

**RFP DOCUMENT**

**RFP document for analyzing compliance of RSBY Scheme  
(Monitoring; Enrollment Audits, Transaction and Claims) in Gujarat**

**Government of Gujarat  
Health and Family Welfare Department  
Gandhinagar**

**Issued / Released on 12<sup>th</sup> August, 2017**

**GOVERNMENT OF GUJARAT**  
**DEPARTMENT OF HEALTH AND FAMILY WELFARE**  
**TENDER NOTICE**

**RASHTRIYA SWASTHYA BIMA YOJANA & SENIOR CITIZENS HEALTH INSURANCE  
SCHEME**

Sealed bids are invited from reputed organizations having experience of implementing IT solutions for carrying out analysis of enrollment, transaction, claims, generation of alerts and field audits under Rashtriya Swasthya Bima Yojana and Senior Citizens Health Insurance Scheme for SNA to take effective and immediate actions for smooth monitoring of RSBY & SCHIS scheme in Gujarat.

The bids are invited in two parts i.e., Technical Bid and Financial bid. Insurance companies and Third Party Administrators (Health) & their allied companies and Agencies involved with Department of Health and Family Welfare, Gujarat during the policy 2016-17 and 2017-18 are not permitted to participate in the bidding process.

The tender document for this may be downloaded from the website [www.nprocure.com](http://www.nprocure.com). The tender document can also be obtained in person from **the date of release 12/082017** from the below mentioned address on any working day between 11.00 A.M to 4.00 P.M.

The technical bids should be sealed by the bidder in a cover duly super-scribed is to be put in a bigger cover which should also be sealed and duly super-scribed. The Technical bids will be evaluated by the Technical Bid Evaluation Committee. Financial bids of only the technically acceptable offers shall be opened before the successful bidders by the SNA for awarding of the contract. Following schedule will be observed in this regard.

- |   |  |
|---|--|
| 1. Pre bid meeting:                                   | 21/08/2017(at 11.30 hrs)   |
| Venue :   | Parivartan Hall,<br>Commissionerate of Health and Family Welfare,<br>MS and ME, Block No. 5, 1 <sup>st</sup> Floor,<br>Dr. Jivraj Mehta Bhavan, Gandhinagar. |
| 2. Last date for online submission of financial bid:  | 04/09/2017(up to 14:.00 hrs)   |
| 3. Last date of physical submission of technical bid: | 04/09/2017(up to 15.00 hrs)  |
| 4. Opening of technical bids:                         | 05/09/2017 (at 11.00 hrs)  |
| 5. Opening of financial bids:                         | 05/09/2017 (at 12.30 hrs)  |

The completed technical bid documents should be submitted before 15.00 hrs of 4<sup>th</sup> September, 2017 at the following address:-

Additional Director (FW)  
Commissionerate of Health and Family Welfare, MS and ME  
Block No. 5, Dr. Jivraj Mehta Bhavan, Gandhinagar  
Phone: 079-232-53311, Fax: 079-232-53304  
Email:rsbygujarat2017@gmail.com

All correspondence / communications regarding the scheme should be made at the above  
address.

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## **PART-1**

### **TERMS OF REFERENCE FOR THE SELECTION OF AN AGENCY FOR ANALYSING COMPLIANCE OF RSBY & SCHIS; MAINTAINENCE OF WEB PORTAL, SCHEME MONITORING, ENROLLEMENT/HOSPITAL/PATIENTS AUDITS, CLAIM TRANSACTIONS ETC OF STATE NODAL AGENCY, GUJARAT.**

#### **A. INTRODUCTION:**

Rashtriya Swasthya Bima Yojana (RSBY) and Senior Citizens Health Insurance Scheme is been launched by the Central Government to provide health insurance coverage for Below Poverty Line (BPL) and unorganized families in Gujarat. The objective is to provide protection to households from financial liabilities arising out of health shocks that involve hospitalization. Beneficiaries under RSBY are entitled to hospitalization coverage up to Rs. 30,000/- and an additional benefits of Rs.30, 000/- per senior citizen under SCHIS for most of the diseases that require hospitalization. Government has even fixed the package rates for the hospitals for a large number of interventions. Pre-existing conditions are covered from day one and there is no age limit. Coverage extends to five members of the family which includes the head of household, spouse and up to three dependents. Beneficiaries need to pay only Rs. 30/- as registration fee while Central and State Government pays the premium to the insurer selected on the basis of a competitive bidding. RSBY provides the participating households with freedom of choice between public and private hospitals and makes him a potential client worth attracting on account of the significant revenues that hospitals stand to earn through the scheme.

The Department of Health and Family Welfare, Gandhinagar, Gujarat is implementing the RSBY since August 2008 and SCHIS from April, 2016. The current Status of RSBY & SCHIS implementation is given in **Annexure 1**. State Government for RSBY & SCHIS is evolving a robust monitoring and evaluation system. The basic information gathered by the State government and reported publicly should allow for mid-course improvements in the scheme to improve the implementation of the scheme.

