**Family Planning Association of Nepal**

**Terms of Reference (TOR) to develop Humanitarian Information System (HIS)**

(First Date of Publication: 5-October-2024)

1. Background:

Family Planning Association of Nepal (FPAN), established in 1959, is the first and foremost NGO to work for advocacy of, increasing awareness on and increasing access to family planning (FP) and sexual and reproductive health (SRH) in Nepal. It has started FP and SRH programs even before the Nepal government launched its own Family Planning and Maternal and Child Health Project in 1969. FPAN has been a member association of the International Planned Parenthood Federation (IPPF), since 1969. This has made FPAN a locally owned, globally connected civil society, enabling it to advocate for, to increase awareness on, and to provide a wide range of SRH service and rights (SRHR) to everyone without any discrimination by gender, age and socioeconomic status. As a member association of IPPF, we share a common vision that all people are free to make choices about their sexuality and wellbeing, in a world without any discrimination. FPAN works in 28 districts, focusing on the poor, marginalized, socially excluded, and underserved (PMSEU) populations, which include female sex workers, people living with HIV (PLHIV), LGBTIQ people, people who inject drugs (PWID), men who have sex with men (MSM), migrant workers, people with disabilities, survivors of sexual gender-based violence (SGBV), urban slum dwellers and people affected by disaster and crisis.

1. Rational

The IPPF- Humanitarian/SPRINT Programme sits under the new Strategic Framework 2018-2022. The Humanitarian Programme is integrated in to IPPF’s programs, structures and systems, and is a six-year plan, responding to a changing social, political and demographic world. Over a 125 million people need humanitarian assistance. Women and girls are among the affected, displaced by conflict and natural disaster without access to basic SRH rights and needs. While the Humanitarian Programme was begun in 2017 under a newly constructed team, humanitarian response and action is not new to FPAN. The SPRINT programme, which was initiated in 2007, was initially designed to address the gaps in implementation of the Minimum Initial Service Package (MISP) for reproductive health in crises. The purpose of this Terms of Reference (ToR) is to hire a consultant/consulting firm ( service provider) to develop and maintain web-based humanitarian (disaster loss, damage and knowledge database system/ app, for internal use of FPAN within a period of three (3) months.

1. Objective of Assignment

## To enable quick and accurate reporting of disaster incidents from the field;

## To facilitate the verification and assessment of disaster reports by office staff;

## To ensure timely allocation of resources to disaster-affected areas;

## To manage inventory efficiently and monitor resource availability;

## To generate detailed reports for decision-making and post-disaster analysis

1. Scope of Work and Deliverables

## 4.1 The scope of work are as follows:

## **System Design and Developmen**t: Design and develop web based Humanitarian Information System (fully functional Project Web Application, a kind of disaster risk management portal) using Laravel for the backend and React.js for the frontend that can be accessed by relevant authorities ( role-based access control system) to guide disaster preparedness, mitigation planning, response, and recovery.

## **User Role Management**: Implement a role-based access control system for various user roles such as admin, field staff, office staff, inventory admin, and verifying officer.

## **Disaster Reporting**: Create platforms (forms and workflows) for field staff to report incidents including disaster details, including fields such as disaster type, location, severity, and immediate needs.

## **Disaster Verification**: Develop forms for office staff to assess and verify disaster reports, including damage and loss assessment and resource needs.

## **Resource Allocation**: Integrate an inventory management system for resource tracking and allocation by inventory admins.

## **Quality Assessment**: Monitor and Score the check- list of available commodities, clinical supplies, medicines and other things may be required to organize camps in affected area based on situation analysis.

## **Reporting**: Develop reporting tools to generate reports such as disaster summaries, verification status, resource allocation, and impact assessments.

## **Testing and Quality Assurance**: Ensure the system is bug-free and meets all functional requirements.

## **Training and Documentation**: Provide training sessions and preparing user manuals and technical documentation.

## **Hosting and Deployment**: Host the application on a cloud-based platform and deploying it for client use.

## **Support and Maintenance:** Offer post-launch support to address any issues that may arise during the and after annual maintenance.

* 1. The deliverables shall be as follows:

## **Fully Functional Project Web Application**: A web-based application with all required functionalities.

## **Technical Documentation**: Detailed technical documentation including blueprint for future reference and maintenance.

