

## **REQUEST FOR PROPOSAL (RFP)**

### **FOR SELECTION OF AGENCY FOR**

**Developing and maintaining data collection platform for NPAC-India Study (Development, implementation and evaluation of Protocolized Cardio-Obstetric Care in improving maternal cardiac, obstetric and fetal outcomes of Pregnant Women with heart diseases in INDIA) Study**  
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## **Table of Contents**

1. INTRODUCTION .....	3
1.1. Purpose of call for Proposal .....	3
1.2. Background and requirements of the Project .....	3
1.3. Key Dates .....	3
2. QUALIFICATION/ELIGIBILITY CRITERIA .....	4
3. Terms of References (TORs).....	5
4. IMPLEMENTATION SCHEDULE/TIME LINES .....	5
5. PAYMENT SCHEDULE .....	5
6. GUIDELINES FOR SUBMITTING PROPOSAL.....	5
7. Preparing the Technical Proposal .....	5
7.1.1. Technical Proposal Submission Format: .....	5
7.1.2. Institution/ Organization/ Consulting Agency profile .....	6
7.3. Submission of Bids .....	6
7.4. General Instructions and Terms and Conditions .....	6
8. EVALUTION OF PROPOSAL.....	6
8.1. Evaluation Committee .....	6
8.2. Selection of Institution/ Organization/ Consulting Agency .....	6
8.3. Technical Evaluation (60) .....	7
8.4. Interview (20) .....	7
8.5. Financial Evaluation (20) .....	7
9. CONTACT FOR MORE INFORMATION .....	7
DISCLAIMER.....	15
Annexure-1(GST Declaration and details).....	16

## 1. Introduction

Madras Medical College is an Institute of National Importance. The institute has the status of a university and offers excellent research and training facilities.

**NPAC-India study (Development, implementation and evaluation of Protocolized Cardio-Obstetric Care in improving maternal Cardiac, Obstetric and Fetal outcomes of Pregnant Women with Heart Diseases in INDIA) Study** is an ICMR funded study with an aim to develop a protocol for managing pregnant women with heart disease in India, and evaluating the efficacy of the new protocol in improving pregnancy outcome compared to standard care. MMC, Chennai is the national coordinating centre of the study.

### 1.1. Purpose of call for Proposal

The purpose/intent of this proposal is to hire the services of an agency to provide a system for data collection, standardisation and analytics for the **NPAC India study**

### 1.2. Background and requirements of the Project

As part of this project we are planning to conduct **NPAC-India Study** at 50 centres in India. We are planning to enroll about 3500 pregnant women (may change as the study evolves) capture the clinical data, follow them up throughout the pregnancy and up to 6 months after termination of pregnancy. The provisional CRF is attached for the ease of understanding the scope of work. The different stages for each patient data capture will include

- Initial enrolment visits data capture
- Second visit data capture
- Third visit data capture
- Delivery visit and discharge data capture
- First follow up visit data capture at 2 weeks
- Second follow up visit data capture at 6 weeks
- Last follow up visit data capture at 6 months.

The expected applications/supports are,

1. Need to develop/customise a mobile & web application working in Android, Windows & Mac OS for data collection (based on case record format - CRF) with local storage (offline mode).
2. Host the CRF on an online MeitY-compliant server located in India.
3. Incorporate periodic improvement in the online CRF based on field data.
4. 48 + 6 months support (24x7) for the application. Support includes technical and product support including doubts clarifications of the product throughout the study period.

#### Scope of Work

1. Need to develop an Application to support Android and iOS devices for data collection with local storage (offline mode) and upload/sync (online mode) feature to the Server application for saving the data to a centralized database.
2. Need to develop a Web application (Windows and iOS compatible) with provision for
  - Date entry
  - Data sync from tablets / mobile applications
  - Database management
  - Reports (canned as well as custom), data entry (same features as tablet app),

- Admin module to define roles, defining metadata, notifications, exporting data etc in single data file or CSV file.
3. Cloud-based server space for Database and deploying the Web Application. This includes domain hosting and regular backup of the database.
  4. 4 years support (24x7) for the applications (android app, iOS, desktop versions / web application) and server space. The support should include support English & Hindi as the study is carried out in 20 different Indian states. Support includes technical and product support, including doubts and clarifications of the product throughout the study period. The party to provide an SLA for the support phase.
  5. The Study team will provide the necessary inputs for customising the solution, testing the workflows suggested to the agency, providing feedback for improvements and periodical meetings for exchanging the strategic directions of the study.
  6. The study team will provide approvals for designs, workflows, and modules within 24 working hours of the agency's submission. We understand that the delay in submissions and approvals will have impact on timelines of the study.
  7. The Study team and the agency have to nominate a Single Point of Contact (SPoC) from both parties for collaboration throughout the study period

We hereby request proposals from interested and motivated parties with detailed specifications, including duration and cost.

