Expression of Interest notification for the empanelment of a startup as a partner institution under One Local Government One Idea Project(OLOI) of KDISC to develop a software application -Time Bank- to support the elderly care in the State.

[Ref No:572/2023 dated 20.06.2023]

Project Name: OLOI Project

KERALA DEVELOPMENT INNOVATION STRATEGIC COUNCIL

India Height, Govt. Women's College Road

Vazhuthacaud, Thiruvananthapuram – 695014

Phone 2332920/2334472

www.kdisc.kerala.gov.in

Contents

Expression of Interest notification for the selection of a partner institution under One Local Government One Idea Project(OLOI) of KDISC to develop a software application –Time Bank- to support elderly care in the state.

1. Introduction

The Kerala Development and Innovation Strategic Council (K-DISC) a society under the Travancore Cochin Literary Scientific and Charitable Societies Act 1955 is a strategic think tank and advisory body of the Government of Kerala. One Local Government One Idea (OLOI) is a flagship programme of K-DISC aimed to equip the Local Self Government Institutions (LSGIs) for developing innovative solutions for the problems they face in various sectors. The programme is being implemented by K-DISC in association with the Kerala Institute of Local Administration (KILA), Kerala Startup Mission (KSUM), Integrated Rural Technology Centre (IRTC) and Centre for Management Development (CMD).

The OLOI programme consists of processes including the capture of problems being faced by the LSGIs that need innovative solutions, curation of the problems, identification of innovative solutions with the support of Community of Practice and methods including hackathons, developing proof of concepts, preparation of related documentation and handholding of LSGIs in implementation of the solutions evolved through these process and scaling up.

Three LSGIs (Elikkulam Grama Panchayat & Manarcad Grama Panchayat in Kottayam district and Perumbavoor Municipality in Ernakulam district) have submitted the problem related to the elderly population in their locale related to health, mental well-being, finances, and social connections.

We aimed to build a bouquet of innovative solutions to meet the needs of the people belonging to different socio-economic strata of society by involving our Community of Practice (CoP), Academic institutions/ Organizations and trained interns.

One of the innovative solutions that came out during the progress of the project lifecycle is the concept of 'Time Bank'. The time bank in elderly care serves as a unique and innovative approach to promote community engagement, support aging individuals, and encourage intergenerational cooperation.

What is a Time Bank?
A time bank in the context of elderly care is a system or program that allows individuals to exchange services or assistance based on the concept of time rather than money. It is a community-based initiative that fosters mutual support and collaboration among its members.

In a time bank for elderly care, participants offer their skills, time, and assistance to help older adults with various tasks and activities. These tasks can include household chores, transportation, companionship, meal preparation, gardening, shopping, or any other tasks that may be challenging for the elderly. In return for their services, participants earn credits or "time dollars" for the amount of time they have spent assisting others.

The accumulated time credits can then be used by participants to receive help or support from other members of the time bank when they need it. The idea is to create a reciprocal system where everyone's skills and abilities are valued, and the community collectively supports one another.

Time banks in elderly care often aim to address social isolation among older adults by promoting social connections and fostering a sense of community. They can provide a platform for individuals to share their talents, make meaningful connections, and receive the assistance they require.

The key objectives of this partnership are:

a. The primary objective would be to develop a robust and functional online platform for materializing the concept of Time Bank in elderly care.
b. The platform should be having a visually appealing user interface design to enable easy navigation compatible for the elder population and offer a seamless experience for all users.
c. Provide comprehensive documentation and training materials to facilitate the smooth adoption and usage of the software platform.

This EOI is invited to empanelling Institutions/ Organizations with expertise in the area of software development as a domain partner to develop and materialise the concept of Time Bank for the welfare of the elderly.

Applicants should submit a proposal with the following documents to spe07@kdisc.kerala.gov.in on or before 5.00 pm 5th July 2023.

Shortlisted applicants would receive the call for a detailed discussion by K-DISC, at a mutually convenient date immediately.

2. Terms of Reference

The aim of this tender is to identify a startup as a domain partner that can develop the concept of Time Bank for the elderly care in the state. Any recognized Startup can apply for the K-DISC EoI application. However, the organisation should have relevant expertise in developing such type online platforms.

