

Grassroots Research and Advocacy Movement (GRAAM)

Procurement Notification

No: GRAAM/PRG/JAS/20-21

Date: 08th April 2021

About GRAAM: Grassroots Research and Advocacy Movement (GRAAM), a public policy research and advocacy initiative in India. Its extensive expertise spans over policy research, action research, Policy engagement and capacity building in a wide range of social sectors and thematic domains. With its rich expertise at engaging with communities at Grassroots level it is uniquely positioned in the social impact landscape of India.

About the Project: As part of our project implementation in Jharkhand we are establishing community accountability mechanisms model for demonstrating community led monitoring mechanism and establishment of Jan Arogya Samitis (JAS) for strengthening delivery of CPHC through SC-HWCs in selected SHC-HWC's of Jharkhand.

In view of this GRAAM is seeking proposals with a Quotation from qualified and experienced Vendors to develop, implement, and maintain a Project MIS platform, Interactive voice response services (IVRS) & SMS gateway services.

Scope of Work:

1. Develop the custom toll-free Interactive Voice Response (IVR) system and dashboard for JAN(Jan Arogyashreni Project)
2. Front end/ dash Board for generating/ viewing IVR, SMS logs for a range of dates (daily/weekly/ monthly/ yearly), scheduling of bulk SMS with an option of edit/delete. Support export and import of records in multi-file format such as CSV, XLS, TXT, XML etc. the dashboard should have the ability to integrate with the institutional server if required.
3. Identify and provide to user the status of messages and report rates of received, read, response sent, etc., and provide periodic reports to GRAAM.
4. The package should provide provision to send unlimited SMS, Voice messages and calls.

5. Support multi-lingual communication. The vendor must be able to provide all communication modalities in English and Hindi.
6. Setting up demand-based information provision on IVRS mechanisms – a caller should be able to seek the pre-loaded information choosing the different menu on the IVRS.
7. The services provider should provide an automated system platform to operationalize the services issued.
8. A survey (using IVRS) conducted every quarter covering more than 350 respondents and the data should be captured on cloud and RANKING CARD should be generated automatically for each Health Centre (35 health centre) based on the responses obtained during the IVRS call.
9. MIS - Project Field Team (10 members) should be able to submit the report based on the activities they are completed (against the set target) and performance report (Dash Board) of the project the report should be generated automatically
10. Training the project team of GRAAM on usage of portal.
11. The tools must allow for generation and publication of operational reports as needed.
12. It will be the responsibility of the agency to obtain necessary approvals for providing the required facility from TRAI or other statutory/regulatory bodies, if any.

For IVR calls/SMS, solution should provide features including but not limited to below, in addition to other features specified in the RFP:

- Online Website/Portal based access with User ID/Password based access to website/portal
- Menu Driven Graphical User Interface (GUI) based access.
- Scheduling & Sending SMS/Voice call to minimum 500 or more mobile numbers.
- Provision of Web-based reports for download in Excel/Txt/PDF format.

NOTE: Separate Quote Should be given for SL No 9 i.e. MIS

Period of Work and time line:

The service provider should be able to complete all the deliverables in 45 working days from the date of issuing the work order. The Service provider should provide and maintain the services for a period of 18 Months from the date of complete installation.

Proposal Requirements:

- Provide the following details: The full legal name, address, telephone number, fax number, website and email of contact person of the organization submitting the proposal
- A cover letter/statement of interest indicating the agency's interest in the project and highlighting its qualifications to perform this project.
- A summary of firm's experience in requested service areas, highlighting the agency's experience working with Community based projects and not-for-profit organizations.
- Statement of qualifications, including related experience with similar types of projects and specific qualifications with a Nodal person from the agency.
- The technical proposal should highlight operational plan, timeline, team composition and budget. The financial proposal in Indian Rupees with Budget Narrative (The budget narrative shall provide a justification on the basis of each proposed cost in the budget and how it is calculated).
- All proposals must be in writing, in the English language, signed and dated by an authorized employee of the agency
- Any additional information that the agency considers to be relevant.
- Two previous client references with email IDs and contact numbers for similar assignments conducted.

Payment Terms:

Agency shall bill to GRAAM the sums due at agreed rates by mentioning (a) GRAAM Work order number, if any, and invoice number; (b) description of service rendered; (c) the services fee or portion thereof that is due; (d) taxes, if any; and (e) billing will be done based on the mutually agreed payment terms as per the agreement.; all pricing and charges are applicable for

transmission of SMS Messages, calls and voice messages are within India only. GRAAM will pay the agency the agreed dues within thirty (30) days of receiving bills/invoices from the agency.

Other terms:

- GRAAM reserves the right to reject all or any quotation(s), wholly or partly, without assigning any reason whatsoever.
- GRAAM team reserves the right to request the top 3 proposals for an in person/Virtual presentation.
- GRAAM reserves the right, in its sole discretion, to conduct negotiations in accordance with GRAAM and/donor's policies and procedures and to request additional information from prospective Bidders to supplement or clarify any aspect of the proposal documents if such revisions will be in the interest of our programs Only shortlisted agencies will be contacted.
- GRAAM shall not be legally bound by any award notice issued for this RFP until an Agreement is duly signed and executed with the winning bidder(s). Further details will be shared with shortlisted agencies.

Submission of Proposal:

Hard copy or soft copy of the duly signed proposal with quotations be submitted to the below office address or emailed to graam@graam.org.in

Last Date to submit proposal and quotation: 18:00 hours 12th April 2021.

Address: Grassroots Research and Advocacy Movement (GRAAM)CA-2 KIADB Industrial Housing Area, Hebbal Ring Road, Mysore, Karnataka, India 570 016

For queries related to submission of RFP or any further queries all correspondence may be directed to – Mr.Bhagavan Bidarakote (+91 9620207879).

Sd/-
Executive Director
Grassroots Research And Advocacy Movement