**Terms of Reference (TOR)**

for

**Introduce an online information and support desk for communicating and providing support for Persons with disabilities and others vulnerable groups from Government and NGOs**

**Introduction and background:**

|  |
| --- |
| *Guideline: A brief about the project. A brief about the activity and how it contributes to the relevant outcome and indicator. An introductory background information will be written of the activity, so that, consultant can understand about the nature of the activity.* |

Essential Healthcare for the Disadvantaged in Bangladesh (EHD 2019-2022) project is a consortium project led by Concern Worldwide. This programme was funded with UK government’s Foreign, Commonwealth & Development Office (FCDO). CBM-DRRA is the technical partner for inclusion of the persons with disabilities in all aspect of the project initiatives. The overall goal of the project is to improve health, family planning and nutrition indicators for the disadvantaged people by reducing mortality and morbidity by increasing access to 'Universal Health Coverage'. In this case, it is necessary to ensure the basic health care of the disadvantaged people including the persons with disabilities. Through this project initiative all the basic health needs of the targeted people will be ensured through availability, accessibility, affordability and quality inclusive health facilities at 15 Upazila of 6 districts under the Khulna and Barishal Divisions. CBM and DRRA are responsible for ensuring the inclusion of persons with disabilities in all aspect of the project initiatives by the downstream partners in those targeted area. The local implementing partners also will have the capacity on disability inclusion in the services through the initiatives. CBM and DRRA also will closely work with icddr,b and Digital Healthcare Solutions for introducing the disability inclusive health technology and finding out the effective approaches for disability inclusive health practices and will conduct national advocacy for making the disability inclusive services package for all, including the disadvantaged and persons with disabilities. As part of the project, an online platform will be developed to provide rehabilitation and mental health services as per their requirement. They also will be able to access the disability and its services related information through this online support desk.

# Objective of Assignment:

**Objective:**

1. To create an online information and support desk for persons with disabilities through developing android apps & Web Site

**Specific Objective:**

1. To make available information related to COVID 19 services, disability rights, relevant rehabilitation and Mental health services.
2. To provide mental health support (Counseling and Doctor consultation), Rehabilitation consultation and referral guidance.
3. Remote assessment of persons with disabilities for providing Assistive device and Medicine.

**Target audience:** Persons with disabilities, persons without disabilities who require mental health and rehab support and their family members

**Users:** E-Health team (Physiotherapist, occupational therapist, Speech and language therapist and Clinical Psychologist), DPOs of EHD project.

**Scope of work:**

* Need assessment for app development
* Develop the online platform (App, Web page)
* Develop as user guideline
* Orientation of DPO staff and Project staff
* Piloting/field test/pretest for finalize the platform
* Maintenance of platform.

**Details of the product:**

**App details:**

* App will be android version, can be installed through play store and it can be use by beneficiary’s level (group or individual level);
* Accessibility features will be available for example, Color theming, Font configuration;
* Chatbot will be available for primary disability screening, Consultation / chatting and group consultation.
* EHD Branding (like-logo, font, color etc.) will be followed during design of the platform.

**Website details:**

* There will a Web page which enable the user to access the information, content, Skill development option (meeting and training), Rehabilitation professional profile and contact details;
* Services provider will maintain the scheduling, provide services and will manage data through this web page;
* Services providers will have full control over the conversation for the security and management purpose;
* Professionals will use web platform to monitor and facilitate teleconference
* Data can be preserved at EHD project MIS.

**Development work schedule:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Activity/ Sub activities** | **Responsibility** | **No. of Days** | **Expected Dates** |
| Meeting with project team and other relevant persons (CBM and Concern) to share their work plan and details of the platform  | IT firm | 1day | TBD |
| Development of Platform with its guideline  | IT firm | 25 days  | TBD |
| Sharing meeting in the development phase (as per requirement) | IT firm | As required  | TBD |
| User Guideline of this Platform | IT firm | 02days  |  |
| Orientation for field staff and DPOs | IT firm | 06days  |  |
| Field test | IT firm | 07days  | TBD |
| Field test report  | IT firm | 2 days  | TBD |
| Maintenance  | IT firm | Regular  |  |
| Total day |  | 38 days |  |

**Deliverables:**

The consultant/Firm need to ensure following deliverables for the project:

1. Develop an android app as user friendly, disability accessible and considering internet facility available in rural/remote areas of Bangladesh. The app will include –

User Login, Profile, Different forms, Drop down menu, E-learning materials (audio/video/ppt/document).