The Department of Health and Family Welfare, Gujarat invites proposals for analyzing compliance of RSBY& SCHIS; Scheme Monitoring, Management of Web Portal, Enrollments, Patients and Hospital Audits, Transaction and Claim Management in Gujarat and for the same proposals are invited from the Companies / Agencies/ Organizations. Agencies which are in agreement with scheme and its Terms of Reference, only need to participate in the bidding and any disagreement in this regard may invite disqualification / rejection of bid at technical level. Hence all the agencies are requested to go through the scheme carefully and submit their agreement in specific format given in the bid.

Agency/Organization after qualifying the Technical bid will have to make a presentation. Finally, the work will be awarded to the Company/agency/organization that is selected by the

Committee on the basis of both the Technical and Financial bid following due procedure. The selected Company/agency/organization has to start work within 15 days from its award, and each of the deliverables would be completed as per the time frame in the scope of work. In case the selected Company/agency/organization declines to take up this work after a notice of award has been issued, it would be barred from applying for any such work or assistance of any kind from Department of Health and Family Welfare, Gandhinagar, Gujarat for a period of 3 years. The decision of the Bids Evaluation Committee shall be final, and no enquiries, or application for review, shall be entertained.

## **B. DESCRIPTION OF THE ASSIGNMENT**

Under RSBY & SCHIS Scheme every beneficiary family is issued a biometric enabled smart card containing their fingerprints and photographs. All the hospitals empanelled under RSBY are IT enabled and connected to the server of Central, State and Insurance Company. The IT platform is used for authentication, verification and for creating non repudiable transactions at the grass root level. This ensures a smooth data flow regarding service utilization periodically. RSBY beneficiary gets cashless benefit in any of the empanelled hospitals. He/ she only need to carry his/ her smart card and provide verification through his/ her fingerprint. Participating providers send online claims to the insurer and get paid electronically.

In order to have a robust monitoring and evaluation system at the State Nodal Agency, an agency is required to provide their Support in monitoring and reviewing the RSBY activities along with the RSBY portal in Gujarat. This shall require supporting the SNA in taking fortnightly review of activities taken up in the RSBY program by the various selected insurance companies, TPA and hospitals. This would include supporting monitoring, analysis and field audit of:

- a. **Enrollment:** Master Enrollment, Area wise Enrollment, Family wise Enrollment, Gender wise Enrollment, Age wise Enrollment, Card Issuance, Missing details (Card, Photo, Finger print), Zero enrollment, etc.
- b. **Hospital Empanelment:** To update the GIS data collected for the empanelled hospitals and to map them in a way so that patterns of health seeking behavior can be observed on a continuous basis.
- c. **Hospitalization:** Zero Hospitalization, Repeat Treatment, Village having < 2% Hospitalization, High Treatment Variation, Disease wise Hospitalization, Hospitalization at Public hospitals, etc.
- d. **Claim:** Utilization, Claim Rejected, Claim Status, Premium against claim, Demography wise Claim, claim settlement time, etc.
- e. **Awareness:** analysis of IEC Campaigns including Advertisement, health camps etc.

- f. **Grievance:** Documentation of the grievances received under RSBY by the Districts / State / Insurance Company and its compliance analysis.
- g. **Communication Audit:** With the guidance of the State Government work with the Insurance Companies in overseeing the communication and capacity building activities done by the Insurance companies.
- h. **Transactions Audit:** Review all back-end processes involving interface between hospitals and Insurers. The idea is to bring out the performance levels in terms of reimbursements of treatment charges, timelines, frequency and data transfer as compared to those envisaged in the bid document.
- i. **Regular Audit of Claims (data-based):** Weekly analyses of claims data, flagging such service providers and suggesting SNA/District to audit with a view to correcting past shortcomings and ensuring course-corrections for future.
- j. **Audit of Hospital Empanelment Process:** Having GIS mapped RSBY empanelled hospitals in each district, in a way so that patterns of health seeking behavior can be observed on a continuous basis. This exercise shall take stock of availability or otherwise of hospitals in the panel. This review shall also enquire into adherence to laid-down empanelment process.
- k. **Reports:** The agency will conduct the analysis based on the various parameters identified in Annexure 3, and will conduct regular field visits based on the needs of various stakeholders.

### **C. MANPOWER REQUIREMENT**

During the period of contract the successful bidder shall be required to have at least the following, verifiable manpower in its employment at all times.

#### **Core Team:**

1. Project Coordinator (one post)– Responsible for overall monitoring and liasoning with the SNA/ District / Stakeholders /Partners. -Minimum experience of 7-8 years of handling any Government project.
2. System Admin- (one post) – At least 4 years Experience of handling operations of IT infrastructure and software.
3. Field Auditors - (Six) – At least 2 years experience of field survey.

