

Development of Phenics Apps(DPA)	
Terms Of Reference	
Country / Region	Lebanon
Start date	01/04/2024
Source of funding	AFD
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1. CONTEXT AND JUSTIFICATION

Context

This consultancy is an integral part of SAQIRH project funded under AFD overarching objective to strengthen the national health system, with a specific emphasis on both the Primary Healthcare Center (PHCC) and Community levels. Originally designed for immunization tracking, the Phenics apps are now envisioned as a crucial tool to enhance healthcare services not only at the PHCC level but also at the broader community level. Additionally, the introduction of Phenics apps aims to complement from patient side and from the healthcare provider side through another Phenics app that are interlinked together. This expanded scope aligns with AFD's commitment to improving healthcare access, service quality, and patient engagement within the PHCC and community settings.

1.1. Justification

Efforts to comprehensively address healthcare challenges necessitate a targeted approach, reinforcing services at both levels from the Primary Healthcare Center (PHCC) and from patient side. The Phenics apps will enhance healthcare services not only at the PHCC level but also extends its impact to the broader community. The introduction of "Phenics apps" further enriches this initiative by providing telemedicine services from the service providers' side. This expanded scope is justified by the significant potential of both Phenics apps to contribute substantially to AFD's overarching objective, aiming to empower patients, streamline healthcare services, and optimize resource management within the PHCC and community settings. This comprehensive approach aligns seamlessly with AFD's commitment to advancing healthcare access, improving service quality, and enhancing patient engagement.

1.2. Rationale

The rationale for this consultancy is grounded in the transformative evolution of both the 2 Phenics apps where these apps are undergoing a shift to become versatile healthcare platforms tailored for the PHCC and community settings. The overarching goal is to enhance patient engagement, telehealth services, and healthcare access not only at the PHCC level but also within the broader community. This dual initiative contributes significantly to the comprehensive strengthening of the national health system, aligning perfectly with AFD's objectives for this specific level of care. The integration of Phenics apps further amplify the project's impact, providing advanced telemedicine services and ensuring a more holistic approach to healthcare improvement.

2. 2. OVERALL OBJECTIVE

The overarching goal of this consultancy is to advance the patient-end interfaces of both Phenics apps, incorporating advanced features to elevate patient engagement, healthcare access, and the quality of care, specifically targeting the PHCC and community levels.

3. 2.1. Specific Objectives

The consultant/developer/organization is tasked with achieving the following specific objectives:

- **Design and Implement User-Friendly Interfaces:** Develop intuitive interfaces for patients to seamlessly access features on both the Phenics apps (Sohatna" and "MERA Pro" apps), tailored for the PHCC and community settings.
- **Facilitate Identification of Nearby Facilities:** Enable patients to effortlessly identify nearby PHCCs and healthcare facilities through integrated Google Maps functionality within "Sohatna".
- **Information on Medical Specialties:** Provide comprehensive information on the availability of medical specialties not only at PHCCs but also within the broader community, ensuring a more inclusive healthcare approach.
- **Appointment Scheduling System:** Implement a robust system for patients to conveniently schedule appointments at their preferred PHCC or community healthcare facility through both apps.
- **Access to Medical Records and Progress:** Empower patients to access their medical files, track health progress, and receive timely updates on scheduled consultations within the PHCC and community contexts using both applications.
- **Laboratory, Imaging, and Diagnostic Tests (LiDT) Tracking:** Develop a mechanism within both apps to efficiently track Laboratory, Imaging, and Diagnostic Tests (LiDT) results and scheduled consultations, ensuring seamless integration and accessibility.
- **Patient Feedback System:** Integrate a comprehensive patient feedback system into both "Sohatna" and "MERA Pro" apps to assess and enhance the quality of healthcare services not only at PHCCs but also within the community.
- **Telehealth Streamlining:** Streamline telehealth activities through chat and video call functionalities within both applications, ensuring a connected and accessible healthcare experience for patients.
- **Medication Availability Checks:** Enable patients to check medication availability not only in PHCC pharmacy inventories but also within the broader community healthcare settings through both apps.
- **Integration with PHENICS:** Seamlessly integrate both apps with the national health system (PHENICS) to facilitate efficient data sharing and communication, contributing to the overall enhancement of the healthcare ecosystem.
- **Remote Health Monitoring:** Encourage and implement remote health monitoring functionalities within both apps, particularly focusing on chronic disease management at both PHCC and community levels.
- **Multilingual Accessibility:** Ensure that both the "Sohatna" and "MERA Pro" apps are multilingual, catering to diverse language needs, and guarantee accessibility on both iOS and Android platforms for a broader reach and impact.

