MSH REQUEST FOR QUOTES (RFQ)
Ref: RFQ-BD-2019-095(97)

RFQ Title:	Automation of Pharmacy Council of Bangladesh (PCB) website & Database and interlinking with DGDA website

Management Sciences for Health, Inc. (MSH) invites you to submit a quote in accordance with the requirements of this request for quotes. Quotes must be received by MSH no later than the Date and Time indicated in the table below:

Request for Quotes Issue Date:	22 May'19
Due Date and Time for Questions:	5.00 PM, 25 May'19
Time and Date for Pre-bid Meeting:	11.00 AM, 29 May'19
Quote Due Date and Time:	Bid Dropping Time & Date: **3.00 PM, 13 June 2019** Either Hard Copy or Electronic Bid can be submitted: You are requested to either drop a **Sealed Quotation** in the **Tender Box** kept at MSH Office, 2nd Floor, H-3, R-23/B, Gulshan-1, Dhaka – 1212 **OR** You can send an electronic/pdf. version of the **Quotation** to MSH following e-mail: **bdprocurement@msh.org**
Quotes submitted after the deadline has passed or that do not include all of the information requested may be rejected.	
MSH Point of Contact:	**bdprocurement@msh.org**

Complete Description of Need/Scope of Work/Specifications

Scope of Work

Automation of Pharmacy Council of Bangladesh (PCB) website & Database and interlinking with DGDA website.

Background: Improving access to quality medicines and pharmaceutical services is an essential component of the health services strategy to improve clinical care. Most leading causes of death and disability in developing countries can be prevented, treated, or at least alleviated with cost-effective essential medicines. Despite this fact, hundreds of millions of people do not have regular access to essential medicines and many of those who do have access are given the wrong treatment, receive too little medicine for their illness, or do not use the medicine correctly. Ensuring the availability, affordability, accessibility, and appropriate use of quality medicines are thus crucially important in order to improve health status of the population. This is a challenge for many countries, including Bangladesh.

A potential solution to addressing this challenge lies with the most commonly used source of medicines in many developing countries—the private sector drug sellers. Accreditation of drug sellers was not present in Bangladesh until DGDA took the initiative during the implementation of HPNSDP. With the support from JDTAF, MSH worked with DGDA and other sector stakeholders to develop the first standards for retail medicine outlets and design and implement an accreditation program for two new levels of pharmaceutical outlets—Model Pharmacy and Model Medicine Shop. Accreditation standards for retail medicine outlets in Bangladesh have been approved by the competent authority. MSH also developed several strategies to support implementation of the standards. Realizing the importance of the continuation of the activity and the extensive relevant experience, MOHFW has included the piloting of the approved model for accreditation of retail medicine outlets. DFID Bangladesh is supporting the 4th HNPSP, through the, 'Better Health in Bangladesh' program for a period of five years.

Pharmacy Council of Bangladesh (PCB) is an autonomous organization, considered as the controlling authority of pharmacy education and practice in the country. The council provides registration for all grades of pharmacists. The main objective of the Pharmacy Council of Bangladesh is to regulate the practice of Pharmacy throughout Bangladesh. As a counterpart, The Directorate General of Drug Administration (DGDA) under the MOHFW is the Drug Regulatory Authority of Bangladesh. DGDA has an efficient web portal with live data availability. PCB hence requires a web site that will commensurate with DGDA to further strengthening their partnership in dealing with pharmacists and retail drug outlets efficiently.