The following are the terms of reference for this enagagment

2.1. **Development of a Robust and User-Friendly Time Bank Software**: The primary responsibility is to build a robust, scalable, and user-friendly software platform for the Time Bank. The software should provide seamless functionality for users, facilitating the exchange of services and fostering a sense of community among participants.

2.2. **Tailored Features and Functionalities for Time Bank**: focus on developing features and functionalities specific to Time Banking, such as service listings, service requests, time credit management, user profiles, messaging, and scheduling. The software should support efficient coordination and facilitate secure transactions within the Time Bank.

2.3. **Customization for Elderly Care**: The software should be tailored to address the needs and preferences of elderly users. This includes incorporating user-friendly interfaces, accessibility features, and clear navigation, ensuring that elderly individuals can easily engage with the platform and access the services provided by the Time Bank.

2.4. **Integration and Data Management**: ensure seamless integration of the software with the whole elderly care system, if applicable, to enable efficient data management and minimize duplicate efforts. This may involve integrating with organizational databases, user authentication systems, or other relevant platforms.

2.5. **Security and Privacy**: prioritize the security and privacy of user data within the software platform. Robust security measures should be implemented to protect personal information and prevent unauthorized access or misuse.

2.6. **Testing and Quality Assurance**: conduct thorough testing and quality assurance processes to ensure the software performs reliably, is user-friendly, and meets the requirements of the Time Bank. This includes identifying and resolving any bugs or issues that may arise during development.

2.7. **Documentation and Training**: provide comprehensive documentation and training materials to facilitate the smooth adoption and usage of the software platform. This may include user guides, administrator manuals, and training sessions for Time Bank administrators and users.

2.8. **Handover and Support**: Upon completion, the partnership should include a structured handover process to transfer ownership and knowledge of the software platform to the elderly care organization or relevant stakeholders. Additionally, the partnership should establish ongoing technical support channels to address any future issues or updates that may arise.

2.9. **Time Bank required components and features:** an outline of technical specifications and required components and features enclosed in the annexure 1 of the EoI document

3. Template for EoI Response

3.1 Institutional Particulars

1) Reference EoI Number:[Add the number of EoI notified on K-DISC site]
2) Reference EoI Date: [Add the date of EoI notified on K-DISC site]
3) Name of the Project for which EoI Response is submitted:[Name of the K- DISC project for which EoI is notified]
4) Name of the Organisation:[Name of the bidding agency]
5) Legal Name: [Name of the organization as registered with the relevant authority]
6) Legal Status: [Indicate the legal structure of the organization, such as a partnership, society, company, etc.]
7) Registration Number: [Provide the unique registration number assigned to the organization by the relevant authority if any]
8) Date of Registration: [Indicate the date when the organization was registered with the relevant authority]
9) Registered Address: [Provide the complete postal address of the organization's registered office]
10) Full name of the contact person :[Provide the designation of the organisation's main contact person]
11) Designation of the contact person :[Provide the full name of the organisation's main contact person]

12) Contact Mobile Phone Number: [Provide the mobile phone number the organisation's main contact person]
13) Contact e-mail id : [Provide the email address for the organisation's main contact person].

3.2 Organisational Capabilities

1) Introduction: [Provide a brief introduction about your organisation, including its history, scope of work, and mission statement]
    I. Introduction:
    [Provide a brief introduction to the organisation, highlighting its key characteristics and purpose. This may include the organization's name, year of establishment, and core business activities. Be concise but descriptive.]
    II. History:
    [Provide a detailed history of the organisation, including key milestones, major achievements, and any significant changes or events that have impacted the organization. This may include mergers, acquisitions, leadership changes, or other noteworthy developments.]
    III. Mission:
    [Provide a clear and concise statement of the organisation's mission and vision. This should articulate the primary objectives of the organization and how it seeks to achieve them. It should also align with the objectives of the tender.]
    IV. Services:
    [Provide an overview of the services offered by the organisation, highlighting its key areas of expertise and its value proposition. This should describe the specific services that the organization offers and how they align with the objectives of the tender. Be sure to highlight any relevant experience or success stories related to similar projects.]

