



Tata Institute of Social Sciences-Saksham
(A Deemed University, established under Section 3 of the UGC Act, 1956)
V.N. Purav Marg, Deonar, Mumbai 400088



Expression of Interest (EOI)

Notice Inviting Expression of Interest for Hosting & AMC of MIS name SAT

Invitation date: 28th May 2021

Deadline for applications: 13th June 2021

Link to Apply- <https://forms.gle/smTxjah5tLpkAPuf7>

Project Duration: 01st Sept, 2021 – March 31, 2024

I. Background

The Tata Institute of Social Sciences (TISS) was established in 1936 as the Sir Dorabji Tata Graduate School of Social Work. In 1944, it was renamed as the Tata Institute of Social Sciences. The year 1964 was an important landmark in the history of the Institute, when it was declared Deemed to be a University under Section 3 of the University Grants Commission Act (UGC), 1956.

Since its inception, the Vision of the TISS has been to be an institution of excellence in higher education that continually responds to changing social realities through the development and application of knowledge, towards creating a people-centred, ecologically sustainable and just society that promotes and protects dignity, equality, social justice and human rights for all.

Saksham (which means “making capable” or “Self-Reliant” in Sanskrit) is a Tata Institute of Social Sciences project with Central TB Division, Ministry of Health & Family Welfare,

Government of India with special focus on MDR & XDR TB in state of Maharashtra, Karnataka, Gujarat & Rajasthan through structural and psycho-social support interventions.

Saksham is currently operating a fully functional Online MIS, named SAT (Saksham Against TB). The application is available in web-based platform.

II. Scope of Application

Saksham carries field visit (counselor) to reach out to DRTB Patients. Each new patient is registered for first initial counselling service followed by multiple follow up visit either over phone or home visit. The counselors will be monitored by Program Officer (PO) on daily basis followed by PM & SPM. The records of approx 1 lacs patients would be captured and used for multiple follows. The would be accessed, edited and used by employees, stake holders and another agency if required.

Saksham currently operates in hierarchy as mentioned below

1. Counselor:- Conducts field visit and captures data of Patients and feeds into web-based application. The same data is being accessed by them or any other authorized employee during follow up visits.
2. Program Officer:- PO is immediate supervisor to counselors and also well experienced than counselors. PO's supervise and handle critical patients. They also provide at least 3 visit to each counselor during their field visit. The program officers provide supervision and support services to counselors to deliver effective and efficient counselling services to patients.
3. Program Manager:- PM's regional heads in respective states. They play role of liasoning with local authority and relationship building with them. They supervise directly to PO's and indirectly on counselors. They report to Senior Program Manager (SPM). Program

manager acts as administrator and mentor for their region or regional head. They are the approving authority for PO.

4. Senior Program Manager:- SPM is head of department for project. SPM is responsible for overall performance of the project.

III. Expected Functionality in Web Based Application:-

A. Functionality for Users

- Create/Delete/Lock User
- Multi-Level User Access
- Task Builder/Target Setter
- Daily Alerts of Pending Task
- Leave Management System linked with Task builder
- Knowledge Sharing Portal
- SMS Alerts for Task, Data Sync
- Grievance Mechanism/Ticketing
- GPS Tracker to Mark Attendance

B. General Functionality

- Off Line Synchronization of data (without internet)
- Speech to Text for notes writing
- Audio Video and recording facility
- SMS Alerts to Patient
- Create Separate Module for Data Collection
- Form Builder
- Inter Department/State/Division/District Transfer
- MIS reports in various formats as required by users
- Automated Monthly Report of targets and Planner to Superior
- Basic IT hygiene such as proper formatting of text, use of same font type and size, better user experience in terms of UI, navigation.

- Back Up Facility
- Audit Trail of each user
- Bulk upload or edit of records if needed

C. Hosting Environment & Technology for application

- The environment shall be compliant with applicable laws and regulation prescribed by Ministry of Information Technology, Government of India.
- The environment shall be suitable for the application to be developed and use of latest and sustainable technology.
- Better and appropriate storage & compatibility with hardware of users

Eligibility of Applicant

- Only Non-Individuals can apply.
- Past Experience of Android Development, Web Development for at least 7 to 8 years
- Past Experience of development in Strong Health Management Systems for at least 3 to 5 years
- Past Experience of Working with Social Sector.
- Bank guarantee equal to 20% of estimated contract value should be kept in favour of TISS throughout the contract period.
- Applicant must provide past 3 years audited financial statement along with technical bid.
- All applicants must **attach** the presentation of the company's profile which should comprise of minimum of Ownership details, Financial details (Turnover project wise with total cost of project and staff deployed on each project), Human Resource details, 3 recent projects handled.

IV. Selection Process

- Saksham will invite the short-listed applicants for a meeting to present their achievements, weakness, progress, financial stability and so on. The selection of applicants will be done on technical grounds and once selected cost implications shall be sought from applicants
- The selected candidates will be informed and MoU formalized accordingly.



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V. Submission Instructions

- Please submit the form using the link - <https://forms.gle/smTxjah5tLpkAPuf7>
- Do not send the physical copy of EOI to office address.
- Please do not call on office number, due to lock down employees are working from home.

Anil Vasaya
Finance Manager-Saksham