

State Health Assurance Society, Odisha
Deptt. of Health & Family Welfare, Govt. of Odisha
Bhubaneswar-751012, District-Khordha (Odisha)
Phone No.-0674-2560311, Email ID, snaodisha@gmail.com



Re-Tender for selection of Service Provider Agency to “Design, Development, Testing, Installation & Maintenance of IT Solution for “Biju Swasthya Kalyan Yojana” in Odisha

Advt No. 07/2018

Date:31.07.2018

Sealed tenders are invited from eligible bidders for undertaking to “Design, Development, Testing, Installation & Maintenance” of IT Solution for Biju Swasthya Kalyan Yojana in Odisha. The tender document with all information relating to the tender process including tender document cost, EMD, eligibility criteria, scope of work, terms & conditions, evaluation criteria and formats of submission of tender may be downloaded from the website: www.nhmodisha.gov.in

A pre-bid meeting shall be held on 02.08.2018, 11.00 AM. Any amendment in the tender document due to decision in pre-bid meeting / extension of bid if any shall only be notified in the website mentioned above. The sealed tenders should reach the office of the undersigned by courier / registered post or may be dropped in the tender box, on or before 09.08.2018, 3:00 PM. The technical bid shall be opened on 09.08.2018, 03.30 PM.

The undersigned reserves the right to reject any or all the tenders or cancel the tender without assigning any reason thereof.

Note: The previous advertisement vide No- 05/2018 dated 12.07.2018 is here by stands cancelled

Sd/-
Chief Executive Officer,
State Health Assurance Society, Odisha

OSTF-RSBY-151/18/_____

DATE : 31.07.2018



STATE HEALTH ASSURANCE SOCIETY
H & FW DEPARTMENT, GOVERNMENT OF ODISHA

REQUEST FOR PROPOSAL
FOR
DESIGN, DEVELOPMENT, TESTING, INSTALLATION
AND MAINTENANCE OF IT SOLUTION OF
“BIJU SWASTHYA KALYAN YOJANA”

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GLOSSARY

SR NO	ACRONYM	DESCRIPTION
1	AMC	ANNUAL MAINTANCE CONTRACT
2	BKKY	BIJU KRUSHAK KALYAN YOJANA
3	BPL	BELOW POVERTY LINE
4	BSKY	BIJU SWASTHY KALYAN YOJANA
5	CA	CHARTED ACOUNTANT
6	CE	CLAIMS EXECUTIVE
7	CEO	CHIEF EXECUTIVE OFFICER
8	CHC	COMMUNITY HEALTH CENTRE
9	DC	DATA CENTER
10	DH	DISTRICT HOSPITAL
11	DHH	DISTRICT HEAD QUARTER HOSPITAL
12	DR	DISASTER RECOVERY
13	EC	EXECUTIVE COMMITTEE
14	ECG	ELECTROCARDIOGRAPH
15	EDC	EMPANELMENT AND DISCIPLINARY COMMITTEE
16	EEPROM	ELECTRICALLY ERASABLE PROGRAMMABLE READ-ONLY MEMORY
17	EMD	EARNEST MONEY DEPOSIT
18	EO	EXECUTIVE OFFICER
19	EPAN	EMERGENCY PRE AUTHORISATION NUMBER
20	FRS	FUNCTIONAL REQUIREMENT SPECIFICATION
21	GIB	GENERAL INFORMATION TO BIDDER
22	GOI	GOVERNMENT OF INDIA
23	GOO	GOVERNMENT OF ODISHA
24	GST	GOODS AND SERVICE TAX
25	GUI	GRAPHICAL USER INTERFACE
26	H & FW	HEALTH AND FAMILY WELFARE
27	HBN	HEALTH CAMP BILL NUMBER
28	HC	HEALTH CAMP
29	HW	HARD WARE
30	IC	INSURANCE COMPANY
31	ICU	INTENSIVE CARE UNIT
32	ISA	IMPLEMENTATION SUPPORT AGENCY
33	ISMS	INFORMATION SEQRITY MANAGEMENT STANDARD
34	ISO	INTERNATIONAL STANDARD ORGANISATION
35	IT	INFORMATION TECHNOLOGY
36	ITSM	INFORMATION TECHNOLOGY SERVICE MANAGEMENT
37	JV	JOINT VENTURE

38	KPI	KEY PERFORMANCE INDICATOR
39	MC	MEDICAL COORDINATOR
40	MCH	MEDICAL COLLEGE AND HOSPITAL
41	MIS	MANAGEMENT INFORMATION SYSTEM
42	MO	MEDICAL OFFICER
43	MOU	MEMORENDUM OF UNDERSTANDING
44	NHM	NATIONAL HEALTH MISSION
45	NWH	NETWORK HOSPITALS
46	O&M	OFFICE AND MANAGEMENT
47	OPD	OUT PATIENT
48	OSTF	ODISHA STATE TREATMENT FUND
49	OT	OPERATION THEATRE
50	PA	PRE-AUTHORIZATION
51	PAN	PERMANENT ACCOUNT NUMBER
52	PHC	PRIMARY HEALTH CENTRE
53	PMIS	PROJECT MANAGEMENT INFORMATION SYSTEM
54	QCBS	QUALITY AND COST BASED SELECTION
55	QOS	QUALITY OF SERVICE
56	RDMBS	RELATIONAL DATA BASE MANAGEMNT SYSTEM
57	RFP	REQUEST FOR PROPOSAL
58	RSBY	RASTRIYA SWASTHYA BIMA YOJANA
59	SDLC	SOFTWARE DEVELOPMENT LIFE CYCLE
60	SHAS	STATE HEALTH ASSURANCE SOCIETY
61	SLA	STATE LEVEL AGENCY
62	SM	SWASTHYA MITRA
63	SMMS	SLA MEASUREMENT AND MONITORING SYSTEM
64	SMO	SENIOR MEDICAL OFFICER
65	SPA	SERVICE PROVIDER AGENCY
66	SRS	SOFTWARE REQUIREMENT SPECIFICATION
67	TPA	THIRD PARTY AUDITOR
68	UAT	USER ACCEPTANCE TEST
69	URN	UNIQUE REGISTRATION NUMBER
70	SECC	SOCIO ECONOMIC CASTE CENSUS

SECTION - I

NOTICE INVITING TENDER

1. State Health Assurance Society, H & FW Department Government of Odisha invites sealed tender from eligible Service Provider to Design, Development, Testing, Installation and Maintenance of IT Solution as detailed in the bid document.
2. The State Health Assurance Society, H & FW Department would like to sign a contract with the successful evaluated Service Provider Agency shall initially for a period of one year which may be extended for another two years (in a yearly basis) based on the satisfactory performance of the Service Provider. The successful SPA shall successfully install and provide maintenance of the application during the period of the contract.
3. Interested eligible tenderer may obtain further information from State Health Assurance Society, H & FW Department Government of Odisha,
4. The Tenderer must follow the schedule of invitation of tender as described below;

Sr no	Items	Time line
1	Availability of Tender Document in the website, (http://nhmodisha.gov.in/)	31.07.2018
2	Pre Bid Conference	02.08.2018, 11:00 AM
3	Last date for receiving queries through e-mail: snaodisha@gmail.com or by person during office hours from 10:00 AM to 05:00 PM	02.08.2018, 05:00 PM
4	Last date and time for Submission of Tender	09.08.2018 upto 03:00 PM
5	Opening of Technical Bids	09.08.2018, at 03:30 PM
6	Opening of Financial Bids	Will be intimated to bidder

5. All bids must be accompanied by a Tender security as specified in the Tender document and must be delivered to the above office at the date and time indicated above.
6. Tender will be opened in the presence of Service Provider representatives who choose to attend in Technical Bid on the specified date and time.
7. In the event of the date specified for tender receipt and opening being declared as a closed holiday for CHIEF EXECUTIVE OFFICER, SHAS office, the due date for submission of tender and opening of tender will be the following working day at the appointed times.
8. Any course of change in tender shall only be published and exclusively available in website (<http://nhmodisha.gov.in/>).
9. The bidder shall download the tender form from website www.nhmodisha.gov.in and submit filled in tender form and tender cost separately in the envelope containing EMD and Technical Bid.

Chief Executive Officer (SHAS)
State Health Assurance Society,
H & FW Department

SECTION – II

GENERAL INSTRUCTIONS TO BIDDERS

1. Language of Bid

The bid submitted by the bidder and all subsequent correspondence and documents relating to the bid exchanged between the bidder and the State Health Assurance Society, H & FW Department, shall be in English language, unless otherwise specified in the Bid Document. However, the language of any printed literature furnished by the bidder in connection with its bid may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the bid, the English translation shall prevail.

2. Bidding Expense

The bidder shall bear all the expenditure incurred and/or to be incurred by it in connection with its bid including preparation, mailing and submission of its bid and for subsequent processing of the same. State Health Assurance Society, H & FW Department will, in no case, be responsible or liable for any such cost, expenditure etc., regardless of the conduct or outcome of the bidding process.

3. Address for Correspondence

A bidder requiring any clarification or elucidation on any issue of the bid Process may take up the same with the **CHIEF EXECUTIVE OFFICER** in writing. Such queries may be addressed to “**CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H & FW Department, NHM Campus, Bhubaneswar – 751012**”

4. Earnest Money Deposit

- a. The EMD as indicated in the tender document.
Note: The bidder must submit the required EMD, absence of which the bid shall be treated as non-responsive. [However EMD exemption is allowed to local MSEs registered in Odisha as per the Finance Govt Circular 21926 Dtd 12.08.2015. Bidder has to submit the required document]
- b. The bidder shall furnish along with its bid, earnest money for each proposal separately.
- c. Bids shall be accompanied with Earnest Money in the form of a Demand Draft / Bankers' Cheque in favour of “**CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H & FW Department,**” payable at **Bhubaneswar**.
- d. Unsuccessful bidders' earnest money shall be returned to them, without any interest, after expiry of the bid validity period or awarding of contract to the successful bidder.
- e. Successful bidder's earnest money will be returned, without any interest, after receipt of the performance security from that bidder.

- f. Earnest Money is required to protect the State Health Assurance Society, H & FW Department against the risk of a bidder's conduct which might warrant the forfeiture of the EMD. Earnest money of a bidder will be forfeited if a bidder withdraws or amends its bid or impairs or derogates from the bid in any respect within the period of validity of its bid or if it comes to notice that the information/documents furnished in its bid are incorrect, false, misleading or forged without prejudice to other rights of the State Health Assurance Society, H & FW Department. The successful bidder's earnest money will be forfeited, without prejudice to other rights of State Health Assurance Society, H & FW Department, if it fails to furnish the required performance security within the specified period.

5. Pre-Bid Conference

- a. The State Health Assurance Society, H & FW Department shall hold a pre-bid conference with the prospective bidder on 02.08.2018 at 11:00 AM in the NHM, Conference Hall, Unit – 8, Bhubaneswar.
- b. Prospective Bidder participate in the pre-bid conference and may send their queries under the subject "SPA(NAME)-Design, Development, Testing, Installation and Maintenance of IT Solution" through e-mail to **snaodisha@gmail.com**.
- c. Queries so received as per **Format-T6** till 02.08.2018 at 05:00 PM shall be addressed.
- d. Any change in time line for conduction of Pre-bid Conference shall be intimated to the intended bidders by State Health Assurance Society, H & FW Department.

6. Bid Submission

- a. The bidder shall submit EMD against its proposal as mentioned.
- b. Bid document's Cost Receipt details must be super scribed on the envelop if purchased from office.
- c. The bid document shall be downloaded from the website "http://nhmodisha.gov.in", the bidders need to submit the bid document cost of non-refundable Rs 5600/- through Demand Draft/ Bankers Cheque in favour of "**CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H & FW Department**" payable at **Bhubaneswar** along with the EMD.
- d. Bids received through email/ online/fax/pager/other electronic mode will not be considered or summarily rejected.
- e. The bidder shall send the bid through Regd. Post/ Speed Post/ Courier to the address: **CHIEF EXECUTIVE OFFICER, State Health Assurance Society, NHM Campus, Unit 8, Bhubaneswar**. Bidders may also submit the bids in person by dropping the bid documents into the Drop Box kept at the **NHM Campus, Unit 8, Bhubaneswar** for this purpose.
- f. Bidders must ensure that they deposit their bids not later than the closing date and time specified for submission of bids. It is the responsibility of the bidder

- to ensure that their bids whether sent by post/courier or delivered/ dropped in person reach the State Health Assurance Society before the specified deadline.
- g. In the event that the specified date for submission of bids falls on or is subsequently declared a holiday or closed day for SHAS, the bids will be received up to the appointed time on the next working day.
 - h. Bids received after the specified date and time for the receipt of bids will be treated as "late" bid and shall be rejected and returned unopened.
 - i. Conditional bids shall not be accepted at any ground and shall be rejected straightaway. If any clarification required, the same should be obtained before submission of the bid.

7. Documents Comprising the Bid

The **Two Stage Bid System**, i.e. "**Technical Bid**" and "**Financial Bid**" prepared by the bidder shall comprise the following:

A. Technical Bid (Un priced Bid)

- a. Checklist – [Format T1](#)
- b. Technical Bid Submission Form in the letterhead of the firm - [Format T2](#)
- c. Tender document cost of Rs.5,600/- (Rs.5,000/- + Tax) in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS, payable at Bhubaneswar.
- d. Earnest Money Deposit (EMD) of Rs. 2,00,000 /- in the shape of Demand Draft/ Bankers Cheque in favour of CHIEF EXECUTIVE OFFICER, SHAS payable at Bhubaneswar.
- e. Details of the EMD -
- f. Details of the Bidders - [Format T3](#)
- g. Profile of the Firm - [Format T4](#)
- h. Photocopy of the registration certificate of the firm/company
- i. Photocopy of the GST registration certificate
- j. Photocopy of PAN
- k. Annual Turnover Statement certified by the Chartered Accountant – [Format T5](#)
- l. Photocopies of audited annual statement of the last three years and the turnover figure should be highlighted there.
- m. Work orders / Contracts in support of experiences in [Format –T7](#)
- n. Photo copy of work orders / contracts / commissioning certificates as mentioned in [Format- T7](#) to be enclosed.
- o. Document/s supporting the eligibility of the bidder to participate in the bid process and its qualifications to perform the contract if its bid is accepted.
- p. All the pages of all the bid documents must be signed by the authorised signatory in respect of concern bidder.
- q. All the pages of all the bid documents must be sequentially numbered and sections are to be flagged.

B. Financial Bid:

- a. Bid Form as per [Section IX](#).
- b. Price Schedule as per **Section IX** filled up with all the details including taxes.

N.B.