### **1.3. Key Dates**

Call for RFP: 20/03/2024

Cut-off Date for downloading RFP: 31/03/2024

Last date of submission of Bid: 10/04/2024

## 2. Qualification/Eligibility Criteria

The Qualification/Eligibility criteria for the Agency are given below:

Sl. No	Qualification Criteria	Proof Required
1	I. Name and address of the Institution/ Organization/ Consulting Agency  II. Year of Establishment  III. Whether the Institution/ Organization/ Consulting Agency is registered under Ministry of Corporate Affairs or Society Registration ACT or is an autonomous body or a Limited company or partnership firm, etc. and details thereof (e.g.-name (s) of partners, Managing Directors, Chief Executive Officers, Key Authorized Persons)	Copy of Certificate of Incorporation/ Registration/MoU as applicable
2	The Institution/ Organization/ Consulting Agency should have a valid PAN and GST Registration in India	Copy of PAN card and GST Registration
3	The Institution/ Organization/ Consulting Agency should not have been blacklisted by Central/State Government departments/ Undertakings	No conviction certificate duly signed by the authorized signatory of the organization.

## 3. Terms of References (TORs)

- The data collected in the study will be the property of NPAC Investigators only.
- The collected data should not be shared with anyone other than the principal investigator of the study.
- The agency should provide continued access to the application for a period of 18 months after the engagement period to the Principal Investigator.
- The agency should have provision to maintain this database and data collection platform for a period of 18 months after the engagement period to renew or extend the contract period.
- The agency providing the solution should license the same to the NPAC study team during the engagement period.
- The agency should ensure adequate infrastructure to provide better latency and cybersecurity.
- The agency should maintain the confidentiality of the whole information collected and it should be protected with the highest level of standard from unauthorised view or use.
- The agency should provide admin console for user creation, user management and facility management.
- The agency should generate periodical reports and notifications as required by the study team.

- The agency should ensure that the application has customisable admin dashboard, participating site dashboard and individual patient dashboard.
- The agency should provide a ticketing system to the study team for raising customisation inputs, feedbacks, bugs/complaints, new change requests and troubleshooting of the solution. The study team will ensure the adoption of a ticketing system in all 50 centres for hassle-free communication.
- The agency should update mobile & web applications by adding extra features and variables as the study evolves.
- The Principal Investigator should have unconditional full access to the application, server and database during the engagement period. The study centres should have access to the records created by them and or patients visiting their centres.
- The SPoC nominated by the Study team is responsible for the following
  - Providing the necessary inputs for customising the solution, testing the workflows suggested to the agency and providing feedback for improvements using a ticketing system provided by the agency.
  - Reviewing the designs, workflows, and modules within 24 hours and providing recommendations to the agency.
- The SPoC nominated by the agency is responsible for the following
  - Demonstration of the solution to the Principal Investigator for getting go-live approvals.
  - Responding to customisation and support requests within 24 hours period with timelines of resolution & remarks.
- Both the SPoCs are responsible for the following
  - Fortnightly meeting to review the progress of the solution adoption

#### **4. IMPLEMENTATION SCHEDULE/TIMELINES**

- The beta (trial) version of the Mobile and Web application within 30 days.
- The alpha (final) version of the Mobile and Web application within 90 days.
- The time period will be calculated from the date of issue of the work order to the agency.

#### **5. PAYMENT SCHEDULE**

- Payments will be made via online money transfer to the agency's account.
- 25% of the agreed value will be paid along with the confirmation by issuing a work order.
- 20% of the agreed value will be paid within 30 days after demonstration of the beta (trial) version of the application.
- 20% of the agreed value will be paid within 60 days after go-live of the application in MMC.
- 25% of the agreed value will be paid within 90 days after go-live of the alpha (final) version of the application.
- Remaining 10% of the agreed value will be paid at the end of 120 days.
- The maintenance cost will be paid on prorata basis every three months from the date of handing over the alpha (final) version to the Principal Investigator or after 90 days from the issue of work order.
- All the transactions made will be liable for a deduction of 10% TDS from the agreed value not including 18% GST.

