

## Terms of Reference

### **Consultancy services for the development of application for HAP registration of activities and monitoring of contracts**

#### **1 Background**

The Health for All Project (HAP) in Albania is funded by Swiss Agency for Development and Cooperation (SDC) and is being implemented by a consortium of three organizations: the Swiss Tropical and Public Health Institute (Swiss TPH), and the two NGOs: Terre des hommes (Tdh) and Save the Children (SC). The Project started in January 2015 and has an implementation timeframe of 4 years. Its overall goal is that the Albanian population, particularly the most vulnerable, benefit from better health due to improved Primary Health Care (PHC) services and health promotion activities.

HAP implements a large range of activities. Staff members are assigned to specific activities which are under their respective responsibility. The staff has to report on the implementations. Besides that, most HAP activities involve procurements or contracts with suppliers of goods and services. Each activity in the yearly work plan is implemented through several procurements and contracts. As said, each activity is assigned to one of the staff members, who has the responsibility to prepare documents related to the activity and follow up the execution.

To facilitate and make easier the follow up of the activities and the visualization of the stage of implementation, HAP is interested in contracting a programmer (*individual or company*) to develop an application with the functions described in this TOR. This TOR specifies in details the technical characteristics of the application.

#### **2 Objectives**

##### ***2.1 General objective***

The contracted programmer (**individual or company**) should develop an application for both: a) allow staff members to make records of the activities they implement; b) allow the monitoring of the contracts for implementation of the activities. The application to have the characteristics as defined in the technical specifications detailed in this document.

## ***2.2 Specific objectives***

The programmer will also:

- Install the application in HAP computers and assure its full functionality;
- Training HAP staff (10 people minimum) to use the application ;
- Instruct the administrator of the system on the required maintenance and authorizations procedures;
- Prepare a manual for the user of the application ;
- Provide user support, maintenance, software updates of the application for a period of one year after the installation of the application ;

## **3 Technical specifications**

The following sections present the technical specifications for the application.

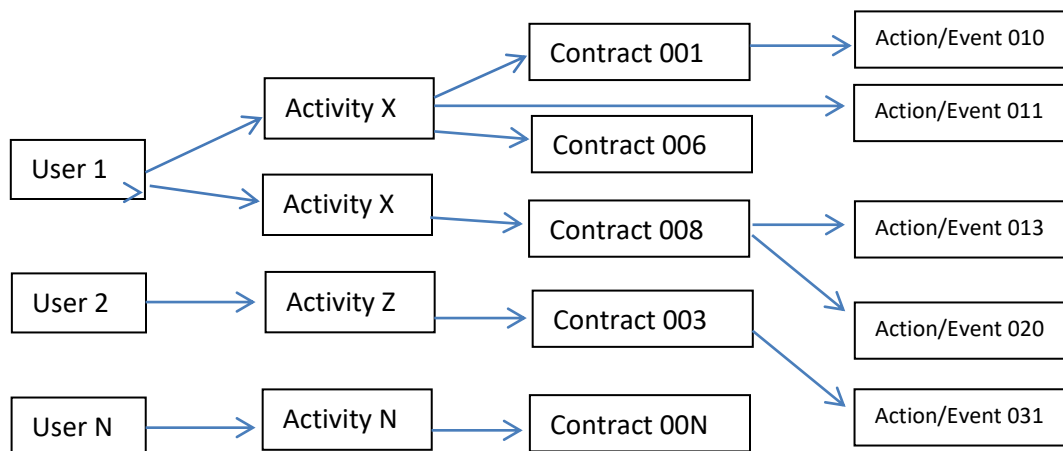
### ***3.1 Overall structure***

The architecture of the application should be structured with the following key components:

- The activities – as defined in the annual work plans, each activity is identified by the respective code and budget;
- The user – HAP staff in charge of activities for which contracts are established;
- The contract – a commercial contract established between HAP and a supplier;
- The actions/events – activities are implemented through actions/events

As illustrated in the diagram, the links between the components should be established as follows:

- Each activity is linked to only one user (the main responsible for it);
- Each contract is linked to only one activity;
- Each contract is linked to only one user;
- An activity can be linked to several contracts;
- A user can be linked to several contracts;
- A user can be linked several activities.
- An action/event is linked to only one activity
- An activity can be linked to several actions/events
- An action/event may or may not be linked to a contract



The entering of information will be carried out following a sequence of steps as follows.

The steps are:

1. Activity code
2. User's name (can be inserted automatically based on the password used to open the contract)
3. Initiation of a new contract with the title of the contract, brief description, beneficiaries and date;
4. Date of finalization of the TOR;

5. Date of announcement/call for offers;
6. Deadline for receiving offers;
7. Date of the selection of the offers;
8. Name of the selected provider;
9. Date the written contract was finalized;
10. Value of the contract;
11. Date of the signature of the contract;
12. Date of the end of the contract as defined in the contract;
13. Date and comment on the progress of the contract and intermediate payment that has been made (it should be possible to enter more than 1 comment at different stages);
14. Actions/events linked to the contract identifying for each action/event (this should be records on the day of the action/event):
  - 14.1. Date
  - 14.2. Health Centre(s) beneficiary (ies)
  - 14.3. Beneficiary health institution
  - 14.4. Municipality
  - 14.5. Beneficiary/participant individuals count (male and female)
  - 14.6. Type of beneficiary/participant
  - 14.7. Type of action/event
  - 14.8. Topic of the action/event
  - 14.9. Comments
15. Date of the end of the contract;
16. Date of the last payment;
17. Comment on the conclusion of the contract and results obtained (positive, positive with issues, negative);
18. Actions/events not linked to contracts, but linked to activities, the same information should be registered as described in point 16 above.