- i. All pages of the Bid should be page numbered and indexed. It is the responsibility of bidder to go through the Bid Document to ensure furnishing all required documents in addition to above, if any.
- ii. Missing of any information and documents in the bid is likely to be cancelled without assigning any reason thereof.
- c. The authorized signatory of the bidder must sign the bid duly stamped at appropriate places.
- d. A bid, which does not fulfil any of the above requirements and/or gives evasive information/reply against any such requirement, shall be liable to be ignored and rejected.
- e. Bid sent by fax/telex/cable/electronically shall be ignored.

8. Bid currencies

- a. Rates quoted by the bidders, shall be in Indian currency. Payment shall be made to the successful bidder in Indian currency only.
- b. Bids with prices in any other way shall be treated as non-responsive and rejected.

9. Bid Prices

- a. The bidder shall quote item-wise prices. The bidder shall indicate, in the Price Schedule (provided under **Section IX**), all the specified components of prices shown therein. All the columns shown in the price schedule must be filled up as required.
- b. The bidder has to quote their price against each item. The evaluation will be made after summing the price for all quoted items.

10. Additional information and instruction on Taxes:

- a. Only GST is applicable for the Service.

11. Firm Price

- a. Prices quoted by the bidder shall remain firm and fixed for one year from the date of award of Contract and will not be subject to variation/adjustment on any account other than as specified by client.
- b. However, as regards taxes and duties, if any, chargeable on the goods (if any) or services and payable, the conditions stipulated by the Government, will apply.
- c. If the awardee/supplier i.e, L1 Bidder is unable to deliver the application and services in full or part within the delivery period mentioned in this bid document, the Government, at its own and sole discretion, may negotiate with the next higher responsive bidder (s) at the rate offered by the lowest evaluated responsive bidder.

12. Alternative Bids

Alternative Bids are not permitted.

13. Bid Validity

- a. Bids should remain valid for acceptance for a period of 90 days after the date of bid opening prescribed in this document. Any bid valid for a shorter period or conditional period shall be treated as non-responsive and rejected.
- b. In exceptional cases, bidders may be requested by the CHIEF EXECUTIVE OFFICER, SHAS, H & FW Department to extend the validity of their bids up to a specified period. Such request(s) and responses thereto shall be conveyed by surface mail or by fax/ telex/cable/ email followed by surface mail. The bidders, who agree to extend the bid validity, are to extend the same without any change or modification of their original bid and they are also to extend the validity period of the EMD accordingly. A bidder, however, may choose to not agree to extend its bid validity without forfeiting its EMD.
- c. In case the day up to which the bids are to remain valid falls on or is subsequently declared a holiday or closed day for the SHAS, H & FW Department, the bid validity shall automatically be extended up to the next working day.

14. Signing and Sealing of Bid

- a. The bidders shall submit their bids as per the instructions contained in the GIB
- b. The original copy of the bid shall either be typed or written in indelible ink and the same shall be signed by the bidder or by a person(s) who has been duly authorized to bind the bidder to the contract. The letter of authorization shall be in the form of a written power of attorney, which shall also be furnished along with the bid.
- c. The copy of the bid shall be duly signed at the appropriate places as indicated in this document and all other pages of the bid including printed literature, if any shall be signed by the same person(s) signing the bid. The bid shall not contain any erasure or overwriting, except as necessary to correct any error made by the bidder and, if there is any such correction; the same shall be signed by the person(s) signing the bid.
- d. The bidder is to seal the copy of the bid in separate envelopes which shall be addressed to the **"CHIEF EXECUTIVE OFFICER, SHAS, H & FW Department, NHM Building"**. The bid reference number must also be mentioned on the envelope. The phrase **"NOT TO BE OPENED before _____ PM on _____"** (the bidder is to fill the blanks with the date & time of bid opening) are to be written on these envelopes. The inner envelopes are then to be put in a bigger outer envelope, which will also be duly sealed, marked etc. as above. If the outer envelope is not sealed and marked properly as above, the State Health Assurance Society will not assume any responsibility for its misplacement, premature opening, late opening etc.

- e. Bid Document seeks bid following a **Two Bid System**, in two parts. The first part will be known as the '**Technical Bid**' and the second part would be called the '**Financial Bid**'. The bidder shall seal the '**Technical Bid**' and '**Financial Bid**' separately.
- f. The Technical Bid and Financial Bid bids should be completed in all respects without any ambiguity. Bids incomplete, in any respect, shall be liable for rejection.

15. Alteration and Withdrawal of Bid

- a. Alterations/ modifications to bids received after the prescribed deadline shall not be considered.
- b. No bid should be withdrawn after the deadline for submission of bids and before expiry of the bid validity period. If a bidder withdraws the bid during this period, it will result in forfeiture of the earnest money furnished by the bidder along with its bid.

16. Opening of Bids

- a. The Technical Committee constituted for the bid process will open the bids at the specified date and time and at the specified place as indicated in the Notice Inviting Tender. In case the specified date of bid opening falls on or is subsequently declared a holiday or closed day for the State Health Assurance Society, the bids will be opened at the appointed time and place on the next working day.
- b. Authorized representatives of the bidders, who have submitted bids on time may attend the bid opening provided they bring with them letters of authorisation. The bid opening official(s) will prepare a list of the representatives attending the bid opening. The list will contain the representatives' names & signatures and corresponding bidders' names and addresses.
- c. The Two-Bid system as referred to at various places in this document will be as follows. The **Technical Bid** shall be opened, in the first instance, at the prescribed time and date as indicated in the Notice Inviting Tender. These Bids shall be scrutinized and evaluated by the said committee/ authority with reference to parameters prescribed in the document. During the Technical Bid Opening, the bid opening official(s) will read the salient features of the bids like brief description of the goods (if any) and services offered, delivery period, Earnest Money Deposit and any other special features of the bids, as deemed fit by the bid opening official(s). Thereafter, in the second stage, the **Financial Bid** of only those Technical Bids that are accepted in the first stage shall be opened for further scrutiny and evaluation on a date notified after the evaluation of the Technical Bid

17. Evaluation of Bids

- a. Bids will be evaluated on the basis of the terms & conditions already incorporated in the Bid document, based on which bids have been received

- and the terms, conditions etc. mentioned by the bidders in their bids. No new condition will be brought in while scrutinizing and evaluating the bids.
- b. The Technical Committee will examine the Bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed stamped and whether the Bids are generally in order. The bids, which do not meet the basic requirements, are liable to be treated as non – responsive and will be summarily ignored.
 - c. Prior to the detailed evaluation of Price Bids, pursuant to GIB, the SHAS, will determine the substantial responsiveness of each bid to this document. For purposes of this clause, a substantially responsive bid is one, which conforms to all the terms and conditions of the Bid Documents without material deviations. Deviations from, or objections or reservations to critical provisions such as those concerning Performance Security, Warranty, EMD, Taxes& Duties, Force Majeure and Applicable law will be deemed to be a material deviation. The SHAS, determination of a bid’s responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.
 - d. If a bid is not substantially responsive, it will be rejected by the Technical Committee and cannot, subsequently, be made responsive by the bidder by correction of the non-conformity.
 - e. The following are some of the important aspects, for which a bid shall be declared non–responsive and will be summarily ignored;
 - i. Bid form as per **Section VIII** (signed and stamped) not enclosed
 - ii. Bid is unsigned.
 - iii. Bid validity is shorter than the required period.
 - iv. Required EMD
 - v. Bidder has not agreed to give the required performance security.
 - vi. Services offered conditional specification or do not meet the required specification.
 - vii. Bidder has not agreed to other essential condition(s) specially incorporated in the bid enquiry like terms of payment, liquidated damages clause, warranty clause, dispute resolution mechanism applicable law.
 - viii. Bidders who stand deregistered/banned/blacklisted by any Govt. Authorities.
 - ix. Any other characteristic of the bid/ bidder, as determined by the Technical Committee, which renders the bid/ bidder not eligible as per GIB.
 - x. Price quoted by the firm left blank in the financial bid.
 - f. If, during the evaluation process, the Technical Committee finds any minor infirmity and/or irregularity and/or non-conformity in a bid, the Technical Committee may waive the same provided it does not constitute any material

- deviation and financial impact and, also, does not prejudice or affect the ranking order of the bidders.
- g. If, in the price structure quoted by a bidder, there is a discrepancy between the unit price and the total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price corrected accordingly, unless the Technical Committee feels that the bidder has made a mistake in placing the decimal point in the unit price, in which case the total price as quoted shall prevail over the unit price and the unit price corrected accordingly.
 - h. If, in the price structure quoted by a bidder, there is a discrepancy between the amount expressed in words and figures, the amount shall prevail which ever quoted less.
 - i. If, as per the judgement of the Technical Committee, there is any such arithmetical discrepancy in a bid, the same will be suitably conveyed to the bidder by registered/ speed post. If the bidder does not agree to the observation of the Technical Committee, the bid is liable to be ignored.
 - j. Bids of the bidders, who do not meet the required Eligibility Criteria prescribed in **Section IV (Eligibility Criteria)**, will be treated as non-responsive and will not be considered further.
 - k. Responsive bids will be evaluated and compared as per the deliverables required for the tender.
 - l. The comparison of the responsive bids shall be carried out for each item/ category on the prices quoted.
 - m. No price preference shall be given for services representing better than those specified in this bid document.

18. Publication of Bid Result

The name and address of the successful bidder(s) receiving the contract(s) will be mentioned in the notice board/ bulletin/ website of the State Health Assurance Society, NHM building (www.nhmodisha.gov.in)

19. Notification of Award

- a. Before expiry of the bid validity period, the State Health Assurance Society, will notify the successful bidder(s) in writing by registered/ speed post or by fax/ telex/cable (confirmed by registered/ speed post) that its bid for services has been accepted.
- b. The successful bidder(s) must furnish, to the SHAS, the required performance security within fifteen (15) days from the date of dispatch of this notification, failing which the EMD will be forfeited and the award will be cancelled. Relevant details about the performance security have been provided in the tender
- c. The Notification of Award shall constitute the conclusion of the Contract.

20. Non-receipt of Performance Security and Contract.

Failure of the successful bidder in providing the performance security and/ or returning contract copy duly signed within the deadline provided in the document above shall make the bidder liable for forfeiture of its EMD and, also, for further actions by the SHAS against it as per the contract.

21. Award of Contracts

- a. The State Health Assurance Society reserves the right to accept in part or in full any bid or reject any or more bid(s) without assigning any reason or to cancel the bidding process and reject all bids at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidders.
- b. Subject to this GIB, the contract will be awarded to the bidder qualify through the QCBS process evaluated by the Technical Committee.
- c. At the time of awarding the contract, the State Health Assurance Society reserves the right to increase or decrease the scope of contract and services mentioned in tender document without any change in the unit price and other terms and condition quoted by the bidder.
- d. The contract with the selected Service Provider Agency shall initially for a period of one year which may be extended for another two years (in a yearly basis) based on the satisfactory performance of the Service Provider.

22. Corrupt or Fraudulent Practices

- a. It is required by all concerned namely the Service Provider Agency/ Bidder, etc to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the State Health Assurance Society: - defines, for the purposes of this provision, the terms set forth below as follows:
 - **“corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution;
 - **“fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the SHAS and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the SHAS of the benefits of free and open competition;
- b. SHAS, will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- c. SHAS, will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the SHAS if it, at any time, determines that the firm has engaged in corrupt or fraudulent practices in competing for or in executing the contract.

SECTION - III

GENERAL CONDITIONS OF CONTRACT (GCC)

1. Use of Contract Documents and Information to other source

The supplier shall not, without the **CHIEF EXECUTIVE OFFICER, SHAS** prior written consent, make use of any document or information mentioned in this document above except for the sole purpose of performing this contract.

2. Patent Rights

The agency shall, at all times, indemnify and keep indemnified the SHAS, free of cost, against all claims which may arise in respect of services to be provided by the agency under the contract for infringement of any intellectual property rights or any other right protected by patent, registration of designs or trademarks, etc. In the event of any such claim in respect of alleged breach of patent, registered designs, trademarks etc. being made against the SHAS, the CHIEF EXECUTIVE OFFICER, H & FW Department shall notify the agency of the same and the SPA shall, at his own expenses take care of the same for settlement without any liability State Health Assurance Society or its CHIEF EXECUTIVE OFFICER.

3. Performance Security

- a. Within Fifteen Days (15) days from date of the issue of notification of award by the SHAS, the agency, shall furnish a performance security to the CHIEF EXECUTIVE OFFICER, SHAS of an **amount equal to 10% (ten per cent) of the total value of the contract, valid up to 18 (Eighteen) months from the date of Notification of the Award**. The SHAS reserves the right to ask for Performance Security extension if contractual obligations are not fulfilled.
- b. The Performance security shall be denominated in Indian Currency and it shall be in any one of the forms namely Account Payee Demand Draft /Fixed Deposit drawn from any Nationalised Scheduled bank in India or Bank Guarantee issued by a Nationalised Scheduled bank in India, in the prescribed form (Format T4) as provided in **section VIII** of this document in favour of the **CHIEF EXECUTIVE OFFICER, State Health Assurance Society, H & FW Department**. The validity of the Fixed Deposit receipt or Bank Guarantee Shall be as mentioned in **clause 3a** above.
- c. In the event of any failure/ default of the agency with or without any quantifiable loss to the Government, the amount of the performance security is liable to be forfeited. The SHAS may do the needful to cover any failure/default of the supplier with or without any quantifiable loss to the SHAS.
- d. In the event of any amendment issued to the contract, the agency shall, within 15 (Fifteen) days of the issue of the amendment, furnish the corresponding amendment to the Performance Security (as necessary), rendering the same valid in all respects in terms of the contract, as amended.

- e. SHAS/ Consignee will release the Performance Security without any interest to the agency on completion of the agencies all contractual obligations.

4. Inspection, Testing and Quality Control

- a. The SHAS and/or its nominated representative(s) will, inspect and/or test the ordered services to determine their conformity to the contract specifications and other quality control details incorporated in the contract.
- b. The SHAS reserves the right for UAT during development of applications, pre-delivery UAT or post-delivery UAT. The SHAS, as it deems fit, shall resort to any or all of these inspections.
- c. Inspector's decision as regards the rejection shall be final and binding on the agency.

5. Assignment to other entity

The agency shall not assign to any other entity, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the prior written permission of the CHIEF EXECUTIVE OFFICER, SHAS.

6. Modification of Contract

If necessary, the CHIEF EXECUTIVE OFFICER, SHAS may, by a written order given to the agency at any time during the contract, amend the contract by making alterations and modifications within the general scope of contract in any one or more as deemed fit for the SHAS.

7. Prices

Prices to be charged by the agency for delivery of service in terms of the contract shall not vary from the corresponding prices quoted by the agency in its bid and incorporated in the contract except for any price adjustment authorised by the CHIEF EXECUTIVE OFFICER, SHAS.