All the members of core team must have requisite Educational and Experience certificate. The Term of Reference (TOR) for the following post is attached as Annexure-2. The agency will require hiring an office in Gandhinagar throughout the implementation of this project.

### **D.CLARIFICATION AND AMENDMENT OF RFP DOCUMENT:**

- i) Agency may request a clarification of any of the RFP documents within 5 days of the advertisement data. Any request for clarification must be sent in writing, or by standard electronic means to the State Nodal Agency. The State Nodal Agency will respond in writing, or by standard electronic means and will send written copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Agencies. If the State Nodal Agency deems it necessary to amend the RFP as a result of a clarification, it shall do so following the procedures.
- ii) At any time before the submission of Proposals, the State Nodal Agency may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be communicated through a public advertisement and will be binding on them. Agency shall acknowledge receipt of all amendments. To give agency reasonable time in which to take an amendment into account in their Proposals the State Nodal Agency may, if the amendment is substantial, extend the deadline for the submission of Proposals.

#### **E. SUBMISSION OF TECHNICAL AND FINANCIAL PROPOSALS:**

Technical Proposal shall be provided in the format given in Annexure -4& Annexure 5:

1. The agency shall provide in the technical proposal a description of the approach, methodology and work plan for performing the assignment covering the following subjects: Understanding of assignment and proposed methodology, work plan, organization and staffing schedule.
2. A detailed description of the proposed methodology and staffing for training.
3. Format for evaluation of technical proposal has been given in Annexure 6.
4. Technical bid evaluation will be done in following steps:
  - a) The bidders will be shortlisted after evaluation is done on the qualifying criteria.
  - b) Shortlisted bidders will be asked to give a 5 minutes presentation in front of the technical evaluation committee on the point- 1 to 3.
  - c) After the presentation the bids will be evaluated on the other parameters as mentioned in the other Criteria of the Technical Proposal.
  - d) All the successful bidders who qualify after the technical bid evaluation will be eligible for the financial bid evaluation.

#### **F. PERIOD OF CONTRACT:**

The Department will sign all contracts with bidder/Prime bidder. Also, in case a consortium is making a bid, each of the consortium members must showcase their expertise and capability in at least one of the core areas of the project scope. Any sleeping members in consortium will not be allowed and the Consortium will have to justify the participation as well as responsibilities of each member forming the consortium as part of their technical Bid. The period of Contract between the State Nodal Agency and the Support Agency shall be for **1 (one) year** from the date of signing the MoU and can be renewed on mutual consent for further two years. The SNA will have full power to pre-close the contract without stating any reason at any time during the contract by issuing one month notice the agency.

#### **G. PAYMENT SCHEDULE/TERM OF PAYMENT:**

No payment shall be made for partial work done. Payment will be made in phases as per the following:

##### **Milestone %age Payment (annually):**

- a. Signing of MOU-5%.
- b. Selection and recruitment of staff -20%.
- c. 70% of the payment will be paid quarterly.
- d. 5% after completion of the contract.

#### **H. CO-ORDINATION WITH THE STATE NODAL AGENCY:**

The agency will have to work closely with the State Nodal Agency (SNA) in developing the methodology, preparation of reports formats which are needed by the SNA. State Government will provide the necessary contact details and data for this analysis.

#### **I. OWNERSHIP OF THE DATA ANALYSIS REPORTS:**

The selected agency will be facilitated with all the necessary hardware and software required during the course of project period. All plans, drawings, specifications, designs, reports and other documents prepared by the Support Agency in performing the Services shall become and remain the property of the State Nodal Cell, and the Service Agency shall, not later than upon termination or expiration of this Contract, deliver all such documents to the State Nodal Cell, together with a detailed inventory thereof. The Support Agency shall not use these documents for purposes unrelated to this Contract without the prior written approval of the State Nodal Agency.

The ownership of the data analysis report and data shall lie with the State Government/ State Nodal Agency. Each party shall maintain in confidence all information they have been identified as 'Confidential' and disclosed to the other party including but not limited to information related to the other party's trade secrets, know-how/technical data, research, products, software services, development, inventions, processes, techniques, strategies, internal procedures, employees and business opportunities, beneficiaries either present or prospective and PHI ('Confidential Information'). Further each party shall not divulge to a third party any Confidential Information obtained by it in the course of its execution of its work or use such information for any purpose whatsoever save as may be strictly necessary for the performance of the obligation under this Agreement.

In any case System must comply with Reasonable Security Practices for PHI as specified in Section 43A of Indian I.T. Act, 2000 so as to avoid legal liabilities in the cases confidentiality violation resulting in I.T. Act, 2000 compensation claims against support agency. Special Techno-Legal Audit and Cyber Law Compliance Audit Report shall be submitted by a service agency to the SNA so as to comply with aforesaid provisions of due diligence as per Indian I.T. Act, 2000.





