

Bidder's Conference of November 20th 2013

Pre Bid Queries and Clarifications: Request for Proposal for the Up gradation of the ICDS System.

Venue: Women and Child Development Commissionerate
Government of Maharashtra
28, Queens Garden
Pune - 411001
Phone: 02026330513

List of Participants

Shri Ujjwal Uke Principal Secretary, Women and Child Development Department.

Shri Rajendra Chavan, Commissioner-ICDS and WCD Commissionerate

Mr.DJ Mundhe, Dy Commsr ICDS

Mr.Mankar, Dy Commsnr, ICDS

Mr.Khalegaonkar, Manager MIS, Rajmata Jijau Nutrition Mission

Mr. Tushar Sontakke, Implementation Consultation, Sify
NexTenders

Ms Usha Moraes, UNICEF Consultant

List of attendees:

1. Algorhythm Tech private Ltd.

Sandeep Pendurkar

Amruta Deshmukh

2. Kalp Technologies

Manisha Sathe

Prasad Zapte

3. Microware Consulting

Mahesh Mutalik

4. Tata Teleservices

- Sharad Arora
Ram Sharma
Saurabh Sharma
5. Tata Consultancy Services
Shailendra Sangresh
6. Tech Empire Soft Solutions
Monali Kalekar
7. Nithiraj Engg Pvt Ltd.
Uday Kulkarni
8. Purpletech Consulting Pvt Ltd
Rahul Kumar
Arun Rao
9. Vatsa Solutions
Nandan Thalpade
10. Mastek Ltd
Rahul Lahne
11. Riddhi management Services
Somwanshi Dinesh

Algorhythm Tech P. Ltd.

Ques1. How will the masters be created? Currently they are in hard copy [registers] but how and who will create them in electronic format. For any app development one would need these essential details in electronic format.

Ans/Clarifications: THE ELECTRONIC FORMS WILL BE CREATED ON THE NEED BASED APPROACH OF THE APPLICATION AND THE AWWs WILL FILL THE FORMS AND SCREENS IN SIMPLE FORMS AT THE SANGRAM KENDRAS OR THE CYBER CAFES AS IS BEING PRESENTLY DONE IN ABOUT 33000 AWCs.

MASTER CREATION WILL BE A COMBINATION OF DATA ENTRY AND DATA IMPORT, FOR WHICH MASTER ENTRY SCREENS WITH ADEQUATE VALIDATION AND SAMPLE CHECKS ARE REQUIRED. FOR IMPORT, EXCEL BASED OPTIONS ARE REQUIRED TO BE PROVIDED.

Ques2. According to the tender,

Bidder should have worked for an International Agency such as UNICEF, UNDP, World Bank, ADB, FAO etc.

Bidder should have previous experience in Maharashtra working on State wide projects.

The Bidder shall have valid and appropriate ISO certification.

As mentioned earlier, work experience with ANY state government should qualify for bidding. Also ISO certification is not relevant to software development companies.

Ans/Clarifications: BOTH THESE REQUIREMENTS ARE NOW AMENDED

Ques3. Does the costing given in tender include all kind of costs? Cost of platform, application, hardware, infrastructure, handsets, helpdesk, call centre etc?

Ans/Clarifications: COST OF APPLICATION DEVELOPMENT, HELPDESK PROVISION (WITH OR WITHOUT CALL CENTRE) AND ANY PROPRIETARY CONTROLS ONLY.THE COST INDICATED IS ONLY A BENCHMARK AND THE TECHNICAL PROPOSAL AND SCOPE OF THE PROPOSAL WILL DECIDE THE COSTING AND PHASING. HARDWARE AND BASIC SYSTEM SOFTWARE WILL BE PROCURED SEPARATELY.

Ques4. What kind of communication do you want? For each type the costing and its components will vary.

Ans/Clarifications: WE LOOK FORWARD TO THE VENDOR TO RECOMMEND AND SUGGEST THE COMBINATION SO THE DEPT CAN DECIDE BASED ON THE PILOT WHAT MODEL WILL WORK.