8. Taxes and Duties

Supplier shall be entirely responsible for all taxes, duties, fees, levies etc. incurred until delivery of the contracted services to the SHAS/ Consignee.

9. Payment Terms

- a. Payments shall be made, subject to recoveries if any, by way of liquidated damages or any other charges as per terms & conditions of contract in the following manner.
 - i. Payment after successful go-live (code handing over) of Application at the Client side- **80%** of the Total Software Development Cost.
 - ii. Payment after first quarter of successful implementation- **10%** of the Total Software Development Cost
 - iii. Payment after second quarter of successful implementation- **10%** of the Total Software Development Cost

- iv. Payment of Annual Maintenance Cost- **25%** per Quarter after completion of each quarter
- b. The supplier shall not claim any interest on payments under the contract.
- c. Where there is a statutory requirement for tax deduction at source, such deduction towards income tax and other tax as applicable will be made from the bills payable to the agency at rates as notified from time to time.
- d. The payment shall be made in the Indian currency as authorised in the contract.
- e. The agency shall send its claim for payment in writing, when contractually due or achieve its milestone derived in the contract, along with relevant documents etc., duly signed with date, to respective consignees.
- f. While claiming payment, the agency is also to certify in the bill that the payment being claimed is strictly in terms of the contract and all the obligations on the part of the agency for claiming that payment has been fulfilled as required under the contract.

10. Delivery Period & Penalty

- a. The agency shall deliver and perform the services under the contract within the time schedule specified by the SHAS/ Consignee in the **SECTION-VI** and as incorporated in the contract. The time and date of delivery of the services stipulated in the **SECTION-VI** and incorporated in the contract shall be deemed to be of essence to the contract and the delivery must be completed not later than the date(s) as specified in the contract. The time schedule for completion of the project as mentioned above is very important and the bidder must take utmost care to complete the delivery and installation within scheduled time.
- b. Agency should install items at the specified site without any additional charge. Installation should be completed within the timeline specified in **SECTION-VI** from the scheduled or actual date of delivery whichever is later for specified locations. If the scheduled date of delivery/ installation falls on a holiday/ non-working day (at the delivery location), the next working day shall be treated as due date of delivery/ installation. If the delivery is delayed for any reason for which the SHAS or client organization is not responsible, a penalty at the rate of 1% (one per cent) of the delayed services fully or partially will be imposed to the agency for a delay of one week or part thereof, subject to maximum 5% (i.e., up to 5th week) (five percent) of the cost of the delivery items. The same shall be deducted from the Performance Security deposited by the Bidder. After which the contract shall be deemed to be terminated/ truncated.
- c. The SHAS reserves the right to cancel the order, in full or in part, if it is not executed within the prescribed completion time and seize the entire Security

amount. Delay in supply/ installation/ Commissioning on the part of the agency shall be treated as delay in the delivery of the services. In the event of such a cancellation, the SHAS shall have the right to recover a penalty from the performance security. However, for valid reasons (like any unavoidable situation at the client site) duly notified in advance and considered by the CHIEF EXECUTIVE OFFICER, SHAS, a revised delivery schedule may be accepted at the sole discretion of the SHAS.

- d. Subject to the provisions under GCC, any unexplained delay by the agency in maintaining its contractual obligations towards the delivery of services and performance of requisite services shall render the agency liable to any or all of the following sanctions:
 - i. Imposition of Penalty,
 - ii. Forfeiture of its performance security and
 - iii. Termination of the contract for default.
- e. The agency shall not execute the services after expiry of the delivery period. The agency is required to apply to the SHAS for extension of the delivery period and obtain the same before commissioning/ installing. In case the agency dispatches the delivery without obtaining an extension, it would be doing so at its own risk and no claim for payment for such supply and / or any other expense related to such supply shall lie against the SHAS.

11. Termination for Default

- a. The SHAS, without prejudice to any other contractual rights and remedies available to it, may, by written notice of default sent to the agency, terminate the contract in whole or in part, if the agency fails to deliver any or all of the quality and due diligence or fails to perform any other contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the SHAS pursuant to the GCC.
- b. In the event where the SHAS terminates the contract, in whole or in part, pursuant to GCC above, the SHAS may procure deliverables and/or services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the agency shall be liable to the SHAS for the extra expenditure, if any, incurred by the SHAS for arranging such procurement/ services.
- c. Unless otherwise instructed by the CHIEF EXECUTIVE OFFICER, SHAS, the agency shall continue to perform the contract to the extent not terminated.

12. Termination for insolvency

If the agency becomes bankrupt or otherwise insolvent, the SHAS reserves the right to terminate the contract at any time, by serving written notice to the agency without any compensation, whatsoever, to the agency, subject to the further condition that such termination will not prejudice or affect the rights and remedies which have accrued and / or will accrue thereafter to the SHAS.

13. Termination for convenience

- a. The State Health Assurance Society reserves the right to terminate the contract, in whole or in part, for its convenience, by serving written notice to the agency at any time during the contract. The notice shall specify that the termination is for the convenience of the State Health Assurance Society. The notice shall also indicate inter alia, the extent to which the agencies performance under the contract is terminated, and the date with effect from which such termination will become effective.
- b. The deliverables whatever to be understood as completed in all respect and ready to deliver by the agencies shall no way in consideration for acceptance. The SHAS has its sole desecration to cancel the service with immediate effects of issue of termination of convenience.

14. Force Majeure

- a. Notwithstanding the provisions contained in the GCC, the agency shall not be liable for imposition of any such sanction so long as the delay and/or failure of the agency in fulfilling its obligations under the contract is the result of an event of Force Majeure.
- b. For the purpose of this clause, Force Majeure means an event beyond the control of the agency and not involving the agencies fault or negligence and which is not foreseeable and not brought about at the instance of, the party claiming to be affected by such event and which has caused the non-performance or delay in performance. Such events may include, but are not restricted to, acts of the H & FW Department, either in its sovereign or contractual capacity, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, bankrupts, lockouts excluding by its management, and freight embargoes etc.
- c. If a Force Majeure situation arises, the agencies shall promptly notify the CHIEF EXECUTIVE OFFICER, SHAS, H & FW Department in writing of such conditions and the cause thereof within fifteen days of occurrence of such event. Unless otherwise directed by the CHIEF EXECUTIVE OFFICER, SHAS in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- d. If the performance, in whole or in part, of any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding thirty days, either party may at its option terminate the contract without any financial repercussion on either side.
- e. In case due to a Force Majeure event the SHAS is unable to fulfil its contractual commitment and responsibility, the CHIEF EXECUTIVE OFFICER SHAS will notify the agency accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

15. Governing language

The contract shall be written in the English language. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in that language.

16. Notices

- a. Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by cable or telex or facsimile and confirmed in writing. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.
- b. The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

17. Resolution of Disputes

- a. If disputes or differences of any kind arise between the State Health Assurance Society and the agency in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- b. If the parties fail to resolve their dispute or difference by such mutual consultation within seven days of its occurrence, then, either the CHIEF EXECUTIVE OFFICER, SHAS or the agency may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act, 1996 of India. In the case of a dispute or difference arising between the CHIEF EXECUTIVE OFFICER, SHAS, H & FW Department and the agency relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole arbitration of Principal-Secretary, H & FW Department, Government of Odisha.
- c. Venue of Arbitration: The venue of arbitration shall be Bhubaneswar, Odisha

18. Applicable Law

The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.

19. Intellectual Property Rights

- a. Ownership of software developed by the Service Provider Agency as per requirement of SHAS will remain with SHAS. The SPA will not demonstrate the Software at any level without the permission of SHAS.
- b. SPA shall not claim any code rights applicable / developed during the contract period with SHAS.

20. Statement of Confidentiality

- a. This Functional Requirement Specification (FRS) contains confidential and proprietary information that is the property of SHAS, which is provided for the sole purpose of permitting the recipient to respond to the RFP.
- b. The recipient agrees to maintain such information in confidence and not to copy nor disclose this information to any person outside the group directly responsible for responding to its contents.
- c. The contents of this document may not be used for any purpose other than preparation of a response to this RFP.

SECTION - IV

MINIMUM ELIGIBILITY CRITERIA

Sl no	Basic Requirement	Specific Requirements	Documents Required
1	Legal Entity	i. The agency must be company under the company registration act 1956 or a LLP under the Limited Liability Partnership Act, 2008 or Partnership firm registered under Indian Partnership Act 1936. ii. The company/ their authorised partner must have valid up to date GST Certificate, PAN & IT Return up to 31 st March 2018/ 31 st March 2017 if IT Return not filed in 2018.	– Company Registration Certificate – OR Certificates of incorporation – GST Certificates, PAN copy & other necessary supporting documents
2	Annual Average Turnover of the firm	The bidder should have minimum annual average turnover of Rs 8.0 crore during last three financial years i.e., 2014-2015, 2015-2016 & 2016-2017 (as per the last published Balance Sheets).	Extracts from the Audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor (Sales/ Hardware/ HW Maintenance not allowed)
3	Net Worth	The net worth of the agency in the last three financial years, i.e 2014-15 , 2015-16 & 2016-17 should more than 1 Crore.	CA's Certificate with CA's Registration Number/ Seal indicating net worth of the firm (with contact no)
4	JV/Consortium	Not allowed	
5	Technical Capability	Bidder must have successfully undertaken at least either of the following numbers of Similar assignment during the last five years. – Should have experience in working with Government Health Projects such as Beneficiaries enrolment & Issue of smart cards with personalization of not less than 15 lakhs in Health Care IT Solutions or Beneficiaries enrolment and issuance of Biometric cards not less than 15 Lakhs OR – Should have experience in developing	Work order copy or client certificate regarding the work completion

		similar nature of application software for the Central Govt/ State Govt/ PSU 'Similar Nature' is defined as, Design, Development and AMC, testing, commissioning and maintenance of IT solutions to Health (Insurance / Assurance) Services for government/ public sector enterprises in India.	
6	Quality Certifications	ISO 9001:2008 or 9001:2015, ISMS: 27001:2013, ITSM: 20001:2011 OR CMMI Level 3 or Above	Copy of Certificates (Self Certified)
7	Local Office	i. The agency should have presence in Odisha with support Centres. The bidder should have technical manpower with experience to provide services as per the contract ii. If the agency does not have any operational Service Support Centre /Resident Engineer in any State, the agency shall submit an undertaking to establish same within one month time.	A Self Certified letter by an authorized signatory;
8	Blacklisting	The agency must not have been blacklisted or no pending or ongoing litigation, poor performance fraudulent activities by any Department of Government of Odisha and Gol. The agency must also disclose full details of any blacklisting	A Self Certified letter by an authorized signatory.
9	Solvency Certificate	The bidder shall submit solvency certificate issued in the name of the agency amounting Rs. 20 Lakhs.	The bidder shall submit Solvency Certificate issued from Chartered Accountant or issued from bank.
10	EMD & Tender document cost	EMD cost of Rs 2,00,000/- and Tender document cost of Rs 5,600/-	EMD & Tender Document in shape of Bank Draft/ Bankers Cheque

SECTION - V

Evaluation and comparison of tenders:

- a. **First stage of technical bid evaluation:** - tenders will be evaluated as per the eligibility criteria, terms & condition and the clauses mentioned in GIB of the tender.
- b. **Second stage of technical bid evaluation:** - The bidder, who qualifies the first stage of technical bid evaluation shall be eligible for second stage of technical bid evaluation (award of marks). The award of marks shall be based on the following criteria.

Criteria	Marks
Annual Average Turnover (Average of last three financial years)	>=8 and <= 15 Crores : 15 Marks >=15 and <= 25 Crores : 20 Marks > 25 Crores : 25 Marks
Net Worth of the company	>= 1 and <= 5 Crores: 5 Marks > 5 Crore : 10 Marks
Experience in Government Health Projects such as issuance of smart cards with personalization/ issuance of Biometric cards etc.	>= 15 and <=25 lakhs cards handling: 10 Marks >= 25 and <=40 lakhs cards handling: 15 Marks >= 40 and <=60 lakhs cards handling: 20 Marks > 60 Lakh cards handling : 25 Marks
Development and implementation of similar kind of projects at State government/ Central Government/ PSU	1 Projects – 5 Marks 2 Projects – 10 Marks 3 or more Project – 15 Marks
Quality Certification of the Firm	ISO 9001:2008 or 9001:2015, ISMS: 27001:2013, ITSM: 20001:2011 or CMMI level 3 or above :- 5 Marks
Technical Presentation of the Solution	20 Marks
Total	100 Marks

- c. The price bids of those bidders shall be opened whose technical bids shall secure minimum 70 or more marks at second stage bid evaluation process.
- d. The eligible and technically qualified firm quoting the lowest price will be selected on the basis of the price offered. The total cost of Development, Installation, Commissioning and recurring charges for comprehensive maintenance for three years shall be taken into account for evaluation to arrive at the lowest responsive bidder.

SECTION - VI

TIMELINE FOR DELIVERY SERVICES

SI No	Service	Timeline
1	Submission of FRS and SRS	Within 7 days
2	Development Phase	Within 14 days
3	Testing Phase	Within 21 days
4	Go-Live (Source code handing over)	Within 30 days

Scope of work

1. Introduction

Odisha government has announced a Health coverage to 70 Lakh Household in Odisha under the "Biju Swasthya Kalyan Yojana"

The State Government has signed MoU with Insurance company for administration of RSBY, BKKY (I & II). Alongside, OSTF is providing cashless assistance in assurance mode. State Health Assurance Society (SHAS) wishes to select a Service Provider Agency, to Designing, Developing, Testing, Installation and Maintenance of IT system to effectively discharge its services and help the entitled beneficiary to receive Health Coverage from the scheme. The system should designed to accommodate the use of existing RSBY and BKKY card into one platform and acceptance of OSTF application process. It is required to study the present application environment used by SHAS and accommodate the change required to adopt the process for OSTF.

RSBY has been launched by Ministry of Labour and Employment, Government of India 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 entitles to hospitalization coverage upto 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.

Similarly, the BKKY, a State owned insurance programme covers Farmers family in the State. There are two types of BKKY beneficiaries covered under Stream-I and Stream-II. Under BKKY Stream-I, the expenses of hospitalization for medical and/or surgical procedures including maternity benefit and new born care, to the enrolled families for up to Rs 1,00,000/- per family per year subject to limits, in any of the empanelled Health Care Providers across Odisha. And under BKKY Stream-II (Besides Rs 30,000/- coverage of RSBY benefit), the expenses of hospitalization for medical and/or surgical procedures to the enrolled families for up to Rs 70,000/- per family per year on a floater basis, subject to limits, in any of the empanelled Critical Care Providers across Odisha and outside as per conditions adopted for BKKY.