## **PART-2**

### **SUBMISSION OF BIDS/ PROPOSALS**

The Government of Gujarat/State Nodal Agency seeks detailed proposal from agencies interested in analyzing the RSBY and SCHIS data in the State. The bid/proposal document should include the following:

#### **A. TECHNICAL PROPOSAL**

The technical proposal should be prepared as per the instructions given in Annexure-5 and should be attached to section A- Technical proposal only. The technical bid will be evaluated as per Annexure-6.

#### **Eligibility Criteria:**

The entities eligible for participating in the bid process shall be any one of the following 2 categories:

- **Category 1:** A Single Bidder must be registered under Companies Act 1956 or The Partnership Act, 1932 or Limited Liability Partnership Act, 2008 and should have its registered office in India.
- **Category 2:** In case of consortium of bidders, the lead bidder must be incorporated under the Indian Companies Act, 1956 or The Partnership Act, 1932 or Limited Liability Partnership Act, 2008 and should have its registered offices in India. The consortium members must be a registered company. A Consortium of bidders as defined below (hereinafter referred to as “Consortium members”)
  - 1 All the consortium members must fulfil eligibility criteria individually pertaining to their areas of competence and one of them must be considered as Prime bidder as decided by them to whom the project would be given for execution and all the consortium members would be responsible for execution of the complete project and comply with all terms & conditions of Bid Document.
  - 2 A consortium members’ agreement must be submitted on Rs. 100 stamped paper duly signed by the consortium members. The consortium agreement must clearly specify the eligibility criteria which they individually fulfil and outline their roles and responsibilities. The decision of Prime Bidder shall be binding on all consortium members.
  - 3 The authorized signatories of the consortium members should execute a Power of Attorney to nominate one person of the Prime Bidder as an authorized signatory of the consortium members. All authorized signatories of consortium members should submit Board resolutions by their respective entities in order to support their authorization to sign the documents.
  - 4 The authorized signatory must sign all communications including the Bid and it shall be automatically bind on all the consortium members.
  - 5 Consortium members shall furnish an undertaking on the letter head of their respective companies stating that they have read and understood the entire tender document and agree with all the terms and conditions stated in the bid document.
  - 6 The composition of consortium members shall not be changed during bidding or period of contract including implementation and operation of this project.

For the above points the bidder/Prime bidder/consortium members must submit relevant documents which clearly indicate the relation between the companies (as Annexure-7).

**QUALIFYING CRITERIA:** The Qualifying Criteria for the bidder applying for this is given as follows:

- a) Be a company incorporated to do business in India and have a minimum of 10 fulltime employees, with relevant experience (Please attach relevant documents as proof).
- b) Have a minimum turnover of Rs. 5 Crore in IT / ITES / Management sector, in either of past three years including FY 2016-2017. The bidder must also attach a certificate from their Statutory Auditor certifying an annual turnover of at least Rs. 5 Crore for the same.
- c) Consortium of vendors for the project is allowed subject to following conditions:
  - a. The consortium parities will have to be indentified before submission of tender.
  - b. A copy of consortium agreement document (with prime bidder's name, address etc.) should be submitted along with the technical bid (must be a part of annexure-7).
  - c. All of the consortium partners shall be jointly and severally responsible for execution of the above package, if awarded. However, they are required to meet individually at least 40% of the turnover criteria and together they shall meet the total turnover indicated above in point b).
  - d. More than two partners are not allowed.
  - e. Only bid from prime bidder will be accepted.
- d) Applicants should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat. A self-declaration certificate should be enclosed.

**Note:**

- a. In absence of any one of the above, the offer will be treated as non-responsive and summarily rejected.
- b. Relevant documents in support of the above criteria must be enclosed along with Pre-Qualification Bid documents failing which the bid will be liable to be rejected.
- c. The technical & financial bids of the bidders, unsuccessful in pre-qualification bid shall not be considered for evaluation.

**Note:** the qualifying requirements data shall be enclosed with the technical bid only. The bidder who do not qualify this criterion, will be disqualified immediately and their bids will not be considered.

The Technical Proposal Should be sealed in an envelope clearly marked in bold "**SECTION A- TECHNICAL PROPOSAL**" and "**TECHNICAL PROPOSAL FOR RASHTRIYA SWASTHYA BIMA YOJANA AND SENIOR CITIZENS HEALTH INSURANCE SCHEME DATA ANALYSIS**" written on the top of the envelope.

If the agency fails to submit the supporting documents offline within time limit, the bidder is entitled for immediate disqualification.

- a. The online bid should be submitted on or before the time stipulated in the Tender notice at the web site <http://www.nprocure.com>
- b. Envelop should have the bidders Name and Address clearly written at the Left Bottom Corner of the envelope.
- c. The technical supporting documents in physical form should be submitted at the following address before the due date and time. Additional Director (FW), Commissionerate of Health and Family Welfare, MS and ME, Block No. 5, Dr. Jivraj Mehta Bhavan, Gandhinagar, Phone:079-232-53311, Fax:079-232-56430, Email:rsbygujarat2017@gmail.com.