A. **Description of Service to be provided**: An improvement of PCB existing website to support automation of Pharmacy Council of Bangladesh by ensuring content management, interlinking data with existing website of DGDA. This process should ensure ease of use, security, and scalability.
   Activities:
   o Existing system study and consultative workshop with stakeholders
   o Devise a proposal with recommendation on updating PCB website and interlinking with DGDA website
      ➢ Pharmacists Database (Grade A, Grade B, Grade C) with detail information and status report
      ➢ University/Institute Database
      ➢ Training Centre Database
      ➢ Exam database (Grade B & C)
      ➢ Result database (Grade B & C)
      ➢ Admission enrollment Database
   o Verification/NOC fees/Good Standing certificate
   o Forms & Fees& Dashboard
      ➢ Online payment of registration fees
      ➢ Online payment of renewal fees
      ➢ Online payment of duplication fees
      ➢ Enrollment fees
      ➢ Verification/NOC fees/Good Standing certificate
      ➢ Other fees
   o Exam center
      ➢ Grade B exam Centre
      ➢ Grade C exam Centre
   o Listing of latest news (News Scroll)
   o Notice Board
   o Sitemap
   o Site visitor Information
   o Tender related different options
   o Gallery (Both photo and video)
   o Event manager
   o Publication
      ➢ Training materials
      ➢ Standards of Model Pharmacy & Model Medicine Shop
   o Dashboard for A, B and C registered pharmacist as per requirement
   o Design the PCB website and database as compatible with DGDA website and database
   o Compatibility test of DGDA website with PCB website. Take corrective action if needed
   o Develop application programming interface (API) to Interlink PCB and DGDA website & database
   o Interlink PCB and DGDA website & database

       ➤ Verify pharmacist registration number and whether license issued against that registration number is being used in more than one drug outlet

- o Implementation of different type of reports.
- o Integration of Payment gateway. A payment gateway facilitates a payment transaction by the transfer of information between a payment portal and the front end processor or acquiring bank (bKash, Rocket, Credit Card, Debit Card, etc.) with PCB website
- o Integration of the Secure Socket Layer (SSL)
- o Implementation the tokenization
- o Implementation the 3-D Secure
- o Integration the Anti-fraud tools
- o Integration the SMS gateway with PCB website
- o Integration of Bulk SMS service
- o Integration of Automated Email Generation Service
- o Demonstrate website & database in workshop
- o Finalise the website & database
- o Prepare website operation manual (both hardcopy and softcopy)
- o Training on the developed website & database (priority to the assigned personnel for website maintenance for PCB and DGDA)
- o Data export facility to Excel, CSV and PDF
- o Website Security measure should be taken (such as protection against XSS attacks, against SQL injection, protection of Brute Force attack,protection of DDoS attack, protection against malware attacks, prevention of directory browsing, prevention of image hot linking, protection of sensitive files, etc.)
- o One clickand schedule backup of the website.
- o Must use open source technologies (PHP, MySQL, etc.) to develop the website. So, the website will be hosted into Linux server
- o Search Engine Optimization of PCB website (Google, Yahoo search engine enlisting)
  -title tag, Meta description, URL, Semantic Headline, Alt-Text on image, robots.txt control, 301 Redirects, ability to add analytics
- o Must maintain high-level technical documentation embedded in source code
- o Must maintain source code version control

o   Must use responsive template for PCB website.
- o Handover source code and all technical resources
  - ➤ Inception report
  - ➤ Installation guide to deploy the website into server
  - ➤ System Requirement Specification
  - ➤ Architectural Design Documents
  - ➤ User Manual to MSH

B. **Deliverables:**
- o Submit a work plan by
- o Proposal submission incorporating workshop recommendations by
- o Dry run of website by
- o Operation manual by Jun
- o Training for relevant personnel of PCB/MSH and completion report by
- o All source code with high-level technical documentation embedded in source code
- o Domain and 10GB Hosting (Linux server)of PCB website for 5 years
- o Acknowledgement of installation of database and website, source code and technical resources

- ➤ Inception report
- ➤ System Requirement Specification
- ➤ Architectural Design Documents and
- ➤ User Manual
- ➤ SMS gateway API documentation
- ➤ Payment gateway API documentation
- ➤ PCB with DGDA website interlinking API documentation
- ➤ Installation guide including following things

    -Different versions of software need to install the server to run web portal

    - Database schemas

    - Source code's API documentation (like API name, version, URL, etc.), library documentation (like name, version, URL, etc.), other third party tool documentation (like name, version, URL, etc.) to deploy the website into server to be delivered to MSH by

