclusive and binding on all parties.

21. **LAWS GOVERNING THE CONTRACT & JURISDICTION**

The contract shall be governed by the laws in force in India. In the event of any dispute arising out of the tender such dispute would be subject to the jurisdiction of the Court within the city of Guwahati only.

Incomplete application form or application submitted by organizations that do not fulfill eligible criteria will be rejected.

Sd/-

**Mission Director  
NHM, Assam**



## Annexure – A

### **Technical & Functional Specification**

The requirements of the project can be easily broken down into sections as per the details given below:-

1. End user functional requirements specification
2. Admin user- Content Management System functional requirement specification
3. Mobile platform requirement
4. User interface requirements
5. Technology and server requirements
6. Testing
7. Timeline & Deliverables
8. Training
9. Support
10. Intellectual property rights

#### **1. End User Functional Requirements Specification**

This section lists the specific end functionality as well as the requirements for all aspects of the National Health Mission, Assam Mobile Application Project. Requirements are divided into the following sections:

##### **1.1 Splash Screen**

National Health Mission, Assam logo will be displayed to end user for Few Seconds while National Health Mission Mobile Application starts playing in the Backend.

##### **1.2 Home Page**

The home page will contain some sliding images with caption which will be provided by the authority. Some icon with link to the other pages will be there in the home page.

Few photographs shall be displayed in sliding at the top (where 108 ambulance photo is displayed). Selected photographs shall be downloaded from Server.



Fig1: Sample Home page

### 1.3 Inside pages

#### 1.3.1 About us

Brief Note on Health & Family Welfare Department & National Health Mission, Assam.

The content shall be retrieved from Database of the Server.

### **1.3.2 Schemes/ Programmes**

List of Schemes/ Programmes with link to the detailed page will be here in this page.

Following information for each programme will be displayed. Data to be dynamically retrieved from Database of Server.

- About the programme (brief write up)
- How and where to avail the services
- Guidelines
- Application Form (if any)

### **1.3.3 Disease Information**

List of diseases with link to the detailed page will be here in this page.

Filter Option (Male/ Female/ Both).

Data to be dynamically retrieved from Database of Server.

Following information for each programme will be displayed.

- About the Disease (brief write up)
- Syndromes
- Where to get treatment
- Do's & Don't
- Advice (if any)
- FAQ

### **1.3.4 Tenders**

List of Tenders with link will be displayed. The list will be displayed from NHM Server.

On click of the link, the Tender document will be downloaded & displayed from the server.

### **1.3.5 Jobs**

List of Job Vacancies/ Advertisements/ Short listed Candidates/ Results etc with link will be displayed. The list will be displayed from NHM Server.

On click of the link, the document will be downloaded & displayed from the server.

### **1.3.6 Grievances Readdressal**

The link will give to options.

One for entry of new complaint and the other to track action taken report of earlier complaint.

Complaint ID shall be provided for each complaint.

Sample Entry Form for new Complaint:



**NATIONAL HEALTH MISSION**  
স্বাস্থ্য সেবা মিশন

**National Health Mission, Assam**

**Grievances Readdressal**

**Name:**

**Contact No :**

**Address of the Complain Person:**

**Complaint Against:**

**Nature of Complaint:**

**Designation Against Whom the Complaint is Lodged:**

**District:**

**Block PHC:**

**Institution Name:**

**Brief Description:**

**Complaint Detail:**

**Fig2: Sample Grievances Readdressal page**

To track action taken report on earlier complaint, user will have to put complaint no and click on the submit button.

Action taken report will be displayed from Database server.

### **1.3.7 Photo Gallery**

This page will contain photographs of various activities of NHM, Assam album wise.

### **1.3.8 Drugs Stock Availability**

User have to select District and Name of the Health Institution to track availability of medicine. Latest medicine availability status shall be downloaded and displayed from Server Database.

### **1.3.9 Contact Us**

This page will contains office address of Health & Family Welfare Department and National Health Mission, Assam.

Google map should be integrated showing address of the offices.

## **2. Admin User- Content Management Functional Requirement Specification**

This section lists the specific end functionality as well as the requirements for all aspects of the admin user-Content management tool. To manage all mobile application contents like Photo Gallery, Disease information, Jobs, Tenders etc., a separate user friendly content management system (CMS) tool needs to be developed.

### **2.1 General Design Guidelines for CMS Application.**

Following list will provide the general guidelines followed for CMS application design.

- i) User should be able to create, update and publish/unpublished the data.
- ii) User should be able to search the data.
- iii) User should be able to sort the data.
- iv) CMS should support two levels of user.
- v) Admin User - Can perform all the CMS functions.
- vi) Normal User - Can perform all the CMS features except Delete and editing any record in the system. Normal user cannot create any new user.
- vii) CMS should be protected using HTTPS for secure access of information and access for CMS users

## 2.2 Screen and Functional Requirements.

- i) **Admin authentication:** NHM administrator can authenticate in CMS tool **with his credentials.**
- ii) **Menu list Management:** NHM administrator can add, delete, and modify the Menu item list.
- iii) **Manage list Items:** NHM administrator can add, modify, delete & unpublished any item in menu list.
- iv) **Search list Items:** NHM administrator can search any list item in all categorizes or filter in particular category and select and modify as per available options.
- v) **Push Notification:** NHM Administrator can push any comment to all end users.

