



ABSTRACT

Tamil Nadu Health Systems Project – Implementation of web based HMIS and HMS in all project hospitals - Outsourcing of Technical Coordinator (IT) - Orders issued .

HEALTH AND FAMILY WELFARE (EAP1/1) DEPARTMENT

G.O.(2D) No. 88

Dated 21.10.2009.
Read

1. G.O. (2D).No. 68, Health and Family Welfare Department, dated 29.08.2005.
2. From the Project Director, Tamil Nadu Health Systems Project, Letter.No.5732/E1 / HSP/2009, dated 7.10.2009.

ORDER:

In the Government order read above, the Government sanctioned the implementation of a web based Hospital Management Information System which includes Hospital Management System and patients electronic medical records data base.

2. A proposal for outsourcing of a Technical Coordinator (IT) in each district and in Project Management Unit in phases was placed before the State Empowered Committee in its sixth meeting held on 24.03.2009. The State Empowered Committee had agreed to the proposal and suggested that " the Technical Coordinator (IT) has to be outsourced and placed as and when the scheme expands to the districts in phases". The Committee has also observed that the qualification criteria for the IT coordinator have to be reworked.

3. The Project Director, Tamil Nadu Health Systems Project has stated that subsequent to the State Empowered Committee meeting, in a discussion with the Managing Director, ELCOT, it was ascertained that M/s. ELCOT Ltd., had identified an outsourcing agency for hiring suitable candidates for any type of work connected with IT sector and that the agency would place an IT Coordinator as per his request. He has also stated that based on the modifications suggested by the State Empowered Committee the Managing Director, ELCOT has sent a revised proposal as follows:

- (a) The Technical Coordinator (IT) shall be outsourced through M/s ELCOT Ltd.,
- (b) Initially five Technical Coordinators (IT) shall be hired @ one Coordinator for each of the five phase I districts where HMIS and HMS have been introduced and more Coordinators will be posted to other districts as and when the scheme is extended to those districts.
- (c) The qualification criteria for Technical Coordinator (IT) have also been revised in the proposal.
- (d) A consolidated payment of Rs.20,900 per month was proposed for the IT Coordinator which includes contract payment, accommodation charges, travel charges and telephone charges.

4. Based on the revised proposal the Project Director, Tamil Nadu Health Systems Project has sent a proposal to the Government. The Government had suggested that the contract payment could be revised as follows:

- (a) Contract payment @ Rs.12,900 per month
- (b) Travel + accommodation Rs. 2,500 per month
- (c) Telephone expenditure Rs.500 per month

The Project Director, Tamil Nadu Health Systems Project has stated that the Managing Director, ELCOT has agreed to the revised payment suggested by the Government plus services charges of 2% and service tax at applicable rates. Based on the revised proposal the Project Director, Tamil Nadu Health Systems Project has placed a proposal before the State Empowered Committee in the meeting held on 14.09.2009 to sanction 32 temporary posts of Technical Coordinator (IT) to be filled up by outsourcing to facilitate the implementation of a web based HMIS and HMS in the districts and in the Project Management Unit. The State Empowered Committee has approved the proposal for appointment of 6 posts of Technical Coordinators IT in 5 phase I districts and in the Project Management Unit and suggested that the remaining posts may be considered for sanction when phase II of the HMIS is taken for implementation. The Project Director, Tamil Nadu Health Systems Project has requested the Government to issue orders. Appointment of Technical Coordinator (IT) is an approved activity of the World Bank and the expenditure is reimbursable.

5. The Project Director, Tamil Nadu Health Systems Project is permitted to contract M/s. ELCOT for outsourcing the posts of Technical Coordinator as per a contract agreement to be signed by the Project Director, Tamil Nadu Health Systems Project and Managing Director, ELCOT. The qualification and the job description for the post are indicated in the Annexure to this order.

6. The Government, after careful consideration, accord sanction for appointment of 6 temporary posts of Technical Coordinator (IT) for a period of one year from the date of appointment and extendable as per need in the District Project Management Units in Dharmapuri, Krishnagiri, Theni, Pudukottai, Kanyakumari districts and in the Project Management Unit, Chennai. The Technical Coordinator (IT) shall be paid the following contract payment.

- (a) Contract payment @ Rs.12,900 per month
- (b) Travel + accommodation Rs. 2,500 per month
- (c) Telephone expenditure Rs.500 per month

7. Sanction is also accorded for incurring an expenditure of Rs.11,67,696/- (Rupees eleven lakhs sixty seven thousand six hundred ninety and six only) towards payment of contract wages to the Technical Coordinator and services charges to M/s. ELCOT as detailed below.

