

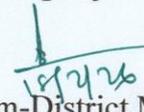


**Request for Proposal (RFP) for Operation & Maintenance (O&M) of the NIRIKHYANA
– Maternal Healthcare Monitoring Mobile App. & Web Platform.**

No. 2247.....2025-27/DPMU

Date: 19...../02...../2026

The CDM & PHO, Ganjam, Odisha invites sealed bids from Company registered under the Companies Act 2013 / LLP registered under the LLP Act 2008 having experience in IT for the operations & maintenance (O&M) of the existing, fully functional Nirikhyana-Maternal Healthcare Monitoring Application and Web Platform. The RFP documents with all information relating to the RFP process such as cost of tender paper, EMD, Eligibility Criteria, Terms & Conditions, etc. are available in the district website i.e <http://ganjam.odisha.gov.in> , which may be downloaded for use. Interested bidders may submit their proposals with super-scribing as “**Tender for O&M of Nirikhyana App & Web Platform** vide Advertisement No. 2247 dt.19 02/2026” to the undersigned through Speed Post/ Registered Post/Courier only, which should reach on or before 12.03.2026, at 05.00 P.M and the same will be opened on 13.03.2026 at 11.00 A.M before the Committee in presence of the Participants, who wish to attend the RFP Opening Meeting. The undersigned reserves the right to reject any or all the tenders without assigning any reason thereof.


CDM & PHO-cum-District Mission Director
Ganjam




TENDER CALL NOTICE

(Quality and Cost Based Selection – QCBS Method)

Tender Reference No.: GANJAM/NIRIKHYANA/O&M/2026-27/ 2247

OPERATIONS & MAINTENANCE (O&M) of the NIRIKHYANA – Maternal Healthcare Monitoring Mobile Application & Web Platform.

Contract Period: 3 Years (Annual Renewal)

Issued by: **Office of the Chief District Medical & Public Health Officer, Ganjam,**
Berhampur, Ganjam, Odisha – 760001

1. Invitation for Bids & Background

The CDM & PHO, Ganjam, Odisha invites sealed bids from **Company registered under the Companies Act 2013 / LLP registered under the LLP Act 2008** having experience in IT for the operations & maintenance (O&M) of the existing, fully functional Nirikhyana Maternal Healthcare Monitoring Application and Web Platform for a period of three (3) years on an annual renewal basis.

1.1 About Nirikhyana Initiative

The Nirikhyana Initiative is a flagship maternal healthcare programme of the Ganjam District aimed at enhancing maternal and child healthcare outcomes. The initiative focuses on real-time health monitoring, identification and follow-up of high-risk pregnancies, and coordination with ultrasound centers to ensure every pregnant woman receives three free ultrasounds during pregnancy. The programme currently serves over 42,000 pregnant women across Ganjam district and successfully increased ultrasound coverage from 9.5% to 99.8%. The platform integrates mobile application technology with field-level healthcare delivery, enabling ANMs and ASHAs to track and monitor maternal health in real-time.

1.2 Current Platform Status

The Nirikhyana platform is a fully developed and operational system currently deployed and in active use across all blocks of Ganjam District. The platform comprises the following technology components:

- Mobile Application (Android & iOS): Deployed on Google Play Store and Apple App Store, used by ANMs, ASHAs, and Ultrasound Center operators for facial recognition attendance management, field-level data entry and tracking.
- Web Dashboard: Responsive web-based administrative dashboard used by district health officials, block-level administrators, and supervisory staff for monitoring, analytics, and reporting.
- Backend Infrastructure: Cloud-based backend with real-time database, server-less computing, and analytics capabilities.
- AI/ML Module: AI-powered high-risk pregnancy detection and predictive analytics engine.
- Face Recognition Module: AI-powered facial recognition attendance system for health department staff.
- Notification System: SMS gateway and push notification system for automated alerts and reminders.
- Integration Layer: APIs integrated with ABHA, RCH Portal, PMSMA, and other government systems.

The selected O&M agency is expected to take over the maintenance, support, and continuous operation of this existing platform. No fresh development from scratch is envisaged under this contract.