Odisha State Treatment Fund, OSTF also assured health coverage for the low income group family is processed manually as of now.

2. Objectives

The purpose of this RFP is to select of a competent Service Provider for implementing the IT Solution for SHAS. The SHAS envisages that the IT system will assist SHAS in planning, implementing and monitoring of the “**Biju Swasthya Kalyan Yojana**” declared by the State Government which will cover RSBY, BKKY (I & II) and OSTF. The main objectives of the proposed IT system are as follows:

- a. To enhance the responsiveness of SHAS through introduction of workflow automation
- b. To ensure the usability of existing EEPROM card used in BKKY and RSBY platforms for BSKY.
- c. To enhance the ease and convenience of stakeholders in accessing the information and services provided by SHAS
- d. To increase efficiency, transparency and accountability of SHAS in administering the “**Biju Swasthya Kalyan Yojana**”
- e. To implement the cashless treatment service at the point of service.
- f. To develop a compressive environment to provide cashless services to BKKY, RSBY and OSTF Beneficiaries
- g. To enable establishing a world-class health care governance system in the area of Insurance & assurance.

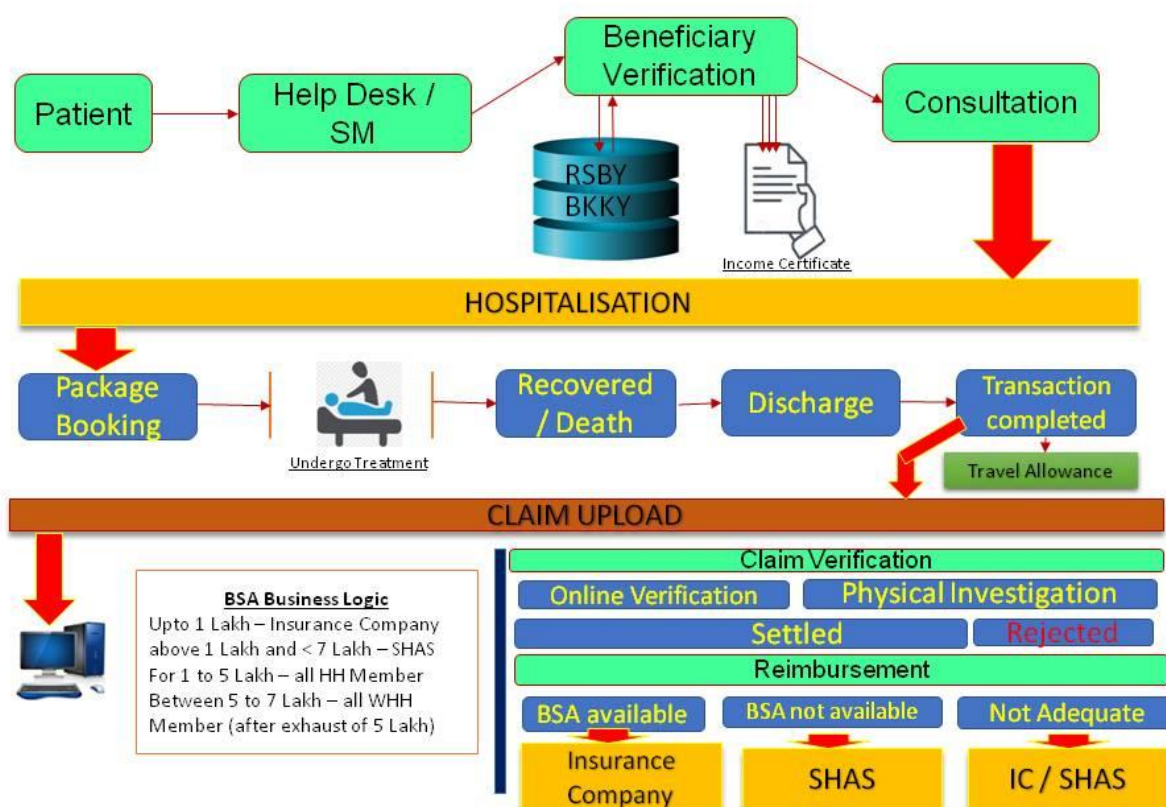
3. Scope of Work for the Service Provider Agency

The broad areas of scope of work for Service Provider Agency(SPA) are listed below:

- a. **Application Software Development:** The SPA shall Develop the Application Software to be used by SHAS in administering the scheme as per the Functional and Technical Requirements provided in this RFP. The scope of work shall include System Requirement Study, Solution Design, Software Development / Customisation, MIS Reports, Software Testing, Documentation etc.,
- b. **Web Hosting Service :** SPA shall consult SHAS, install and configure the developed application into the Data Centre, and provide support for the entire contract period as mentioned in the tender document.
- c. **Business Logic:** The Service Provider must ensure the business logic as per the treatment flow mentioned below.
 1. IT Platform to enable use of existing RSBY and BKKY card with provision for subsequent seeding of a new database through fresh enrolment linked to SECC data.

2. IT Platform should enable seamless integration of 3 schemes for the same beneficiary family (RSBY, BKKY and OSTF)
3. IT Platform should provide for additional 2 lakh coverage for female members of the family.
4. IT Platform should enable differential processing of claim amount for a package part by IC and part by SHAS

TREATMENT FLOW



- d. **Migration of Data:** SPA shall migrate the legacy data available with SHAS, into the new database.
- e. **End User Training:** SPA shall train the end users on the use of the SHAS IT System.
- f. **Operations and Maintenance of the System:** SPA shall provide O&M support to the SHAS IT System initially for a period of 12 months which may be extended for another 24 months (in yearly basis) based on the satisfactory performance of the SPA. This support shall include Application Support and Maintenance, Web service Maintenance, User Profiles and Account Management, SLA Monitoring, Project documentation.

4. Overview of Scope of Work for Solution Provider Agency

The following table outlines the broad areas of scope of work for Solution Provider Agency (SPA) and the later sections highlight the detailed scope of work for SPA in each of the following areas:

No	Scope of Work	Details
1	Application Software Development	<ul style="list-style-type: none"> • System Requirement Study • Solution Design • Software Development • MIS Reports • Software Testing • Documentation
2	Web service	<ul style="list-style-type: none"> • Installation and configuration of application software on the data center. • Overall system acceptance testing • Warranties and support
3	Migration of Data	<ul style="list-style-type: none"> • Data Migration
4	Audit & User Acceptance Testing	<ul style="list-style-type: none"> • Audit of the IT System • User acceptance Testing
5	Training	<ul style="list-style-type: none"> • End user training
6	Operations and Maintenance of the System	<ul style="list-style-type: none"> • Application Support and Maintenance • Infrastructure Maintenance as supported by SHAS • User Profiles and Account Management • SLA Monitoring • Project documentation

Table 1: Overview of the Scope of Work

Detail Scope of work

The following sections illustrate the scope of work to be performed by SPA. The SPA shall be responsible for successful completion/execution of the activities listed in the following paragraphs as well as implementation and operation of the proposed solution, as specified in this section.

1. Application Software Development

A. System Requirement Study

- a. The SPA should develop the Functional Requirement Specifications (FRS) and System Requirement Specifications (SRS). The SRS document should clearly define use cases, internal interfaces, external interfaces, validations among other standard components of an SRS.
- b. System Requirements specification should document each major function to be performed by the application system. Each function should be accompanied with a detailed description, the process map, attributes (i.e. input and output data elements), sub-functional requirements, validation requirements, external links and MIS requirements.
- c. A formal sign-off should be obtained from the CHIEF EXECUTIVE OFFICER of the SHAS for the project before proceeding with the Design, Development, Customisation and Installation of the systems

B. Solution Design

- a. The SPA shall design the solution architecture & specifications for meeting the system requirement finalised by the SPA and approved by the CHIEF EXECUTIVE OFFICER or Designated officer appointed by CHIEF EXECUTIVE OFFICER.
- b. The solution design shall include the design of the application architecture, user interface, database structures, security architecture, network architecture, backup & recovery strategy, etc. However, it should not be limited to the above and other design components deemed necessary must be part of the specified solution.
- c. The principles of Enterprise Architecture and Service Oriented Architecture shall be followed while designing the systems.

- d. The SPA shall prepare and publish standards to be followed for performing the following activities, namely,
 - Coding
 - Testing
 - Project Management
 - Risk Management
 - e. The standards documents should be made available, to the SHAS or to its designated nominee, during the onset of the requirements gathering exercise.
 - f. The SPA shall submit the solution design document to the SHAS and obtain the sign off on the design document before commencing the development /customisation of the solution.
- C. **Software Development/ Configuration:**
- a. The SPA shall perform the software development based on the functional, system requirement specifications and designs finalised for the services.
 - b. A standard methodology shall be adopted for the Software Engineering, covering the entire SDLC (Software Development Life Cycle)
 - c. The development for the System will be performed at the premises of the SPA with testing being done over the staging server and other development tools will be provided by the SPA.
 - d. The SHAS IT system would consist of the following components namely,
 - Web Portal
 - Application Software
- D. **MIS Reports**
- a. The system shall provide a facility for generating and viewing MIS reports for transactions handled during a specified period (hourly, daily, weekly, monthly, yearly and user defined).
 - b. The MIS reporting system shall be an integrated system which shall provide user-friendly reporting for designated monitoring offices.
 - c. The SPA should train and hand-hold various stakeholder in using modeller and should also provide an expert to develop and generate complex reporting requirements of SHAS from time to time.

- d. SPA shall create the MIS which shall provide a facility to perform historical analysis over backed up as well as live data. The MIS should support both graphical and Textual.
- e. The system shall be designed to be capable of allowing the database to be exported to a data-warehouse, for adopting data analytics at a later stage when SHAS requires data warehousing capabilities

E. Software Testing

- a. The objective of testing is to ensure that the entire system in totality, software which are part of this project, perform as per the objectives laid down.
- b. The results coming out from the testing process should ensure that the objectives enshrined here are met successfully. The testing objectives will have the following dimensions:
 - Functional
 - Non-Functional
- c. The SPA shall design the Testing strategy including traceability matrix, detailed Test Cases and conduct testing of various components of the software developed/ customised/ configured. The Test Cases should be shared with the SHAS and the TPA engaged by SHAS.
- d. The application system will have to undergo a comprehensive testing that shall include Unit Testing, System Testing, Integration Testing, Performance Testing, and Load & Stress testing. The testing for the system will be done at the SPA premises and over the SPA's own hardware and software.
- e. The testing of the system should include all of the following components vis-à-vis the functional, operational, performance and security requirements of the project, as envisioned, is concerned:
 - Web Portal
 - Application Software
 - Database
 - Data Centre
 - Hardware and network infrastructure at point of service
- f. The SPA shall obtain the sign-off from SHAS or its nominees on testing approach and plan. The SPA shall perform the testing of the solution based

on the approved test plan and criteria; document the results and shall fix the bugs found during the testing.

F. Documentation:

- a. SPA shall prepare/update the documents including that of Functional Requirements Specifications, Software Requirement Specification, Detailed Design, Test Cases & Results, and User Manuals for various user groups, Operations Manual, Maintenance Manual, Administrator Manual, Security Policy etc. as per acceptable standards. Finally, approved copies of hardbound user manuals should be provided to the SHAS. The SPA shall be responsible for version management of the various documents mentioned above.
- b. The SPA shall maintain log of the internal review of all the deliverables submitted to the SHAS or the agency designated by the trust. The logs shall be submitted to the SHAS or the designated agency on request.
- c. The SPA shall obtain the sign-off from SHAS or its nominee for all the documents submitted for this Project and shall make necessary changes as recommended by CHIEF EXECUTIVE OFFICER before submitting the final version of the documents.
- d. All system changes to be version controlled.
- e. Copy of source code to be maintained with SHAS

G. Ownership and Licences

- a. Application may be a bespoke development or customization or a combination of both. The ownership of all software developed/ customised/ configured/ procured would lie only with the Shas. Irrespective of whoever procures the assets required for the project, its ownership will be in the name of CHIEF EXECUTIVE OFFICER, SHAS.
- b. All licences related to these should be in the name of CHIEF EXECUTIVE OFFICER, SHAS.

2. Web Services

A. Installation and configuration of application software at DC.

- a. SHAS in consultation with State Government shall facilitate the space at Data centre to host and developed application.
- b. The Service Provider Agency shall facilitate to host the application at the SHAS specific data centre with its own responsibility

- c. The environment compatibility of the ordered space shall be studied by the Service provider before hosting of the application.
- B. **Overall System Acceptance Testing.**
 - a. The SHAS, shall appoint the TPA for UAT for the application developed by the TPA
 - b. The SPA shall extend his support to TPA for testing of application as mentioned in the contract time to time.
 - c. SPA will ensure the overall system acceptance testing for the application to be hosted at Data Center.
- C. **Warranty and Support**
 - a. The SPA shall engage the support engineer at state to monitor the application time to time.
 - b. Any support required by the SHAS to meet the issue at field level in support of application what so ever shall be fixed by the engineer as and then basis.

3. Migration of data

A. Data Migration

- a. The SPA shall prepare a cut-over strategy after discussion with the SHAS and get the same approved
- b. The SPA shall perform the data migration of the digitised data to the new database implemented for the project and should test the application with the migrated data
- c. The migrated data will have to be certified by the SHAS or its designated nominee
- d. The Data migration to be performed by the SPA shall be preceded by an appropriate data migration methodology, prepared by SPA and approved by SHAS. Details of data migration requirements can be found in the RFP.

4. Audit & User Acceptance Testing

A. Audit of the IT System

- a. The department will select a Third party auditor (TPA), through a separate Tender process, to perform audit of the entire system. The TPA shall represent the SHAS in providing acceptance to all the deliverables provided by the SPA.
- b. The cost of the third party audit will be borne by the SHAS.