Sl. No.	Activity	Unit Cost Rs.	Annual Cost (Rs)
	Recurrent cost		
1	Contract payment @ Rs.12,900/- per month per Technical Co-ordinator (IT) for 6 Co-ordinators	Rs.12,900 x 6 x 12 months	9,28,800
2	Provision for Travel and Accommodation expenditure @ Rs.2,500/- per month per Technical Co-ordinator (IT) for 12 months for 6 Co-ordinators	Rs.2,500 x 6 x 12 months	1,80,000
3	Provision for Telephone Expenditure Rs.500/- per month per Technical Co-ordinator (IT) for 12 months for 6 Co-ordinators	Rs.500 x 6 x 12 months	36,000
4	Service Charges for ELCOT @ 2% of Rs.11,44,800	Rs.11,44,800 x 2%	22,896
	Total Recurrent Cost		11,67,696

8. The expenditure sanctioned in para 7 above shall be debited to the following head of account :

The expenditure shall be disbursed through Tamil Nadu Health Systems Society funds The Chart of Accounts is: "III - IA - 400 Contractual Services ".

9. This order issues with the concurrence of the State Empowered Committee constituted in G.O. (Ms).No.28, Health and Family Welfare Department, dated 28.02.2005 and Finance Department vide its.U.O.No.61145 / Health I / 2009, dated 20.10.2009.

(BY ORDER OF THE GOVERNOR)

V.K. SUBBURAJ
PRINCIPAL SECRETARY TO GOVERNMENT

To
The Project Director, Tamil Nadu Health Systems Project, Chennai-6.
The Principal Accountant General (A&E), Chennai - 18.
The Principal Accountant General (Audit I), Chennai -18.
The Pay and Accounts Office (South), Chennai -5
The Director of Medical and Rural Health Services, Chennai -6
The Managing Director, ELCOT, Chennai - 35

Copy to:

The Secretary to Government of India, Ministry of Health and Family Welfare, New Delhi-11.
The Country Director-India, The World Bank, New Delhi Office, 70, Lodhi Estate, New Delhi-3.
The Finance (Health I) Department, Chennai - 9.

/ FORWARDED BY ORDER /

Mr. Sathya Narayan
SECTION OFFICER

Annexure

a. Qualifications for Technical Coordinator (IT)

- i. Diploma in Electronics and Communications / Information Technology / Computer Science / B.Sc Computer science / BCA or an equivalent degree in Electronics and Communications / Computer Science with Network Certification with one year experience

or

- Diploma in IT / Computers from an institution recognized by the Director of Technical Education with Network Certification with two years Experience
- ii. Good communication skills and willingness to travel within the district regularly.
- iii. Adequate background in Linux Operating system especially SUSE LINUX with IP configuration and printer sharing.

b. Job Description for Technical Coordinator (IT)

- 1) Hardware, networking and infrastructure support – including asset details maintenance, coordination with suppliers/AMC support; TNSWAN, UPS, Connectivity, LAN, etc.
- 2) Implementation support –
 1. Ensure/coordinate for users IDs, training and implementation of modules
 2. Follow up with TNHSP coordinators in respective locations
 3. Participate in Training for end users – facilitation, etc.
- 3) Travel to various locations/hospitals within the district to facilitate infrastructure set up checks/ repair/restoration periodically and as and when required
- 4) Follow up on infrastructure set up with vendors/hospitals/other locations and report details with escalation, etc.
- 5) Carry out Physical verification of infrastructure installations and report status of infrastructure set up at various sites as and when needed
- 6) Coordinate with TNMSC, TNHSP, HMIS coordinator and TNHSP District Coordinators, Deputy Directors of Health Services and District Health Society for implementation of activities in all locations within the respective districts
- 7) Ensure written/email communication of all status, activities reporting to JD, SBHI/JDHS/MERC/ TNHSP teams regularly
- 8) Maintain call log and handle help desk at district level for hardware/infrastructure, support
- 9) On site Trouble shooting –
 1. Should handle support/minor fixes for Software (Linux, etc), LAN, PCs, connectivity, UPS etc
 2. Follow up with AMC / Vendors for early remedy of issues/breakdown as reported by various locations
 3. Follow up with TNSWAN at district and State level regarding any connectivity related issues

- 10) Undergo training on HMIS modules from TCS team – functional and technical training for implementation support; end users training and trouble- shooting.
- 11) Motivate users for continued usage of on line system at hospitals
- 12) Coordinate with TNHSP/TCS team for implementation activities and undertake activities as planned from time to time including additional training requirements.
- 13) Facilitate/coordinate/collect master data collection at Hospitals, District offices, etc. as needed
- 14) Undergo training on Application –
 1. User level
 2. Administrator level
 3. Master data upload activities
- 15) Provide support for Data Administration related updates – for user IDs creation, password reset, etc. at district level for institutions in district
- 16) Record and update Change requests from end users and forward to the State team
- 17) Send detailed status reports by email as per the frequency and format defined.
- 18) He/She shall carry out trouble shooting and fault diagnosis
- 19) Report Faults in the equipments for immediate necessary action
- 20) Follow up with various agencies for rectification of faults.
- 21) He / She shall maintain all records pertaining to site equipments
- 22) Any other responsibility that may arise from time to time.
- 23) He / She shall maintain a diary of activities performed by him / her each day and submit it to the Controlling Officer once a week.

V.K. SUBBURAJ
PRINCIPAL SECRETARY TO GOVERNMENT

/ TRUE COPY /

Dr. S. Srinivasan
SECTION OFFICER