

Data Base Developer Call for Proposal

June 15th, 2020

1- Background Information

Ruwad Houkook FR, is a local NGO working toward:

- 1) Promoting the legal and socio-economic protection of vulnerable and marginalized population, mainly refugees and stateless persons.
 - 2) Strengthening access to justice for the refugees and stateless community living in remote rural areas.
- Both components complement each other and should lead to improve the humanitarian aspects of this population in terms of right to identity and to basic fundamental rights such as education, health, and work.

2- Objective:

Ruwad Al Houkook is looking to develop a robust, tailored, complex, multiuser, secure and protected Database Application for its clients that will allow us to record and retrieve data, use as case management, and enable to obtain complex and dynamic advanced report.

3- Eligibility Criteria:

Only proposals that meet below criteria's will be reviewed:

- Company registration document.
- Valid certification.
- Company profile and portfolio showing details of comparable experience.
- At least 3 years in operation, with a successful record of at least 3 app over the past 3 years.
- Company must have a dedicated manpower size of at least 2 Technicians for undertaking project.

4- Evaluation and Award process:

All proposals will be reviewed by a team of 3 members of the organization. Proposals will be evaluated on:

- Evidenced experience in developing Apps for Associations;
- Cost efficiency;

The expert will be expected to sign Association's code of conduct and abide by all contract terms that will be agreed upon the completion of the RFP process.

5- Summary of the requirements:

The design and development of this software will enable Ruwad Team to manage:

1. The client's profile
2. The cases management
3. The documents, photos, audios and videos related to clients and case management
4. The lawsuits – الدعوى سجل
5. The judicial files

6. The reporting as an integral and main part of the application
7. The staff time and actions management
8. The Archiving of old data's by scanning and adding them with metadata for research.

6- Deliverables:

An Online platform for the Operations and Cases Management Solution – OCMS. The platform will cover the Cases Profiles, Operations Database, Cases Management, and the Reporting & Analysis. The App will be implemented and hosted in the cloud with the ability of working offline, and of regular automatic backup on a server provided by Ruwad and on-demand backup on external source.

7- Technical Specifications:

The Company should follow a mutual agreed methodology for the service completion that includes:

A- Requirement gathering and Analysis:

The system will include all main requirements, yet requirements mentioned are not exhaustive.

The main technical requirements are:

- Extensibility
- Bilingual
- History tracking
- Photo, audio and video attachment allowed
- Multiple choices allowed
- Multiple users to be active at one time.
- Mandatory and non-mandatory fields.
- Locked sections based on previously entered data
- Preset automatic entries for countries, governorates, cazas, villages, calendars. Rules to avoid wrong data entry
- Dynamic and advanced reporting
- Ability to build customized reports based on available filters or fields and to save the created templates for future use
- Possibility to work offline and upload entered data
- Possibility to export data to excel, word, PDF and to print data.
- Entered data auto-save and possibility to save data even if not all entries finalized
- Real Time Data Dashboard
- Automated Workflows for case management
- Automated workflow customizable by our admin user
- Unlimited number of users
- Association's Admin permission to add fields, give permissions, change workflow
- All main requirements including structural, technical and data related will be discussed during the requirement collection meetings

B- Project Development:

At the end of requirements collection and analysis phase, the developer should break down the tasks into work plan.

The execution of the work plan should be conducted and agreed thru routine meetings and follow up.

C- Testing and refine:

The testing phase is crucial for ensuring the overall quality of deliverables, besides setting the validation rules, the Association must be able to test what is done during the entire development phase and after the completion of each milestone.

The testing should be ongoing during the milestones by iterations.

D- Training and Support:

The company should provide a training plan inclusive of the details below:

- Training coverage, # of trainee, training duration, type of training: online, offline.
- Ongoing training proposal
- User Manual: Hard and electronic copy.

E- Others: Source code and Language:

As part of the final delivery, the company shall deliver the source code and language to the Association. Source code and language become the ownership of the Association.

The company should deliver the complete setup information to the association.

The license to use the database is not limited in time and no need to renew it.

F- Hosting Solutions:

The company should present a hosting plan that is based on the following options:

- 1- Cloud Based hosting plan
- 2- Dedicated Server for the hosting plan
- 3- Parallel local hosting plan

The suggested hosting plan requires a storage plan that is based on logical estimated traffic need for at least the first year.

G- System language:

Interfaces will be in English and Arabic.

8- Technology used:

The company must specify:

- The technology used and why this technology.
- The compatibility of this technology with the various operating systems.
- The Ability to update it.
- The pros and cons in terms of security, reliability, simplicity, etc...

9- Changes margin:

After requirements approval, a margin of free of charge changes (20%) should be kept. Both parties to agree on the type of changes.

10- Project Schedule and timeline

The company shall ensure to deliver the Application within 6 months from the date of award of contract.

Developer to propose a schedule and tell about their assumptions and Association's involvement in each phase / milestone (the phases must be divided into milestones, and milestones into weeks).

11- Renewal / Support and Maintenance:

The company shall maintain and support the supplied software for a period of at least 1 year after the successful operational acceptance.

The Software maintenance and support considers: changes, fixing bugs, visits, on call, online..

The Company should define the response time to changes requests and response time to support requests.

12- Back up and update:

The company shall consider a regular Automatic backup on server and on-demand backup on external source (HDD for ex) and set the schedule (daily, hourly, etc...) and resources needed, considering power failure.

13- Proposal submission:

RFP submissions are extended to July 13th, 2020 to be submitted by email in PDF format to:
hr@frontiersruwad.org

A non-compere and confidentiality agreement templates should be submitted by the proposing company

Quotation should be valid for at least 60 days from the last date of submission.

If the tenderer is successful, this RFP shall constitute the basis of an agreement for the services requested.

14- Cost Breakdown and payment terms:

Quotation should be inclusive of all taxes and the following expenses:

- App Cost breakdown related to project Timeline and milestones
- Hosting solutions and cost based on expected size of the database and attachments, and its probable increase
- Backup solution and cost based on expected size of the database and attachments, and its probable increase
- Renewal / support / Maintenance cost
- Source Code Cost
- Training cost
- License cost for Data base use (one-time fee after go live)
- New developments man days rate and new services man days rate that may occur after the go live.
- Cost of OTPs per user
- Payment terms: payment for services shall be made by cheques,
15% upon requirements gathering
60% related to milestones completion and after the submission of the invoices.
25% to be paid in 2 months after going live

15- General Terms and conditions:

A- Risk Management:

The company shall take all measures to avoid online crash by providing solutions and plans to maintain data from any lose.

The database structure should include an error log

B- Confidentiality of Data:

- User permissions (admin, user, read only)
- Permissions and security levels (who has the access to it and how, who is the Admin),
- Association admin only can change passwords
- OTP to be used for the login process and to validate new users