- c. The TPA agency selected by the SHAS will have a high level of credibility, audit experience and background with adequate domain expertise in the area of Information Technology, Security Audits, SLA monitoring and consulting.
- d. Third Party Audit shall include monitoring the performance of the system with a view to ensuring desired Quality of Service (QoS) by the SPA as defined in the respective Service Level Agreement's, signed between the SHAS and the SPA. The TPA selected for this assignment will be required to verify compliance with pre-defined terms and conditions pertaining to software development, security audit (both application software, server side and system software), load specifications, etc.
- e. The key objectives of the assignment is to provide guidelines and standards, review and ensure compliance in the following areas
- f. Software Development Life Cycle: The process of software development for the SHAS IT System adopted by the SPA should adhere to the accepted standards and good practices. The TPA is expected to verify the compliance to the agreed upon standards Implementation methodology and tools. The TPA will ensure that all key aspects of application software development like version control, coding standards, test plan and methodology and related policies are documented
- g. Performance criteria and Service Level Agreement: The TPA would audit and certify whether the final SHAS IT System (developed up by the SPA) would be able to perform as per the criteria set in this RFP. It would thoroughly test and certify the robustness of the Application as against the Technology and Performance Service Level Agreement criteria specified in this RFP. The TPA will conduct performance testing beyond the specified requirements until the system breaks down and thereby propose remedies to address the weaknesses existing in application software. Test cases required for performance testing has to be written by the audit agency, wherein similar load conditions have to be simulated.
- h. Security Implementation: It is essential that the application is very secure and the security related policies, processes and procedures are envisioned and implemented properly. As an integral part of the process, the TPA will be required to audit the Security Architecture, implementation of security features in the hardware infrastructure facilitated by SHAS and system software used for hosting the application and entire application after the SPA notifies its readiness to 'go-live'

- i. The TPA review will focus on the following:
- j. Deliverable Audit – This audit will focus on reviewing the deliverables. The review will focus on the –
 - Completeness of the deliverables
 - Compliance of the deliverables to best practices and standards.
- k. Process Audit – This audit will focus on checking the processes being followed while preparing the deliverables. The processes will be evaluated against the standards specified by the SPA.
- l. Implementation Audit – The implementation audit will focus on reviewing the implemented system. It will verify the performance, functional compliance, security compliance and SLA monitoring.

The assignment would consist of two Sections

- Concurrent Audit of the Software development process where the TPA will be required to recommend the guidelines and standards for the development of the application as per SDLC and ensure that the agreed upon guidelines, and standards between Audit agency, the selected SPA and SHAS, are followed by the SPA. The TPA will regularly and concurrently report the deviation from the guidelines and standards set and advise the SPA and the SHAS on the possible ways to ensure compliance.
- Final Audit of the SHAS IT System where the Third Party Audit Agency will be required to test and audit the application with respect to performance, security, and the IT infrastructure and system software developed by the SPA and submit a report to the CHIEF EXECUTIVE OFFICER, SHAS about its findings.

B. User Acceptance Testing

- a. Acceptance criteria for the UAT of the system would be laid down by the TPA with assistance from SHAS (for the functional and business inputs) on basis of FRS signed off between SPA and Trust. The application would be tested by the TPA with respect to the criteria laid down therein.
- b. Only the User Acceptance Testing shall happen at the SHAS premises.
- c. The SPA would be required to facilitate this process and it would be incumbent upon the SPA to meet all the criteria laid down for User Acceptance Test.
- d. SPA shall coordinate with the SHAS and/or the nominated agency for performing the acceptance testing and certification. The testing will be

performed after deployment of the solution at DC. The testing will be performed from selected SHAS office and web portal

- e. During the testing process the SHAS will only play the role of observer and facilitator while the SPA will be responsible for ensuring that the 3rd party audit is successfully concluded and appropriate certification is received from 3rd party auditor well in advance so that there is no delay in the delivery of milestones. Please refer to section on acceptance testing and certification for more detail on 3rd party audit.

5. Training

- a. The SPA shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. The trainings shall be provided at the SHAS premises.
- b. A separate training curriculum will need to be developed for the following groups:
 - SHAS Users
 - IC Users
 - Swasthy Mitras
 - Network Hospitals
- c. The SPA must impart training to all the SHAS staff to make them well conversant with the functionalities, features and processes built in the system. This is aimed to ensure smooth operations enabled through the system. The SPA shall train all such employees and provide relevant training materials to them. The training pedagogy will be designed to impart hands-on experience with adequate usage of cases and scenarios to the extent feasible. The SPA should also train key personnel identified by the SHAS who will act as trainers for the various user groups.
- d. The SPA shall have to setup the required training facility at SHAS office with capacity of 30 participants. As part of all the training programs, the SPA has to provide necessary course material and reference manuals (user/ maintenance/ administration).
- e. The identified staffs would be provided with hands on training on all the modules related to the day to day operations of the application.

- f. To make the project a success, the training programs are to be arranged by the SPA in periodic phases as follows.
 - Orientation Phase
 - Before UAT
 - During Roll out
- g. The SPA will have to impart training on different modules developed to the trainees as per the scope of tender.
- h. The SPA shall develop a computer based training modules which shall be made available on the portal as reference and ready reckoner for the end users.
- i. The SPA shall also be responsible for retraining the identified trainers whenever changes are made in the application and/or personnel and it is the responsibility of the SPA to ensure that everyone involved in the operations is familiar with new versions (if any) of the system.
- j. Training content will focus on scenarios and case studies with respect to each type of transaction with the purpose of giving a realistic approach to the trainee on how to handle a particular case. The stress would be on giving as much hands-on experience as need be.
- k. Training schedule shall be so designed in batches that the ongoing/ regular operations are not affected seriously. The duration of training (especially for the Government personnel) shall be finalised jointly by the SPA and the SHAS. However, the period should be sufficiently long for effecting meaningful assimilation of training content by an average user.
- l. SHAS will provide space for training wherein the SPA will make all the necessary arrangements including course material, audio visual equipments, writing material, workstation for hands-on practice, refreshments, lunch etc. for each trainee.
- m. There should be at least 2 qualified personnel from the vendor side in every training session for conducting the training program for field officials.

6. Operations and Maintenance of the application

The SPA shall be responsible for the over all management of the system including the application software and the related IT services hosted at the DC as facilitated by

SHAS. The following describe some prominent items of responsibility but the list need not to be treated final.

- a. Web based Application Software in the application software
- b. Hardware and Software System like OS and RDBMS at Data Center and at the Disaster Recovery site if any.

The SPA shall ensure compliance to uptime and performance requirements of the system as indicated in the Service Level Agreement in the RFP and any upgrades/major changes to the software shall be planned accordingly by SPA for ensuring adherence to the Service Level Agreement requirements.

A. Coverage and Duration of Project

- a. The SPA would be contracted to Operate and Maintain for a period of 1 years from the Date of "Go-Live" and would be expected to manage all Software, hardware infrastructure (including those at DC and DR site) during this period.
- b. For the purposes of this RFP, pre requisites for '**Go-Live**' are as follows:
 - Complete delivery and installation of all the s/w and h/w as per the requirements of the *SHAS* as mentioned in various sections of the RFP
 - The system is completely operational to meet all the requirements in this RFP
 - All the acceptance tests are successfully concluded as per the satisfaction of the *SHAS*
 - The system is certified by 3rd Party, wherever applicable, in accordance with the requirements of the RFP
 - Completion of 30-day error free run of the application after third party audit

B. Application Support & Maintenance

- a. During the contract period, SPA shall be completely responsible for defect free functioning of the application software and shall resolve any issues that include bug fixing, improvements in presentation and/or functionality and others at no additional cost during the operations & maintenance period within a duration agreed between the *SHAS* and the SPA, any additional time will attract penalty.

- b. SPA shall provide the latest updates, patches/ fixes, version upgrades relevant for the solution components agreed upon by the SHAS.
- c. The SPA shall be responsible for software version management, and software documentation management reflecting current features and functionality of the solution.
- d. All planned changes to application systems shall be coordinated within established Change Control processes to ensure that:
 - a. Appropriate communication on change required has taken place
 - b. Proper approvals have been received
 - c. Schedules have been adjusted to minimize impact on the production environment.
- e. The SPA shall define the Software Change Management & Version control process and obtain approval for the same from the trust. For any changes to the software, SPA has to prepare detailed documentation including proposed changes, impact to the system in terms of functional outcomes/additional features added to the system etc. SPA is required to obtain approval from the SHAS for all the proposed changes before implementation of the same into production environment and such documentation is subject to review at the end of each quarter of operations & maintenance support.
- f. For performing of any functional changes to system, which are deviating from the signed-off Functional Requirements/System Requirements, a separate Change Control Note (CCN) shall be prepared by the SPA and effort estimates shall be mutually agreed between SPA and the trust. This is applicable to the change requests coming up after the Go-live stage. Before, the go-live stage, such changes and feedbacks from the SHAS pertaining to functional specifications will be incorporated by the SPA without any additional costs to SHAS.
- g. Any changes/upgrades to the software performed during the operations & maintenance phase shall be subjected to the comprehensive & integrated testing by the SPA to ensure that the changes implemented in the system meets the desired and specified requirements of SHAS and doesn't impact any other function of the system

- h. The SPA shall review security advisories (such as bulletins generally available in the industry) on a regular basis to determine vulnerabilities relevant to the IT assets and take necessary preventive steps.
- i. The SPA shall also provide Administrators, Developers and software engineers at the SHAS premises in case of developing new components, for maintenance and other changes to the system as required by the SHAS. The manpower deployed will be permanent employees on the payroll on the SPA.
- j. Minimum qualification requirements for personnel to be deployed at the SHAS office are specified below:

No.	Personnel	Shift	Minimum Requirements
1.	Team Lead	1 Nos	<ul style="list-style-type: none"> ▪ Graduate with experience in project management least 5 years .
2.	Database Administrator	2 Nos	<ul style="list-style-type: none"> ▪ Should have B.Tech/BE/MCA in Computer Science ▪ At least 5 years of experience as a Database Administrator in similar environment
3.	Developer	2 Nos	<ul style="list-style-type: none"> ▪ Should have B.Tech/BE/MCA in Computer Science ▪ At least 4 years of experience as a Developer in similar environment
4.	State Coordinator	1 No	<ul style="list-style-type: none"> ▪ Should have MA Sociology/ MSW/ MBA Rural Management/ PGDM or equivalent ▪ At least 2 years of experience in coordination.
5.	District and Zonal Coordinator	33 No	<ul style="list-style-type: none"> ▪ Intermediate with PGDCA having 2 years of progressive experience in handling Kiosk.

Table 2: Manpower Requirements for Maintenance

C. User Profiles and Account Management

- a. SPA is required to design and implement the user management processes and obtain sign-off from the SHAS for such process.

- b. The user-id naming & protocol shall be designed and implemented for all the user ids. Such naming convention and protocol shall be signed-off with the trust, which shall be adopted across the State including suppliers.
- c. Necessary user account creation, management policies and procedures shall be defined and implemented by the SPA including obtaining approval for each user id created in the systems. Separate user id shall be created for each employee, which uniquely identifies that employee across the SHAS network.
- d. The end users shall only be provided with role based privileges and access. Such roles, privileges shall be signed-off with the SHAS.
- e. System administration tasks should include tasks such as managing the access control system, creating and managing users, etc.
- f. Produce and maintain system audit logs on the system for a period agreed to with the SHAS. The audit logs should be archived and stored as per the Mandatory security requirements given in the of the RFP.
- g. The SPA shall perform system hardening which involves assessment and review of threats to various entities such as Operating System environment, Database tier/Application Tier or Web servers, end user systems, etc from non-authorized personnel and creation of a Security Policy to specifically mitigate these threats. The Security Policy should then be applied on all entities of the system.
- h. The systems would be subjected to a third party audit by the SHAS and all the recommendations provided by the auditor should be addressed by the SI to the complete satisfaction of the SHAS

D. Project Management

- a. The SPA is required to design and implement a comprehensive and effective project management methodology together with efficient & reliable tools. To have an effective project management system in place, it is necessary for the SPA to use a Project Management Information System (PMIS). The SPA shall address at the minimum the following using PMIS:
 - Define an organised set of activities for the project
 - Establish and measure resource assignments and responsibilities
 - Construct a project plan schedule with milestones

- Measure project deadlines, budget figures, and performance objectives
 - Communicate the project plan to stakeholders with meaningful reports
 - Provide facility for detecting problems and inconsistencies in the plan
 - During the project implementation the SPA shall report to the trust, on following items:
 - ✓ Results accomplished during the period (fortnightly)
 - ✓ Cumulative deviations to date from schedule of progress on milestones as specified in this RFP read with the agreed and finalised Project Plan
 - ✓ Corrective actions to be taken to return to planned schedule of progress
 - ✓ Proposed revision to planned schedule provided such revision is necessitated by reasons beyond the control of the SPA
 - ✓ Other issues and outstanding problems, and actions proposed to be taken;
 - Progress reports on a fortnightly basis and Project quality assurance reports
- b. To ensure that the SPA discharge their roles and responsibilities in an agreed manner and to achieve the desired objectives, a set of Service Level Metric's are defined for the system. The technical as well as functional requirements are specified in the document to enable all the interested vendors to understand the dimensions of the project and its requirements as desired by the SHAS and also to propose appropriate solutions and delivery plans. In case of any ambiguity or conflict, the relevant component of the Service Level Agreement will be used as the touchstone and will prevail.

E. Service Level Agreement

- a. Service levels agreed with the SPA would be monitored by the SHAS on a monthly basis and payments would be made after subtracting the total penalties arising due to non compliance of the Service Level Agreement.
- b. The SPA shall deploy an Service Level Agreement Measurement and Monitoring System (SMMS) for measuring and reporting the Service Level Agreements

- c. SPA shall ensure that proposed SMMS address all the Service Level Agreement measurement requirements and calculation of applicable penalties as indicated in the RFP.
- d. SMMS should be capable of generating MIS reports to project the Service Level Agreements achieved in the month and also the bill shall be generated through the SMMS
- e. It would be the responsibility of the SPA to generate appropriate MIS reports both in hard and soft copies to ensure accurate capturing of the work carried out during the month.
- f. Payments to be made would be calculated on the basis of the MIS reports generated from SMMS
- g. With respect to the functions and activities to be undertaken by the vendor under the scope of this project, no outsourcing will be allowed. All the personnel deployed during the contract period shall be full time employees on the roll of selected bidder. .

F. Exit Management

- a. At the end of the contract period or in the event of termination of contract, the SPA is required to provide necessary handholding and transition support, which shall include but not limited to, conducting detailed walk-through and demos/drills for the new system and its source code, handing over the entire software (including source code, program files, configuration files, setup files, project documentation, database, etc), addressing the queries/clarifications of the new SPA, selected by the SHAS.
- b. The ownership of the data generated upon usage of the system, at any point of time during the contract or expiry or termination of the contract, shall rest absolutely with the SHAS.
- c. During the exit/transition management process, it is the responsibility of the SPA to address and rectify the problems identified to the new system including documentation, cabling / recabling, installation / reinstallation of the system software etc as if it required.
- d. The SPA shall ensure that the software are handed over to the SHAS in a complete operational condition to the satisfaction of the SHAS. In case SPA is unable to address such issues, SHAS may levy penalty or invoke the PBG.

- e. During the contract period, the SPA shall ensure that all the documentation including policies, procedures, configuration documents, application version change documents, etc are kept up to date and all such documentation is handed over to the SHAS during the exit management process.