Ques 5.The most important issue is regarding availability of a Master Database containing details of Anganwadis, Sevikas, their contact numbers, name and addresses of mothers, children and families, PHC details, etc. All of this will be required in an electronic form so that the data can be easily accessed by an appropriate MIS application. Without this it will only be possible to provide MIS in an aggregate form as is being done today; line listing will not be possible. If this database is not already

available in an electronic form then this activity needs to precede all others to make this project viable.

Ans/Clarifications: THE ELECTRONIC FORMS WILL BE CREATED ON THE NEED BASED APPROACH OF THE APPLICATION AND THE AWWWS WILL FILL THE FORMS AND SCREENS IN SIMPLE FORMS AT THE SANGRAM KENDRAS OR THE CYBER CAFES AS IS BEING PRESENTLY DONE IN ABOUT 33000 AWCS. WE ARE AWARE OF THE POINT THAT YOU ARE MAKING AND IT IS NOTED FOR THE EVALUATION EXERCISE. Ques6. A fundamental decision will have to be taken regarding the medium of communication / connectivity - USSD or Internet / GPRS - to be used. The advantages of USSD are that it flows through the GSM network and does not need internet connectivity, is easy to use, can work on existing mobile handsets (thus obviating a significant hardware expenditure), have low training needs for the user and can be learnt and used very rapidly. The disadvantages are that it is single service provider dependent, can only deal with text and does not allow images, service providers don't offer SLAs, and is more expensive than the internet.

GPRS based communication, on the other hand, will enable very rich functionalities, GUIs and capability of transmitting images / photos / biometric data. There can be multiple service providers. Disadvantages are that smart phones will need to be issued to Users which will be an up-front capital expense, internet / gprs connectivity may be poor in remote areas, and training requirement for users will be much greater.

Ans/Clarifications

THE PURPOSE IS TO PROVIDE, FOR ALL AWCS, CONNECTIVITY ON A REGULAR BASIS. THIS IS A LARGE NUMBER, AND HENCE, FOR DATA EXCHANGE, IT IS RECOMMENDED THAT INNOVATIVE MEANS OF EXCHANGING INFORMATION BE PROVIDED; FOR EXAMPLE – FIXED COST USSD OR PROVISION OF AN SMS GATEWAY AT LOW COST. PRACTICALLY, A SOLUTION WITH HIGH ONE TIME INVESTMENT AND EXTREMELY LOW RECURRING COST MAY BE CONSIDERED. WHATEVER MODE IS USED, PLEASE RECOMMEND IT BASED ON THE REQUIREMENT OF A PRACTICABLE, ECONOMIC AND STABLE AS WELL AS SUSTAINABLE SOLUTION.

Tata Teleservices/Tata Consultancy Services (Tatas)

Ques1 Regarding Selection of technology what is preferred

- Open Source
- .Net

Ans/Clarifications: THE BIDDER IS FREE TO PROPOSE A SOLUTION AS THEY DEEM FIT

Ques2 Co-existence and Interfaces to the ICDS

- Offline periodic interface to the existing ICDS
- Offline periodic updates to NIC / MCTS

Ans/Clarifications: IT WAS AGREED THAT AN END OF DAY DATA SYNC / REPLICATION SHALL BE SUFFICIENT FOR THE NEEDS OF DATA SHARING BETWEEN SYSTEMS. MORE FREQUENT EXCHANGE OF DATA IS WELCOME, KEEPING THE COST IN MIND.

Ques3 Dimensioning

- What will be the sizing and dimensioning of the solutions?

Ans/Clarifications

- AWC(ANAGANWADI CENTRE) IS A CLUSTER OF 2 PEOPLE, AN ANGANWADI WORKER -AWW AND AN ANGAN WADI HELPER –AWH.ONE AWW UNIT SUPPORTS A POPULATION OF 800
- THE SCOPE OF THE INITIAL PHASE IS TO SUPPORT 14000 AWW'S; SCALABLE TO OVER 120000AWWS
- AWW'S MAKE HOUSE VISITS FOR