Post installation support for 1 year from the day of final installation

C. **Delivery Schedule/Milestones**

SI. No.	Deliverable or Milestone	Expected Date of Delivery or Completion	Payment %
1	Submit a work plan	27 June 2019	10%
2	Incorporate workshop recommendations in the proposal	10 July 2019	10%
3	Domain and web hosting (10 GB) (Linux server) for 5 years Dry run and installation of website	10 October 2019	20%
4	I. Operation manual II. Training completion report	31 October 2019	10%
5	I. All source code with high level technical documentation embedded in source code II. Database Schemas	14 November 2019	20%

| 6 | Acknowledgement of installation of database and website, source code and technical resources
i) Inception report
ii)System Requirent Specification,
iii) Architectural Design Documents and
iv) User Manual- delivered to MSH,
 v) Installation guide including following things
 -Different versions of software need to install the server to run web portal
 - PCB with DGDA website interlinking API documentation
 - Source code's API documentation (like API name, version, URL, etc.), library documentation (like name, version, URL, etc.), other third party tool documentation (like name, version, URL, etc.) to deploy the website into server | 15 December 2019 | 20% | |
| 7 | Post installation support for 1 year | 14 December 2020 | 10% | |

Duration of Contract: Jun'19 to Dec'20)

Required Documents:

i.   Trade License Copy (Updated)
ii.   TIN, VAT & Tax Certificate
iii.   Similar Work Experience with different ministries of Bangladesh Government, Embassy and International NGO

Eligibility Criteria:
1.   Minimum 5 Years Proven Experiences in the relevant field.
2.   Excellent technical capacities to ensure smooth and high quality service and ability to implement the assignment.
3.   Excellent understanding with the PCB and or DGDA website and database and their system architecture, SRS etc.

Technical Evaluation Factor	Assigned Score
1. Organization profile (Assigned Score -20)	

1.1 Team Composition and relevancy.
  a) Experience in development of GoB web portal
  b)Excellent understanding with the PCB and or DGDA website
	15

1.2 Facilities and resource availability a) Own website development team with full facilities b) Own hosting facility c) Experience on open source technologies (PHP, MySQL, etc.) d) Experience in technical resource with website designer, developer, software engineer, SQA, system designer etc.)	5	
2 Specific experience of the organizations related to the assignment (Assigned Score -35)		
2.1 Experience in developing and **managing the Web Portal** for GoB	20	
2.1 Experience on developing API to interlinking two or more websites.	15	
3 Technical Proposal (Assigned Score -40)		

3.1 understanding of assignment and methodology to develop the web portal.
   a) Team should have sound understanding about open source web technologies (like PHP,MySQL,etc.)
  b) Should have knowledge of API development
  c) Team should have knowledge on Software Requirement Specification (SRS)
  d)Should have experience on developing big database design, Software Architecture design, etc. of GoB web portal
e)Experience on source code documentation
	40	

Total Points (technical pass mark is 65)	**100**	

Bidding Instructions:

Bidder is requested to submit details price quotation including Technical Aspects of the proposals.

Delivery Address/ Place of Performance:	Dhaka
Payment Terms:	Payment will be made on net 30 days (Monthly) basis after successful completion of services and submission of invoices by A/C payee cheque. VAT & TAX will be deducted as per Govt. rules. (VAT coupon will be provided in terms of VAT charged) as the MSH is USAID Funded organization where the VAT is exempted.
By responding with a quote you are accepting the requirements as outlined above, including any delivery requirements and payment terms	

In order to be considered quotes must be valid for at least 30 days and must include all of the following:
o   Complete vendor information – including vendors physical address,full legal name, VAT registration number & nationality[1]
o   The price offered for the needed goods and/or services, including associated costs such as shipping or installation
o   If you have not provided goods and/or services to MSH within the past 3 years - Current contact information for at least 3 past customer references
o   All information relevant to demonstrating the vendor's ability to meet MSH's Evaluation Criteria (see below)