## **B. FINANCIAL PROPOSAL:**

(Kindly note that Annexure-5 should be attached to section B- Financial proposal only)

1. The Financial proposal shall take into account all costs associated with the assignment.
2. No other information shall be provided along with the financial proposal.
3. The Financial bid submission should be done **on the website (electronic format) only** on <http://www.nprocure.com>
4. The online bids should be submitted on or before the time stipulated in tender notice at the website <http://www.nprocure.com>.

No tender will be accepted after prescribed closing time for submission of the same. The delay will not be condoned for any reason whatsoever including Network/Postal/Transit delay. However, if the last date of submission of tender is declared as a holiday by the government, the last date of submission of tender will be extended to the next working day.

The bids may be cancelled and not evaluated if the bidder fails to:

1. Seal the envelope properly with sealing tape.
2. Give incomplete bids in all respects.
3. Submit financial bids not as mentioned in the tender document.
4. Consortium-Single bid and that's by the prime bidder only.

## **C. DEADLINE FOR SUBMISSION BID/PROPOSALS:**

Complete financial bid should be uploaded to <http://www.nprocure.com> by 14.00 hours and submission of technical bid in physical by 15:00 hrs on 04<sup>th</sup> September, 2017. Bid documents received later than the prescribed date and time will not be considered for evaluation. ***IN NO CASES, RATES SHOULD BE QUOTED ANYWHERE EXCEPT ONLINE IN FINANCIAL BID PROPOSAL.***

## **D. EVALUATION AND AWARD PROCESS**

### **Technical Evaluation (Total Marks -100)**

All eligible bidders who fulfill the qualifying criteria will have 1 hour to make a presentation in support of their profile and technical proposal. Presentation (on below mentioned areas) is solely

intended to explain or support submitted material and cannot be materially different from submitted content. The consortium bidder will have a single combined presentation. After the presentation and based on the submitted proposals evaluation based on the following will be done:

| Criteria, Sub- Criteria and point system for evaluation of full Technical Proposal   | Points    |
|--|-----------|
| <b>A. Experience of the vendor relevant to the assignment:</b>   |           |
| 1. Experience in web based process automation projects for Government Departments, Corporations, PSUs, and Pvt. Sectors etc. |           |
| a. No. of project - $2 \geq 5$ projects.   | 2         |
| b. $>5$ and above projects.  | 5         |
| 2. The vendors having knowledge and functional expertise in the e-Governance Domain.   | 2         |
| 3. The vendors having knowledge and functional expertise in RSBY domain.   | 5         |
| 4. Is the vendor managing national and state level helplines?  | 2         |
| 5. Is the vendor have executed web based process automation projects of e-Governance.  | 2         |
| 6. Is the vendor have ISO 9001:2008 or CMM Level 3 certified?  | 2         |
| <b>Total Points for criterion A</b>  | <b>20</b> |
| <b>Total of A</b>  |           |
| <b>B. Experience in conducting data analysis work related to Health Insurance:</b>   |           |
| a. No. of projects done $2 \geq 5$ .   | 5         |
| b. $>5$ and above projects.  | 10        |
| <b>Total Points for criterion B</b>  | <b>10</b> |
| <b>Total of B</b>  |           |
| <b>C. Specific experience in mapping of GIS data based on Indian data sets:</b>  | 10        |
| <b>Total Points for criterion C</b>  | <b>10</b> |
| <b>Total of C</b>  |           |
| <b>D. Annual turnover of (in a single year) Rs..... :</b>  |           |
| a) Rs.5 Cr. $\geq 6$ Cr.   | 5         |
| b) Rs.6 Cr. $\geq 7$ Cr.   | 10        |
| c) $>Rs.7.1$ Cr. and above.  | 20        |
| <b>Total Points for criterion D</b>  | <b>20</b> |
| <b>Total of D</b>  |           |
| <b>E. Is the agency empanelled under RSBY by MoLE or <u>MoHFW</u>, New Delhi:</b>  | 15        |
| a) Yes:  |           |
| b) No:   |           |
| <b>Total Points for criterion E</b>  | <b>15</b> |
| <b>Total of E</b>  |           |
| <b>F. Experience in developing android base mobile application?</b>  |           |
| a) No. of projects done $1 \geq 5$   | 5         |
| b) $>5$ and above projects   | 15        |
| <b>Total Points for Criterion F</b>  | <b>15</b> |

|  |           |
|--|-----------|
| <b>Total of F</b>  |           |
| G. Adequacy of the proposed methodology and work plan in responding to the TOR and demonstrating an understanding of RSBY: |           |
| a) Technical approach and methodology  | 5 Max.    |
| b) Proposed formats of reports/analysis  | 5 Max.    |
| <b>Total Points for Criterion G</b>  | <b>10</b> |
| <b>Total of G</b>  |           |
| <b>Grand Total of A+B+C+D+E+F+G.</b>   |           |

Note: Out of the total 100 marks minimum 60 marks are required to qualify the technical bid.