#### **6. GUIDELINES FOR SUBMITTING PROPOSAL**

As per institute guidelines.

## **7. Preparing the Technical Proposal**

The Agency is required to submit a technical proposal and a separate Financial Proposal.

### **7.1.1. Technical Proposal Submission Format:**

This should include approach, methodology and work plan for the assignment; details of milestones such as analysis, development, testing, deployment and training.

### **7.1.2. Institution/ Organization/ Consulting Agency profile**

- a. Name and address of the Institution/ Organization/ Consulting Agency.
- b. Year of Establishment.
- c. Legal status of the Institution/ Organization/ Consulting Agency – Whether Institution/ Organization/ Consulting Agency is registered under the Societies Registration Act or is an autonomous body or a Limited Company or Partnership Firm, etc. and details thereof (e.g. – name(s) of Partners, Managing Directors, Chief Executive Officers, key Authorized Persons)
- d. Principal nature of activities undertaken.
- e. Communication details of the Institution/ Organization/ Consulting Agency: mailing address, telephone and fax numbers, email address, etc.
- f. Signed consent of the Institution/ Organization/ Consulting Agency's head and the identified Project Coordinator (State Level) to sign a MoU and agree to abide the Terms & Conditions set out in the Project.

### **7.3. Submission of Bids**

- a. The Bidder shall submit a sealed cover consisting of these two sealed envelopes with a clear label for each:
  - i. Technical Proposal, superscribing on the right-hand side top of the cover as Technical Bid (2 copies).
  - ii. Financial Proposal super scribing on the right-hand side top of the cover as Financial Bid (2 copies).
- b. All the pages of the Financial Proposal shall be duly signed by the Authorized Signatory of the Bidder before submission. Corrections, if any shall be countersigned.

### **7.4. General Instructions and Terms and Conditions**

Hard copies of the Proposals should be addressed to the Dean MMC and submitted to office of the Dean Madras Medical College

Additionally, softcopy of the same to be mailed to [cvrummc@gmail.com](mailto:cvrummc@gmail.com) and [gghdean@gmail.com](mailto:gghdean@gmail.com)

## **8. EVALUATION OF PROPOSAL**

### **8.1. Evaluation Committee**

An Evaluation committee formed by us would first examine the Technical bids based on the details provided in the Invitation for proposal for those Institution/ Organization/ Consulting Agency who are shortlisted as per the qualification criteria.

The Financial bids would be assessed only for those agencies whose technical bids are considered to be adequate and secure minimum Technical qualifying marks as mentioned in paras below.

### **8.2. Selection of Institution/ Organization/ Consulting Agency**

The selection process has technical evaluation, interview and financial evaluation. The selection process will be carried out as follows.

### **8.3. Technical Evaluation (80%)**

The technical evaluation shall be carried out based on the following:

<b>Criteria</b>	<b>Points</b>
<b>Technical Proposal</b>	
A. Design factors and explorations	20
B. Proposed methodology	20
C. Relevant project experience	30
D. Team composition	20
E. Company profile	10
<b>Total</b>	100 points (calibrated for 80 points)

### **8.4. Interview (20%)**

Those agencies who will qualify in the Technical Evaluation will be invited for a personal Interview, wherein, the Agencies will be given a time slot to give a presentation. This will be communicated with the selected Agencies via tender email after opening and scrutiny of Technical Bids.

### **8.5. Financial Evaluation**

This will be done by the evaluation committee. The lowest bid agency will be awarded the contract from the eligible agencies after technical evaluation and interview.

## **9. CONTACT FOR MORE INFORMATION**

Professor Dr. G. Justin Paul

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Phone number: 9884073616 (9am -5pm)

Email ID: cvrummc@gmail.com

### **END OF RFP**

### **DISCLAIMER:**



This RFP is neither an agreement nor an offer and is only an invitation by the institute to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist in the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP and where necessary obtain independent advice. The institute makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. The institute may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.