2) Organisational structure and capacity:
[Provide information on your organisation's structure and size]
    I. Total number of Employees:[Provide information the number of employees]
    II. Size of the management team and roles:[Provide information the number of employees in the management team and roles]
    III. Size of the support staff. :[Provide information the number of employees in the support team and roles]
    IV. Mention any unique capabilities or resources that set your organization apart from others in the industry.]
3) Relevant experience in the field:
[Provide information on your organisation's experience in the relevant field, including specific projects or contracts that demonstrate your organisation's capabilities. Mention any relevant experience with similar projects, clients, or stakeholders.]
    I. Experience:
    II. [Provide a detailed description of the company's relevant experience in the field, including the number of years of

experience and key areas of specialization. This should include information on the types of projects the company has worked on in the past, and how this experience will help us to deliver a successful project for your organization.]

III. Key Personnel:
[Provide an overview of the key personnel who will be involved in the project, including their roles and responsibilities, as well as their relevant experience and qualifications. This should also include their certifications and any relevant training they have received.]

IV. Project Experience:
[Provide details of the most relevant and recent projects that the company has completed, with a focus on projects that are similar in scope and complexity to the current tender. This should include information on the project's goals, objectives, deliverables, and outcomes.]

V. Client References:
[Provide a list of references for the company's previous clients who can speak to their experience working with us. This should include contact information for the references, as well as a brief description of the work we did for them.]

VI. Quality Management:
[Provide a brief overview of the company's quality management system, including any relevant certifications, processes, and procedures that you follow to ensure the quality of our work.]

4) Similar projects:
[Provide information on your organisation's experience with similar projects, including the size, scope, and outcomes of each project. Mention any challenges or opportunities that your organization faced during these projects and how your team overcame them.]

I. Project Details:
[Provide a brief overview of the most relevant and recent projects that are similar in scope and complexity to the current tender. This should include the project's name, location, objectives, scope, and duration. Be sure to highlight any unique challenges or requirements of the project.]

II. Services Provided:
[Describe the services that were provided on the project, highlighting our areas of expertise and any relevant experience or success stories.]

III. Key Personnel:
[Provide information on the key personnel who were involved in the project, including their roles, responsibilities, and relevant experience. This should include their certifications and any relevant training they have received.]

IV. Project Outcomes:
[Provide a summary of the outcomes achieved on the project, including any deliverables produced, milestones achieved, or other notable results. Be sure to highlight any value-added or innovative solutions that were provided and success stories.]

V. Client References:
[Provide a list of references for the project's previous clients who can speak to their experience working with us on the project. This should include contact information for the references, as well as a brief description of the work we did for them.]

VI. Lessons Learned:
[Provide a brief summary of any lessons learned from the project, including any areas for improvement or opportunities for innovation. This will demonstrate our company's commitment to continuous improvement and ensure that any issues encountered on previous projects are addressed.]

5) Certifications received:[Mention any relevant certifications or accreditations that your organisation has received.]
   i. Name of Certification: [Provide the name of the certification that the organisation has obtained]
   ii. Issuing Body: [Provide the name of the organisation that issued the certification]
   iii. Certification Number: [Provide the unique identification number assigned to the certification]
   iv. Date of Issue: [Indicate the date when the certification was issued]
   v. Expiration Date: [Indicate the date when the certification will expire]

3.3 Approach and Methodology for the Project

1) **Overview of Approach**: [Begin by providing a high-level overview of the approach that the agency will take to develop the product. This should include the detailed project plan and road map for the product development towards its goals.]
2) **Requirements Gathering and Analysis**: [How you are planning to conduct the comprehensive requirement gathering sessions involving different stakeholders involved in the project.]
3) **Iterative Development and Implementation**: [How the organization is planning to build the software platform incrementally with the feedback from different stakeholders]
4) **Monitoring and Evaluation**: [Outline your institution's strategy for monitoring and evaluating the project's progress and outcomes. Describe how you will collaborate with other stakeholders in jointly assessing the product's efficiency and making necessary adjustments.]
5) **Risk Management**: [Describe the risk management plan that the agency has in place to mitigate potential risks and challenges that may arise during the project.]