### **BID EVALUATION & AWARD**

Financial bids of only those bidders who qualify during technical bid shall be considered for opening and will be done on the basis of price quoted vendors in terms of – L1, L2, L3 and so on... as per the rank of lowest price quoted. The bidder with the lowest financial bid rate (L1) will be awarded the contract. However, the SNA will have the authority to call for re-submission of financial bids from all the bidders again or can take steps for re-tendering again.

## Current State of RSBY in State

| District wise Enrolled Families and hospitals empanelled under RSBY |                      |                |                         |                           |
|---|----------------------|----------------|-------------------------|---------------------------|
| Sr. No.   | Name of the District | Total Families | Total Enrolled Families | Total Hospital Empanelled |
|   | A                    | B              | C                       | D                         |
| 1   | Ahmedabad            | 448202         | 150093                  | 80                        |
| 2   | Amreli               | 115611         | 64855                   | 63                        |
| 3   | Anand                | 222683         | 98962                   | 63                        |
| 4   | Banaskantha          | 313048         | 182936                  | 106                       |
| 5   | Bharuch              | 147069         | 90189                   | 50                        |
| 6   | Bhavnagar            | 147021         | 108099                  | 132                       |
| 7   | Dahod                | 290666         | 129330                  | 42                        |
| 8   | Dang                 | 49557          | 40344                   | 9                         |
| 9   | Gandhinagar          | 65599          | 39780                   | 37                        |
| 10  | Jamnagar             | 147294         | 62413                   | 36                        |
| 11  | Junagadh             | 192923         | 123253                  | 73                        |
| 12  | Kheda                | 223013         | 126952                  | 65                        |
| 13  | Kuchchh              | 140028         | 71742                   | 48                        |
| 14  | Mahesana             | 158332         | 102491                  | 95                        |
| 15  | Narmada              | 88360          | 64938                   | 28                        |
| 16  | Navsari              | 95992          | 70165                   | 29                        |
| 17  | Panchmahal           | 268984         | 160159                  | 64                        |
| 18  | Patan                | 155137         | 88621                   | 76                        |
| 19  | Porbandar            | 41777          | 31193                   | 17                        |
| 20  | Rajkot               | 260214         | 151605                  | 86                        |
| 21  | Sabarkantha          | 225716         | 153277                  | 143                       |
| 22  | Surat                | 188338         | 108525                  | 61                        |
| 23  | Surendranagar        | 183047         | 99600                   | 45                        |
| 24  | Tapi                 | 108043         | 84969                   | 22                        |
| 25  | Vadodara             | 343340         | 201104                  | 131                       |
| 26  | Valsad               | 143645         | 91474                   | 25                        |
|   | <b>TOTAL</b>         | <b>4763639</b> | <b>2697069</b>          | <b>1626</b>               |

\*Note: The above status is of 14<sup>th</sup> July, 2017 and is subjected to change during for the policy year 2017-18.

**TOR OF HUMAN RESOURCE****1 Project Coordinator:**

- **Qualification:** Masters in Health Management/Masters in Public Health/Masters in Social Work.
- **Experience:** Having more than 7 to 8 years of experience in management of national health program at National / State / District level in either government or NGO settings. Fluency in English and computer literacy is must for this post.
- **Knowledge, Skills and Abilities:** Above Position requires good inter-personal skills and computer skills.
- **Summary of job:** To provide overall monitoring support to the State Nodal Agency for Rashtriya Swasthya Bima Yojana (RSBY), Gujarat.
- **Specific duties and responsibilities will include:**
  - To monitor overall management of the human resources agreed between the SNA and the agency in the MoU.
  - To Coordinate and liaise with the Insurance Companies, Empanelled Hospitals, and various government departments for the data collection, preparation and analysis with respect to RSBY scheme.
  - Assisting SNA in matters related to beneficiaries' enrollment, hospital empanelment, DKMA, FKO, MHC, KIOSK card management, DKMA backup management, claims management etc.
  - Regular submission of feedback reports for the improvements of scheme performance.
  - To take all the corrective measures as suggested by the SNA in order to improve the overall performance of RSBY scheme in the State.
  - To identify the cause of any unreasonable delay in submission of reports and to take corrective actions.
  - Provide regular report/feedback to the SNA.

