

## MSH REQUEST FOR QUOTES (RFQ)

Ref: RFQ-BD-2020-070 (Rebid)

RFQ Title:	<b>Automation of Drug Licensing and Renewal System and Interlinking with DGDA Existing Database</b>
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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:	09 Sep'20
Due Date and Time for Questions:	03.00 PM, 14 Sep'20
Quote Due Date and Time:	Bid Dropping Time & Date: <b>03.00 PM, 17 Sep' 2020</b>  You are requested to send an electronic/pdf. version of the <b>Quotation</b> to MSH following e-mail: <a href="mailto:bdprocurement@msh.org">bdprocurement@msh.org</a>
<i>Quotes submitted after the deadline has passed or that do not include all of the information requested may be rejected.</i>	
MSH Point of Contact:	<a href="mailto:bdprocurement@msh.org">bdprocurement@msh.org</a>

### Complete Description of Need/Scope of Work/Specifications

#### SCOPE OF WORK

### **AUTOMATION OF DRUG LICENSING AND RENEWAL SYSTEM AND INTERLINKING WITH DGDA EXISTING DATABASE**

#### **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 JDATF, 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.

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. DGDA does not currently have any automated drug licensing system. If this system can be implemented here, then the tasks can be easier.

**Description of Service to be provided:**

The DGDA website will be further improved by supporting the automated drug licensing system. The up to date Drug License Database will be confirmed. After that it'll be interlinked with DGDA existing database. This process should ensure ease of use, security, and scalability.

**Activities:**

- Existing system study and consultative workshop with DGDA officials
- After consultative workshop, vendor will analyze the requirement of the system and submit a report
- Devise a work plan based on requirement analysis with recommendation on DGDA for Automated Drug Licensing System and renewal system
  - Online Registration for drug license for all type of retail medicine outlets
  - Online drug license renewal
- Notification of each process (both SMS and Email) such as when a user lodge an application, DGDA take it forward for further actions, issuance of license, notification of uploading all required documents, payment verification, etc.
- A dashboard will be visible to show the status of different type of pharmacies of drug license as per requirement with filter option
- The applicant can see the status of the application and respond to the queries, edit application etc. as recommended by DGDA
- Implementation of different type of reports.
- There will be several levels of approval from lodging an application to final approval. Similarly, the application can be rejected or the applicant can be contacted for further documents and/or clarification before taking it to the next process of approval.
- Integration of the Secure Socket Layer (SSL) if required
- Integration the SMS gateway
- Automated Email Generation Service
- Prepare application operation/training manual (softcopy)
- Demonstrate the application in Launching Ceremony
- Training on the developed website & database (priority to the assigned personnel for website maintenance for DGDA)
- Data export facility to Excel, CSV and PDF
- Installation guide of application including following things
  - Different versions of software need to install into PC/server to run the software

- 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 application

- Handover source code with high level technical documentation embedded in source code, database schemas and all other technical resources to MSH

### Deliverables and Payment schedule:

Deliverable	Deliverable due date	% of Payment
1. Submit a work plan	by 27 September 2020	20
2. Incorporating workshop recommendations, submit final work plan and activities to be accomplished	by 30 September 2020	
3. Demonstrate demo of the application	by 07 October 2020	20
4. Dry run of final application	by 10 November 2020	35
5. Operation manual	by 15 November 2020	
6. Training report	by 22 November 2020	
7. Handover source code and all technical documentation and resources	by 25 November 2020	25

### Required Experience and Skills

The task will be conducted by an IT company having the following qualifications:

- Company/Team consisting of IT experts who have a university degree or deep background knowledge in Information Technology or a related field and have the following in their repertoire of technical skills for software development:

Backend development: PHP Larval MVC Framework, MySQL and RestAPI

- Should have sound knowledge of TCP/IP protocol, HTTP/HTTPS, TLS/SSL to ensure transport layer security and SMTP for any email transmission
- Experience of integration of the Secure Socket Layer (SSL)
- Knowledge of data import/export capabilities from/to Excel, CSV and PDF
- Experience in Continuous integration & deployment, Linux server administration, knowledge on cloud services, knowledge on site reliability engineering, performance monitoring
- Experience in Software configuration management (version control using Git)
- Experience in Front-end development: HTML5, CSS3 (bootstrap), Material UI framework, jQuery, JavaScript, JSON and AJAX
- Experience in integration of SMS gateway and bulk Email and SMS service
- In depth understanding on DGDA website and system
- 5+ years' experience in website development and maintenance
- Good communication skills, both orally and in written
- Experts to accompany MSH team to presentations and partner meetings
- Experience in managing large databases including image databases and database migrations

- Experts in high-level technical documentation embedded in source code (work flow should be given as comments in each sequence, where necessary)

Technical Evaluation Criteria	Score
<b>A. Technical approach &amp; methodology</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> A technical proposal on the approach and methodology;</li> <li><input type="checkbox"/> Overview on how deliverables will be achieved;</li> <li><input type="checkbox"/> A detailed work plan within the proposed timeframes to undertake the assignment, including milestones, key dependencies, assumptions, risks and mitigation strategy(ies).</li> </ul>	50
<b>B. Experience of the proposed team</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Indicate composition and qualifications of the proposed team members along with their individual roles, responsibilities and deliverables for this consultancy work;</li> <li><input type="checkbox"/> References: full contact details of three organizations where similar assignments have been performed;</li> <li><input type="checkbox"/> Successful proven past experience in performing similar assignments and improvement strategies.</li> </ul>	50
<b>Maximum Total Score</b>	<b>100</b>

### Bidding Instructions:

The bidders is requested to submit quotation based on the above mentioned Sow and RFQ instructions.

<b>Delivery Address/ Place of Performance:</b>	Dhaka
<b>Payment Terms:</b>	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.
<i>By responding with a quote you are accepting the requirements as outlined above, including any delivery requirements and payment terms</i>	

In order to be considered quotes must be valid for at least 30 days and must include all of the following:

- Complete vendor information – including vendors physical address, full legal name, VAT registration number & nationality<sup>1</sup>
- The price offered for the needed goods and/or services, including associated costs such as shipping or installation
- 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
- 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

<sup>1</sup> 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.

Acceptable Past Performance	
Other Factors (if any):	N/A

*This RFQ is non-binding and in no way obligates MSH to award any contract. MSH reserves the right to purchase any or all of the items requested, to adjust quantities if necessary, or to make no purchase. Firm commitment to purchase is not established until a written order is issued by MSH. MSH will not pay for vendors quote preparation costs.*

**If any company or individual submitting an offer in response to this RFQ is found to have offered anything of value to any member of MSH staff, they will be disqualified from participation in this procurement and may be disqualified for any future procurements with MSH. MSH staff are instructed not to request or accept anything of value from companies or individuals receiving RFQ's. If an MSH representative asks you for any kind of incentive payment or other gift please report it to the following email address: [auditcommittee@msh.org](mailto:auditcommittee@msh.org)**