Functional Architecture and Requirements

The diagram below outlines the functional view of the application. The detailed description of each module, process flow and other information of the various modules are given in the Functional Requirement Specification Report.

Note:- Existing RSBY and BKKY smart cards should work with biometric verification and authentication.

The 2 main user groups – State Health Assurance Society (SHAS), Insurance Company (IC).

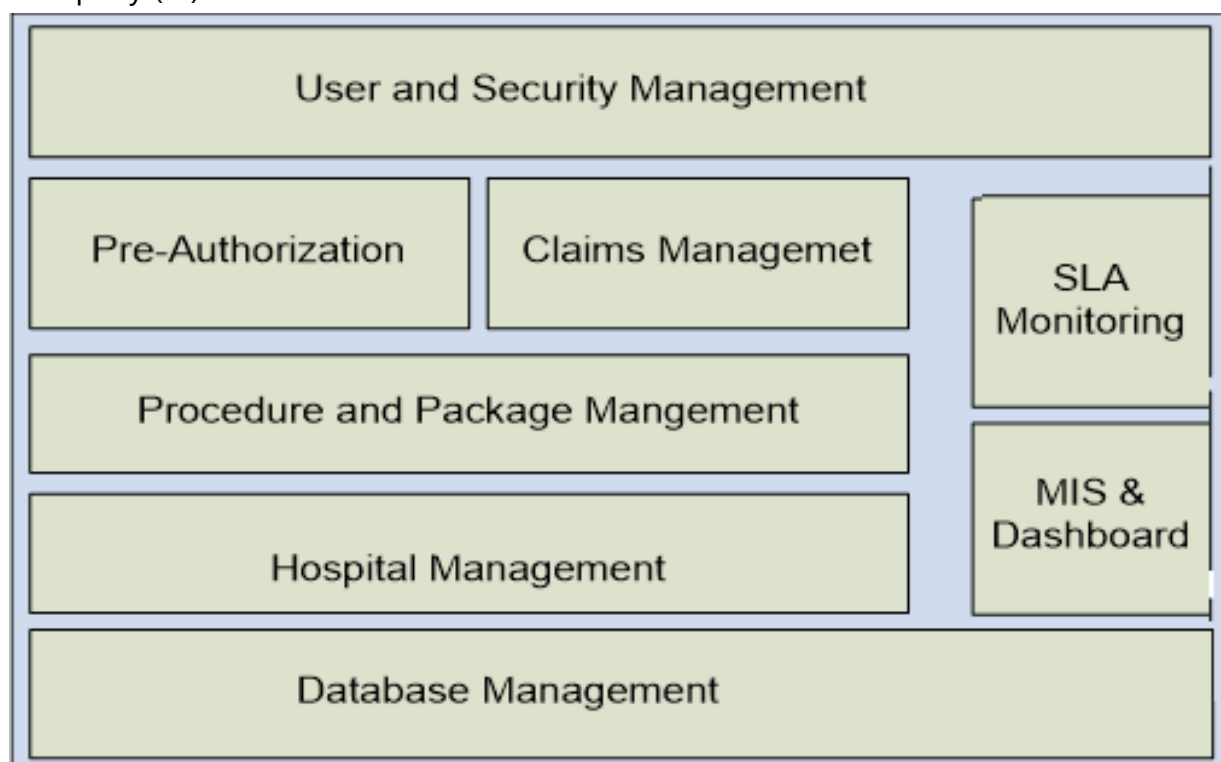


Image 1: Functional View of the application

1. Key Functional Requirement of the System

The key modules of the proposed IT system and the functionalities of the module are the following:

Module	Functionalities
Core Service Modules	
Pre-Authorization Management (OSTF)	a. Patient Registration (In – Patient) b. Submission and processing of pre-authorization application
Claims Management	a. Submission and processing of claims
Hospital Management	a. Empanelment of Hospital b. Updates to Hospital Information System

Procedures / Packages Management	Creation and Maintenance of approved procedures and specialties
SLA Monitoring, MIS and Dashboard	a. Monitoring of Service Levels of Network Hospitals, IC etc b. Generate MIS and management dashboard for daily

Table 4: List of Functional Modules

Detailed Functional Requirements

1. Pre-Authorization Management

Any patient approaching a Network Hospital will be registered as outpatient, and screening tests will be conducted free of cost by the NWH. Based on the outcome of these tests, the network hospitals will apply for pre-authorization from IC and SHAS for the required procedures to treat the patient. The Preauthorization request will be generated by the NWH and sent to ISA. The PA request is approved / rejected by the IC and in special cases by the SHAS.

Pre-Authorization	
Actors	Roles
Beneficiary/Patient	<ul style="list-style-type: none"> Approach SM for getting admission to NWH Beneficiary Identification through existing database (RSBY and BKKY) Pre-Authorization of OSTF patients.
Swasthya Mitra	<ul style="list-style-type: none"> Verify RSBY/ BKKY Card/ BPL Card/ Income Certificates Register patient Assist and counsel patient during the entire process
Network Hospital	<ul style="list-style-type: none"> Admit patient to hospital Conduct necessary initial screening on the patient as identified by the SHAS Prepare the reports of the initial screening If procedure deemed necessary, initiate & complete PA Seek approval for PA
SHAS	<ul style="list-style-type: none"> Approve all PA in special cases
Pre-conditions	<ul style="list-style-type: none"> Patient must have RSBY/BKKY/BPL card/ Income Certificates Hospitals should be empanelled
Process Trigger	<ul style="list-style-type: none"> Patient visits hospital directly or with Referral Card provided at TH/ DHH/ MCH
Process Flow	Patient Registration <ul style="list-style-type: none"> The patient approaches the SM desk directly from any cases. SM posted at the NWH receives the RSBY/ BKKY and the BPL or Income certificate issued by appropriate authority to verify.

	<ul style="list-style-type: none"> • The SM shall verifies the RSBY/ BKKY smart cards and verifies the fingerprints in TMS. <ul style="list-style-type: none"> a. The fingerprint of the beneficiary is read using the fingerprint scanner provided at the kiosk. The system verifies the fingerprint with the data retrieved from the smartcard. b. If the patient name is not found in the database, the SM checks if the patient carries the photo identity letter or establish relation with household head by any Government issued document or photo and generate the EPAN. • The SM checks if the patient has already received treatment under the scheme by checking against the card number <ul style="list-style-type: none"> a. If patient is new, a fresh record is created for the new patient for the particular card number. • SM initiates business rule check on the patient for eligibility under the scheme as per the business rules provided in the sub section below. • If the business rule check fails, the NWH and SM counsels the patient about the coverage of the scheme and discharges the patient as outpatient. • If eligible, the patient is admitted and sent for screening as per the diagnosis. • The NWH, based on the screening results, checks if procedure is necessary. If the procedure is covered under the scheme and if the hospital is empanelled to perform the selected procedure, the NWH initiates treatment & PA for OSTF • If procedure is not part of the list of procedures approved by the society, the SM and NWH treated as general ward case @ per day fixed by SHAS. • If the NWH is not empanelled to perform the procedure, the SM directs the patient to the hospital which is empanelled to perform the procedure for further treatment. <p>Pre-Authorization Application (for OSTF)</p> <ul style="list-style-type: none"> • The SM extracts the registered patient list using the card number as reference. SM selects the name of the patient from the list. • The SM fills up the PA form with all necessary patient details as displayed in the form. The entries in the form shall be selected using a drop down list for each entry. • SM initiates business rule check on the patient for eligibility under the scheme as per the business rules provided in the
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	<p>business rules section.</p> <ul style="list-style-type: none"> • If the business rule check fails, the SM and SM counsels the patient about the coverage of the scheme and discharges the patient • SM shall be prompted to enter all the mandatory details as per the screening requirement for the procedure selected. SM shall also upload the necessary reports, photos and other documents as required. • Once the mandatory completeness check is over, the PA request is submitted and a Pre-Authorization Request Number (URN) is generated by the system. • The application is forwarded to the IC executive for PA Processing <p>PA Processing</p> <ul style="list-style-type: none"> • The Executive Officer (EO) of the IC selects the URN for processing from a list of URN s. • The checklist is displayed for URN processing. • ISA EO checks the PA form and the details for completeness. In-case of any queries, the IC EO requests for clarification from the NWH MC. The intimation is sent to the NWH SM for responding to queries. NWH responds to queries posted and shall be closed once the IC EO is satisfied with the reply to the queries posted. • The NWH are now authorised to conduct the procedure on the patient.
Business Rules	<p>A. Business Rules for Patient Registration and Pre-Authorization</p> <ul style="list-style-type: none"> • The sum of total claimed amount (URN 's in Process + Reimbursed URN s) for a RSBY/ BKKY/ BPL family should be less than 5 lakhs for the current financial Year and additional top-up of 2 lakh to the female members of the family once the entitlement exhaust. <p>Business Rules for PA approval by SHAS</p> <ul style="list-style-type: none"> • The sum of total claimed amount to IC (URN 's in Process + Reimbursed URN s) for RSBY/ BKKY/ BPL family is greater than 1 Lakh (one lakh) • Procedures which require mandatory approval from SHAS (pre-defined based on the package value and type of procedure)
Alternate Scenarios	<p>Emergency PA</p> <ul style="list-style-type: none"> • In-case of emergency situation the following deviations to the process flow happens: <ol style="list-style-type: none"> 1. The SM or NWH SM calls up the IC call centre to register the

	<p>emergency cases.</p> <ol style="list-style-type: none"> The IC Call Centre agent records the name of the Patient and other details available at the moment and initiates Emergency PA response The call centre setups a call between IC MO and SHAS to seek approval Upon receipt of approval, the call centre agent records the approval on the system and Emergency PA Number (EPAN) is generated. EPAN is intimated to the SM and SM PA form will be generated against the EPAN by the MC. The EPAN is automatically closed if URN is not generated against the EPAN within 24 to 48 hours. <p>Shifting of Hospitals</p> <ul style="list-style-type: none"> These cases arise, when PA is approved and the patient is shifted to another hospital. In such a case, the original PA is cancelled by the Network Hospital. Fresh PA process is initiated by the NWH to which the patient was transferred.
Post Conditions	<ul style="list-style-type: none"> Approved URN against a PA
Functional Requirements	<p>The system should facilitate the following:</p> <ul style="list-style-type: none"> Ability for beneficiary fingerprint verification with the data extracted from the existing RSBY / BKKY Smart Cards. Ability to read both RSBY and BKKY cards at existing hardware available at Point of Service Ability to create new Patient record for a RSBY or BKKY card number when a new family member visits the hospital for first time Ability to auto-populate the details of the Patient in the PA form based on the older Patient records or RSBY & BKKY Database records Ability to perform business rule based checking of all pre-authorization applications Ability to create, edit and delete business rules for each stage of the process Ability to provide Information on the different types of Procedures, Specialists in the hospitals, supporting documents (both pre operative and post operative), etc
Key Performance Indicators	<ul style="list-style-type: none"> Cycle time - Time taken from application to Approval Percentage of Rejection
MIS Reports	<p>Daily, Weekly, Monthly and any selected period reports of the following:</p> <ol style="list-style-type: none"> Number of patients admitted <ul style="list-style-type: none"> Overall (Outpatient and Inpatient)

	<ul style="list-style-type: none">• Hospital wise• Procedure wise• Speciality wise <p>2. Number of PA forms</p> <ul style="list-style-type: none">• Submitted• Pending with reasons• Approved by IC/ SHAS• Rejected by IC/ SHAS• Rejections by reason <p>3. Average cycle time</p> <ul style="list-style-type: none">• Overall• Hospital wise• Procedure wise <p>4. Source of Patient</p> <ul style="list-style-type: none">• Direct Admissions (Walk-ins at NWH)• DHH & MCH Referrals
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2. Claims Management

After pre-authorization, the NWH starts the treatment / procedure and updates the details of the treatment / procedure in the system along with supporting documents. After discharge of the patient the Network Hospital prepares and submits the claim to the IC upto 1 Lakh and SHAS beyond (5 to 7 Lakh). The IC and SHAS shall have scrutinized and processed the claims for final approval and direct reimbursement of the claim amount to the Network Hospital.

Submission and Processing of Claims	
Process Name	Submission and Processing of Claims
Actors	Roles
MC	<ul style="list-style-type: none"> Preparation of claims by updating the treatment / procedure details and uploading the supporting documents. Providing clarifications to IC / SHAS on the claims and supporting document and updating of claims
IC Executive	<ul style="list-style-type: none"> Initial Scrutiny of the claim and preparation of claim settlement checklist Seeking clarifications from NWH if required
IC Medical Officer / Senior Medical Officer	<ul style="list-style-type: none"> Technical Scrutiny of the claims, and recommendation to IC Seeking clarifications from NWH if required
SHAS	<ul style="list-style-type: none"> Technical Scrutiny of Claims Examination of the IC recommendation on claims Seeking Clarification from NWH if required Final approval of claim amount and reimbursement to NWH
Pre-conditions	<ul style="list-style-type: none"> Pre-authorisation should be approved for selected case
Process Trigger	<ul style="list-style-type: none"> Approval of pre-authorisation and start of treatment
Process Flow	<p>A. Updation of treatment information:</p> <ol style="list-style-type: none"> The SM can block the respective procedure in TMS. on a day to day basis, upload the TMS transaction data to central server. The SM should confirm the completion of the