**2 System Admin:**

- **Qualification:** MCA
- **Experience:** Having more than 4 years of experience in system management, operation management.
- **Knowledge, Skills and Abilities:** VB.NET, SharePoint Server-2007, VS-2003, 2005, 2008 & 2010, ADO.NET, Ajax, ATLAS, C#, Visual Basic-6, & C, Oracle-9i, MS SQL 2000 & 2005, MS Access, Windows XP, ME, NT, 2000P, Windows-98, 95 & DOS.
- **Summary of job:**
  - To provide technical and operational support to SNA under RSBY
  - Maintain [www.rsbygujarat.org](http://www.rsbygujarat.org) website and portal.
  - Maintain internal LAN and Switches and Cabling and Patch coding.
- **Specific duties and responsibilities will include:**
  - Network Management



- Use Ms-Query & Query Analyzer (Sql) To Retrieve Data From Database
- Functional Knowledge Of Computer Networks & Windows Domain Administration
- System administrators shall configure software systems so as to maximize the Confidentiality of user communication
- System administrators shall publicize backup policy
- SQL Data Backup
- Network Management
- Treble Shooting in Software
- Monitoring Alerts
- Interfaces
- Clustering
- Managing SQL Data
- Comfortable Working In Windows Environment
- Experience On Microsoft SQL Server
- To identify IT related field level problems and to resolve it.
- Very Good Oral and Written Communication Skills Is A Must

### 3 Field Auditors:

- **Qualification:** Bachelor of Social Work /Bachelor of Rural Studies.
- **Experience:** Heaving more than 2 years of experience in field survey/data collection.
- **Knowledge, Skills and Abilities:** Above Position requires good inter-personal skills.
- **Summary of job:** To provide technical and operational support to SNA under RSBY.
- **Specific duties and responsibilities will include:**
  - To conduct field audits specifically related to enrollments, hospital claims, empanelment etc as per the need of the project and as required by the SNA.
  - To work under the guidance of the Project Coordinator.
  - To collect feedback forms from various stake holders on scheme compliances.
  - To collect pre and post hospitalization forms of beneficiaries and to analysis it.
  - Provide inputs on RSBY Management Information Systems (MIS).
  - Coordinate and liaise with insurance companies, hospitals and other Nodal/Collaborating agencies for strengthening the scheme and its achievements.
  - Implementation of modifications as required and suggested by the SNA.
  - To assist SNA in all the matters related to RSBY.
  - Knowledge of MS Access and MS Excel is required.

## Data Analysis Suggestions

### 1. Enrollment Data

- a) Conversion
- b) Gender Analysis
- c) Age
- d) Family Size
- e) Family size in BPL data to enrollment
- f) Geographical Analysis of enrollment
- g) Outlier identification and reasons for that
- h) Field level audit of enrollment process
- i) Any other type of data analysis possible with this data

### 2. Hospitalization Data

- a) Hospitalization Rate
- b) Disease wise hospitalization
- c) Geographical comparisons
- d) Gender Analysis
- e) Age Analysis
- f) Family size with respect to hospitalization
- g) Geographical analysis
- h) Health seeking behavior with respect to geography
- i) Health seeking behavior with respect to other factors
- j) Any other type of data analysis possible with this data

### 3. GIS Data

- a) Plotting of Hospital GIS Data on the map
- b) Arrange GIS data of villages and link with URN
- c) Analyze patterns of utilization and enrollment with the help of GIS data of villages and hospitals.

**Deliverables (Reports):** Monthly reports & analyses and annual reports shall be required to be submitted by the bidders. Following reports are essential:

1. BPL Master Data Analysis
2. Enrollment Data Analysis
3. Hospital empanelment ratio Analysis
4. Hospitalization analysis
5. Claim Analysis
6. IEC activities analysis etc
7. Any other report as per the requirement of the programme.

## Instructions

| <b>Paragraph Reference</b> |  |
|----------------------------|--|
|                            | <p>Name and Address of the State Nodal Agency: State Health Society, Department of Health &amp; Family Welfare, Gandhinagar.<br/> Address: Commissionerate of Health and Family Welfare, MS and ME, Block No. 5, Dr. Jivraj Mehta Bhavan, Gandhinagar, Gujarat.<br/> Telephone: 079-232-53311, Fax: 079-232-56430 Email: Email:rsbygujarat@gmail.com</p>   |
|                            | <p>The physical submission of the technical bid document address is:<br/> Additional Director (FW)<br/> Commissionerate of Health and Family Welfare, MS and ME<br/> Block No. 5, Dr. Jivraj Mehta Bhavan, Gandhinagar, Gujarat.<br/> Phone:079-232-53311<br/> Fax:079-232-56430<br/> Email:rsbygujarat2017@gmail.com<br/> Proposals must be submitted not later than the following date and time : Financial bid through online before 14:00 hrs and Technical bid in physical before 15:00 hrs of 4<sup>th</sup> September, 2017</p> |
| <b>3</b>                   | Proposals must remain valid <u>90</u> days after the submission date   |
| <b>4</b>                   | Proposals shall be submitted in the following language:- English   |
| <b>5</b>                   | The format of the Technical Proposal to be submitted: As per the Annexure 4  |