### ***3.2 Functions***

- The home page of the application should require the password of the user to be able to move on to the next step.

- The application should be accessible by all staff members (users) by using their respective password.
- Once the application page is opened and the password entered, the user will have the option to “start a new contract”, “update/edit an existing contract”, “delete a contract”, “browse the contract list”, “enter an action/event”, “update edit an action/event” or “print a report”.
- The password of the user will give him/her access to the contracts and action/events he/she is responsible for and he/she has opened before. There, the user will be able to select among the existing contracts or action/events the one he/she would like to update or edit.
- Only the user who opened the contract or action/events will be able to make changes in the respective recorded information.
- All users will be able to see all contracts and action/events created by any other user, but will only be able to edit and make changes in those he/she has opened.
- At the application home page a user can open a new contract page or action/events page. The user will then enter the data in a sequential manner. For the contracts, the application will not allow the user to jump or short cut steps, and will only give access to a step once the previous one has been filled. For action/events the application will be more flexible as some information are not required or does not apply to some actions/events.
- Once information up to the step “date of the signature of the contract” is entered, the record can no longer be deleted by the user that has opened it. And the option “delete a contract” will not be available anymore for that contract.
- Reports – in this option a set of reports (see basic definition of 5 types of report below) and indicators for the management of HAP will be available.
- Administration – HAP manager will have administrator power in relation to approving passwords and cancelling them. The administrator will be able to edit and make changes in any contract. He/she will also be able generate backups and copies of the files.

### Drop-down menus:



The following variables should be available as drop-down menus at the data entering and reporting stage:

- User
- Activity code
- Health Centre(s)
- Beneficiary health institution
- Municipality
- Type of beneficiary/participant
- Type of action/event
- Topic of the action/event

The elements in these menus are likely to change from year to year, the application should allow the administrator to change (eliminate, add, edit) these elements and include new variables

### Reports:

Among the basic reports it should be:

- Report of number of actions/events by type of action/event by activity for a given period;
- Report of number of actions/events for a given health center or municipality for a given period;
- Report of number and type of beneficiary by topic of action/events for a given health center or municipality, and period;
- List of open contracts (those that have not been concluded until the date of the report) ordered by activity code and user;
- Report with the amount of the contracts per staff and per activity.

### 3.3 Application and hardware requirements

It is recommended, in order to keep costs down, to use as much as possible open source technologies. The programmer will consider several options and will present



to HAP to choose. One of the possibilities to be considered is the installation of the application in a server or NAS to be located in HAP office and accessible by all staff members.

Once the decisions related to the installation (internet based or not) and accessibility (remote or not) is taken the programmer will then:

- Prepare and install the application in the respective device or location (server for instance).
- Configure of the application, including the rights to access it as defined by HAP management and under supervision by HAP.
- Test the application together with the HAP team, before the final delivery of the application.
- The back-up of the application should be available and done automatically.

### User Interface

- A graphic user interface for the application should be considered.
- The application should have provision of on-line warning or alert messages and transaction rejection where validation identifies invalid data input.
- The application should have a report facility capable of being used by a non-IT specialist with the minimum of training. It should support searching, filtering, calculations and summaries by the end user.
- The application should allow the download of data for use with other analytical tools or MS-Office/Open Office products (e.g. Excel, Statistical packages, etc.) for analysis, report production, etc.
- All interfaces, manuals, reports and any other alerts and error messages should be in English Language.

### Security

- The application should allow the management and control of user access policies and provision of passwords.

- Password should be stored in an encrypted format.
- The application should have reporting of logon (including failed attempts) activities.
- The application should include backup facilities within the proposed solution to enable a complete restore and recovery of the data.
- The application should handle different levels of authorization for the users considering which subsystems they may use and for each subsystem it should be possible to define a corresponding access level as follows: (a) Data entry (b) Browsing (c) Report generation.

In order to increase the security of the system the programmer is also required:

- To ensure TLS encryption of the traffic between the end-user browser and the system
- To not expose the system directly to the internet, but to channel all traffic through a reverse proxy.

### Hardware and hosting

The domain name, hosting space to access the application will be provided by HAP, if a decision is taken by HAP in that regard. Also the server not configured or NAS not configured will be provided by HAP.

### 4 Bidding

The programmer (**individual or company**) interested in providing these services should send to HAP the following documents:

- A) CV of the programmer(s) with examples of previous developments similar to the specifications in this TOR
- B) Financial offer covering all points below:
  - Development of the application
  - Installation of application in HAP computers/NAS;



- Training of HAP staff and administrator to use the application ;
  - Preparation of users' manual;
  - Provision of 1 year support and maintenance.
- C) Work plan, including:
- Approach for assignment: high-level system architecture and proposed technologies
  - Phasing of activities and deadlines for handover of deliverables

Application should be sent by email to Terre des hommes not later than **12<sup>th</sup> June 2017 ...**

## **5 Contract**

A contract will be established between the programmer and Terre des Hommes.

The deadline for the delivery of the application and all the required services will be established from 1.5 months of the date of signing of the contract.