	<p>procedure in the system, immediately after the procedure is completed. Once confirmed, the status of the Transaction is changed to "Procedure completed / discharged".</p> <ol style="list-style-type: none"> 3. In case the procedure is not completed within 14 days of pre-authorisation approval, the pre-authorisation is automatically suspended, and the Hospital should take new Preauthorization. 4. The system will trigger the SM to upload the transaction data. <p>B. Claim Preparation and Submission</p> <ol style="list-style-type: none"> 1. The SM will specify if follow up care is needed for the patient. In case of follow up needed, the SM shall update the date to patient. 2. The transportation amount details are entered in the system. A transportation acknowledgement slip is generated by the system, and is signed by the patient. 3. Once the Discharge Summary is uploaded by the SM for a particular claim, the SM can confirm the patient as "Discharged" in the system. The URN status is changed to "Discharged / Transaction completed". <p>C. Claims Processing and Approval</p> <ol style="list-style-type: none"> 1. The Claims which are pending will be displayed in the IC Claims Executive's login. The Claims form will be scrutinised by the IC Claims Executive for their completeness. 2. The system will generate a checklist for claims settlement. The IC executive shall provide remarks against checklist items (if found necessary). 3. The following checks are done automatically by the system and forms part of the checklist for claim settlement: <ol style="list-style-type: none"> a. Claims to be submitted within 30 days of discharge b. Procedure to be done within 14 days of pre-authorisation approval
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	<ul style="list-style-type: none">c. Time lag between completion of surgery and updation of surgery details in the systemd. Number of days of Hospitalisation of the patient <ul style="list-style-type: none">4. While certain fields of the claims checklist shall be auto-generated with data from the claims / pre-authorisation form, other fields shall be entered by the IC Executive.5. In case of chemotherapy, the receipt of the empty vials/ ampoules is updated by the IC Claims Executive in the system.6. In case of missing / incomplete documentation or queries, the Claims Executive / Medical Officer shall send back the claim to the Network Hospital. The Network Hospital shall update the claim and attach additional documents as requested and submit the claims back to the ISA.7. After scrutiny, the Claims Executive shall forward the claims form to the IC Medical Officer for technical scrutiny.8. The IC Medical Officer shall access the claim by selecting the URN number in his login.9. The system will display the mandatory pre-operative and post-operative investigative reports and other supporting documents defined for the particular procedure. The IC Medical Officer shall verify the presence and completeness of the reports as defined for the procedure, and update the checklist.10. In case of missing / incomplete documentation, the Claims Executive / Medical Officer shall send back the claim to the Network Hospital. The Network Hospital shall attach additional documents as requested and submit the claims back to the IC.11. The Medical Officer shall provide his / her observations on the claim, and submit it to SHAS for
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	<p>approval.</p> <p>12. SHAS user shall access the claim using the PRN number in his/ her login. The SHAS user examines the claim and the observations provided by the ISA.</p> <p>13. In case of any clarifications required, the SHAS user may seek clarifications from the IC. The IC provides the sought clarification and sends it back to the SHAS User. If the clarification requires further information from the Network Hospital, the IC sends back the claim to the Network Hospital. The clarification sent by the Network Hospital is verified and forwarded by the IC to the SHAS User.</p> <p>14. The SHAS User approves / rejects the claim amount:</p> <ol style="list-style-type: none"> In case the claimed amount is lower than the package amount, the claimed amount is approved. If the claimed amount is higher than the package amount, reimbursement is approved for the package amount. In exceptional cases, the SHAS User, may at her / his discretion, forward the claim for higher than the package amount to the CHIEF EXECUTIVE OFFICER. In such cases, the amount reimbursed will be the amount approved by the CHIEF EXECUTIVE OFFICER. The SHAS User shall upload the scanned copy of the signed CHIEF EXECUTIVE OFFICER meeting minutes. <p>15. Once the claim is approved / rejected, intimation is sent to the Network Hospital on the Approval / Rejection.</p>
Business Rules	<ol style="list-style-type: none"> Hospital transaction data should be uploaded to central server in regular intervals Further business rule will be revised in due course of contract period.
Alternate Scenario	Submission and Processing of follow up claims:

	1. In case of procedures which require follow up (and covered in the follow-up packages), the date of first follow up is specified in the system by the SM during discharge of the patient.
Post Conditions	Intimation of Claim approved / rejected is sent to the Network Hospital
Functional Requirements	The system should have the following capabilities: <ol style="list-style-type: none"> 1. Ability to display all approved URNs in the SM login. 2. Facilitate the SM to select any approved URN and add claims information to the URN. 3. The functional requirement is developmental in nature. SHAS shall incorporate the Functional Requirement as and when required.
MIS Reports	Daily, Weekly, Monthly and any selected period reports of the following: <ol style="list-style-type: none"> 1. Number of claims submitted <ol style="list-style-type: none"> a. Overall b. Hospital wise c. Procedure wise d. Speciality wise 2. Average cycle time <ol style="list-style-type: none"> a. Overall b. Hospital wise c. Procedure wise

3. Hospital Management

In order to provide services under the Biju Swasthya Kalyan Yojana, Hospitals have to get empaneled with SHAS as Network Hospitals. The empanelment process includes application for empanelment by the Hospital, Inspection by SHAS, and approval/rejection of empanelment. The empanelment is valid for a period of one year, and the Hospital shall renew the empanelment within one year. The Hospital may also apply for upgradation of empanelment (additional specialties).

The functionalities under this module are further sub-divided into Hospital Empanelment related activities (empanelment, renewal, upgradation) and Updates to Hospital Information (Bed Status update, suspension of empanelment, Hospital Infrastructure updates etc).

A. Empanelment of Hospital to the BSKY

Empanelment of Hospital to the BSKY	
Process Name	Empanelment of Hospital to the BSKY(including renewal and upgradation of empanelment)
Actors	Roles
Hospital User	<ul style="list-style-type: none"> Fills up the Application form for empanelment / renewal / upgradation Provides clarifications as sought by SHAS /IC
IC Doctor	<ul style="list-style-type: none"> Conducts the Desk Appraisal of the empanelment application and records observations Assists EDC in conducting inspection at the Hospital and recording Inspection Checklist
SHAS	<ul style="list-style-type: none"> Records the findings of the inspection committee in the system Records the recommendation of the EDC in the system Selects the Specialties and Procedures for which accreditation is provided, as per EDC recommendation. Approves / Rejects / Conditionally approves empanelment application
Pre-conditions	<ul style="list-style-type: none"> Hospital should satisfy the accreditation criteria in at least one of the specialties and 6 months should have passed since the last empanelment application. For renewal / upgradation: Hospital should have been empanelled, and 6 months should have passed since the last empanelment application.
Process Trigger	<ul style="list-style-type: none"> SHAS shall initiate to incorporate the empanelment / renewal / upgradation application by Hospital user if required.
Process Flow	<ul style="list-style-type: none"> Hospital should satisfy the accreditation criteria in at least one of the specialties and 6 months should have passed since the last empanelment application. For renewal / upgradation: Hospital should have been empanelled, and 6 months should have passed since the last empanelment application.

Business Rules	<ol style="list-style-type: none"> 1. If an application for accreditation is rejected, the Hospital can make a fresh application for empanelment only after a period of 1 year from the date of rejection. 2. A Hospital has to apply for all the specialties for which it has the capabilities. Selective furnishing of details will lead to rejection of the application. 3. Any future change in business rule shall be adhered time to time.
Post Conditions	<ul style="list-style-type: none"> • Intimation of approval and rejection of empanelment • Hospital Master Data is generated • Specification of Specialties and Procedures for which the Hospital is empanelled.
Functional Requirements	<ol style="list-style-type: none"> 1. The functional requirement is developmental in nature. SHAS shall incorporate the Functional Requirement as and when required. 2. Empanelment of Hospital to the BSKY will be revised time to time as and when required. SHAS will be incorporate the required modification time to time.
4. MIS Reports	<ol style="list-style-type: none"> 1. Daily, Weekly, Monthly and any selected period reports of the following: 2. Number of Hospitals empanelled 3. Overall 4. Specialty wise 5. Location wise 6. Number of empanelment applications 7. Approved 8. Rejected 9. Conditionally approved

4 Procedures and Packages Management:

The Procedures which are covered under the scheme, and their package rates, documentation requirements for pre-authorization and claims etc are maintained in the Procedures and Packages Management Module. A GUI is provided to the SHAS User to modify/ create of procedures and specialties covered under the scheme.

Procedures and Packages Management	
Functional Requirements	The system should facilitate the following: <ol style="list-style-type: none"> 1. Ability to create new procedures under existing

	specialties.
	2. New requirement for the packages will be available to the TPA for necessary development.

5 Medical Audit

The services rendered under the scheme are audited, by the IC (Internal Audit) and the SHAS (External audit). The Internal audit covers audit of 25% of the claims under the scheme (both concurrent and post-procedure), and yearly audit of each Network Hospital. The audit process checks and confirms compliance to terms of the MoU between SHAS and the Network Hospital. SHAS conducts random audits of both claims and Hospitals. Required information for the audit should be provide to SHAS by SPA.

6 SLA Monitoring, MIS and Management Dashboard

To ensure that the stakeholders discharge their roles and responsibilities in an agreed manner the service level metrics are defined and the system shall incorporate monitoring of the SLA's between IC and NWH. Management Dashboards will be used to consolidate data and present the MIS for various stakeholders for performance monitoring and decision making. The list of reports described in the respective modules FRS is indicative and it will have to be finalized during SRS preparation stage.

SLA Monitoring, MIS and Management Dashboard	
Functional Requirements	<p>The system should extend the following capabilities:</p> <ol style="list-style-type: none"> 1. Ability to generate reports based on the SLAs for IC and NWH 2. Ability to calculate the payout to IC based on the payment contract between IC and NWH 3. Ability to export the data without any rework to the office applications for reporting purposes (including word, excel and power point) 4. Ability to print and convert the reports into the standard reporting formats 5. Ability to display dashboard based on the user group.

Data Migration

Currently few processes of the *SHAS* under OSTF are handled manually. The Government uses RSBY and BKKY in two different platforms to capture the preauthorization and claims reimbursement process. The data of all patient records are captured in this system. The SPA shall perform the data migration from the existing system used by the system to the Database implemented for the developed system. Also the Pre-Authorization forms and claims forms along with its attachments need to be scanned and uploaded along with patient records.

The Data migration to be performed by the SPA shall be preceded by an appropriate data migration methodology and cut-over strategy, prepared by SPA and approved by the *SHAS*. Though the *SHAS* is required to provide formal approval for the Data Migration Strategy, it is the ultimate responsibility of SPA to ensure that all the data sets which are required for operationalization of the agreed user requirements are migrated. Any corrections identified by the *SHAS* or any appointed agency, during Data Quality Assessment and Review, in the data migrated by SP, shall be addressed by SPA at no additional cost to the trust.

1. Data Migration Requirements

- Since there could be structural differences in the data as stored currently from the new system there should be a mapping done between the source and target data models that should be approved by the *SHAS*.
- Carry out the migration of data
- Provide checklists from the migrated data to the *SHAS* or its representative for verification, including number of records, validations (where possible), other controls / hash totals. Highlight errors, abnormalities and deviations.
- Incorporate corrections as proposed
- Get final sign off from the *SHAS* for migrated / digitized data

2. Recommended Methodology of Data Migration

Data migration methodology will comprise the following steps, explained as below. However this is just a guideline for data migration effort and the SPA will be required to devise his own detailed methodology and get it approved by the *SHAS* or its nominated agency.

a. Analysis

Analysis of the legacy data and its creation, conversion, migration and transfer to the proposed new data base schema will be started during scoping phase of the system and shall take a parallel path during the design and development phase of the application.

It will cover the following steps –

- Analyse the existing procedures, policies, formats of data in lieu of the new system to understand the amount of the data and the applicability in the new solution
- Write a specification to create, transfer and migrate the data set
- Document all exceptions, complex scenarios of the data
- This phase will generate the specification for Data Take–On routines

b. Transformation

Transformation phase can be commenced after integration testing phase.

It will entail the following steps:

- Identify the fields, columns to be added/deleted from the system
- Identify the default values to be populated for all 'not null' columns
- Develop routines to create (Entry if any by data entry operators), migrate, convert the data from old database (if any), computer records to the new database
- Develop test programs to check the migrated data from old database to the new database
- Test the migration programs using the snapshot of the production data
- Tune the migration programs & iterate the Test cycle
- Validate migrated data using the application by running all the test cases
- Test the success of the data take-on by doing system test

c. Data Take–On

Take–On phase will be initiated when the proposed solution is ready to be deployed. It will entail the following steps:

- Schedule data transfer of the computerized data that has been newly created by the data entry operators based on the hard copy records.
- Schedule data transfer of the existing digital data in the proposed new format

- Migrate the data from an old system (legacy) to the envisaged database
- Test on the staging servers after the data take-on with testing routines
- Migrate from staging servers to production servers
- Deploy and roll out the system as per the project plan

Acceptance testing and Audit

The primary goal of the Audit is to ensure that the system meets requirements, standards, and specifications as set out in the RFP and as needed to achieve the desired outcomes.

3. Software development Concurrent Audit

- a. SPA will propose guidelines and standards that will be followed for the software development process and implementation of the SHAS IT System while ensuring compliance with all the technical and functional requirements of this RFP and the agreement.
- b. The TPA will review and modify the guidelines, if required, proposed by the SPA with respect to internationally accepted norms and e-Government Standards and related tools. These guidelines will be drawn in consultation with SHAS and the final guidelines will be approved by the SHAS.
- c. Specifically, the TPA will also recommend the good practices and standards of software development during the entire software development life cycle including (but not limited to)
 - Processes related to requirement Gathering
 - Processes related to Project Management Planning
 - Processes related to Quality Planning
 - Processes relating to the design of systems and sub-systems, Solution architecture, Technical architecture
 - Use of appropriate technologies – (e.g. XML, SOAP, web services)
 - Coding standards including documentation within the software code
 - Data integrity and reconciliation through migration and master creation processes
 - Data integrity during operations and redundancy/ synchronization controls
 - Business process description,
 - Documentation
 - Backup and recovery procedures
 - Integration and Testing procedures,
 - Version control
 - Change management
 - Processes related to release of software
 - Adequacy of MIS, reconciliation and control reports – online and batch including Service Level Agreement compliance monitoring mechanisms
 - Risk management
- d. The final guidelines and standards to be followed by the SPA would be arrived after considering the inputs of the SPA and the final decision will be taken by the trust.

- e. Establish appropriate processes for notifying the SPA of any deviations from the norms, standards or guidelines at the earliest instance after noticing the same, to enable the SPA to take corrective action.
- f. Ensure on a concurrent basis whether the agreed upon guidelines and standards are being followed by the SPA and recommend to the SHAS on a regular basis the remedial action to be taken to achieve compliance. On a daily basis the issues will be reported and based on discussions with the SPA and SHAS, actions will be decided. The agency will also ensure that the review of the action points.

