

## INVITATION TO BID

### SOLIS software (PHP) maintenance

#### SOLIDARITES INTERNATIONAL

Solidarités International (SI) is a non-governmental organization committed to providing universal access to drinking water and sanitation, SI is there to help people hit by war, epidemics and natural disasters. In Lebanon, its work aims to support the refugees and local population in deprived situation.

#### IMS context

SI is currently improving its information management capacities. In its Lebanese mission, data structures and channels, as well as roles and responsibilities have been redefined in a quite innovative way in the past 3 years.

Internal and external data flows are being optimized at each project cycle step and an information management system (IMS) called SASIL was developed locally in order to follow the existing work flow and manage data from all activities, easing up the collaboration between different departments.

A first version was rolled out in 2016 but the functionalities were not satisfactory and uptake by the teams was difficult. The V2 will be rolled out in the autumn of 2018. It is the first time that SI has invested in structuring and optimizing its data flows and develops such a system.

The second version of the IMS called SOLIS is the internally developed SI Lebanon's Information Management System. Currently it is coded within the Laravel/Eloquent PHP framework and relies on the following libraries: Bootstrap for CSS, Blade for HTML and jQuery JavaScript/Ajax. Further decisions might implicate a recoding in newer tech as vue.js, react, angular,...

In order to proceed to a secure deployment of the system it has been decided to first launch a restricted version to the Referrals Module. This deployment will occur with actual Dev team. In order to support the technical maintenance of this restricted environment we are looking for a partner.

#### General description of task

**Under the supervision of the IMS Project Manager, IMS SOLIS Team is looking for a technical support partner to support the use of SOLIS Referral Module by SI teams.**

#### List of main tasks:

- Acquire ownership of system environment, architecture, core code design and data model through a handover with actual Lead Dev.
- Provide technical support to SOLIS system to keep service ongoing on a negotiated SLA timing.
- Perform Database maintenance services

- Through existing monitoring tool, perform checks and propose improvements to stabilize the system availability
- Assure adaptative maintenance of the system

### Expected Deliverables

- Monthly report on system availability
- Documentation on all new relevant info discovered, issue, solved, action taken, new bug fixes.

### Timing

Handover will happen 25/02/2019 to 01/03/2019

Support mission will take place from 01/03/2019 to 31/05/2019. With possible renewal according to budget availability and mission evaluation.

### Complementary info

- Complementary info can be asked by email to [im.coo@solidarites-liban.org](mailto:im.coo@solidarites-liban.org)
- More refined contractual tasks list will be define with selected company.

### Selection criteria

- Knowledge of technical environment: Laravel/Eloquent PHP framework and libraries: Bootstrap for CSS, Blade for HTML and jQuery JavaScript/Ajax based on Customer References, portfolio
- Availability
- Experience in full system evaluation audit
- Daily rate

### Bidding requirements

- Resume of technicians that are going to work on the project  
Portfolio of previous experiences related
- Narrative on general approach
- Financial proposition
- Availability.