



Government of Rajasthan  
National Health Mission, Rajasthan  
Department of Medical, Health & FW, Swasthya Bhawan, Jaipur  
Tel. No. 0141-2221590, Email ID: md-nrhm-rj@nic.in

F.50/NHM/Kayakalp Software/2023/83

Date 13/07/2023


**Limited Tender Notice**

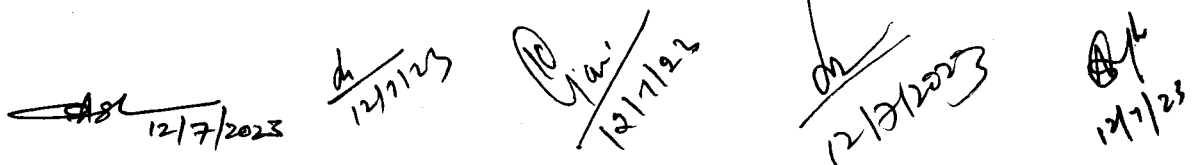
Medical & Health Department, Government of Rajasthan under National Health Mission through Rajasthan State Health Society intends to look for a service provider for "Modification, Management & Maintenance of Web based software for Kayakalp and QA programme (NQAS, MUSQAN & LAQSHYA)". Description is as follows:-

Sr. No.	Description	Estimated Cost (INR)	Date of upload	Last Date of submission of bid	Project Period
1.	Modification, Management & Maintenance of Web based software for Kayakalp and QA programme (NQAS, MUSQAN & LAQSHYA), its legacy data, domain and masters. Creation, management & maintenance of new users creation. It's a web-portal used for effective management of Kayakalp and QA Programme. under NHM at state, district, block and health institution level Assessments (MC/DH, SDH, SH, CHC, PHC, UCHC, CD, SC & Janta Clinics. Estimated users are 16,000+ Health Institutions in Rajasthan.	1,70,000/-	13.07.2023 (Thursday)	19.07.2023 03:00 PM (Wednesday)	12 months

**Note: The rates quoted shall be inclusive of Goods & Service Taxes etc.**

The document can be downloaded from SPPP portal and departmental website. Interested registered service provider having experience in similar projects, may submit, signed, stamped and sealed documents along with annexure A, B, C & D in separate envelopes (a) Technical Bid & (b) Financial Bid at the following address: Room No, CSR-302, 3<sup>rd</sup> Floor, Swasthya Bhawan, Tilak Marg, C-Scheme, Jaipur-302005. For more information and clarifications, please contact Sh. Vishnu Kant Jalendra, State Nodal Officer (IT)/ACP (DD) NHM.

  
(Dr. Jitendra Kumar Soni)  
Mission Director, NHM

  
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## ANNEXURE-A

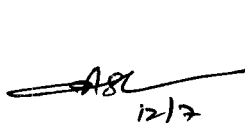
### **Kayakalp and QA software**

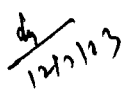
It is web-based software for capturing assessments performed under kayakalp and QA programme (NQAS, MUSQAN & LAQSHYA) for better management and monitoring of Kayakalp and QA Programme. The reports and information generated by the system will help in better monitoring, planning, decision-making and simultaneously simplifying the various modules/ sections of the Kayakalp Programme.