4. Final Audit of the SHAS IT System

- a. SPA will propose guidelines and standards that will be followed for the testing and certification of following aspects of the Application.
- b. Performance in relation to compliance with Service Level Agreement metrics and compliance with all the technical and functional requirements of the RFP
- c. Security implementation of the application
- d. IT infrastructure procured and disaster recovery and business continuity for different failure scenarios.
- e. The documents shall be written by the SPA, based on the conditions set up in the RFP, international and industry standards.
- f. The TPA will review and modify the guidelines, if required, proposed by the SPA with respect to internationally accepted norms and e-Government Standards and related tools. These guidelines will be drawn in consultation with SHAS and the final guidelines will be approved by the SHAS.
- g. The SPA shall develop exhaustive test cases to test aspects of the application like security, infrastructure, etc for compliance with the RFP including test cases for performance and load testing. The test cases for performance and load testing to stress test the application till the system breaks down shall be prepared by the TPA. The TPA and the SPA shall seek approval of the acceptance test plan and test cases from SHAS.
- h. The TPA will carry out Acceptance Testing in order to ensure that the SHAS IT System put in place by the SPA meets requirements, standards, specifications and performance developed. The TPA shall prepare the acceptance test plan. The TPA shall
 - Test and report whether the SP's SHAS IT platform performs optimally as per the Technology and Performance Service Level Agreement criteria stated in this RFP.
 - Test and certify that the SHAS IT System complies with the security requirements stated in the RFP and that the application is safe and secure for handling 'live' transactions. Only when the security audit report is received certifying the security readiness of the hardware infrastructure, the SHAS will allow 'live' transactions to happen. The security audit should

include activities of Penetration testing, vulnerability assessment of critical systems, application security and assessment

- i. Test and certify whether the IT infrastructure and system software set-up by the SPA meets the performance metrics as set in this RFP for rolling out the application State. IT infrastructure would include infrastructure at the Data Centre and DRC. The Audit agency should certify whether the IT infrastructure and system software complies with applicable standards, best practices, requirements and specification to meet the project and service objectives. The TPA would review the business continuity/ disaster recovery under typical user loads of volume and mix (involving 50% switchover to DR site and contingency plans). As part of the IT infrastructure audit, the TPA will also scrutinize configuration of implemented infrastructure against Bill of Material and certify compliance.
- j. In this regard the Audit agency will submit various reports as detailed out below:
 - Detailed guidelines for the software development, documentation, testing, live operations etc.
 - Detailed guidelines for testing, acceptance and certification of the IT and system software, security, performance etc
 - Review Report on security implementation and security readiness for infrastructure
 - Reports on compliance to guidelines and standards of software development, actions to ensure compliance
 - Weekly reports on the review and monitoring of agreed upon action points.
 - Individual Audit reports on defects and deficiencies (if any found) including actions to ensure compliance for the following
 - Performance and Service Level Agreement compliance Audit of SHAS IT System
 - IT infrastructure and system software compliance Audit of the SHAS IT System at DC and DR
 - Security audit of SHAS IT System

Requirement for Adherence to Standards

1. Preference for Open standards

The system must be designed following open standards, to the extent feasible and in line with overall system requirements set out in the RFP, in order to provide for good interoperability with multiple platforms and avoid any technology or technology provider lock-in.

2. Compliance with Industry Standards

In addition to above, the proposed solution has to be based on and compliant with industry standards (their latest versions as on date) wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation, and testing. There are many standards that are indicated throughout this Volume as well as summarised below. However the list below is just for reference and is not to be treated as exhaustive.

Solution Element	Standards
Workflow design	WFMC Standards
Information access/transfer protocols	W3C, SOAP, HTTPS etc
Interoperability	Web Services, Open Standards
Scanned documents	PDF/A Image
Document encryption	PKCS, RSA specifications etc
Information Security	ISO 27001, 200000, 17799 certification etc
Project Documentation	IEEE/ISO specifications for documentation

Table 4: Industry Adherence Standards

3. Compliance with Standards for Healthcare Information Systems

The SHAS IT Solution is envisaged to play a key role in exchanging the clinical information across healthcare schemes run by the government and other providers and ensuring availability of patient medical record for providing timely and safer care. The patient medical records maintained in the SHAS IT Solution shall therefore adopt the required Standards as summarised below. However the list below is just for reference and is not to be treated as exhaustive:

Solution Element	Standards
Disease Classification Codes	ICD – 10 Standards
Clinical Information	SNOMED CT
Medical Laboratory Observations	LOINC
Digital Imaging formats	DICOM
Clinical Data Messaging Standard	HL7 v3

Table 5: Health Information System Standards

4. File Standards

As per the requirements under the BSKY, pre-defined investigative reports will have to be uploaded by the Network Hospital (if required) before and after the procedure. For each report type, the following specifications will have to be followed:

Report Type	Specification
Scanned Reports	PDF / A image All report observations will have to be entered in the system as per the Healthcare IS Standard
Digital Photographs	JPEG image (size < 1 MB)
Medical Imaging (X-Ray, Echo, CT Scan etc)	DICOM compatible images DICOM compatible videos Images digitized using high resolution scanner
Videos files	MPEG-4 (size < 20 MB)

Table 6: File Standards

(All of the above condition is indicative, few or all can be modified as and when required)

Section-VIII**Technical Bid Formats****Format T1****CHECK LIST**

(To be submitted in Cover A - Technical Bid)

Note: The documents have to be arranged serially as per the order mentioned in the check list
All the documents furnished should be page numbered and signed by the authorized signatory of the firm/company with company/firm seal.

a. DOCUMENTS: SUBMITTED OR NOT (Please put  in the respective box)

Sl.	Details	Provided or not	If YES Page #
TECHNICAL BID			
1.	Earnest Money Deposit in shape of DD	Yes / No	
2.	Tender Paper cost in shape of DD	Yes / No	
3.	Format –T2 duly signed by the authorized signatory with seal	Yes / No	
4.	Format –T3 duly signed by the authorized signatory with seal	Yes / No	
5.	Photocopy of the Registration certificate of the firm (Bidder)	Yes / No	
6.	Photocopy of the GST registration certificate	Yes / No	
7.	Photocopy of the Service Tax Registration certificate (if required)	Yes / No	
8.	Photocopy of PAN	Yes / No	

9.	Format –T4 duly signed by the authorized signatory with seal	Yes / No	
10.	Format–T5 (Annual Turnover Statement for preceding 3 years signed by Auditor / CA) duly signed by the authorized signatory with seal	Yes / No	
11.	Photocopies of audited annual statement of the last three years and the turnover figure should be highlighted there.	Yes / No	
12.	Format –T7 (Performance Statement) of the bidder towards execution of software development	Yes / No	
13.	Photocopies of work order in support of the information provided in Format – T7.	Yes / No	
14.	Affidavit on stamp paper duly attested by Notary and the bidder that the bidder has not been black listed by any PSU/ Corporations/ Board/ Central or State Government in India.	Yes / No	
15.	Copy of original / downloaded Tender and schedules, duly signed by the authorized signatory	Yes / No	
16.	Cover 'B' – Price Bid with price schedule in Separate Envelop (Schedule wise)	Yes / No	

Format T2

(To be furnished in the Technical Bid)
TECHNICAL Tender Submission Form
(On the letterhead of the Organization)

[Location, Date]

To

CHIEF EXECUTIVE OFFICER, SHAS
NHM, Annex Building of SIH & FW, Nayapalli,
Unit -8, Bhubaneswar-751012

Re.: Tender Enquiry No. :

Dear Sir,

We, the undersigned do hereby offer to Design, Develop, install and maintenance of IT solution for State Health Assurance Society. We are submitting our bids, which include this Technical Bid, and a Financial Bid sealed under a separate envelope.

We accept all the tender terms & conditions of the tender under reference. We hereby declare that all the information and statements made in this bid are true and accept that any of our misrepresentations contained in it may lead to our disqualification.

Our proposal shall be binding upon us for a period of one year, subject to the modifications resulting from Contract negotiations you may subsequently carry out with us to accept our tender. We undertake to carry out the work as per the terms and conditions of this tender document.

We hereby declare that my firm/company has not been debarred / black listed by any Government / Semi Government organizations. I further certify that I am the competent authority in my firm/company authorized to make this declaration.

I/We hereby agree that the Tender Inviting Authority can forfeit the Earnest Money Deposit and or Performance Security Deposit and blacklist me/us for a period of 5 years if any information furnished by us proved to be false at the time of inspection / verification and not complying with the Tender terms & conditions.

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

Yours sincerely,

Authorized Signatory [In full and initials]:

Name and Title of Signatory:

Name of Organization:

Address: _____

(Organization Seal)

Format T3

(To be furnished in the Technical Bid)
(On the letterhead of the Organization)

DETAILS OF THE BIDDER

GENERAL INFORMATION ABOUT THE BIDDER						
1	Name of the Bidder					
	Registered address of the firm					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Contact Person Details						
2	Name			Designation		
	Telephone No.			Mobile No.		
Communication Address						
3	Address					
	State		District			
	Telephone No.		Fax			
	Email		Website			
Type of the Firm (Please ✓ relevant box)						
4	Private Ltd.		Public Ltd.		Proprietorship	
	Partnership		Society		Others, specify	
	Registration No. & Date of Registration.					
Nature of Business (Please ✓ relevant box)						
5	Manufacturer					
	Software Development					
Key personnel Details (Chairman, CEO, Directors, Managing Partners etc.)						
6	in case of Directors, DIN Nos. are required					
	Name		Designation			
	Name		Designation			
7	Whether any criminal case was registered against the company or any of its promoters in the past?				Yes / No	

8	Other relevant Information
9	GST Registration Furnish the registration certificate
10	PAN No of Organisation: Furnish the copy of the PAN
11	Registration certificate / Certificate of Incorporation of the firm (furnish the copy)
12	Bank Details of the Bidder: The bidders have to furnish the Bank Details as mentioned below for return of EMD /Payment for supply if any (if selected) a. Name of the Bank : b. Name of the Account & Full address of the : Branch concerned c. Account no. of the bidder : d. IFS Code of the Bank :

Date:

Office Seal

Signature of the bidder /
Authorized signatory

Format T4

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

To

CHIEF EXECUTIVE OFFICER, SHAS
NHM Annex Building
H & FW Department,
Government of Odisha

Sub: Bank Guarantee against Performance Security of (Name of Agency)

Madam/ Sir,

WHEREAS _____ (Name and address of the agency) (Hereinafter called "Service Provider Agency") has undertaken, in pursuance of contract no _____ dated _____ to design, develop, and maintenance of IT Solution (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the agency shall furnish you with a bank guarantee by a scheduled commercial bank recognised by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the agency, up to a total of. _____ (Amount of the guarantee in words _____ and figures), and we undertake to pay you, upon your first written demand declaring the agency to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the agency before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to 18 (Eighteen) months from the date of Notification of Award i.e. up to ----- (indicate date)

.....
(Signature with date of the authorised officer of the Bank)

.....
Name and designation of the officer

.....
.....

Seal, name & address of the Bank and address of the Branch

Format T5

(To be furnished with the Technical bid)

Annual Turnover Statement

The Annual Turnover for the last three financial years of M/s_____ are given below and certified that the statement is true and correct.

S. No.	Year	Turnover (in Rs. Lakhs)
1.	2014 - 2015	-
2.	2015 - 2016	-
3.	2016 – 2017	-
	or	
	2017-2018 (if audited)	

Average Annual Turnover (for the above three years) in (Rs.)_____

Date:

Place:

Signature of Auditor/
Chartered Accountant
(Name in Capital)

Seal

Membership No.:

Registration No. of Firm:

Note:-

- To be issued in the letter head of the Auditor/Chartered Accountant mentioning the Membership no.
- This turnover statement should also be supported by copies of audited annual statement of the last three years and the turnover figure should be highlighted there.

Format T6

(On the letterhead of the Organization)

STANDARD PRE-BID QUERY FORMAT

Sr No	Page No/ Clause No	Provision in RFP	Required Change	Justification
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				

Date:Office Seal

Signature of the bidder /
Authorized signatory
Format to be developed by Bidder

Format T7**PERFORMANCE STATEMENT**

Sr No	Name of Project	Project Duration		Contact Details of the Client Representative (Name, E-mail, Mobile, Fax)	Project Cost	Narrative Description (in 50 words)
		Start	End			
1						
2						
3						
4						
5						

1. Above format as performance statement may be used to described the active under taken by the Bidder.
2. Bidders are advised to provide the information for only those assignments which is qualifying the projects as per the contract (i.e, Software development, Smart Card related).
3. Use Separate Sheet for each eligible projects
4. Attach the copy of completion certificates from the client. The submitted testimonials must contain detail description of work (Scope and TOR) carried out by the Bidder. Only those testimonials would be considered for the evaluation for which the documentary proof have been provided.

Section-IX
Price Bid Formats

Format P1

(To be furnished in the Commercial Bid)
PRICE BID Submission Form
(On the letterhead of the organization)

[Location, Date]

To

CHIEF EXECUTIVE OFFICER, SHAS
NHM Annex Building
H & FW Department,
Government of Odisha

Re. : Tender Enquiry No.

Dear Sir,

We, the undersigned do hereby offer to Design, Development, Testing, Installation and Maintenance IT Solution to State Health Assurance Society in accordance with your Tender referenced above and our Technical Bid.

We hereby declare that if awarded the contract, our Commercial bid shall be binding upon us for a period of one year rate contract from the date of award of contract, subject to the modifications resulting from Contract negotiations you may subsequently carry out with us to accept our proposal.

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

Yours sincerely,

Authorized Signatory [In full and initials]:

Name and Title of Signatory:
(Organization Seal)

Format P2

Bidders are required to quote their costs as per the following schedule

Commercial Quote Summary		
No.	Commercial quote component	Amount (inclusive of GST)
A	Total Software Development Cost quoted (C1) <i>(Breakup of the Software development cost to be furnished in the format below)</i>	Rs.
B	Total Onsite Maintenance Contract Cost – for three years(C2= cost for 1 st year + Cost of 2 nd Year + Cost of 3 rd Year) <i>(Breakup of the onsite maintenance cost to be furnished in the format below)</i>	Rs.
Grand Total Commercial Quote by bidder (C=C1+C2)		Rs.
Grand Total Commercial Quote by bidder (in words): Rupees -----		

Break up of Total Software Development Cost quoted (C1)

No	Component	Version Details	Quantity/ Licenses (A1)	Rate (A2)	Cost (A = A1*A2)
License Component					
1.	Application/ Product				
2.	Database (RDBMS)				
3.	Any other component a part of the solution				
Development Component					
4.	Development Cost				
5.	Any other component a part of the solution				
Total Cost (C1)					

Break up of Annual Maintenance Contract Cost (C2) -> for First Year

No	Resource	No of Resources (A1)	Man Month Rate (A2)	Cost (A = A1*A2*12)
1.	Team Lead	1		
2.	Database Administrator	2		
3.	Developer	2		
4.	State Coordinator	1		
5.	District and Zonal Coordinator	33		
Total Cost (C2)				

Break up of Annual Maintenance Contract Cost (C2) -> for Second Year

No	Resource	No of Resources (A1)	Man Month Rate (A2)	Cost (A = A1*A2*12)
1	Team Lead	1		
2	Database Administrator	2		
3	Developer	2		
4	State Coordinator	1		
5	District and Zonal Coordinator	33		
Total Cost (C2)				

Break up of Annual Maintenance Contract Cost (C2) -> for Third Year

No	Resource	No of Resources (A1)	Man Month Rate (A2)	Cost (A = A1*A2*12)
1	Team Lead	1		
2	Database Administrator	2		
3	Developer	2		
4	State Coordinator	1		
5	District and Zonal Coordinator	33		
Total Cost (C2)				

Note: Cost of (1st Year + 2nd year + 3rd year) shall be taken into consideration.