3.4 Project Particulars

A. Project Financials

a. Project Budget: Provide an overview of the project budget, including a breakdown of costs for each stage of the project.

Sl No	Component	cost	Remarks

b. Payment Schedule: Outline the payment schedule for the project, including the percentage of the project cost that will be paid at each milestone. (The payment outflows shall be such that the first instalment could be a maximum of 20% of total project costs)

Sl No	Instalment	Payment

c. Contingency Plan: Describe your contingency plan for unexpected costs or changes to the project scope.

B. Project Milestones

Sl No	Milestone	Expected Date
1	Wireframe development	
2	Design	
3	Software development	
4	User acceptance Testing and reports	
5	Deployment and launch	
6	Post launch support and Maintenance	

C. Project Deliverables

- Wireframes and Design Mockups
- Interactive Prototypes
- Developed software platform
- User Acceptance and Testing Reports
- Deployment package
- Documentation and User guidelines
- Training materials
- Post-launch support plan

Sl No	Deliverable	Subcomponents	Timeframe	Mechanism for verification of achievement

4) Evaluation Criteria

4.1 Organisational Capabilities

A. Grading Schema

1) Introduction of the Organisation (30 points):
    I. Clarity and conciseness of the introduction (10 points)
    II. Demonstrated understanding of the project scope and requirements (10 points)
    III. Presentation of the organization's values, mission, and vision(5 points)
    IV. Overall quality and professionalism of the presentation (5 points)
2) Organisational Structure (20 points):
    I. Clear description of the organizational structure (10 points)
    II. Presentation of the organisation's team and key personnel (5 points)
    III. Explanation of the roles and responsibilities of the team members (3 points)
    IV. Overall quality and professionalism of the presentation (2 points)
3) Relevant Experience in the Field (15 points):
    I. Demonstrated relevant experience in the field (5 points)
    II. Presentation of the organisation's expertise and capabilities (5 points)
    III. Clarity and conciseness of the project descriptions (3 points)
    IV. Overall quality and professionalism of the presentation (2 points)
4) Similar Projects (15 points):
    I. Demonstrated experience in similar projects (5 points)
    II. Presentation of the organisation's relevant experience and success stories (5 points)
    III. Explanation of how this experience will help the organization deliver a successful project(3 points)
    IV. Overall quality and professionalism of the presentation (2 points)
5) Certifications (20 points):
    I. Presentation of the organization's relevant life certifications and qualifications (10 points)
    II. Explanation of how these certifications will benefit the project (5 points)
    III. Overall quality and professionalism of the presentation (5 points)

B. Overall ranking

An overall ranking shall be done. This ranking system provides a simple and objective way to evaluate the responses and assign grades based on the points earned. It can also help to ensure consistency and fairness in the evaluation process, as all responses are evaluated using the same criteria and grading scale.

Sub Component	Introduction of the Organisation	Organisational Structure	Relevant Experience in the Field	Similar Projects	Certifications
1					

2					
3					
4					
Total points					
Component wise ranking					
Overall points					
Overall Ranking					
Remarks					

I. 60-100 points: Excellent
II. 40-59 points: Good
III. 1-39 points: Fair

Excellent: A response that meets or exceeds all of the evaluation criteria and demonstrates outstanding performance in every aspect.

Good: A response that meets most of the evaluation criteria and demonstrates a good understanding of the project requirements, but may have some weaknesses in one or more areas.

Fair: A response that meets only some of the evaluation criteria and has significant weaknesses or gaps in understanding of the project requirements.

***Cut off mark for qualification shall be 60%**

4.2 Approach and Methodology for the Project.

A. Grading Schema

1) Overview (60 points)
    I. Clarity of project overview and understanding of project goals (20 points)
    II. Coherence of proposed approach with the objectives of the project (20 points)
    III. Feasibility of proposed approach within the given timeframe and resources (20 points)
2) Requirements Gathering and Analysis (10 points)
    I. Clarity on how the requirements are gathered from different stakeholders involved in the project (5 points)
    II. Clarity of the domain in which information to be gathered(5 points)
3) Iterative Development and Implementation (10 points)
    I. Clarity on the incremental approach of building the platform with proper interaction and feedback from the stakeholders.

