

Terms of Reference (TOR) for Digitalization of KP Clinic under Project Proyojon- IPPF

1. Introduction

Bandhu Social Welfare Society (Bandhu) is a community-led organization formed in 1996 and it aims to improve health including SRHR, HIV prevention, human rights, and social inclusion of Gender-Diverse People (GDP) in Bangladesh. Today after 26 years, Bandhu is sincerely continuing to serve the communities with undivided commitment and is paving the way for obtaining their social justice, equality, sexual and reproductive health, and rights (SRHR). Bandhu has scaled up essential SRHR activities including HIV intervention, legal support, advocacy, and policy development programs that work on addressing the social, religious, cultural, and legal impediments of GDP population in terms of their rights and freedom. Sexual and Reproductive Health and Rights (SRHR) are fundamental to the well-being and dignity of all individuals. However, GDP population often face significant barriers to accessing SRHR services. These barriers include stigma, discrimination, lack of culturally competent services, and legal restrictions.

To further strengthen the KP clinic, Bandhu aims to establish a centralized system for efficient client record management, ensuring seamless data storage and retrieval, automate medicine stock tracking to prevent shortages and overstocking, Enhance the monitoring of testing kit inventory for timely replenishment and optimized usage. and Strengthen data security and accessibility, facilitating better clinical decision-making and overall service efficiency will contribute to the organization's programs and projects. This initiative will be initiated under the Proyojon Program, supported by the International Planned Parenthood Federation (IPPF).

2. Objectives

The primary objectives of this digitalization initiative are to:

- Develop a centralized system for efficient client record management, ensuring seamless data storage and retrieval.
- Automate medicine stock tracking to prevent shortages and overstocking.
- Enhance the monitoring of testing kit inventory for timely replenishment and optimized usage.
- Strengthen data security and accessibility, facilitating better clinical decision-making and overall service efficiency.

3. Scope of Work

The selected vendor will be responsible for the following:

- **System Development:** Design, develop, and implement a comprehensive digital system for the KP Clinic, including:
 - Patient Management: (OPD Based Clinic)
 1. Registration
 2. Prescription
 3. Consultation
 4. Treatment

5. Investigation
 6. Counselling
 7. Referral & Secure digital records including personal information, medical history, prescriptions, ongoing treatment, number of medicines provided, and test results.
 8. Appointment Management
- **Inventory Management:**
 1. GRN/MRR
 2. Issue and dispatch (LIFO, FIFO & FEFO method)
 3. Expiry Monitoring (Auto alert)
 4. Consumption Monitoring
 5. Sub-store
 6. Notifications for low stock levels etc.
 - **User Access Control:**
Role-based access for different staff categories (physician, medical assistant, center in-charge, administrative staff) to ensure data security.
 - **Data Analytics:**
Providing insights into client trends, medicine consumption, and operational efficiency.
 - **Report Generation:**
Generate monthly and quarterly report, SKU wise (GRN, Dispatch, Expiry, First Moving, Slow moving, Non-Moving,) Patient wise, age wise, gender wise, date range and more.
 - **Implementation:**
 - **Requirement Analysis:** Conduct a detailed analysis of system specifications and user needs.
 - **System Development:** Design and code the digital platform.
 - **Testing & Pilot:** Conduct thorough testing and run a trial version in select service centers.
 - **Training & Deployment:** Provide comprehensive training to staff on system usage and ensure smooth rollout of the full system.
 - **Monitoring & Evaluation:** Provide ongoing support, assessment, and necessary updates to the system.
 - **Data Security and Privacy:** Ensure the system complies with all relevant data protection regulations and maintains the confidentiality and privacy of client information.
 - **Technical Support:** Provide ongoing technical support and maintenance for the digital system.

4. Deliverables

The key deliverables for this project include:

- A fully functional and tested digital system for the KP Clinic.
- User manuals and training materials for all staff categories.
- Successful completion of pilot testing and system deployment.
- Ongoing technical support and maintenance.

5. Timeline

The project is expected to be completed within June 2025. The vendor should provide a detailed project timeline with specific milestones and deadlines.

6. Budget & Payment Schedule

The consultant should submit a detailed budget proposal, including fees, travel costs (if applicable), and other expenses. The budget for this assignment will be determined through a competitive bidding process. Payments will be made in installments based on the following milestones:

- 20% After submission of Inception report, System Design Document (SDD) & Prototype/Demo and acceptance from client of the contract value.
- 40% After successful installment of all modules of the system and acceptance from client of the contract value
- 30% After hand over of source Code to the client 30% of the contract value
- 10% After complementation of 6 months warrant period 10% of the contract value
- VAT & AIT will be deducted as per Bangladesh Govt. Rules

7. Expected Outcomes

The successful implementation of the digital system will lead to:

- Enhanced monitoring and optimization of medicine and testing kit stock.
- Reduced administrative burden and errors in manual record-keeping.
- Increased transparency and accountability in clinical operations through streamlined field staff reporting and data integration.

8. Reporting Requirements

The vendor will be required to provide regular progress reports to Bandhu, including:

- Weekly updates on project progress.
- Monthly progress reports detailing achievements, challenges, and next steps.
- A final project report upon completion of the project.

9. Evaluation Criteria

The selection of the vendor will be based on the following criteria:

- Technical expertise and experience in developing similar digital systems
- Proposed system design and functionality.
- Project timeline and implementation plan.
- Budget and cost-effectiveness.
- Data security and privacy measures.
- References and past performance.
- QCBS method will apply for evaluation both technical and financial proposal.

10. Submission Guidelines

Proposals must be submitted electronically in PDF format to Bandhu Procurement Unit (to procurement@bandhu-bd.org or Hard Copy to 99, Kakrail, Dhaka. The subject line should read “RFP Submission for **Developing Digitalization Systems for Proyojon**– [Consultant/Firm Name].”

- **Submission Deadline:** 1st May 2025.
- **Questions/Clarifications:** Any questions or requests for clarification should be directed to Zarin Tasnim, Center in charge cum counselor, email: zarin@bandhu-bd.org

11. Terms and Conditions

- **Right to Reject:** Bandhu reserves the right to reject any or all proposals received as part of this RFP.
- **Proposal Costs:** All costs incurred in the preparation and submission of the proposal are the responsibility of the bidder.
- **Confidentiality:** All information provided in the proposal will be treated as confidential and will not be shared outside of Bandhu without the consultant's/firm's consent.
- **Contract Award:** The award of the contract will be based on the evaluation criteria outlined above, and Bandhu is not obligated to award the contract to the lowest bidder.
- **Modification:** Any modification and amendment to the present agreement shall be made in writing with the consent of both the parties
- **Rules of law:** Both parties assume that this assignment does not go against the rules and regulations of the Government of Bangladesh
- **Property Rights:** Only Bandhu has full property rights of the study if consultant using this study as reference that's they should need prior approval form Bandhu.