1. CHILDREN <3 YRS
2. PREGNANT MOTHERS

3. COUNSELING FOR GIRLS

4. LACTATING MOTHERS

- ii. 14-22 REGISTERS ARE MAINTAINED AT EACH AWW
- iii. MAHARASHTRA STARTED DIGITIZING THE MPRS IN 1995, AND A NEW MIS WAS INTRODUCED IN 2005.THERE IS ALSO A CENTRAL SERVER PROCESSING DATA FOR THE NUTRITION MISSION AT PRESENT
- iv. APPROX ONE SUPERVISOR PER 25 AWC
- v. APPROX ONE CDPO MONITORS 8-12 SUPERVISORS, WHICH IS CALLED A 'PROJECT'
- vi. FOR RURAL AREAS, THE CDPOS REPORT TO THE ZILA PARISHAD CEO
- vii. FOR URBAN AREAS, THE CDPO REPORTS TO ICDS COMMISSIONER
- viii. A DATA ENTRY CENTRE CALLED 'SANGRAM KENDRA'(SK) IS AVAILABLE AT EVERY VILLAGE PANCHAYAT
- ix. 36000 AWW'S BRING THEIR REGISTERS TO THE SK, WHERE THE DATA IS ENTERED INTO THE ICDS SYSTEM

THE COST PER MONTH FOR DATA ENTRY IS INR 30-50, WHICH THE AWW SETTLES THROUGH THE INR 1000.00 FLEXI FUND GIVEN TO HER PER YEAR

Ques4 Purpose of this system

Ans/Clarifications:

1. 97000 AWW'S ARE STILL NOT COVERED IN THIS PROCESS, THE NEW SYSTEM SHOULD ATTEMPT TO BRING THESE 97000 AWW'S INTO THE DIGITIZING PROCESS.
2. CENTRALISE THE SERVER TO HOST 36000 AWC'S DATA PRESENTLY ALREADY FILLING OUT THE DATA DIRECTLY AT SANGRAM KENDRAS

3. DELEGATE DATA ENTRY AS MUCH AS POSSIBLE, TO THE AWW
4. CREATING THE MASTER DATA FOR NEW BORN IS ONE PRIORITY (WHICH IS A ONE TIME EXERCISE)
5. MONTHLY UPDATES FROM AWW OF WEIGHT AND HEIGHT
6. USE WHO BENCHMARK TO GENERATE REPORTS FOR GROWTH FALTERING (WEIGHT ISSUES) / STUNTING (HEIGHT ISSUES) / WASTING (HEIGHT-TO-WEIGHT RATIO ISSUES)
7. HIGHEST PRIORITY ALERTS FOR WASTING (OUT OF 82 L CHILDREN, 1 L CHILDREN ARE FACING LIFE-THREATENING ISSUES DUE TO WASTING)
8. ADDITIONAL REQUIREMENTS AS REQUIRED BY ICDS, AND AVAILABLE IN PUBLIC DOMAIN ON WCD AND ICDS SITES

Riddhi Consulting Services (RCS)-Following are the points (marked with individual page number of the RFP) subsequent queries of RCS

Ques1 Page-12:• Enabling Progress tracking of beneficiaries under various schemes.

Vendor Comments: To our knowledge, in DWCD, beneficiaries like pregnant women, Nursing mother, children and adolescent girls are provided services under different schemes. Similar to line listing of children, how do you propose to track other beneficiaries by name?

Ans/Clarifications

AS PER THE NEEDS OF THE SCHEMES, DATA WILL BE CAPTURED FOR BENEFICIARIES.

LIKE YOU HAVE RIGHTLY POINTED OUT LINE LISTING WAS IMPORTANT AND URGENT IMMEDIATELY FOR THE ICDS INITIATIVES SO IT HAS BEEN REQUESTED

ANY SCHEMES WHICH ARE INTRODUCED OR DATA REPORTS RELATED TO THE OTHER EXISTING SCHEMES WHICH BECOME NECESSARY FOR PROGRAMME PLANNING AND ANALYSIS REQUIREMENTS,PILS,MEDIA TRIALS ETC SHOULD BE GENERATEABLE ON THE FLY BY THE MIS SOFTWARE WHICH SHOULD INDEED BE AN ENTERPRISE WIDE INFORMATION SYSTEM CAPABLE OF DATA WAREHOUSING PROGRAMMES' INTEGERATION AND INTERFACING .