1. Develop a dynamic website which will reflect the android app with data storage facility and other customized forms/formats
2. Technical support and service for hosting, firewall, space etc. accordingly
3. Support and maintenance of the apps and website
4. Field test and training for service management team in project area in Barguna, Kolapara – patuakhali, Charfashion, Satkhira Sadar, Morelganj, Dakop. Estimated number of participant for each group on average 06 persons/each area.
5. Administration and management training to DRRA IT and Project team

|  |  |  |
| --- | --- | --- |
| No | Expected Deliverables | Expected timeline  |
| 1 | Presentation of Consultant/Firm | 8th Nov |
| 2 | 1st demo of the android app and web site  | 15th Nov |
| 3 | Platform (An accessible app and web page), User Guideline of this Platform  | 26th Nov |
| 4 | Meeting minutes (with feedback) | Within 2 days after sharing  |
| 5 | Field test for technical functional status of the app and website, Beneficiary feedback on application as user | 30Nov – 1 December |
| 6 | If any improvement requires | 02th Dec |
| 7 | Training Staff and DPO members orientation | 02Dec – 10 Dec |
| 7 | Hand over (Final product and Administrative information of the system) | 13th Dec |
| 8 | Maintenance and management  | Continue |

**Proposal Submission Guideline:**

Interested consultant/ Consulting firm with the relevant experience are requested to submit their technical proposal and financial proposal by 28th October 2020. For any clarification please write to pt\_ehd@drra-bd.org by 24 October 2020. You will receive relevant answer on 25 October 2020 by 10:00am.

**Technical Proposal Outline:**

For this mentioned work EHD project required External Expert. Hired team will submit their Technical proposal with details methodology for this work.

**Financial and Technical Proposal:**

* Details budget with the breakdown of all cost to conduct the assignment
* Price should be Applicable VAT/TAX, please mention the Rate accordingly
* Provide technical detail/method/platform will be used to develop android apps & Web Site, Data storage/management, Security/Firewall and all necessary requirements
* Profile and relevant experience of the consultant/consultancy firm

**Payment:**

DRRA will make payments in two (02) installment. 20% of the contract value will be paid as first installment upon submission & acceptance of first demo, rest 80% of the total contract value will be paid after successfully submission of the final product and confirmation of the service from the DRRA respective team

DRRA will deduct all applicable VAT/TAX at source according to government rules and regulation.

**Documents need to provide with the proposal:**

* Legal documents – copy of valid trade License, VAT & AIT certificate
* Bank Information
* Proven record of experience (copy of previous contract/order/work completion certificate with reference). DRRA evaluation committee may contact your client to evaluate your proposal.
* Client list

**Required criteria for IT firm:**

* Proven experience in software/website/apps development;
* Proven working experience with NGOs or INGO and the Government sector but working in the field of Inclusive Health/ rehab or related areas will be added advantage;
* Technical expertise in the field of IT sector;
* Exposer in health & rehabilitation services for persons with disabilities;
* Knowledge about local culture, policies and laws to understand the reality for persons with disabilities in Bangladesh.

**Selection Criteria**

|  |  |
| --- | --- |
| **Criteria** | **Weighting** |
| Proposed workplan | 20% |
| Proposed Methodology | 20% |
| Relevant experience and skills of the proposed team members | 30% |
| Availability and Budget Efficiency | 30% |

# **Duration and Phasing:** The duration of the work will be 6 months (October 2020 to March 2021) initially and it can be continuing over the project period as per the requirement and effectiveness of the uses of this platform.

**COVID-19 regulations by Government:**

Consultants must abide by the rules and regulations of Government of Bangladesh on COVID-19 crisis and follow strictly in every step of implementations considering limitations/restriction due to COVID-19 affects just after signing the contracts with DRRA.

**Child safeguarding policy:**

As a condition of entering into a consultancy agreement, hired team members and co-facilitators must sign the CBM Child Safeguarding Policy and abide by the terms and conditions thereof.

**Intellectual property rights:**

The ownership of this platform produced under the provisions of this ToR shall be vested exclusively with DRRA, CBM, Consortium lead and DFID. To use any form of this platform, prior written permission is required from DRRA, CBM, Consortium lead and government’s Foreign, Commonwealth & Development Office (FCDO).

**RFQ Issuing Date: 20th October,2020**

**RFQ closing Date:**Bids must be provided no later than **1700Hrs, GMT+6** on **28th October,2020**. Bids received after the stated deadline would be considered invalid.

**Submission instruction:**

You are required to submit **‘Part 1 - Technical Proposal’** and **‘Part 2 – Financial Proposal’** signed and dated offers on your company letterhead along with relevant documents as requested.

Please submit the envelop as follows:

Subject: Submission of Proposal for development of Online Platform & Support Desk for Persons with Disabilities

RFQ REF: DRRA/EHD/10.01.20

Please do not open

To

Procurement Committee

Disabled Rehabilitiation & Research Association

2/5, Road no: 1, Shyamoli, Dhaka

**Please submit your bid (Financial & Technical) to tender box and sign in the register**

Any incomplete applications with documents would not be accepted. *DRRA reserves the right to accept or reject any or all the proposal without assigning any reason whatsoever. Based on field requirement and to reach the objective DRRA reserve the right to customize their requirement at any stage with proper agreement of all parties.*

**The End**