4. METHODOLOGY

4.1. Scope of the work

The scope of this consultancy is dedicated to the holistic development of the user-end interface for both the "Sohatna"(Patients) and "MERA Pro"(Service Providers) apps. This comprehensive scope encompasses the design, implementation, and integration of advanced features, strategically tailored to elevate patient engagement, healthcare access, and the overall quality of care. The consultant/developer will engage closely with pertinent stakeholders, conduct thorough user testing, and ensure strict adherence to data privacy and security standards. Additionally, the scope extends to providing essential training and ongoing technical support for the seamless deployment of both apps within the specified project duration.

This methodology embraces a collaborative approach, acknowledging the dual enhancement of the patient-end interfaces for both "Sohatna" and "MERA Pro," ensuring a unified and impactful outcome for the PHCC and community healthcare settings.

4.2. Main tasks

In the framework of this assignment, the consultant will execute the following tasks:

- ✓ **Thorough Assessment of Existing Apps:**
Conduct a comprehensive assessment of both the existing "Sohatna" and "MERA Pro" apps in close collaboration with MOPH and PUI. Identify strengths, weaknesses, and opportunities for improvement, ensuring a cohesive approach to interface development.
- ✓ **Stakeholder Collaboration and Requirement Gathering:**
Collaborate closely and iteratively with MOPH and PUI to gather comprehensive requirements. Ensure constant alignment with project goals for the dual enhancement of the patient-end interfaces, considering both the PHCC and community healthcare settings.
- ✓ **Design and Development of Patient-End Interfaces and Functionalities:**
Undertake the design and development of advanced patient-end interfaces for both "Sohatna", working hand-in-hand with MOPH and PUI. Incorporate features outlined in the specific objectives to optimize patient engagement, healthcare access, and the overall quality of care within the PHCC and community contexts.
- ✓ **User Testing and Feedback Gathering:**
Implement rigorous user testing procedures for both apps in collaboration with MOPH and PUI, and gather valuable feedback. Utilize this feedback to refine and enhance the functionality and usability of the interfaces, ensuring a patient-centric approach.
- ✓ **Data Privacy and Security Compliance:**
Ensure strict compliance with relevant data privacy and security standards during the entire development process in collaboration with MOPH and PUI. Implement robust measures to safeguard patient information and uphold the confidentiality of healthcare data.
- ✓ **Training and Support for App Deployment:**
Provide comprehensive training sessions and ongoing technical support for the successful deployment of both "Sohatna" and "MERA Pro" apps, working closely with MOPH and PUI. This includes ensuring that relevant stakeholders are well-equipped to manage and utilize the advanced features effectively.

These main tasks emphasize a collaborative approach with MOPH and PUI throughout the entire process, fostering a unified and synergistic effort in enhancing healthcare services at the PHCC and community levels.

AREA OF INTERVENTION

5. DURATION

This activity will be expected to take place within 6 months till end of August 2024 and then testing and piloting within PUI supported PHCCs for a duration of 3 months.

6. FUNCTIONAL LINKS

The Consultant will be working directly under the overall supervision of Health information management specialist and overall health coordinator supervision. One Consultant that must meet the criteria specified in Section 8 (Requirements) will lead this support.

7. EXPECTED DELIVERABLE

7.1. General Deliverable

The consultant is expected to deliver the following:

- A fully functional user-end interface of both "Sohatna" and "MERA Pro" apps with advanced features.
- Documentation of the apps' design, development process, and user testing results.
- A comprehensive and well-organized set of source code for both "Sohatna" and "MERA Pro" apps. This includes all backend, frontend, and middleware components. The source code should be well-documented, following industry best practices and coding standards.
- A detailed knowledge transfer document outlining key aspects of the applications, including system architecture, database schema, APIs, and any custom modules, should be provided.
- Training materials and sessions for relevant stakeholders.
- Technical support during and after apps deployment.
- Compliance with data privacy and security standards.