Ques2 A fully functional web portal for the Department, capable of exchanging data with the GOI portal, exporting data to authorized personnel...

Vendor comments: This needs a defined protocol to be abided by all concerned. The department has to ascertain this.

Ans/Clarifications AGREED. IT IS CLEAR THAT THE PROTOCOL FOR DATA EXCHANGE WILL NEED TO BE FOLLOWED BY ALL STAKEHOLDERS. THIS PROTOCOL WILL BE DEVELOPED GOING FORWARD, AND WILL BE SUPPORTED AS PART OF THE DEVELOPMENT, IMPLEMENTATION AND SUPPORT PROCESS.

Ques3 Page-13:

• Linkage with National Web-Enabled System: The Ministry of Women and Child Development, Govt of India, is working closely with National Informatics Centre (NIC) towards creating a web-enabled data entry system for use across all States/UTs. In the meanwhile, States wishing to incorporate the new data structure in their existing electronic databases may do so, with the provision that this will eventually need to be linked up to the national web-enabled system that is under development. Besides, there is a decision to undertake mobile based real-time monitoring of key indicators from AWC level.

Vendor comments: This needs a defined protocol to be abided by all concerned. The department has to ascertain this.

Ans/Clarifications AS ABOVE

Ques4 • The bidder should therefore be capable of integrating the necessary Mobile Telecom Operator Services and providing a commercial proposal for the same for a period of three years

Vendor comments: Kindly provide an estimate about the data volume, expected number of transactions and calls etc. Further, please provide the expected number of SMS (for feedback to ICDS functionaries) per month in order to get proportionate cost implications.

Ans/Clarifications THE PURPOSE IS TO PROVIDE, FOR ALL AWCS, CONNECTIVITY ON A REGULAR BASIS. THIS IS A LARGE NUMBER, AND HENCE, FOR DATA EXCHANGE, IT IS RECOMMENDED THAT INNOVATIVE MEANS OF EXCHANGING INFORMATION BE PROVIDED; FOR EXAMPLE – FIXED COST USSD OR PROVISION OF AN SMS GATEWAY AT LOW COST. PRACTICALLY, A SOLUTION WITH HIGH ONE TIME INVESTMENT AND EXTREMELY LOW RECURRING COST MAY BE CONSIDERED.

Ques5Page-15:

• The system should calculate and provide a summary view of the IAP/WHO growth indicator along with IAP and WHO growth charts
Vendor comments: IAP standard is no more in practice in ICDS. However, if the input data fields are available for IAP, this can be embedded in the system.

Ans/Clarifications THE SYSTEM SHOULD BE GENERIC ENOUGH TO ALLOW BENCHMARKING AGAINST DIFFERENT SYSTEMS, AS IT IS POSSIBLE THAT GROWTH CHARTS MAY BE FURTHER REFINED ALONG THE WAY.

Ques6 Region specific diet advices should also be given based on the GPS location of the AWW

Vendor comments: How the GPS points will be captured? In the RFP, it has been mentioned that the data will be collected preferably without GPS/GPRS. Further, it needs detailed documentation about the diet services, region wise etc. to be provided by the WCD department.

Ans/Clarifications INPUTS WILL BE PROVIDED BY THE WCD, IF AND WHEN AVAILABLE. GPS POINTS WILL BE PROVIDED BASED ON CURRENT INVENTORY WITH THE WCD – ADVISORIES MAY BE LIMITED TO LOCATIONS IDENTIFIED BASED ON GPS CO-ORDINATES BEING AVAILABLE, OR SELECTED FROM A PULL DOWN

Ques7Page-56:

The maps can also be displayed using Google Maps, which is a free to use interface.

Vendor comments: Google map plug-in, when provided by the vendor for commercial purpose, is not free. This may kindly be noted.

Ans/Clarifications NO FEE WILL BE CHARGED FOR THE USE OF THE SITE, AND THE MAP INTERFACE WILL BE AVAILABLE TO GENERAL PUBLIC. GOOGLE MAP API CAN BE USED UNDER THESE CIRCUMSTANCES. YOUR POINT REGARDING GOOGLE MAP PLUG-IN IS NOTED.

