**Title:** Developing a Proposal to Design and Integrated Healthcare Delivery System for Karnataka

**Purpose:** to develop a detailed operational proposal including digital pathways and programmatic workflow for an Integrated Healthcare Delivery System for the State of Karnataka. The intent is to leverage the benefits of existing patient navigation intervention &integrate the provision of health services using the information systems that supports patients through their healthcare seeking journey. The envisaged outcome of the system is that it will show evidence for boosting access to health services and enhance the overall health wellbeing of people of Karnataka and for administration helps improve chronic disease management. **The vision architecture of the envisioned system is provided in the presentation that has been provided to the agency.**

**Scope of Work**

1. Understand the proposed architecture of the integrated health delivery system.
2. Support in undertaking the feasibility assessment of the state helplines and the available digital public goods which may require integration. (This will be supported by ACCESS Health team as well)
3. Develop workflows using the existing information systems, call centres and services which when implemented with help achieve the intended outcomes.
4. Develop an operational proposal or ‘How to Implement’ the integrated healthcare delivery model overall and in different phases. The operational proposal should comprehensively provide operating guidelines, workflows, changes/upgrade required in customer relation management systems.
5. Participate in stakeholder discussions with state officials and donor to refine the concept.

**Deliverables**

Proposal – PowerPoint Presentation two versions detailed and summary. It is expected that the final deliverable may take up to 2-3 revisions.

**Budget**

The total budget for proposed engagement will be INR 2,83,200 inclusive of taxes. Travel and stay related costs to Bengaluru (or other location) will be borne by ACCESS Health International.

**Bank Account Details**

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| --- | --- | --- |
|  | **Name of the Beneficiary** | Tattva Foundation |
|  | **Bank Name** | Bank of Maharashtra |
|  | **Account Number** | 60207424633 |
|  | **Bank Address** | 2/10 Vineet Khand, Gomti Nagar Lucknow- 226010 |
|  | **IFSC Code** | MAHB0001237 |
|  | **Swift Code** | MAHBINBB |

**Service Fee**

The entire fee, not exceeding INR 2,83,200 inclusive of taxes would be paid to the account mentioned above held by the Tattva Foundation.

**Milestones**

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| **Milestone** | **Timeline (days)** |
| **Architecture Understanding**: Comprehensive understanding of the proposed architecture of the integrated health delivery system. | T+ 7 |
| **Feasibility Assessment**: Completion of the feasibility assessment for state helplines and digital public goods integration, supported by the ACCESS Health team. |
| **Workflow Development**: Creation of operational workflows utilizing existing information systems, call centres, and services. | T+ 10 |
| **Operational Proposal**: Development of the operational proposal outlining the implementation plan, operating guidelines, workflows, and CRM system upgrades, in phases. | T+ 14 |
| **Stakeholder Engagement**: Active participation in stakeholder discussions with state officials and donors, resulting in the refinement of the project concept. | As and when required during the contract period |

**Term of Contract**

This contract period is from **September 25, 2023** to **October 31, 2023.** Tattva Foundation will be engaged under the agreement from the date of signing the contract till the date of closure as mentioned above**. The contract will be considered closed when the deliverable is received, and final report is submitted.**