(10 points)

4) Monitoring and Evaluation (10 points)
   I. Clarity and effectiveness of proposed monitoring and evaluation framework (5 points)
   II. Demonstrated ability to collect and analyse data for program improvement (5 points)
5) Risk Management (10 points)
   I. Identification and mitigation of potential risks associated with the program (10 points)

B. Overall ranking

An overall ranking shall be done. This ranking system provides a simple and objective way to evaluate the responses and assign grades based on the points earned. It can also help to ensure consistency and fairness in the evaluation process, as all responses are evaluated using the same criteria and grading scale.

Sub Component	Overview	Requirements Gathering and Analysis	Iterative Development and Implementation	Monitoring and Evaluation	Risk Management
1					
2					
3					
4					
Total points					
Compon ent wise ranking					
Overall Points					
Overall Ranking					
Remarks					

I. 60-100 points: Excellent
II. 40-59 points: Good
III. 1-39 points: Fair

Excellent : The response is comprehensive, well-organised, and demonstrates exceptional understanding of the project goals and requirements. The proposed approach is innovative, feasible, and clearly addresses all aspects of the evaluation framework with a high level of detail and precision. The response presents compelling evidence of the agency's ability to deliver the project within the given timeframe and resources.

Good : The response is clear and coherent, and demonstrates good understanding of the project goals and requirements. The proposed approach is feasible and addresses most aspects of the evaluation framework with sufficient detail and precision. The

response presents evidence of the agency's ability to deliver the project within the given timeframe and resources.

Fair : The response is incomplete, unclear, or does not demonstrate sufficient understanding of the project goals and requirements. The proposed approach is not feasible or does not address important aspects of the evaluation framework with the necessary detail and precision. The response does not present convincing evidence of the agency's ability to deliver the project within the given timeframe and resources.

4. 3 Project Particulars

A. Grading Schema

1. Project Financial (100 points)
    - I. Clarity, feasibility, and appropriateness of budget allocation (80 points)
    - II. Realistic and reasonable payment schedule (10 points)
    - III. Presence of contingency plan and its feasibility (10 points)
2. Project Milestones (50 points)
    - I. Completeness and appropriateness of milestones (25 points)
    - II. Ideal Timelines (25 marks)
3. Project Deliverables (50 points)
    - I. Completeness and appropriateness of deliverables (20 points)
    - II. Proper understanding of the deliverables. (20 points)
    - III. Timelines and adherence to the deliverables (10 points)

B. Overall ranking

Based on the proposed evaluation framework, we can assign the following grading system:

Sub Component	Project Financial	Project Milestone	Project Deliverables
1			
2			
3			
4			
Total points			
Component wise ranking			

Sub Component	Project Financial	Project Milestone	Project Deliverables
Overall Points			
Overall Ranking			
Remarks			

I. 150-200 points: Excellent
II. 100-150 points: Good
III. 1-100 points: Fair

Excellent: An excellent offer demonstrates exceptional quality and comprehensiveness in all aspects of the offer. The proposal would be well-structured, with clear milestones, timelines and budget, and would provide a detailed and realistic plan for execution

Good: A good offer would demonstrate a strong understanding of the project requirements, with a clear and well-structured approach to the implementation. It would provide a feasible plan with reasonable timelines and budget.

Fair: A fair offer would demonstrate a basic understanding of the project requirements, but may lack the depth and detail required for successful implementation. It would showcase a plan that may not be fully feasible or realistic. The team may have limitations to complete the project on time and within budget.

