Terms of Reference (TOR)
For
Designing and Development of Web-based Application
'e-Bidding System' for AMDA Nepal.

## 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 a NGO in 1990.

## 2. Invitation:

AMDA Nepal invites responses ("proposal") to this Terms of Reference ("TOR") from Software Development Agencies ("Vendor") for Study, Design, Development & Implementation & Maintenance of web-based e-Bidding Management application 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. Further, this will bring transparency and optimum utilization of the available manpower, resources with authenticity. It would also reduce human interaction resulting in quick disposal of work. Through this EOI, AMDA is interested in short listing qualified Information Technology Organizations for providing services for development, implementation and maintenance of Web-based e-Tender Management 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 a new high quality system along with hosting services, support and maintenance of software/application.

## 4. Scope of Work

The vendor shall use latest technology to 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 -1.

## 5. Deliverables

- The vendor shall be responsible for all the development, implementation, testing, maintenance, support, feature enhancements, documentation, operations and management of applications. The application will maintain in English language.
- 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 and take necessary approvals from AMDA Nepal and release the patch for User Acceptance Test after fixing the defects.

## 6. Staff Training

Training of staff for maintenance, troubleshoot and day-to-day software working would be required.

## 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. Link

Application will be linked with AMDA Nepal official website (http://amda.org.np/).
Apart from above, the e-module will give access to following sections for ease and routine working:
  A. General Public Portal
  B. Panel Advocates
  C. User Technical Support
    – Implementation support to users
    – End user problem resolution
  D. Administration Support
    – Latest source code, application deployment files, configuration files for entire solution
    – System
    – Storage
    – Security
    – Database
    – Backup/restore etc.
  E. Hosting
    Hosting of said module/application will be hosted of linked under AMDA Nepal official   website (http://amda.org.np/) as etender.amda.org.np.
  F. Security Audit and Security of application & database

G. User Characteristics

Most users will be of the type authorized user and very few of the type non-authorized user. Based on user's role, system will have different level of users as below:

    i. Super Admin:
- This user will able to access any web page.
- This user will have full access rights and privileges.
- This user will able to configure/update/delete/modify any data.
- This user will able to create/delete any type of user.

    ii. Admin:
- This user will responsible for update/modify/delete/add/configure data at organization level.

    iii. General Public
- This user will able to access its own data only.

H. User Management Module

The system shall have UI and characteristics as per the following:
- Application will be enabled with user authentication and session management for each and every page.
- The system will have mechanism for username or password forgot facility through email/ SMS notification.
- The system will store password in encrypted format only.

## 9. 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

## 10. 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.

## 11. 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 venfor 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 -1**
(Features to be added by venfor in the existing website of AMDA Nepal)

**Features/Services:**
1. **Responsive design**
   - Fully responsive front-end design with attractive colors combination will be incorporated.
   - Responsive design that will reformat content for various screen sizes and fit on each device like PC, Laptop, Tablet, Mobile phones etc.
2. **Dashboard:** Enhanced dashboard with Summary information, quick information, remainder, chart report etc.
3. **Notice Board :** Scrolling of tender published
4. **Search:**
   - This model helps users to search desired information instantly.
   - The customer can make enquiries about contract and deals by filling of a simple form.
5. **Subscription of site**
   - An email is sent to subscribed email user(s) when a tender is published in application if he/she was subscribed the site.
   - Push notification on web
6. **Social plugin**
7. **Platform independent:** Independent of Operation system and device.
8. **Reporting**
   - Drill down report
   - Integrated with Nepal and English date/calendar
   - Graphical and numeric type report
   - Report can be export to excel
   - The reports can be filtered by date, name etc.
9. **Archive Section:**
   - As appropriate, old articles should move to the archive.
   - All operations like searches and views should available for archived information as well.
10. **Verifiability:** All critical transaction will be recorded in a separate table in order to allow for auditing the database system, such that all suspicious records may be easily tracked and the appropriate record double-checked as necessary.
11. **Security**
    - Provide additional security means to protect itself from automated attacks by using methods such as CAPTCHA when processing login request in special case (when user has elevated privileges, or when a user repeatedly attempts to login without success).
    - The System will provide the users with a secure way to change their passwords, whether when initializing a new account or by user request.