



Notice inviting Expression of interest from Software development agencies for Online Training in HIV Counselling and Project Management Information System (PMIS) for Saksham Prerak project, Tata Institute of Social Sciences(TISS), Mumbai

Saksham Prerak is a TISS project that provides capacity building for Auxiliary Nurse Midwives (ANM) and HIV Counsellors within India's National AIDS Control Programme (NACP). The goal is to strengthen National AIDS Control Program by building capacities of about 30000 ANMs and 9000 counsellors posted at Integrated counselling and training centres (ICTCs), Sexually Transmitted Infection clinics (STI clinics) and anti-retroviral therapy centres (ART centres) across all states and union territories of India.

Project Objectives:

1. To build the capacity of ANM and Staff Nurse in conducting HIV and syphilis screening at ANC services at PHC and Sub centre in order to increase the number of FICTC across India.
2. To enhance the counselling skills of Counsellors in ICTC and ART centres to improve the quality of care for persons with HIV.

The project is expected to be implemented till December 31, 2019.

Purpose for EOI/RFP

The purpose of this request for proposal is to select a qualified vendor to develop:

1. A web-based & Android based knowledge platform for training Counsellors in HIV/AIDS
2. An analytical program to assess the pre & post training assessment of ANM.
3. Design, Development and Implementation of Web based (PMIS) for monitoring the progress of the ten Regional Training Units (RTU) on the basis of data / information pertaining to the implementation of trainings undertaken across India.

Details of requirements

1. The Counsellors training is in two parts: an online phase, which on satisfactory performance the counsellors will be called for a contact training program. The first part of this EOI/RFP is about setting up the online platform for which the contents of 12-15 themes covering about 18 hours, will be provided by TISS. This Knowledge platform shall be accessible to Saksham Prerak team, officials of NACO and SACS and the counsellors. Counsellors are located across India in various healthcare facilities (typically government hospitals). The counsellors shall have access to the e-content hosted by the software development agency. The counsellors may use systems provided by government or cyber cafe or their personal mobiles to access platform. The users are expected to be about 10000 from ICTC across India. The users shall log

on to the platform using a username and password provided by the platform. The users shall go through pre-designed capacity building programme sessions.

The pre-designed capacity building programme sessions shall include training resource material which shall include (but not limited to) power point presentations, word and PDF documents, audios and videos. The software development agency has to incorporate educational technology, such as but not limited to mobile application, interactive media (games & simulations) and other innovative approaches to enhance participants' engagement and learning outcomes.

The counsellors shall go through the modules one by one followed by a test which will be built within the programme. It should be possible for the counsellor to download the content and read same. Multiple counsellors may simultaneously use the systems and they shall have access to the content and can take the test anytime within the stipulated time. Their contact details will also be captured by the system in order to follow up with them. The test however shall be online only and the set of questions may keep changing everytime a user takes up a test. Once, a counsellor successfully completes one module (may be three attempts for passing test per module), s/he will proceed to next module. The Administrator should have control on this, to adjust the number of attempts to ensure all trainees/counsellors get through satisfactorily. After successful completion of the modules, the system shall generate a PDF certificate specifying partial completion of the Counsellors' training.

Alignment of Counsellors completing the online training and the subsequent contact training is expected. The pre and post training assessment of the counsellors to be administered web/Android based system. This will be a comprehensive assessment of the overall capacity building of the Counsellors, each not more than 20 questions and which will be prepared by TISS. If online of pre & post-test is not possible for genuine reasons, RTU staff should be able to administer through hard copy and fill in data into program.

Source Codes & data structure of Software bug free, need to be handed over to TISS. A copy of manual containing data structure, flow of data and instructions to install a software on web based platform as well as to administer the same.

Some of the data points are illustrated below:

- Number (and list of) of counsellors given user Ids
- Number (and list of) of counsellors who have registered and initiated the e-modules
- Number (and list of) of counsellors who have successfully completed the e-modules

Technical requirement

- Web Based as well as Android Application based (Can be on any platform (open source would be preferred)
- Cloud Based Service provided (Includes yearly maintenance and setup)
- Around 10000 users.
- All rights reserved by TISS, Saksham.

Functionality

- Login for all users.
- Multiple user registration.
- Task builder to create and assign tasks in a pre-determined order to users.
- Follow up notifications to be send to users (Manual and automatic).

- Ability to download resource material in mobile or desktop which can be viewed offline.
- Online test for each module available 24 x 7 so that users can take the test at their convenience.
- Download data and upload through web browser.
- In case, app crashes, functionality to use web browser (Phone and Computer).
- In app message functionality from admin to users (User wise and group wise).
- Admin notification for all.
- Knowledge base
- Provision for automated SMS alerts to users to be sent through system.

