

Term of Reference (ToR)

for

Mobile application of Standard Treatment Protocol of Emergency Health Service Package (STP-EHS)

Background

Standard Treatment Protocol (STP) lists the preferred pharmaceutical and non-pharmaceutical treatments for common health problems experienced by people in a specific health system. As such, they represent an approach of therapeutically effective and economically efficient prescribing. When implemented effectively, an STP offers advantages to patients (e.g., it provides more consistency and treatment efficacy), providers (e.g., it gives an expert consensus, quality of care standard, and basis for monitoring), supply managers (e.g., it makes demand more predictable and allows for pre-packaging), and health policy makers (e.g., it provides focus for therapeutic integration of special programs and promotes efficient use of funds). In close collaboration with the Curative Service Division, Department of Health Services and concerned stakeholders, WHO Country Office Nepal is supporting the development and delivery of the Online STP Web application and Mobile app (STP-EHS) to support health professionals for emergency situations.

Objective

The overall objective of this task is to design and develop STP-EHS web and mobile applications (Android and IOS) for health professionals to use during emergency services to provide quality service. This main aim of the STP-EHS are as follows:

1. To provide quick search and easy access to information for health professionals in emergency services.
2. Web application for data analysis and visualization.
3. Website to allow health professionals to access STP (Standard Treatment Protocol) in webform.

Objectives of assignment

The contractor will design and develop a web and mobile application for STP. The user can access the STP information from web or mobile applications. The mobile applications will be more user friendly and will serve as an important tool to provide speedy access to the required information. The mobile app will be available in both android and IOS platforms. The system will be developed in close consultation with the Curative Service Division, Department of Health Services and WHO Nepal.

Major activities of agency/Consultant:

- Design an interactive, user-friendly web and mobile application. The mobile application should be developed for both Android and IOS platforms.
 - Web application will include features to add dynamic data to mobile applications, monitor usage, generate visualization and other statistics for the Curative Service Division, Department of Health Services.
 - Mobile app with easy search feature for quick access of information
- Frequent Communication with the stakeholders to ensure the quality and to reduce the overall project delivery time requirements.
- Deploy the final application to the server and hand it over to the Curative Service Division, Department of Health Services.
- Prepare a usage guideline video and add it to the website. Prepare all the required documents: user manual, technical documents, and reports.
- Provide final training to the selected technical members to use web application and mobile application.
- Formal inauguration program to handover the system to Curative Service Division, Department of Health Services.

Following activities will be carried out by the consultant.

Key Task 1: Define scope of work

- Work closely with the Curative Service Division, Department of Health Services and other stakeholders to finalize the feature of both web application and mobile application.
- Assist Curative Service Division and stakeholders to identify and define features and flow of the proposed system to make it more user friendly, interactive, and easy to use.
- Conduct meetings with the Curative Service Division, Department of Health Services, and other stakeholders to understand the existing process, document it and get approval from the stakeholders.
- Prepare a software requirement specification document and consult with stakeholders to finalize the content for the development of STP-EHS web and mobile application.
- Prepare a non-functional prototype that is in line with the requirements so that the client gets the feel of the system to be developed and can provide necessary feedback.
- Clarify the hosting plans to be secured in the government hosting facility
- For documentation and training, detailed information on handover of documents (User manual, technical documentation, source codes, training materials) and training/orientation (Number of trainings/orientations, time period).

TASK 2: System development

- Design and develop the system and mobile applications based on the requirements defined by the Curative Service Division, Department of Health Services, and the stakeholders.
- Design and functionality of the system should be user friendly, intuitive, and easy to use. It should come handy to the health professionals who will be using this system and help speed up the current process.
- The web application design should be mobile responsive i.e, which can be accessed from devices with different screen sizes. It should be compatible with major internet browsers and should be graphically attractive.
- Developed system should be modular enough to integrate future changes and scalable to handle a large user base from all over Nepal.

- The developed system should be flexible enough to add new features to communicate with other systems over the REST API.
- Web application content should provide a user-friendly admin interface to add dynamic contents for web application frontend and mobile applications.
- Develop mobile applications for both Android and IOS platforms.
- Provide necessary support to deploy mobile applications to play and app store.
- Conduct regular meetings with the Curative Service Division, Department of Health Services, and stakeholders.

Requirements:

Both technical and IT-related expertise is required to complete this assignment;

EXPERT-1: Technical requirements

- The team must include one or more health care professionals familiar with the Nepalese health care system and competent to coordinate with government agencies and officials.

EXPERT 2: IT requirements

- A team of IT professionals with bachelor's degree or equivalent degree in Computer related studies / Master's in Computer Application sciences or related studies with strong theoretical and practical knowledge of IT.
- The consultant firm's team must be composed of qualified experts, with a demonstrated track record in the development of online learning modules and video editing.
- Knowledge of, and experience working with, government & partners.
- Familiarity with healthcare/medical related web and mobile application development

Deliverables:

1. Fully functional and fully tested STP-EHS mobile and web application.
2. Technical documents of the system and user manuals.
3. Provide a minimum 1-year support & maintenance service for the system from the date of contract signing.

4. Knowledge transfer through workshop/Training and formal opening of the platform with concerned stakeholders.

Duration and timeline:

The work is expected to start once the contract is signed by the firm/consultant, it is expected to be completed in approximately 3 months.