## 2.3 Reporting Requirements

As per the requirement of National Health Mission, following reports will be needed for the Admin:

- i) Admin User will be able to see the list of users of the application with IP details, geographic location and time.
- ii) Admin User will be able to see the list of login/logout information and activities of the users through Authentication report screen.

## 3. Mobile Platform Requirement

SI No.	Platform Support(OS)	OS Version	Display Orientation	Display Support
1	Android	Android 2.3 and Above	Portrait or landscape both	Small (426dp x 320dp) Normal (470dp x 320dp) Large (640dp x 480dp) X-Large(960dp)
2	Ios	iOS 5.0 and above	Portrait or landscape both	Small (426dp x 320dp) Normal (470dp x 320dp) Large (640dp x 480dp) X-Large(960dp)
3	Windows	Windows 7.0 and above	Portrait or landscape both	Small (426dp x 320dp) Normal (470dp x 320dp) Large (640dp x 480dp) X-Large(960dp)

#### **4. User Interface Requirements**

- i) All icons must be crisp, clean, and distinguishable and should be as per guidelines of mobile application platform.
- ii) All buttons and objects must be reactive to touch and work as intended.
- iii) All functions must stay within the mobile platform boundaries.

#### **5. Technology and Server Requirements**

- i) Mobile App development should be in English language.
- ii) Admin CMS application should be developed in PHP and uses MySQL open source Database
- iii) CMS system should be hosted on NHM server.
- iv) Vendor has to ensure the development of mobile application as per guidelines issued by Application stores. For ex: Google play. Vendor has to submit mobile app binary Google play store.

#### **6. Timeline and Deliverables**

- i) Vendor is expected to deliver the mobile application on application store (Google Play) at the earliest.
- ii) Vendor has to share the Design Documents based on the NHM Requirement document for NHM Review & Sign-off.
- iii) User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing.
- iv) Source Code of Mobile App along with CMS as well as Web Application is the property of NHM.

#### **7. Training**

- i) For the effective uses of the supplied software/application licenses & their functionalities, the selected vendor must compulsorily provide training for NHM Assam officials at NHM, Assam HQ.
- ii) Content Management Training.
- iii) Deployment & Hosting Training.

- iv) Application Submission Training.
- v) Support Handover.

## **8. Support**

The NHM Assam requires application support be available from the vendor preferably in Assam. Bidder must be able to assign a dedicated representative with support specifically to NHM Assam and handle application issues.

## **9. Intellectual Property Rights**

The Intellectual Property Rights of the application will rest with National Health Mission, Assam. The vendor will provide the source code of the application to National Health Mission, Assam at the time of sign-off.



**Annexure –B**

**UNDERTAKING**

To

Mission Director,  
National Health Mission, Assam  
Tender No. \_\_\_\_\_  
For \_\_\_\_\_

Sir,

- I, Shri \_\_\_\_\_, on behalf of M/s \_\_\_\_\_ having registered office at \_\_\_\_\_ and branch office at-----, do hereby declare that I have gone through the terms and conditions mentioned for the above and undertake to comply with all tender terms and conditions. The rates quoted by me/us are valid and binding on me/us for acceptance for a period of two year from the date of award of contract to us.
- We agree to the conditions of the tender under which the EARNEST MONEY DEPOSIT and PERFORMANCE SECURITY DEPOSIT shall be forfeited by us.
- The tender inviting authority has the right to accept or reject any or all the tenders without assigning any reason.
- We understand all the terms and conditions of the contract and bind myself/ourselves to abide by them.
- We hereby declare that there is no vigilance/CBI or court case pending/contemplated against us at the moment.

SIGNATURE :  
NAME & DESIGNATION :  
DATE :  
NAME & ADDRESS OF THE FIRM :

**Annexure C**  
**Information of the Bidder**

<b>1</b>	<b>Name of the Bidder</b>	
<b>2</b>	<b>Registration No and Valid Up to</b>	
<b>3</b>	<b>Address of the Registered Office</b>	
	<b>Phone No:</b>	
	<b>Fax No:</b>	
	<b>Official Email ID:</b>	
<b>4</b>	<b>Year of Establishment</b>	
<b>5</b>	<b>Type of Organization (Govt. Undertaking/ Corporation/ Public Limited/ Private Limited)</b>	
<b>6</b>	<b>Name &amp; Designation of the Authorized Signatory</b>	
<b>7</b>	<b>Contact Person</b>	
	<b>Name:</b>	
	<b>Designation:</b>	
	<b>Phone No:</b>	
	<b>Fax No:</b>	
	<b>Mobile No:</b>	
	<b>Email ID:</b>	
<b>5</b>	<b>Website</b>	
<b>6</b>	<b>Address of Guwahati/ Assam Office</b>	