Ques8.Page-57:

Additional features of photographs (transferred connectivity being available, automatically, to a central server), as well as biometric devices to ensure that the concerned functionary is actually carrying the device, is required to provide a near foolproof system of ensuring compliance, as well as recording key data for the program.

Vendor comments: This is possible if GPS/GPRS enabled phones are provided to the AWWs.

Ans/Clarifications

APPLICABLE WHERE AVAILABLE

Ques9.Page-32:

• Letter confirming that source code shall be handed over on completion of the contract and before release of performance guarantee

AND

Page-59:• Software along with the source code developed by the vendor and handed over to ICDS Riddhi comments: The proposed GIS will be customized in WhizMap™ platform. WhizMap™ system is completely encrypted for the reason of national security, adhering to the restrictions of Ministry of Defence. WhizMap™ is presently used by Ministry of Home Affairs, Government of India. We are not, therefore, permitted to share source code of the system. We would request you to kindly consider the above matter and let us know your views at the earliest.

Ans/Clarifications

THE APPLICATION WILL PROVIDE MODULES FOR DATA ENTRY, REPORTING, CONSOLIDATION ETC. ALL SOURCE CODE FOR SUCH DEVELOPMENT, AS WELL AS CALLS MADE TO THE GIS FROM THE MIS, OR THE INTERNAL INTEGRATION SHOULD BE DOCUMENTED AND HANDED OVER. SOURCE CODE OF WHIZMAP IS NOT

REQUIRED, HOWEVER, ALL COMMANDS UTILISED FOR MAKING WHIZMAP PERFORM ARE TO BE SHARED.

Clarifications expected from DWCD

Which of the 600 data points need to be captured?

Protocols to be used for MAM / SAM

General Information/Requirements discussed:

1. A separate workflow (called Protocol) is needed for the Severe Acute Malnutrition (SAM) cases

- a. This Protocol shall be provided by DWCD
- b. Example: Alert SMS to AWW with the name and ID of the child, with a copy to the supervisor

2. A separate workflow (called Protocol) is needed for the Moderate Acute Malnutrition (MAM) cases'

This Protocol shall be provided by DWCD

3. Create transparency and visibility of the SAM and MAM cases on a GIS map , so that the Govt, Media, Academics, NGOs, Public-at-large can know and help

4. The GIS user license should be for minimum 4000 users

5. A mix of offline and online reports should be provided.

6. The new system shall need to cater to such fields for data entry (from the 600 fields that exist), which are required or related to:

- I. Monthly Progress Report generation
- II. Line List Data
- III. Inventory management at AWW
- IV. Rations at AWW
- V. Monthly and Annual Progress Reports is a critical element of the SoW
- VI. SAM and MAM handling is the other critical element of the SoW (alerts, escalations, and feedback processes)
- VII. The existing ICDS has about 2 ,2 crore members on the database

7. About the Tender Submission

- b. The Tenure of the Tender is Delivery + 18 months
- c. Phase1: Line Listing : 2 months from Award
- d. Phase2: MPR (CDPO, District, State level aggregates): 4 months

8. Hardware such as Phones are excluded from the scope of the Tender

9. It was mentioned by the Principal Secretary that a CSR objective could help procure the devices

10. Connectivity costs have to be included in the Tender (SMS, IVR, Data charges)

11. Bidders can choose multiple SOW submissions, with one commercial quotation each relevant to the each individual SOWs.

12. Sevika's do not have a mobile phone and it is not envisaged that she will be given a mobile phone

13. GIS map functionality and its complexity: Drill Down requirements should be to all levels, where applicable. Google maps will be used for non commercial purposes (no charge basis) but for a limited set of users. The cost of digitization, if any, will need to be factored in, though it is expected that standard state, district and block layers will be required. Village layers, if required, will be provided.

14. Application should have SOA kind of architecture for integration with other systems

- I. Integration requirements may change over time.
- II. Provision of web services may also be considered.
- III. Data Entry should be very user friendly: Assumed to be a deliverable
- IV. Inventory module and delivery tracking, workflows

15. SMS alert facility to Sevika for children who need attention on a SOS basis .

16. Data migration should be part of this proposal and support in data migration is expected.