

Terms of Reference (TOR)
For
Upgradation of AMDA Nepal website (<http://amda.org.np>).

1. Introduction

Association of Medical Doctors of Asia-Nepal (AMDA-Nepal) is a humanitarian, nonprofit-making, non-political, non-sectarian, Non-Governmental Organization working with its mission to promote the health and well-being of the underprivileged and marginalized people under the slogan “Better quality of life for better future”. It was established in 1989 as a chapter of AMDA-International, Japan and was officially registered in the government office as an NGO in 1990.

2. Invitation:

AMDA Nepal invites responses (“proposal”) to this Terms of Reference (“TOR”) from Software Development Agencies (“Vendor”) for upgrade, Design, Development & Implementation & Maintenance of existing AMDA Nepal website (<http://amda.org.np>) described in this TOR, “Scope of Work”. AMDA reserves the right to extend the Term for a period as mentioned in this document, such extensions on the same terms and conditions, subject to AMDA obligations at law. Proposals must be received not later than time, date and venue mentioned in the Fact sheet. Proposals that are received late will not be considered in this procurement process.

3. Project Objective

AMDA has vision to automate all its process and maintenance of record in digital mode. In addition, this will bring optimum utilization of the resources with authenticity. The upgradation will speed up the client's response time and also reduce human interaction resulting in quick disposal of work. Through this TOR, AMDA is interested in short listing qualified Information Technology Organizations for providing services for upgrading, enhancement, development, implementation and maintenance of the existing website application. For the said purpose, AMDA intends in defining the Scope of work, Selection Criteria, Payment terms and Conditions, Service Level Agreements, Evaluation of Technical and Financial Bids and Finalizing the Agency to develop new features/services along with hosting services, support and maintenance of website application.

4. Scope of Work

The vendor shall use latest technology to re design, develop and implement the application for AMDA. AMDA may choose designing as needed. VENDER shall add at least, but not limited to features as described in the ANNEX -I.

5. Deliverables

- The vendor shall be responsible for all the development, implementation, testing, maintenance, support, feature enhancements, documentation, operations and management of applications.
- Fixes and End-User Problem Resolution
- The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged and categorized on the severity levels.

- Vendor identify the solution, take necessary approvals from AMDA Nepal, and release the patch for User Acceptance Test after fixing the defects.

6. Staff Training and support

- Training of staff for maintenance, troubleshoot and day-to-day software working would be required.
- Free support at least one year from delivery of software.

7. Report

Generation of reports from the database would be required for which a comprehensive and customized report module would have to be developed with option for users to choose different data fields with sorting and filtering option for generating different outputs based upon fields selected.

8. Term and Condition

- A. Handover the copyright of the website and application to AMDA Nepal.
- B. Do not put any kind of business advertisement in the website, without the explicit written approval of AMDA Nepal.
- C. Conform to the technical and quality standard

9. Invoicing and Payment

- A. AMDA shall pay to the vendor the price for the service within 45 days of receipt/installed of complete goods and services.
- B. The vendor shall issue the invoice to the name as indicated in the purchase order.
- C. Payment will be made from A/C payee bank Cheque.

10. Schedule

- A. The date for service completion shall be as specified in the order. The maximum time is 45 days and/or as mentioned in the date of purchase order issued.
- B. The vendor shall forthwith give notice to AMDA of any likely delay in service of which it becomes aware of and shall provide AMDA with prompt and reasonable notice of the re-scheduled service date.
- C. If vendor is late with complete delivery of ordered service, AMDA Nepal shall have the right to cancel the order for such service at any time before completion of service.
- D. AMDA Nepal reserves the right to reject the unspecified services. In the case the vendor fails to provide the ordered service within the deadline, AMDA reserves the right to forfeit the outstanding payment and/or the bank guarantee, and can cease the agreement with immediate effect.

ANNEX - I

(Features to be added by vendor in the existing website of AMDA Nepal)

Features/Services:

1. Responsive design

- Fully responsive front-end design with attractive theme, design combination will be incorporated for office category like (Hospitals, Academic/College, and Projects).
- Website hosted on https and/or http.
- Offices/branches will be sub domain of amda.org.np if required.
- Lazy loading of pages to reduce the initial load time.
- Able to create duplicate page.

2. Dashboard: Enhanced dashboard with Summary information, quick information, remainder, etc.

3. Branch Setup:

- Allow to create duplicate branch (duplicate all page) by super admin.
- Allow to achieve branch that are hidden by super admin.
- Allow to add start and expiry date of pages.
- Data sync and/ entry from/with hospitals, college and projects.

4. Role Based Access Control:

- Super admin role will be added. Super admin will have full privilege to CRUD operation for all branches.
- Super admin can change the user's branch and can set up which users are allowed to see which pages of website.
- Main site users will access all Media library but branch users will access only its own media library.
- User role: unit user, section user, branch user, ICT user, global user (super admin).

5. Deployment of website on VPS:

- The website may be deployed on VPS and/or offline too. Any updates to main website content reflect to VPS website and/or local website automatically and/or manual. A feature will be added that the images / files will remain in the VPS location.

6. Offline Deployment:

- Support to run of offline (local server) computer.
- Content First to Offline then main site.
- Synchronize data from offline to main site by manually and/or automatically from settings.

7. API:

- API integration with Hospital software from field offices.

8. Document tracking:

- Support to upload without internet access through a local computer (local server site). One-way manual and/or automatically upload in designated cloud storage. Search filter with multiple choice/field for uploaded document through website. Maintain user name and SIN or ID, office, year, month, day of user who uploads document.

9. News/Events/Notice board /popup add

10. Latest Notice will be displayed likewise news and can be controlled by settings.

11. Allow the publisher to edit the content and then publish (in all news/notice/report)

12. Multiple popup images or files. In addition, will accept upload images/files and/or link URL (cloud storage).

13. Online job application

14. Applicant will have the portal to register and login of applicant.

15. Online job application will be modified with steps enhancing with user friendly. In addition, automatically short listing of applicants from the system on given criteria. The criteria and format will be proved by AMDA.

16. Modify according to organization need.

17. Reporting

- Integrated with Nepal and English date/calendar
- Report can be export to excel and pdf format.
- The reports can be filtered by date, name etc.
- Hospital, academic and project data with indicators will be display (as per data input separate form) in main page of site of hospitals and project separately.

18. Search:

- This model helps users to search desired information instantly.
- Add search features as needed by organization.
- Search by keyword, indexing.

19. Photo & Video :

- Able to link and fetch from cloud storage (like google Drive, drop Box etc.)
- Changeable size and position of front and back page.
- Photo/video resizing, zoom in/out.

20. Social media plugin and interfaces:

- Allow integration of feeds from the social websites like Facebook, twitter too allow sharing of the content for maximum integration on the websites blogs/blog pages.
- Facebook, twitter section separately will be added.

21. Archive Section:

- As appropriate, old articles should move to the archive.
- All operations like searches and views should available for archived information as well.