### Details of the Technical Proposal

Technical approach, methodology and work plan are key components of the Technical Proposal. Please submit your Technical Proposal divided into the following three chapters:

- a) Technical Approach and Methodology,
- b) Work Plan, and
- c) Organization and Staffing,

a) Technical Approach and Methodology. In this chapter understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output shall be explained. It should highlight the problems being addressed and their importance, and explain the technical approach that would be adopted to address them. It should also explain the methodologies which are proposed to be adopted and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. In this chapter the main activities of the assignment, their content, phasing and interrelations. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the reports, analysis tables, drawings, maps to be delivered as final output, should be included here.

c) Staff and Experts Provided for Field Audit. In this chapter the structure and composition of the team shall be proposed. It should list the key experts responsible for the project.

#### ORGANISATIONAL PROFILE

|  |  |
|--|--|
| Name of the organization:  |  |
| Name and Designation of Contact Person:  |  |
| Mobile No. of Contact Person   |  |
| Postal Address of the Organization (with PIN CODE)   |  |
| Physical Address, if different from postal address (With PIN CODE)   |  |
| Telephone with STD Code  |  |
| FAX No. with STD Code  |  |
| E-mail Address of Contact Person   |  |
| Name and Designation of Head of the Organization responsible for the Contract  |  |
| Establishment Details: Year Established  |  |
| Type of Organization (Tick One):<br>Educational & Research Institution,<br>Consulting Organization, Any Other (give details):..... |  |
| Regd. No. ; Name and Place of Registering Authority (Attach attested photocopy of Registration Certificate)                        |  |
| Be a company incorporated to do business in India and have a minimum no. of  |  |

|  |  |
|--|--|
| 10 fulltime employees, with relevant experience (Yes/No).  |  |
| Have a minimum turnover of Rs. 5 Crore in either of past three years including FY 2016-2017. (Attach certificate from Statutory Auditor certifying an annual turnover of Rs. 5 Crore). |  |
| Consortium of vendors is allowed to bid for the project. A self-declaration certificate should be enclosed.  |  |
| Applicants should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of Gujarat A self-declaration certificate should be enclosed.  |  |

**Note:** In case of consortium submit details of prime partner only.

**Format for Team Composition to be deployed for the proposed project at State level**

| <b>Professional Staff</b> |                       |                          |                            |                          |                      |
|---------------------------|-----------------------|--------------------------|----------------------------|--------------------------|----------------------|
| <b>Name of Staff</b>      | <b>Qualifications</b> | <b>Area of Expertise</b> | <b>Years of experience</b> | <b>Position Assigned</b> | <b>Task Assigned</b> |
|                           |                       |                          |                            |                          |                      |
|                           |                       |                          |                            |                          |                      |
|                           |                       |                          |                            |                          |                      |
|                           |                       |                          |                            |                          |                      |
|                           |                       |                          |                            |                          |                      |
|                           |                       |                          |                            |                          |                      |
|                           |                       |                          |                            |                          |                      |

**Financial Bid**

Name of Bidder Agency/Organization with permanent address: \_\_\_\_\_

**FINANCIAL BID:**

| <b>Sr. No.</b> | <b>Head Total Cost (Rs.)</b>                  | <b>Total in Rs.</b> |
|----------------|---|---------------------|
| 1              | <b>Salary of support staff</b>                |                     |
| a)             | Project Coordinator (one post)                |                     |
| b)             | System Admin- (one post)                      |                     |
| c)             | Field Auditors (total six)                    |                     |
| 2              | Contingent expenses                           |                     |
| 3              | Any other expenses (please specify)**         |                     |
| 4              | <b>Total (1+2+3)</b>                          |                     |
| 5              | <b>Taxes, if any to be charged.</b>           |                     |
|                | <b>Grand Total (4+5)</b><br>(In words _____ ) |                     |

Date: Authorized Signatory \_\_\_\_\_

Place: Name: \_\_\_\_\_

Seal of the Organization: Designation: \_\_\_\_\_

**Anexure-7**

Details about all the members of the consortium and a copy of the consortium agreement must be attached here.



It is certified that:

1. The information given above is TRUE to the best of my knowledge. The organization shall stand liable for any information given above which is later found to be FALSE, including the forfeiture of any payment due to it.
2. The information given above is COMPLETE to the best of my knowledge and I have not willingly suppressed any material information that might lead to misjudgments while evaluating this Technical Bid.
3. The professionals, staff, equipment and all requisite infrastructural facilities mentioned in this bid shall be made available for this project in due time.
4. Our agency/organization/institution is interested to undertake the proposed evaluation.
5. I am competent to sign this Certificate.

Date: Authorized Signatory

Place: Name:

Seal of the Organization:

Designation: