

Request for Proposal (RFP)

RFP_003_2024-2025

Services Required	Technology Platform Development
RFP Number	RFP_003_2024-2025
Type of Procurement	Services Agreement
Type of Contract	Service
Term of Contract	3-4 months (dates as in the contract)
Contract Funding	NACO-YRGCARE -projects
Submit Proposal electronically to	rfp@yrgcare.org
Date of issue of RFP	27 June 2024
Deadline for raising queries by bidders	30 June 2024
Date of Answers to the suppliers	01 July 2024
Due date to receive the completed applications	08 July 2024
Approximate date of Contract issued to successful bidder	15 July 2024

Background

Y R Gaitonde Medical, Educational and Research Foundation ("YRGCARE") a public charitable trust in Chennai, is the sub-recipient of the GFATM 2024-27 cycle of funding from National AIDS Control Organization ("NACO") to implement the Virtual Interventions, District Integrated Strategy for HIV/AIDS ("DISHA") and Strengthening Overall care for HIV Patients ("SOCH") Programs.

Project “Virtual Intervention” aims at IT-enabled virtual strategy and management of the NACO Helpline (1097), Project SOCH aims to Strengthen integrated AIDS response through IT enabled systems-2024-27) and Project DISHA aims at Strengthening the systems of District Integrated Strategy for HIV/ AIDS under NACP V

Purpose of this RFP

The Purpose of this RFP is to develop, deploy, and maintain an integrated technology platform that supports the data management, reporting, and operational needs of the NACO Projects, like DISHA, SOCH and IT enabled Virtual Strategy Management, across India.

The scope of work for Project Disha is attached as Annexure I and Project -IT Integration is attached as Annexure – II. In the event of the development of the scope of work for Project SOCH, a supplementary agreement shall be entered with the successful bidder.

Period of performance

The period of performance is 3 months, and shall not in any case exceed 4 months from the date of award. The contract may be renewed, if required subject to mutual consent and satisfactory review of work in progress.

Any modifications or extension of contract will be in writing and with a 30-day clear notice ahead of such deadline.

Pricing

The respondent to this RFP shall provide a costing sheet/ budget that covers the components mentioned in the scope of work with the minimum information as shown here and in the format provided below:

Screening of offers for Procurement of IT Services through Integrated Technology Platform [RFP_003_2024_2025]

Sl.Nr.	Service Packet	Cost in INR
1	Development & Deployment of Technology Platform with DMS	
2	Development of Mobile Applications	
3	Capacity Building & Training	
4	Monitoring & Evaluation Tools	
5	Maintenance & Technical Support	
6	Landing Page Development	

7	Data Integration & Management	
8	AI and Machine Learning Implementation	
9	Maintenance and Support	
10	Capacity Building & Training	
11	Compliance and Reporting	
12	Price excluding GST	
13	GST @ xy%	
14	Total Price	

Key instructions to bidders

All quotes sent to YRGCARE (electronic version only) shall contain information sought in this RFP. It is the responsibility of the bidder to ensure all details as asked are submitted. There will be no communication or feedback on submitted quotes until the review is completed and a decision is communicated (the decision will be communicated only to those shortlisted/ finalized for the next step relating to contracting).

The bidder's document shall contain:

- 1) The reference number of this RFP
- 2) Date of submission
- 3) Name, address, details of the chief functionary and two contact phone numbers apart from an E-Mail.
- 4) The validity period of the quote
- 5) Detailed description of services offered, relevant to this RFP, to evaluate compliance with this solicitation.
- 6) Lead time required to initiate the contract should this bid be successful.
- 7) Bank details in full
- 8) Registration / Incorporation Certificate, PAN proof (Income tax) GST registration and a copy of the deed/registration document.
- 9) Past performance information relevant to this RFP and details of potential to improve through this bid.

Evaluation and award process

YRGCARE compliance and project specific team lead will review each bid and will decide on a suitable bidder who conforms to the RFP needs, apart from being price advantageous. The contract will be awarded to the bidder representing the best value for money. For the purpose of clarity, it is to be

understood that “best value” is determined by price, technical abilities, past performance and explanations of potential to improve on the same.

Award notice

A written notice of award or acceptance of a bid will be intimated to the successful bidder, which shall result in the conclusion of a binding contract between the two parties.

Offer validity

This RFP in no way obligates YRGCARE and or NACO to issue a contract and or reimburse costs supposedly related to designing/ submitting a bid relevant to this RFP. Any bidder’s proposal will automatically be assumed to be valid until 30 November 2024, providing for a contingency timeline.

Conflict of interest and or anti-corruption assurance

The successful bidder will assure in writing there is no conflict of interest with individuals at YRGCARE. Similarly, if there is ground to believe that there are violations related to anti-corruption, the same may be reported to the ethics desk at YRGCARE (swarna@yrgcare.org).

Declaration of compliance

Every bidder shall in the document submitted for review, have the following as the submission closure statement:

“We agree, as evidenced by the signature below, that the proposal submitted has in its entirety considered all terms and instructions provided in the RFP.”

Signature.....

Designation.....

Date.....

Submission of Proposals

Applicants wishing to respond to this **RFP** are required to submit their applications along with the organizational profile in the prescribed format given below with supporting documents before the due date. **Applicants are encouraged to submit the completed application well before the deadline for submission.**

ORGANIZATIONAL PROFILE		
S. No.	Item	Information
1.	Full Name of Organization (as per registration document)	
2.	Registered Office Address (Please provide complete address with PIN Code)	
3.	Telephone Number/s	
4.	Legal Status (Please specify whether Registered Society/Trust/Section 25Company/Other)	
5.	(1) Registration No. and Date: (2) Place of Registration and Other Details: (Please append self-attested copy of Certificate of Incorporation/Registration to this application form)	
6.	Name of the Director/President/Head of the Organization	
7.	Name and Designation of Contact Person(s)	
8.	Mobile No. and Email ID of Contact Person(s)	
9.	Total number of paid staff working full time	
10.	Gross Revenue in the past two financial years	

Applicants are required to ensure that soft copy of their applications and organizational profile reach YRGCARE electronically to the E-Mail address given above, within the deadline mentioned. The date and time stamp on the E-Mail as per the YRGCARE system will alone be considered. Please note that, if the attachment to the E-Mail exceeds the prescribed limit, the applicants can submit multiple E-Mails, provided the E-Mails are marked with the subject line "RFP_003_2024-2025: <E-Mail 1 of X> <E-Mail 2 of X> etc. Please ensure that the

completed application along with all the mandatory attachments are sent to YRGCARE.

A signed paper version of the application, along with the annexures be sent to the following address, superscribing "RFP_003_2024-2025" on the envelope.

**The Procurement Division,
Y.R. Gaitonde Medical, Educational and Research Foundation
58, Alsa Crescent, Alsa Gardens, Harrington Road,
Chetpet, Chennai 600031**

**Note: Telephone calls will not be entertained for any reference and this may disqualify the NGO from the application process.*

**SCOPE OF WORK DOCUMENT:
TECHNOLOGY PARTNERSHIP FOR DISHA PROJECT**

Project Overview: The DISHA project, under the guidance of YRGCARE and in collaboration with the National AIDS Control Organization (NACO), aims to strengthen the response to HIV/AIDS across India through enhanced data management, efficient service delivery, and improved public health strategies. This Scope of Work (SOW) outlines the partnership with a information technology partner, who will be responsible for developing and implementing the necessary technological solutions to support the objectives of the DISHA project.

Project Title: Technology Development and Support for DISHA Strengthening Initiative

Objective: To develop, deploy, and maintain an integrated technology platform that supports the data management, reporting, and operational needs of the DISHA project across India.

Scope of Work:

- 1. Technology Platform Development:**
 - o Develop a comprehensive data management system (DMS) that ensures seamless data flow and real-time analytics capabilities. This dashboard will be available at PMR NACO for their real time assessment of work in progress
 - o Create user-friendly interfaces for data entry, retrieval, and visualization that meet the needs of various stakeholders, including DISHA coordinators and management teams.
 - o Implement security protocols to ensure data integrity and confidentiality.

- 2. Mobile Health Solutions:**
 - o Design and deploy mobile applications to facilitate on-the-ground data collection and reporting, enhancing the mobility and efficiency of DISHA units.
 - o Ensure the mobile solutions are compatible across multiple device types and operating systems to maximize accessibility.

- 3. Capacity Building and Training:**

- o Conduct comprehensive training programs for DISHA staff on the effective use of the technology solutions provided.
- o Provide ongoing technical support and training to ensure adaptation and continuous use of the technology.

4. Monitoring and Evaluation Tools:

- o Integrate monitoring and evaluation functionalities into the DMS to track project progress and impact.
- o Develop automated reporting tools that generate regular updates and alerts based on pre-defined criteria to assist in timely decision-making.

5. Maintenance and Technical Support:

- o Provide ongoing maintenance and updates to the technology solutions to ensure they remain effective and relevant to the needs of the DISHA project.
- o Establish a dedicated technical support team to address any issues and provide regular system upgrades as needed.

Deliverables:

- A fully functional data management system tailored to the needs of the DISHA project. The data management for this scope of work will not access data that is ported to SOCH but the supervisory level performance data of the DISHA cluster coordinators of YRGCARE situated across different clusters in India.
- Mobile applications for data collection and reporting.
- Training materials and user manuals for all technology solutions developed.
- Regular progress reports and system updates.

Budget: Details of the financial aspects, including development costs, maintenance fees, and payment schedules, will be outlined in the project contract.

Conclusion: This partnership with [IT Company Name] is crucial for the success of the DISHA project. By leveraging advanced technological solutions, we aim to enhance the effectiveness of our efforts to combat HIV/AIDS and achieve the ambitious 95-95-95 targets set forth by the global health community. This collaboration represents a significant step forward in integrating technology with public health strategy, ensuring a scalable and sustainable impact on the health outcomes of communities across India.

**SCOPE OF WORK FOR IT COMPANY COLLABORATION ON
THE VIRTUAL BRIDGES PROJECT**

Project Overview: The Virtual Bridges project, spearheaded by YRGCARE in collaboration with the National AIDS Control Organisation (NACO), aims to enhance the HIV care continuum through a comprehensive virtual intervention platform. This project intends to bridge the gap between traditional healthcare services and digital innovation, ensuring widespread and effective reach across diverse populations at risk for HIV and other STIs.

Scope of Work:

1. Landing Page Development:

- o Objective: Design and deploy a user-friendly, multilingual landing page that serves as the central hub for all virtual interventions.
- o Responsibilities:
 - ⦿ Develop the front-end interface and back-end architecture.
 - ⦿ Ensure the landing page is accessible, ADA compliant, and mobile-optimized.
 - ⦿ Integrate interactive elements such as chatbots and an AI-driven recommendation system.

2. Data Integration and Management:

- o Objective: Seamlessly integrate the landing page with the existing SOCH data system to ensure all user data are captured and managed effectively.
- o Responsibilities:
 - ⦿ Create secure data pipelines between the landing page and SOCH.
 - ⦿ Implement robust data privacy measures and encryption protocols.
 - ⦿ Provide real-time data analytics and reporting capabilities.

3. AI and Machine Learning Implementation:

- o Objective: Leverage AI technologies to personalize user interactions and improve service delivery.
- o Responsibilities:
 - ⦿ Develop and train AI models to guide users through the HIV testing and treatment pathways based on their inputs.

- ⊙ Utilize machine learning algorithms to predict user needs and enhance the decision-support systems.

4. Maintenance and Support:

- Objective: Ensure the continuous operation of the virtual intervention platform with minimal downtime.
- Responsibilities:
 - ⊙ Provide ongoing maintenance and updates to the platform.
 - ⊙ Offer 24/7 technical support to address any issues related to website functionality or user access.

5. Training and Capacity Building:

- Objective: Equip the YRGCARE team and other stakeholders with the necessary tools and knowledge to manage the IT aspects of the platform.
- Responsibilities:
 - ⊙ Conduct training sessions on managing the platform and interpreting data analytics.
 - ⊙ Develop user manuals and troubleshooting guides.

6. Compliance and Reporting:

- Objective: Ensure all IT developments comply with national and international standards for healthcare and data security.
- Responsibilities:
 - ⊙ Regularly review and update compliance protocols.
 - ⊙ Submit detailed reports on IT operations, user engagement, and system performance metrics.

Deliverables:

- A fully functional landing page integrated with the SOCH system.
- A secure, efficient data management system.
- AI-enhanced tools for personalized user engagement.
- Regular maintenance and operational support documentation.
- Compliance and performance reports.

This comprehensive scope of work ensures that the IT company will provide robust support for the Virtual Bridges project, aligning technological advancements with the strategic goals of enhancing HIV prevention, testing, and care through innovative virtual interventions.