## **End User Manuals**: Comprehensive guides for users to understand and operate the system.

## **Training Materials**: Resources and sessions to train client staff on using the system.

## **Hosting and Deployment**: The system is hosted on a secure cloud platform and deployed for use.

## **Post-Launch Support**: Support and maintenance for a specified period after deployment.

1. Methodology:

The process will be led by the consultant/consulting firm who will be selected adhering the FPAN’s organizational policy and as per ToR. For this purpose, consultancy work is categorized into three phases: 1. Research and analysis phase; 2. Design and development phase and 3. Testing and deployment phase. The consultant/consulting firm will facilitate the training at FPAN.

1. Assignment Timeline:

The assignment should follow the following timeline for the completion. The proposed and recommended time frame for this assignment will be of 3 months contract since the start of the contract.

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| --- | --- | --- | --- |
| **Deliverables** | **October** | **November** | **December** |
| Testing and piloting of Web Application |  |  |  |
| Functional Project Web Application |  |  |  |
| Technical Documentation |  |  |  |
| User Manuals |  |  |  |
| Hosting and Deployment |  |  |  |
| Post-Launch Support during the project period |  |  |  |
| Post-Launch Support after the project |  |  |  |

1. Knowledge and Experience:

To complete this task, the consultancy should have following experience and qualification:

* The consulting/consulting firm or project team members must have at least 5 years’ experience in Information and Communication Technologies and specifically have practical experience in the fields of internet technologies, database/application development and maintenance for web- maintenance for web-based environments.
* Deep domain knowledge of DRM and decision-making for risk reduction and expertise in software development and user-centered design practice
* Understanding of multi-hazard risk assessment and risk communication.
* Experience in successfully delivering and managing projects involving the same or similar technologies.
* Knowledge and experience in disaster loss and damage databases systems will serve as an added advantage.
* Experience in government stakeholder engagement and implementation of effective capacity-building programmes.
* Proven experience in administering successful support and maintenance contracts with clients.
* Understanding of statutory regulations and compliances for civil society organizations in Nepal will be added advantage,
* Strong interpersonal skills and ability to dialogue with diverse stakeholders to create consensus around issues and capable of working in multi-cultural environments.

1. Submission of Proposal:

Interested consultant/ consulting firm can submit their proposals demonstrating their ability to deliver on this assignment based on their qualifications and experience by **21st October 2024** on or before **17:00 Hours.** Any Proposals received by the FPAN after the deadline shall not be accepted and shall be returned unopened to the consultant/ consulting firm upon request.

**Components of documents and sealing and marking of proposal:**

The consultant/consulting firm shall prepare both the ***“Technical”*** and “***Financial”*** proposal. In the cover letter of proposal, the consultant/consulting firm must have to mention ***“Development of HIS ".*** The consultant/consulting firm shall seal the proposal in ***one outer*** and ***two inner envelopes*** (1. Technical proposal and 2. Financial proposal). The outer envelope should mention - FPAN, Pulchowk and, marked as: “Development of HIS.” The consultant/consulting firm shall submit the request for proposal (RFP) in properly sealed envelope containing the following duly signed documents:

* Cover letter clearly demonstrating the suitability of applicant for stated assignment (Maximum 3 pages),
* Curriculum Vitae (CV/CVs) of the proposed team member/s /individual/s to be involved in this assignment/review that indicates their experience, capacity and capability to undertake the scope of work within the specified timeframe (Maximum 3 pages each),
* Description experience in undertaking similar assignment especially in field of similar or same information system development or at least one example of previous similar work,
* Two references or appreciation letters from agencies to whom the consultant/ consulting firm has provided services described in this ToR,
* Proposed approach for the consultancy, supported by a project plan with timeliness indicating the key activities, milestones and deliverables; and
* The financial proposal should show detailed breakdown of costs professional fee and other expenses. The cost estimates should be in local currency. Please indicate daily rate and number of days’ work. Fees should exclude VAT. Where indicated, VAT should be shown separately.

The two inner envelopes shall mention the name and address of the consultant/consulting firm and should be clearly marked with “Technical Proposal” and “Financial Proposal”. Altogether, there should be one separate sealed envelope for the ***technical proposal*** and one separate sealed envelope for the ***financial proposal***. The consultant/consulting firm having any queries regarding the ToR can send an e-mail to [***procurement@fpan.org.np***](mailto:procurement@fpan.org.np)***.*** Answers to questions of the consultant/consulting firm will be sent by email.

**Note:** If a consultant/consulting firm submits the financial proposal (budget) within or in the same envelop as the technical proposal, it will be automatically disqualified.