Time : Training online to commence Feb 2019 to December 2019

2. The ANM training of 1.5 days will be conducted through classroom settings covering approximately 30,000 ANM across the country. Each participant will go through assessment of skill and knowledge before the training and after the training with the objective of understanding the outcomes of the training curriculum. The selected software development agency is required to develop a framework to store, analyse and generate reports according to the project objectives.

Android and web based program for pre and post-test of ANM training.

Time: The data will be collected from trainings from October 2018 to December 2019, Thus analysis & reports expected simultaneously.

3. The project PMIS will encapsulate the overall planning and implementation of the ANM and Counsellors training that will be conducted through 10 RTU, Each RTU has one Project Coordinator (PC) and 3 capacity building specialists (CBS). One PC is based centrally in Delhi additionally to interface with National AIDS Control Organisation (NACO) & National health Mission (NHM) for getting required permissions as well as supporting the nearby RTU in conducting trainings. The HQ is in TISS Mumbai lead by a National Project Director who will have final say in the matter. The software development agency will design, implement and maintain a reporting system from CBS >>>PC>>>HQ. The framework will be based on the Process---output---outcome indicators that will be identified by M&E experts of the project. The interval of the data processes will be monthly and reports expected monthly and on demand by key stakeholders partners & government (NACO, SACS and NHM departments).

Time: October 2018 to December 2019

Project Operation Structure

TISS Head quarters	Program : National Project Director, Senior Project Manager, Project Manager, M&E and Research Manager, Online Module	Finance & Administration team is lead by a Manager and comprises finance and admn officers.
---------------------------	---	---

	developer, HR Officer	
10 Regional Training Units	UP, Chandigarh, Maharashtra, MP, Odisha, TN, Rajasthan, Bihar, Manipur, Assam + NACO	Each RTU has 1 Project Coordinator & 3 Capacity Building Specialist = 40 + 1 PC in NACO

Commercials

- Quotation required on a onetime licence basis to be used by TISS for research/data gathering programmes.
- Quarterly AMC can be done after one year of launching for Web based application (hosting of web based will be paid from day one of Contract)

Required documents to be submitted:

- Proposal addressing the RFP
- Profile of the Organisation
 - Registrations and certifications
 - supply, installation, commissioning of IT related products and software development services and maintenance of systems.
 - List of past clients served with similar products & services last 5 years.
 - Profile of subject experts in the agency.
- Additional documents/information may be sought at a later stage.

Criteria for evaluation:

1. Company and personnel experience and qualification.
Provide description of: a) your company's experience in designing and developing interactive, multimedia-rich, online training modules for education institutions and /or online corporate/ non-profit training courses which you believe qualifies your firm as a qualified provide. B) identify the personnel that will be assigned to this engagement and their qualifications visa brief resume and c) identify the institutions/agencies for which such similar services/products were provided and the names, addresses and contact details for each.
2. Proposed curriculum design plan, framework for data processes & PMIS.
3. Provide description and schematics for the proposed a) web-based knowledge platform for training Counsellors in HIV/AIDS. b) analytical program to assess the pre & post training assessment of ANM. C) Design, Development and Implementation of Web based (PMIS). The description should include key design features and technical aspects of the components listed above.
4. Timeline for completion.
Please provide a detailed timeline required to fully complete the project from time the contract is executed to the time each component is fully deployed and operational. Each component has a time period stated in the earlier sections of the RFP.
5. Cost/pricing

Please note: The organisation will be shortlisted based on the above mentioned parameters and presentation. Only those proposals that qualify in the above criteria will be considered for the financial evaluations.

Short listed companies will be invited for presentation in TISS, Mumbai with minimum 4 working days notice. Companies will do so at their own expenses. After this, sealed financial bid will be expected within 8 working days. TISS has the right to accept any one or reject all

TISS reserves the right to ask for and consider any additional information deemed fit in evaluation of the proposals. For any queries, please get in touch with Ms. Smriti Acharya over email only: smriti.acharya@tiss.edu

The last date for submission of complete application is 26th Nov. 2018.

Expression of Interest completed in all respects should reach by SPEED POST/REGISTERED POST/HAND DELIVERED in a sealed envelope super scribed: ERP (Enterprise Resource Programming) for Saksham Prerak.

The envelope shall be addressed to the following:

Mr. Satish Phanse
Finance & Administration Manager,
Saksham, Below Old Conference Hall
Tata Institute of Social Sciences,
V. N. Purav Marg,
Deonar, Mumbai – 400 088

**Mr. S. Phanse
F. & A. Manager
TISS-Saksham**