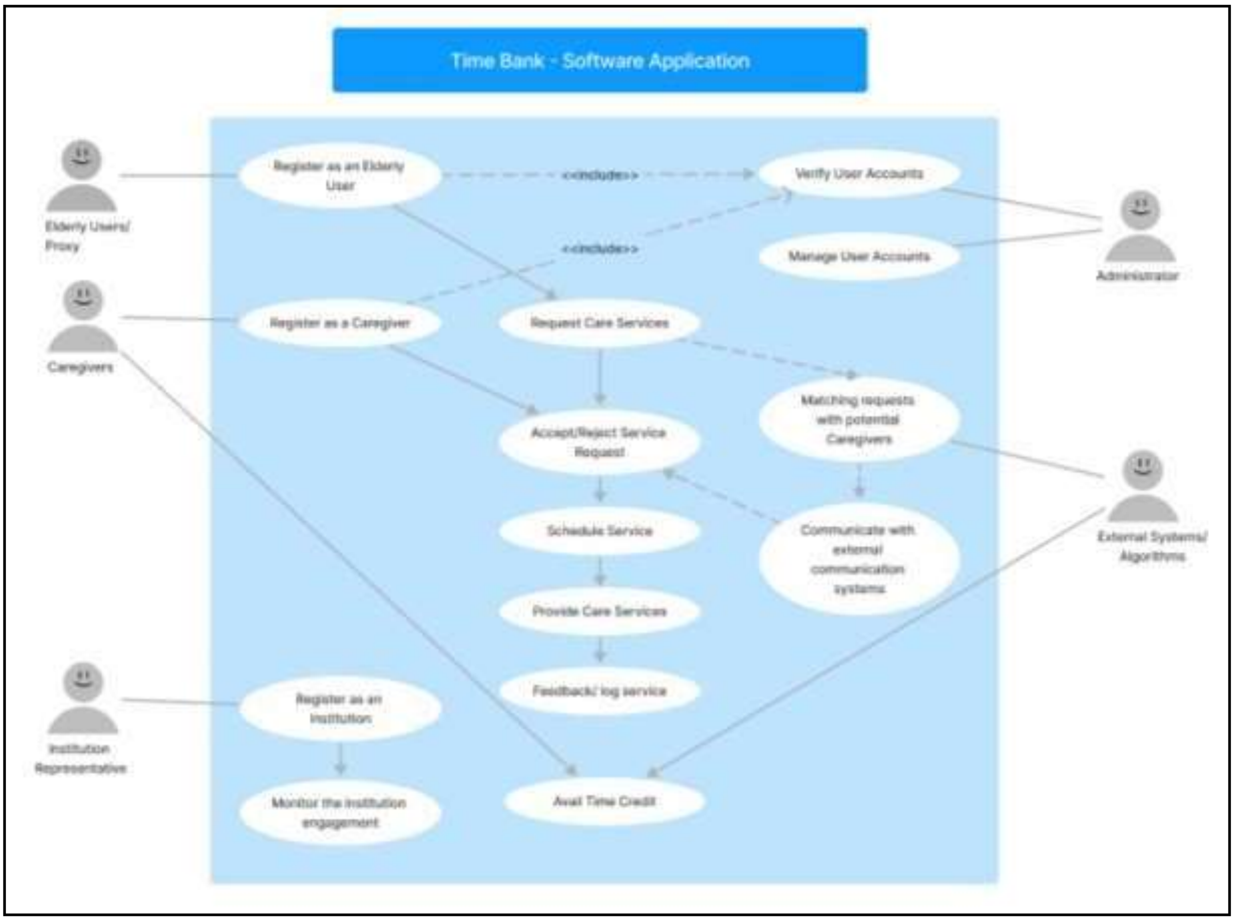
Annexure 1

Technical Specifications

#	**Technical requiremnt**	**Preferred Technology Options**
1	Technology Stack	Python with Django, JavaScript with React, Ruby with Rails, NodeJs with Fastify, JavaScript with Angular 12+
2	Web and Mobile Compatibility	Responsive HTML/CSS, CSS frameworks like Bootstrap, Material UI
3	Security and Privacy	HTTPS with SSL/TLS and Authentication
4	Data Storage and Database Management	PostgreSQL, MySQL, MongoDB, Firebase
5	Development Methodology	Agile (Scrum, Kanban), Git for version control
6	Deployment and Hosting	Cloud hosting with AWS

We maintain an open and flexible stance regarding the consideration of alternative technologies, provided they meet our project's requirements and demonstrate a high standard of quality. Our primary objective is to develop and deliver a robust, scalable, and user-friendly platform that effectively addresses the specific needs of elderly care. In this regard, we encourage potential partners to propose innovative and reliable technological solutions that align seamlessly with our project's objectives.