1.3 Estimated Cost & Contract Structure

The O&M contract shall be executed on an annual basis, renewed each year for a total period of three (3) years renewed annually, subject to satisfactory performance. All applicable taxes (GST, etc.) shall be included in the quoted price.

1.4 Method of Selection

The selection of the O&M agency shall be done through Quality and Cost Based Selection (QCBS) method, wherein the Technical Proposal shall carry a weightage of 70% and the Financial Proposal shall carry a weightage of 30%. Given that the platform is already operational, the procuring authority places significant emphasis on the bidder's understanding of the existing platform, domain expertise, and ability to ensure uninterrupted service continuity.

2. Bid Schedule

Sl. No	Particulars of Bidding details	Time line
1	Date of Publication of Tender Notice	20/02/2026
2	Pre-Bid Meeting	05/03/2026 at 05:00 PM
4	Last Date & Time for Submission of Bids	12/03/2026 at 05:00 PM
5	Date & Time of Opening of Technical Bids	13/03/2026 at 11:00 AM
6	Presentation by Shortlisted Bidders	To be intimated separately
7	Date of Opening of Financial Bids	To be intimated separately
8	Validity Period of Bids	90 days from last date of submission

3. Eligibility Criteria

Bidders must meet all of the following eligibility criteria to qualify for technical evaluation:

Sl.	Criteria	Requirement
1	Legal Entity	The bidder must be a Company registered under the Companies Act 2013 / LLP registered under the LLP Act 2008 , having its registered office in the State of Odisha with valid registration certificate.
2	Financial Turnover	Turnover Certificate from the Chartered Accountant along with UDIN as per "Annexure-V". Average annual turnover of at least Rs. 1Cr. from IT/Software services during the last three financial years (FY 2022-23, FY 2023-24, FY 2024-25). Photocopy of the audited Profit & Loss Statement in the last three financial years in support of the turnover certificate [2022-23, 2023-24, 2024-25] to be submitted.
3	Experience	Must have successfully executed at least 3 (three) project involving development or O&M of mobile applications or web

		platforms for government / public sector clients in the last 5 years.
4	Technical Capability	Must have a team of at least 5 full-time technical professionals with demonstrable experience in mobile app development, cloud computing, and web development.
5	Platform Familiarity	Prior experience in developing or maintaining healthcare / maternal health / e-governance applications shall be given preference. Experience with the similar district-level health monitoring systems shall be considered an added advantage.
6	No Blacklisting	The bidder should not have been blacklisted by any Central/State Government or PSU as on the date of bid submission.
7	GST & PAN	Must have valid GSTIN and PAN.

Note: Bidders must submit documentary evidence for all eligibility criteria.

4. Scope of Operations & Maintenance

The Nirikhyana platform is already fully developed and operational. The selected O&M agency shall be responsible for ensuring uninterrupted operations, maintenance, support, and minor enhancements of the platform.

4.1 Application Maintenance

- h) Corrective Maintenance: Bug fixing, error resolution, and patch management for the mobile application (Android & iOS) and web dashboard.
- i) Adaptive Maintenance: Updates required due to OS upgrades, browser updates, device compatibility, SDK changes, framework updates, and third-party library updates.
- j) Preventive Maintenance: Proactive monitoring, performance tuning, database optimization, and security vulnerability assessment.
- k) Perfective Maintenance: Minor UI/UX improvements and optimization based on user feedback.

4.2 Infrastructure & Cloud Management

- l) Monitoring and management of cloud database, serverless functions, and cloud storage services.
- m) Data pipeline maintenance, query optimization, and analytics support.
- n) SSL/TLS certificate management, domain and DNS management.
- o) Backup management and disaster recovery.
- p) AI-based face recognition service management and maintenance.

4.3 Security & Compliance

- q) Regular security audits and vulnerability assessments.
- r) Implementation of security patches as per CERT-In advisories.
- s) Role-based access control management.
- t) Compliance with IT Act 2000, Digital Personal Data Protection Act 2023, and PC-PNDT Act.
- u) Comprehensive audit logging.