#### **Scope of Work:**

- Modification, Management and Maintenance of Kayakalp Software for 12 months
- Management of its legacy data, domain and masters.
- Kayakalp Software have programme specific assessment pattern:
  - Kayakalp
    - 1<sup>st</sup> Internal Assessment
    - 2<sup>nd</sup> Internal Assessment
    - Peer Assessment (mapping window for both State & District, 70% Marks validation in 2<sup>nd</sup> Internal Assessment)
    - External Assessment (mapping window for both State & District, 70% Marks validation in Peer Assessment)
  - NQAS:
    - 1<sup>st</sup> Inspection
    - 2<sup>nd</sup> Inspection2
    - State Assessment
- Creation & customization of various modules, reports, dashboard
- Create or manage the users of software as per requirement (estimated users 16000+)
- The bidder shall provide help desk number to extend necessary support in understanding of software, training of software to users, routine issues faced by users, any technical issues etc. Service provider will record complaints related to operations. To provide remote support through dedicated email, telephone/ mobile number and manpower.
- Mapping Window (Inspection/ Assessment team to Health Institute- MC/DH/ SDH/ SH/ CHC/ PHC, UCHC, CD, SC & Janta Clinics for Peer and External assessment.
- Provision of data dump for all kind of assessments & inspections
- Updation of Kayakalp & QA (NQAS, MUSQAN & LAQSHYA) checklist timely
- Outcomes of assessments will be displayed in the form of ranking and marks obtained
- Detailed sheet of each assessment will be downloadable/ printable
- All type of Server Hardware, Software, Database, Data Storage, Connectivity, Networking Equipments, etc required shall be managed by the successful bidder of its own.
- SSL certification for application
- Capacity to handle 16,000+ users.
- Training of software to be provided to users, prepare guidelines/ user manuals for each module, process flow, data entry etc. in the form of PPT, PDF for the ready reference of the user.
- To provide operational support during the project period and complete data backup recorded in the system shall be handover to the department after the completion of project period.
- Any other related activity
- Bidder should have minimum two years of relevant experience.
- After complete the tender period application source code and data base backup handover to the department.

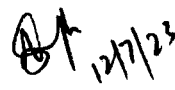
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**ANNEXURE-B**

**Details of phase-wise payment**

The phase-wise payments will be based on rates finalized for the award of contract to the successful bidder.

Sr. No.	Milestone	% of Payment
1	End of Quarter-1 <sup>st</sup>	25%
2	End of Quarter-2 <sup>nd</sup>	25%
3	End of Quarter-3 <sup>rd</sup>	25%
4	End of Quarter-4 <sup>th</sup>	25%

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**Operational Parameters and LD/ Compensation/Penalties**

SNo.	Implementation activity	Operational Parameters	LD/ Compensation / Penalty in case of default
1.	Commencement of the service	Within 7 days from date of Supply Order	@ Rs 500/- per day after 7 <sup>th</sup> days from the work order date.
2.	Submission of desired report	Within 10 days	@ Rs 100/- per day after 10 <sup>th</sup> day from letter date

Note: These penalties will be deducted for up to maximum of 15 days after which NHM reserves the right to terminate the services.

Note: Payments would be processed after deductions of applicable penalties.

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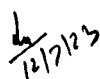
ANNEXURE-C

Brief details of service provider

1. Organization profile:
  - a. GST Number:
  - b. Name of firm/ company/ service provider:
  - c. Full postal address:
  - d. District:
  - e. State:
  - f. Pincode:
  
2. Contact person:
  - a. Name:
  - b. Designation:
  - c. Phone Number:
  - d. Mobile Number:
  - e. Email:
  - f. Aadhar ID (Attach clear photo-copy)
  - g. PAN Number (Attach clear photo-copy)
  
3. Experience:
  - a. Order No./ Date (Attach clear photo-copy)
  
4. Bank details:
  - a. Bank Account Number (Attach clear photo-copy):
  - b. Bank Name:
  - c. Branch Name:
  - d. IFSC Code:

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## Annexure-D

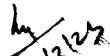
### Financial bid

Description	Rate (in INR)
Modification, Management & Maintenance of Web based software for Kayakalp and QA programme (NQAS, MUSQAN & LAQSHYA), its legacy data, domain and masters. Creation, management & maintenance of new users. It's a web-portal used for effective management of Kayakalp and QA Programme (NQAS, MUSQAN & LAQSHYA) under NHM at state, district, block and health institution level Assessments (MC/DH/SDH/ SH/ CHC/ PHC, UCHC, CD & Janta Clinics. Estimated users are 16,000+ Health Institutions in Rajasthan. (For the period of 12 months)	
	(In figures)
	(In words)


**Note:- The rates quoted shall be inclusive of Goods & Service Taxes etc. and payment terms as per the Annexure-B.**

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