1. Criteria for Selection:

Before conducting the technical and financial evaluation of the proposals received, the FPAN’s evaluation committee will perform a preliminary examination of these proposals to determine whether they are complete, whether any computational errors have been made and whether the documents have been properly signed. A two-stage procedure (combined scoring method) is utilized in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The technical proposal is evaluated on the basis of its responsiveness to the ToR. The evaluation committee will evaluate the technical merits of all the proposals which have passed the preliminary examination of proposals. The evaluation of the proposal will be based on Combined Scoring method – where the technical evaluation is given 60% weightage (which pass the minimum technical score of 60%) and financial offer with be given 40% weightage. The contract will be awarded to the consultant scoring the highest combined scores. An evaluation committee in FPAN Head Office will evaluate the technical and financial proposal based on ToR, other eligibility criteria and the following considerations:

**9.1 Eligibility Criteria:**

The sealed proposal is open to all Nepali national consultant or registered consulting firm with eligibility criteria specified below:

* Up- to- date Firm/Company Registration Certificate,
* VAT and PAN Registration Certificates,
* Tax Clearance Certificate for the Fiscal Year 2080/81,
* Power of Attorney to sign the Sealed technical and financial proposal,
* Signed Document to support as mentioned in component of sealing and marking of proposal heading,
* The consultant/consulting firm shall submit their proposals manually in sealed envelopes,
* The sealed proposals shall be delivered to the FPAN at the address no later than the time and date specified in the ToR.

**9.2 Technical Evaluation:**

The following selection criteria will be used for technical evaluation of the proposals.

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| --- | --- |
| **Description** | **Score** |
| **Completeness and Profile**: Signed documents meeting Eligibility criteria. | 10 |
| **Qualification**: Qualification and competencies of the personal proposed for the assignment. | 30 |
| **Experience:** Specific experience of the lead consultant having at least 5 years of Information, Communication and Technology . | 10 |
| **Relevant Experience**: Prior experience of working on similar assignments in the field of organization development similar or same platforms. | 20 |
| **Approach and methodology**: Scope and appropriateness of services proposed; clear understanding by the applicant of work to be performed. | 30 |
| **Total** | **100** |

**9.3 Financial Evaluation:**

The submission that passed the minimum technical score of 60% of the obtainable score of 100 points in the evaluation of the technical proposals. In the second stage, the financial proposal of all consultant/consulting firm, who have attained minimum 60% score in the technical evaluation, will be evaluated. The financial proposal carries a total score of 40 points. In evaluating the financial proposal, the FPAN shall determine for each sealed proposal, the evaluated financial proposal by adjusting any corrections for errors. The financial proposal shall be checked by the FPAN for any arithmetic errors.

1. Cost and Payment:

The payment will be done in three installments based on below meeting deliverables and will be made as per government norms and regulation (e.g. tax deductions). The consultant/consulting firm should submit the total budget in the proposal with detail breakdown (Travel to field and accommodation will be provided by FPAN. Per diems will be based on FPAN standard per diems. FPAN will bear the training cost associated with training if it is required which will dealt separately. Fees must be quoted in local currency i.e NPR. Please indicate daily rate and number of days’ work. Fees should exclude VAT. Where indicated, VAT should be shown separately) including applicable taxes except field and travel cost. The final product will be reviewed by FPAN before paid off agreed amount

|  |  |
| --- | --- |
| **Milestone** | **Payment** |
| Upon approval of inception plan by FPAN | 30% |
| Upon completion of designing and deployment phase | 40% |
| Upon completion of final report | 30% |
| **Total** | **100%** |

1. Copy Rights:

FPAN reserves the copyright of the produced materials. The consultant/consulting firm will not use the partial and full information collected in this task in any other purpose without taking prior approval from FPAN.

1. Ethics and Integrity:

The consultant/consulting firm will be expected to sign and adhere to FPAN’s code of conduct and safeguarding on signing the contract. FPAN has zero tolerance to any form of fraud, corruption, abuse, harassment or exploitation. Any breach of our policies or misconduct will lead to disciplinary action or may lead to termination of the contract. Ethical Clearance is not required for this assignment.

1. Accountability to Participants:

The consultant/consulting firm and its members are expected to support all efforts towards accountability, specifically to our participants and to international standards guiding international relief and development work, while actively engaging participant communities as equal partners in the design, monitoring and evaluation of our field projects.

1. Queries & Clarifications

For any query and clarification, please contact Mr. Kiran Manandhar, Sr. IT Officer.

# Note:

FPAN reserves the rights to accept or reject all or any of the application. Failure to abide by the ToR may lead to termination of the contract. The terms not explicitly mentioned herein may be mutually agreed at the time of contracting.

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**First Date 7th October 2024**