Quotes will be evaluated based on the following Evaluation Criteria:

Ability to meet the Description/Scope of Work/Specifications above	
Price and Value	
Acceptable Past Performance	
Other Factors*(if any):*	**N/A**

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[1]*If submitted a bid as an individual 'nationality' is your country of citizenship or lawful permanent residence, if submitting a bid as a company/organization 'nationality' is the country in which your company/organization is registered to legally do business.*

Questions and Answers for RFQ-BD-2019-095(97) based on the Pre-Bid Meeting and Written Questions from the prospective bidders.

1. Who are the potential users for the PCB (Pharmacy Council of Bangladesh) website?

Ans: PCB officials, DGDA officials, pharmacists, pharmacy owners, etc.

2. Who is the stakeholder for different fees of the PCB?

Ans: Pharmacists, bank, payment gateway, etc.

3. What are the functions of PCB?

Ans: The Pharmacy Council of Bangladesh (PCB) is an autonomous body under the Health Service Division, Ministry of Health and Family Welfare, Govt. of the People's Republic of Bangladesh. PCB is a regulatory body for controlling the education and profession of pharmacy in Bangladesh. The PCB regulates the pharmacy education and practice of pharmacy including issuance of professional registration certificate of Pharmacists. PCB is working to ensure the highest standard of quality required for proper pharmacy education, training and practice in different academia, pharmaceutical industry, community pharmacy and hospital pharmacy.

4. How can we improve or modify this website since this has developed with A2I web framework? Will A2I allow modifying on top of their framework?

Ans: You do not need to work on A2i web framework. You need to develop web portal into subdomain and link the web portal with PCB existing website.

5. Do we need to develop PCB website from scratch? In previous point, you said to improve the existing website but here has mentioned about the website designing. Would you please clarify this point?

Ans: You need to develop the web portal as per the consensus made mutually

6. What are the payment options for payment gateway?

Ans: We prefer SSLCommerz for payment gateway. However, we are also interested to include iPay

 - Credit Cards - Master Card, Visa. American Express

-- Debit Card - Master Card, Visa.

-- Mobile Banking-Bkash, DBBL Rocket, Surecash,Qcash,Nagad etc.

-- Net Banking Options - Dutch Bangla Bank Nexus, City Bank, SCB, etc.

5. Is there available API of DGDA website or DGDA other applications that can be possible to call from PCB website?

Ans: No, we can share database structure of DGDA; you need to build API.

6. DGDA has few other databases like Oracle, MySQL with VB based desktop applications. How the interlink will work for desktop based or database driven applications?

Ans: You need to build API for interlinking DGDA and PCB website.

7. Verify pharmacist registration number. From which server-PCB or DGDA?

Ans: PCB server

8.   Domain and web hosting (10 GB) (Linux server) for 5 years

Ans: BCC server. You need to provide technical and financial assistance

9.   Whether the website is Multilanguage or not?

Ans: Yes, it must be multi-language While the database will only be in English

10. For bulk sms, whether it's masking or not?

Ans: Yes, masking sms. You need to submit proposal of 2 lac masking sms.

11. Which version control system is using to manage the different version of the project?

Ans: Bit bucket or Github.

12. Whether vendor maintain source code documentation or not?

Answer: Yes, they must maintain source code documentation as per SOW

13. Whether they use open source technologies to develop the website?

Ans: Yes, they must use open source technologies (PHP, MySQL, Javascript) to develop the web portal to host into Linux server.

14. How the evaluation process occurs?

Ans: Evaluation process occurs without VAT and AIT.

15. Whether vendor submit proposal with AIT and VAT?

Ans: Yes

16.. Is possible to extend the quote due date and time ?

Ans: Yes. We will extend the time by 3 days. The revised quote due date and time is 3.00 PM, 13 Jun'19 instead of 3PM ,10 Jun'19