Required components and features



1. **Volunteer Registration**
    a. A person interested to join the system can register through a mobile app or website.
    b. Information collected will be as follows
        i. Name
        ii. Age (Lower Limit – 18)
        iii. Mobile number
        iv. Email ID
        v. Aadhar Number
        vi. Institution code (if belong to any institution/ organization)
        vii. Spouse/Father/Mother contact info
        viii. Address
        ix. Upload valid ID proof
2. **Institution registration**
    a. An Institution interested to be part of the system can be registered online.
    b. Information collected will be as follows
        i. Name
        ii. Type
        iii. Institution Head
        iv. Address
        v. Contact details including email and mobile number
3. **Validation from control centre**
    a. Control centre will validate the entry
    b. If the validation process is passed, the volunteer will get the response mail.
4. **Police verification**

    a. A police verification will be conducted by the local administration to check the background of the volunteer

5. **Training**
    a. Those volunteer whose police verification is completed will be eligible to attend an online training programme (A basic training programme to learn the process involved in geriatric care and how the time bank portal can be used).
6. **ID card**
    a. Those volunteers who have completed the training programme shall be issued an ID card. (The ID Card with a unique barcode can be downloaded from the App)
7. **Online**
    a. The volunteers who have received the ID cards will be eligible to go online from the app.
8. **Patient Registration**
    a. An elderly patient or a Relative of the patient can register through the mobile app/Web portal. The following details shall be collected at first. The data collected will be as follows
        i. Name
        ii. Age
        iii. Contact details
        iv. Doctor Details
        v. Hospital
        vi. Health condition of the patient (Need to finalize the master data)
        vii. Help needed on (Need to finalize the master data)
        viii. Volunteer Sex preference
        ix. Location
9. **Notifications and Time Transfer**
    a. When a patient registers with the system. The record will be forwarded to all the volunteers registered in the pin code where the patient is residing. Information including contact details of the patient and the help that he is expecting will be displayed.
    b. Any volunteer can view the patient info and based on the set of help requirements, the volunteer can message the patient and the patient can accept or reject. A volunteer can choose the help services that the patient is looking for while sending the message. If a second volunteer is ready to offer the rest of the services, he/she can do the same process.
    c. When a patient accepts a request from a volunteer, an OTP will be generated at the patient's app and this should be passed to the volunteer. When the volunteer confirms the OTP, the time tracking will be initiated
10. **Patient Priority**
    a. The patients will be prioritized based on the time credited in a patient's account by a volunteer or any other patient
    b. Any volunteer who is ready to offer service, needs to first attend to the patient having the top priority
    c. When a volunteer offers service request to such patients, the patient priority for the day will be negated
    d. If a patient rejects a service from the volunteer for a valid reason. His Priority will be again restored for the day
11. **Colour Coding**

a. Purple – Patients with priority
b. Green – Patients with Volunteer
c. Yellow – Patients with Volunteer but not available for the day
d. Red – Patients who have sent emergency help request

12. **Emergency help request**
    a. A Patient can anytime send emergency care request which will be circulated to all the volunteers in the area
    b. Any volunteer can accept the request and provide help to patient in need.
    c. The time tracking will be initiated when the volunteer accepts such a request
13. **Feed back**
    a. Service Rating – A patient can provide the rating of service provided by a volunteer with a rating and details
    b. Hour Rating – Ranking based on hours spend by a volunteer
    c. System generated Rating – This will be ranking generated by the system and will be based on the above two ratings
    d. Patient behaviour Rating – A volunteer can also rate the behaviour of the patient.
14. **Account on hold**
    a. If a volunteer's ranking is poor for a period of time. His/her account will be put on hold and the volunteer should provide sufficient reasons to activate his/her account
    b. Account of those Patients with poor behaviour will be put on hold. The patient can activate the account by providing sufficient reasons.