<b>7</b>	<b>Contact Person of Guwahati, Assam Office</b>	
	<b>Name:</b>	
	<b>Designation:</b>	
	<b>Phone No:</b>	
	<b>Fax No:</b>	
	<b>Mobile No:</b>	
	<b>Email ID:</b>	
<b>8</b>	<b>Date of Operational of Service in India</b>	
<b>9</b>	<b>Date of Operational of Service in Assam</b>	
<b>10</b>	<b>Brief Description of the organization</b>	

**Annexure D**

**Detail list of Projects related to development of Mobile Applications**

Sl	Name of the Project	Project executed for (Name of the Customer, Address, Contact No, Email ID)	Brief Description of the Project	Technical Specification including technology used	Supported Mobile OS of the Application	Duration of the Project (Project Start Date, Project Completion Date)	Total Project Cost	Remarks

Note: Supporting documents like Work Order, Completion Certificate, etc should be furnished.

**Annexure E**

**Annual Turnover Statement**

The Annual Turnover of M/s \_\_\_\_\_ for the past three years and concurrent commitment for the current financial year are given below and certified that the statement is true and correct.

Sl	Year	Turnover (Rs. In Lakh)
1		
2		
3		
<b>Total</b>		
<b>Average turnover per annum</b>		

Date :

Signature of Auditor/

Chartered Accountant

Seal :

(Name in Capital)

**ANNEXURE-F**

**AGREED TERMS & CONDITIONS**

Tender No. & Date \_\_\_\_\_

- **Details of Bidder**

Bidder Name:

Offer Ref:

Contact Person:

Telephone No:

Signature:

Fax No:

E-mail:

- **Definitions**

- “Purchaser” means the Mission Director, National Rural Health Mission, Assam or his authorized representative.
- “Bidder” means a person or firm or company who has made an offer for supply of goods and /or service as per tender.
- “Vendor” or “Supplier” means a person or firm or company, to whom the order is addressed for supply of goods and /or services.
- “Site” means the premises of the purchaser or any other place as decided by the Purchaser.

**NOTE: The questionnaire below must be duly filled in and should be enclosed with un-priced Technical Bid, (Cover A). Clauses confirmed here under should not be repeated. All commercial terms and conditions should be indicated in this format. If necessary, details including deviations to the terms and conditions of the bid document, if any, should be enclosed as annexure to this questionnaire.**

Sl. No.	Description	<u>Vendor’s Confirmation</u> (Confirmed/Noted/Deviation furnished separately)
	<b>C. Technical</b>	

1.	Confirm acceptance of the Deliverables as per Tender Document.	
2.	In case of deviations, confirm that the same have been highlighted separately.	
3.	Confirm that literature and technical data, wherever applicable, have been enclosed.	
4.	Confirm that all certificates/ documents furnished and Court Fee stamp affixed.	
5.	Confirm that EMD and Tender Document Fee enclosed	
	<b>D. Commercial</b>	
1.	It is noted that any deviations to the commercial terms and conditions shall lead to loading of prices or rejection of offer.	
2.	Confirm that the quoted landed price is inclusive of all cost and also inclusive of all taxes/duties and any other incidental charge.	
3.	Confirm furnishing of price break-up of each item showing basic price and Tax/VAT as % age of basic price to arrive at landed price in D2 above.	
4.	It is noted that the statutory variations in taxes and duties within the contractual delivery period shall be borne by the purchaser.	
5.	If clause 4 above is not acceptable, advice maximum possible rate of additional ED chargeable; this shall be loaded to your price.	
6.	Confirm that in case any new or additional duties and taxes are imposed after the contractual delivery date due to delays attributable to the supplier the same	

	shall be borne by the supplier. This will be in addition to Price Reduction for Delay in Delivery.	
7.	Confirm acceptance of Price Reduction Schedule for delay in establishment of Internet Connectivity beyond 30 days, there shall be reduction in price @ 0.5% of the value of the order per week of delay or part thereof subject to a maximum of 5% of the total order value.	
8.	Confirm acceptance of Delivery Period as indicated in the tender document.	
9.	Confirm acceptance of relevant payment terms specified in the tender document.	
10.	It is noted that delivery period, price reduction, termination etc are subject to Force Majeure Condition as stipulated in the tender document.	
11.	Confirm that the quoted prices shall remain firm & fixed till complete execution of the order.	
12.	Confirm acceptance of Part Order.	
13.	Confirm acceptance of Repeat order within 24 months from the date of initial order at same price and terms & conditions.	
14.	It is noted that the purchaser would disown any responsibility / liability towards irregularity, contravention or infringement of any statutory regulations including those of patent, on manufacture or supply of goods covered by the order.	
15.	Terms & Conditions indicated in this format shall not be repeated in the bid. Terms & Conditions indicated elsewhere and contradicting those in this format shall	



	be ignored. Confirm compliance.	
16.	Confirm that you shall observe the highest standard of ethics during bidding and in case favoured with an order, the execution of the order will be completed, without resorting to any fraud, corruption and/or coercion.	
17.	Confirm that the offer shall be valid for a period of 90 days from the date of bid opening.	

SIGNATURE :

NAME & DESIGNATION :

DATE :

NAME & ADDRESS OF THE FIRM

===XXX===