4.4 Minor Enhancements (Included in O&M)

Minor enhancements covering small feature additions, UI/UX improvements, report customizations, and dashboard updates (up to 3 person-days per request) shall be included within the base O&M scope at no additional cost.

4.5 Major Enhancements & New Modules (At Additional Cost)

Any major enhancements, new module development, or significant feature additions requiring more than 7 person-days of effort shall be treated as Change Requests (CRs) and shall be executed at additional cost on a need and requirement basis. The cost for such changes shall be mutually decided between the O&M agency and the CDM & PHO, Ganjam prior to commencement of work.

4.6 Support Services

- v) L1/L2/L3 technical support as per defined Service Level Agreement.
- w) Dedicated issue tracking support.
- x) Training and capacity building for district health officials and field staff as required through online or offline modes.
- y) Documentation maintenance including user manuals, technical manuals, and SOPs.
- z) App store management: Play Store and App Store listing maintenance and update releases.

4.7 Reporting

- a) Monthly O&M status reports covering uptime, incidents resolved, and SLA compliance.
- b) Quarterly performance review presentations to district administration.

5. Service Level Agreement (SLA)

5.1 Issue Priority & Resolution Matrix

Priority	Description	Response Time	Resolution Time
Critical (P1)	System down / Data loss / Security breach	1 Hour	24 Hours
High (P2)	Major feature unavailable / Performance issue	2 Hours	24-48 Hours
Medium (P3)	Minor feature issue / UI bug	4 Hours	2 Business Days
Low (P4)	Cosmetic issues / Minor requests	1 Business Day	5 Business Days

5.2 System Availability

The O&M agency shall ensure minimum system uptime of 99% per month. Planned maintenance windows (to be scheduled between 10:00 PM and 6:00 AM IST with 48 hours prior notice) shall be excluded from uptime calculations.

5.3 Performance Benchmarks

- Mobile app launch time: Less than 3 seconds on standard devices.
- API response time: Less than 5 seconds for 95% of requests.
- Dashboard page load time: Less than 10 seconds.
- Data synchronization: Within 30 seconds of connectivity restoration.

6. Technical Evaluation Criteria (QCBS)

The Technical Bids of eligible bidders shall be evaluated based on the following parameters. The minimum qualifying technical score shall be 70 out of 100. The bidder have to present (through PPT) the status and experience before the committee for technical evaluation highlighting the following points.

Sl.	Evaluation Parameter	Max Marks
1	Understanding of Nirikhyana Platform & Domain Knowledge in Maternal Healthcare / e-Governance	20
2	Prior Experience with Mobile & Web apps development	40
3	Technical Approach & Methodology for O&M and Continuity of Service	20
5	Relevant Past Projects in Government / Healthcare / e-Governance Domain	20
	Total	100

Only bidders scoring 70 marks or above shall be shortlisted for opening of Financial Bids.

7. Financial Bid

7.1 Annual O&M Cost (Base Contract)

The Financial Bid for the base O&M contract shall be submitted in the following format. All prices must be quoted in Indian Rupees (INR) inclusive of all applicable taxes (GST, etc.):

Sl.	Description	Year 1 (Rs.)	Year 2 (Rs.)	Year 3 (Rs.)
1	Cloud Hosting, Security & Infrastructure Management (per annum)			
2	SMS Cost (1,00,000 SMS per annum)			
3	WhatsApp Message Cost (1,00,000 messages per annum)			
	Annual Total (inclusive of GST)			

7.2 Change Request Rate Card

Any major enhancements or new module development beyond the base O&M scope shall be executed through Change Requests on a need and requirement basis. The cost for such changes shall be mutually decided between the O&M agency and the District Administration based on the effort involved, prior to commencement of work.