7.2. Final Report

- Following the validation of the research by PUI technical team, the consultant should submit the final report incorporating all inputs:
 - a. Background
 - b. Objectives
 - c. Methodology
 - d. Results
 - e. Discussion
 - f. Conclusion
 - g. Recommendations
 - h. References
 - i. Acknowledgment
 - j. Appendices including training materials, pre-training assessment and post-training assessment etc.

Consultant will submit:

Final report, which should not exceed 100 pages, attached with an annex.

A draft of the report must be presented to PU-AMI before the end of the consultant mission

- The report must be provided one soft copy sent by email to the Health Coordinator/Deputy Health Coordinator.
- PUI can request corrections or modifications within Two months after the report is released and the consultant must ~~ensure~~ that s/he is available if necessary.

The developer should ensure that the training program is culturally sensitive and tailored to the specific needs of PHCC staff working within the AFD-funded project's catchment areas in Lebanon—South, Beirut and Mount Lebanon (BML), and North.

8. PREREQUISITE QUALIFICATIONS

8.1. Education

- Bachelor's degree in Computer Science, Software Engineering, or a related field. A Master's degree is preferred.

8.2. Professional experience

- A minimum of 5 years of professional experience in mobile app development, with a focus on healthcare applications.
- Demonstrated experience in developing and deploying healthcare-related apps with advanced features.
- Familiarity with national healthcare systems and data integration.
- Proficiency in training individuals on healthcare apps, including healthcare professionals and end-users with previous experience in MERA and PHENICS.

8.3. Competencies and knowledge

- Proficiency in mobile app development for both iOS and Android platforms.
- Strong knowledge of healthcare data privacy and security standards.
- Excellent problem-solving and communication skills.
- Ability to work collaboratively with diverse stakeholders.

8.4. Languages

- Proficiency in both English and Arabic is preferred.

9. SELECTION CRITERIA

9.1. Technical evaluation

Evaluation criteria are the following:

- TORs understanding
- Relevance and quality of the proposed methodology
- Experience and portfolio of previous projects
- Candidates profile
- Only the technical offers reaching at least 70% of the score will be declared technically valid and selected for the next phase of evaluation

9.2. Financial evaluation

Only the financial offers from the candidates with at least 70% of the technical evaluation score will be considered. A financial evaluation score will be calculated for each offer, starting on the lowest bid.

9.3. Finale evaluation

The final evaluation will combine both prior evaluations, accordingly a 70% moderation for the technical offer and a 30% moderation for the financial offer. The candidate who will have the higher score will be selected. The financial offer will be analyzed and possibly negotiated with the candidate within the limit of the available budget. An interview will be set accordingly to do the final selection.

10. OFFERS PRESENTATION

10.1. Technical offer composition (in English)

- A technical offer (**5-10 pages**) including:
 - Understanding of the training and the Terms of Reference (ToR): development of a training agenda, which the offer proposes to respond to the training needs
 - The methodology and tools proposed for the training
 - The outline/agenda showing the details of the training.

10.2. Financial offer composition (in English)

- A financial offer including a budget with detailed sections (fees, other costs)
 - Fees
 - Medical insurance and coverage

- National transportation
- Communication fees
- HR fees (enumerators...)
- Other expenses
- **Offer should be signed and stamped with date of signature including payment terms, expected starting date and offer validity**

Deadline for submission: Documents to be submitted **by email** before 15th March 2024

Applications submitted after the above stated deadline for submission, for whatever reason or cause, shall be considered defaulting.

Submission of applications

All documents must be submitted to the following email:

To: log.proc.spec@premiere-urgence-lib.org and CC: Heal.co@premiere-urgence-lib.org ,
heal.his.spec@premiere-urgence-lib.org

Only applications including the full list of requested documents will be considered.