

## Background

## Customer portal

Information provided by customer during registration process.

- Information provided by customer during operating license.

- National Identity/ Passport copy of applicant.
- National Identity/ Passport copy of responsible person.
- Registration certificate of health facility
- Requisition letter from the health profession to register him/her at the health facility.
- Requisition letter from the health facility to register the health professional at the health facility.
- Registration and practicing license of the health professional in the respected regulatory council.

- ## Health Professionals registration

- Letter of request by health professional
- Registration and practicing license of services that will be given.
- Duration of service
- All health professionals registered in clinics must be registered for 2 years only.
- Practicing license information
- Practice area
- Information of health professional

Health facilities will request new services with the required documents. The new service registration process will follow the operating license process with services information.

Health Facilities must request approval of advertisements before they are advertised. With the request the following information needs to be submitted.

- All advertisements must be approved by the Ministry of Health before they are advertised.

These are staff of the Ministry of Health regulating and monitoring licensing of all health establishments.

## Inspection Function

After inspection of health establishments, inspection reports are added to the portal under the establishment. With an inspection report the following information must be captured.

- Inspection scope
- Recommendations
- Corrections required. After corrections are made, customer requests for reinspection through the portal. If all corrections are made before the next inspections, the corrections are marked as completed before processing the request.

## Communications to Health Establishments

- All official communications (letters) communicated between the Ministry and Health establishment must be recorded under the establishment profile.
- All request letters received from the customer and any warning letter or correction letter sent outside registration or renewal process needs to be recorded under the profile of customer.

## Management of Health Establishments

Admin users must be able to manage the health establishments. All registered and approved health establishments are listed as establishments. The profile activation, user addition, removal, deactivation, and updates can be performed by the administrative user.

## Report Generation

Admin users can generate reports on various information available. Some of the basic reports are included.

- List of health professionals with the facility information
- List of health establishments
- List of services available in a selected area/island/city. This is carried out based on the address.

## List of Health Establishments

An active list of health establishments is published in the landing place of the application. All health establishments that are approved and active can be viewed from the list with basic information such as address, contact, name, and registration date.

Further all health establishments whose operating licenses are canceled or on hold are accessible from the landing page.

### Tasks

- Carryout fact finding and prepare SRS.
- Design and develop Application.
- Test the application for security and functionality.
- Prepare technical documentation for hosting the application.
- Deploy and test the application.
- Initial data seeding and user training

### Deliverables

- a) Detailed timeline of the work and deliverables.
- b) SRS document with functional requirements. All service level dependencies included.
- c) Design of the Application
- d) Application with Database designs and dump (where applicable).
- e) Technical documentation with deployment information, application dependencies and deployment environment setup (This could be a simple readme with all information).
- f) Deploy and test application.
- g) Source code of the application (source controlled)

### Technical requirements & other functional requirements

- The developer should ensure the system is scalable, user friendly and security assured at all stages.
- The complete source code should be provided to the Ministry of Health (GitHub) upon completion of the project.
- Application must be designed to host in Linux environment and use PostgreSQL database.
- Application must use Laravel framework with Vue.js for frontend.
- Docker setup must be included within the repository. The process of using docker must be included in technical documentation.
- Applicant/consultant must follow any technical standard and data policy developed and endorsed by the Ministry of Health.

- Application must have an API for extracting required information and documents from the portal. All security measures must be implemented to ensure security and functionality.
- Application must allow users to reuse documents they have submitted before.
- Application should allow users to draft application forms and save draft. Forms which have been returned for any reason can be updated and resubmitted by the client.

## Development of the Licensing Software and implementation at the central and atolls levels (tasks breakdown)

### 1.1. System Design

- 1.1.1. Hold workshops with the stakeholders (Ministry of Health, Regulatory Boards and Councils, IT Division, etc.) and prepare a detailed Software Requirements Specification (SRS) and Software Design Specification (SDS).
- 1.1.2. Prepare and get approved the detailed requirements specification for the servers and other hardware infrastructure.
- 1.1.3. Prepare and get approved detailed application / solution architecture for the proposed solution. The system should use a REST approach.
- 1.1.4. Defining data sets from other MoH IT Systems (e.g., HMIS etc.) needed for the implementation of electronic data exchange.
- 1.1.5. Preparation of the detailed plan for software development and implementation of the System.
- 1.1.6. Preparation of the final set of priority functional requirements developed and configured for the System's pilot use.

### 1.2. Development of the Pilot version

- 1.2.1. Establishment of the configuration/development and test environments on the MoH's server or any cloud infrastructure approved by MOH.
- 1.2.2. Development/Configuration of the System's priority functionalities according to the prepared detailed requirements specification.
- 1.2.3. Configuring the priority functionalities and workflows in the System
- 1.2.4. Integration with other MoH IT Systems where needed, according to the specification and identified data sets.

- ### 1.3. Development of the Pilot version

- #### 1.4. Final Development and Users' training and System Documentation

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- 1.5.2. Performance testing (Load and Stress testing) as per the ICT standard, iterative (including corrective activities)
- 1.5.3. Security Testing including the data protection, iterative (including corrective activities)
- 1.5.4. Deployment and acceptance of the new System in the “production” environment of MOH or other cloud infrastructure according to the project plan

#### **1.6. Support and Maintenance**

- 1.6.1. Technical support to correct any shortcomings related to the System functionalities or the System software configuration for 12 months after the acceptance of the final version (support period hereinafter).
- 1.6.2. Troubleshooting of problems related to the development/configuration of the System functionalities not identified during testing and acceptance phases in a warranty period.
- 1.6.3. Additional knowledge transfer if it is deemed necessary by the MoH staff and staff in the atoll hospitals in the maintenance period.
- 1.6.4. Post-implementation support according to the requirements and the SLA.
- 1.6.5. Provide any available updates and upgrades to the installed IT solution, including DBMS, other third-party software.
- 1.6.6. Implementation of the additional functionalities identified by the MOH Team during the post-implementation phase and modifications in the existing workflows.

### **Administrative Issues**

- The bidder should provide an all-inclusive cost in the financial proposal i.e., any expenses to be incurred for hardware, premises, development, testing, hosting etc. should be factored into the financial proposal/quotation.
- All and any travel expenses up to the date of successful closure of the project shall be borne by the contractor, and thus should be considered in the financial proposal, though not specifically stated in the proposal.
- Travel expenses after the completion of the project (during the free support period) will be provided for by MoH. Airfare will be provided for economy class travel. Cost for accommodation, meals and incidentals shall not exceed the daily subsistence allowance as per the government regulations,

- The final product shall be hosted on the hosting provided by MoH, Maldives.
- The contractor shall be responsible for the setup/movement and configuration of the system from the development environment to the production environment.