8. QCBS Evaluation & Scoring Methodology

8.1 Weightage

Component	Weightage
Technical Proposal	70%
Financial Proposal	30%

8.2 Combined Score Formula

$$S = (Ts \times 0.70) + (Fs \times 0.30)$$

Where:

S = Combined Score of the bidder

Ts = Technical Score of the bidder (out of 100)

Fs = Financial Score = $(Fm / F) \times 100$

Fm = Lowest Financial Bid among technically qualified bidders

F = Financial Bid of the bidder under consideration

The bidder with the highest combined score (S) shall be recommended for award of contract.

8.3 Tie-Breaking

In case of a tie in combined scores, the bidder with the higher Technical Score shall be preferred. If both scores are identical, the bidder with greater relevant experience shall be preferred.

9. General Terms & Conditions

9.1 Contract Duration & Annual Renewal

The contract shall be for a total period of three (3) years, structured as three successive annual contracts. The contract shall be renewed annually subject to satisfactory performance of the O&M agency. The CDM & PHO shall conduct an annual performance review before each renewal. In case of unsatisfactory performance, the contract may not be renewed, with 60 days prior written notice.

9.2 Payment Terms

Payment shall be made as per follows:

- a) Year 1: 75% of annual payment of the agreed amount shall be released within 7 days of signing the contract and submission of the Performance Security and the balance 25% will be paid after 3 months of satisfactory performance.

- b) Year 2: 75% annual payment shall be released within 7 days of annual renewal, and 25% will be paid after 3 months of satisfactory performance.
- c) Year 3: 75% annual payment shall be released within 7 days of annual renewal, and 25% will be paid after 3 months of satisfactory performance
- d) Payments for Change Requests (major enhancements) shall be made separately within 30 days of successful delivery and acceptance.
- e) TDS and other statutory deductions shall be made as per applicable laws.

9.3 Earnest Money Deposit (EMD) and Performance Security.

Bidders shall submit an EMD of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of a Demand Draft / Bank Guarantee drawn in favour of **ZSS-Miscellaneous, Ganjam payable at SBI, Bhapur Bazar**. The EMD of unsuccessful bidders shall be refunded within 30 days of contract award. Registered MSMEs are exempted from submitting EMD. The Successful Bidder has to submit a Bank Guarantee of Rs. 50,000/- (Rupees Fifty Thousand Only) from any nationalize Bank at the time of signing of agreement favoring "Chief District Medical & Public Health Officer, GANJAM". The said BG will be returned to the selected bidder after completion of the project.

9.4 Intellectual Property & Deliverables

The CDM & PHO, Ganjam shall have the right to use the application and web platform for its intended governmental purposes throughout the contract period and any subsequent extensions. The deliverables under this contract shall comprise operational services, compiled application packages, system documentation, user manuals, training materials, operational reports, administrative credentials, deployment configurations, and all data generated through the platform. The O&M agency shall be responsible for safeguarding, version-controlling, and maintaining all development repositories, proprietary tools, technical artefacts, and associated development environment assets required for the continued evolution and operation of the platform. Upon expiry or termination of the contract, the O&M agency shall ensure complete handover of all deliverables as defined herein, along with operational access and data, to the CDM & PHO, Ganjam or its nominated successor agency to ensure uninterrupted service continuity.

9.5 Confidentiality & Data Protection

The O&M agency shall maintain strict confidentiality of all data, including health records of beneficiaries and system credentials. The agency shall comply with the Digital Personal Data Protection Act 2023, IT Act 2000, and PC-PNDT Act. Breach of confidentiality shall be grounds for immediate termination.

9.6 Termination

- a) The procuring authority may terminate the contract with 60 days written notice for non-performance.
- b) In case of material breach, the contract may be terminated with 30 days notice.
- c) The O&M agency may request termination with 90 days written notice, subject to completion of transition activities.
- d) Upon termination, the O&M agency shall complete a smooth transition of operational access and documentation within 30 days.

9.7 Dispute Resolution

Disputes shall be resolved through amicable negotiation. If unresolved within 30 days, disputes shall be referred to arbitration under the Arbitration and Conciliation Act, 1996 at Berhampur, Ganjam, Odisha.

10. Submission Requirements

10.1 Two-Envelope System

Bids shall be submitted in a Two-Envelope System:

Envelope 1 – Technical Bid:

1. Covering letter on company letterhead.
2. EMD (Demand Draft / Bank Guarantee).
3. Eligibility documents with supporting evidence.
4. Technical proposal including approach and methodology for O&M.
5. Evidence of prior experience with Nirikhyana platform or similar systems.
6. Team composition and CVs of key personnel.
7. Details of past relevant projects with client certificates.
8. Company profile and quality certifications.
9. Power of Attorney and self-declaration of no blacklisting.

Envelope 2 – Financial Bid:

1. Duly filled Financial Bid format as per Section 7.1.
2. All prices in INR inclusive of GST and all taxes.

Both envelopes shall be placed in a single sealed outer envelope superscribed as:
"Tender for O&M of Nirikhyana App & Web Platform –
Ref: GANJAM/NIRIKHYANA/O&M/2026-27/____"

10.2 Submission Address

The Chief District Medical & Public Health Officer
Ganjam, City Hospital Road, Berhampur
Odisha – 760001

10.3 Important Instructions

1. Bids received after the deadline shall not be considered.
2. Incomplete or non-conforming bids shall be rejected.
3. The procuring authority reserves the right to accept or reject any or all bids without assigning any reason.
4. Canvassing in any form shall lead to disqualification.
5. Conditional bids shall not be accepted.

11. Annexures

Annexure-I: Covering Letter Format

[To be issued on the letterhead of the bidder]

To,

The Chief District Medical & Public Health Officer,
Ganjam, Odisha

Subject: Submission of Bid for Operations & Maintenance of Nirikhyana Maternal Healthcare Monitoring Application and Web Platform.

Sir/Madam,

We, the undersigned, having examined the Tender Document, hereby submit our bid for the Operations & Maintenance of the Nirikhyana App and Web Platform in accordance with the terms and conditions set forth in the Tender Document.

1. We confirm that we meet all the eligibility criteria as specified in Section 3.
2. We have read and understood the tender document and agree to all terms and conditions.
3. The quoted prices are valid for 180 days from the date of submission.
4. We confirm that we have not been blacklisted by any Central/State Government or PSU.
5. We understand that the procuring authority is not bound to accept the lowest or any bid.
6. We acknowledge that the platform is already operational and we are prepared to take over O&M responsibilities with minimal transition time.

Authorized Signatory: _____

Name & Designation: _____

Company Seal & Date: _____

Annexure-II: Self-Declaration of No Blacklisting

[To be issued on the letterhead of the bidder]

I/We hereby declare that our firm M/s _____ has not been blacklisted or debarred by any Central Government, State Government, or Public Sector Undertaking as on the date of submission of this bid.

I/We understand that if this declaration is found incorrect, our bid shall be rejected and the EMD/Performance Security shall be forfeited.

Authorized Signatory: _____

Name & Designation: _____

Company Seal & Date: _____



Annexure-III: Team Composition Format

Sl.	Name	Role	Qualification	Exp. (Yrs)	Key Skills
1					
2					
3					
4					
5					

Annexure-IV: Past Project Experience Format

Sl.	Project Name	Client	Duration	Value (Rs.)	Brief Description
1					
2					
3					

ANNEXURE-V*(to be furnished in the technical proposal)***ANNUAL AVERAGE TURN OVER STATEMENT***(To be furnished in the **letter head** of the Chartered Accountant)*

The Annual Turnover of M/s _____ for the last 3 financial years are given below and certified that the statement is true and correct.

Sl.	Financial Year	Turnover in Rs.
1	2022-23	
2	2023-24	
3	2024-25	
Average Annual Turnover in Rs.		

*Provisional audited statement shall not be considered.

Date:

Signature of Chartered Accountant

Place:

(Name in Capital)

Seal

Membership No.

UDIN No.

Note:

- 1) To be issued in the **letter head** of the Chartered Accountant with membership & UDIN No.
- 2) Also attach photocopies of the audited P/L account of **each year high lighting** the turnover in support of that

— End of Tender Document —

Chief District Medical & Public Health Officer, Ganjam, Odisha

