ANNEX 1 – TERMS OF REFERENCE

Help Desk IT Support for the Electronic Options Scorecards (EOS) Software

Project Information

Across sub-Saharan Africa, health systems are making slow progress to save the lives of mothers and infants, despite experiences in resource constrained countries demonstrating that maternal mortality can be reduced through the use of effective advocacy, deploying sound evidence to inform and influence public opinion and holding decision makers accountable. Since starting in 2012, the Evidence for Action (E4A) programme has used a combination of evidence to drive accountability for maternal and new-born outcomes.

E4A-MamaYe acts as a catalyst for action, using evidence strategically to generate political commitment, strengthen accountability and improve planning and decision making at sub-national and national levels.

Options Consultancy Services Limited is a leading global health consultancy established in 1992 as a wholly owned subsidiary of Marie Stopes International. We manage health programmes that ensure vulnerable women and children can access the high-quality health services they need. We work with partners to co-create and implement locally informed solutions to complex health problems. This includes governments, development partners, NGOs, civil society and health workers. Our programming is flexible, evidence-based and politically informed. This means we adapt to changing contexts, use data to inform our decisions and ensure our approach is appropriate. Our focus is always on building local skills and systems that last.

Background

Options Consultancy Services has piloted a digital solution called EOS (Electronic Options Scorecards) for developing and designing scorecards, which are used by many of our programmes to track progress against key indicators. For some examples of the scorecards we produce or support coalitions to produce please see our website.

The intention behind EOS is to enable individuals and coalitions to create their own scorecards and lead the process of production without the need for external design support. We believe EOS will enable individuals and coalitions to own the project management, design and distribution process. The application, accessible via desktop and with offline functionality guides the user from designing the front and back pages of a scorecard to entering data (text, percentage, fraction, numbers etc.) and assigning a traffic light system.

The first phase (Phase 1) of the Electronic Options Scorecard (EOS) software, was officially launched in March 2020. Members of Options programmes globally have been using and testing the product for the past few months and have raised questions and comments which we now want to address with revisions to the application.

Options is now planning the Phase 2 of EOS implementation and development. This phase started in April 2020 and will run until the end of 2020.

1. **Scope of work**

Options is seeking Development, Help Desk Support, and Maintenance services to make sure that the software is managed and supported for the duration of Phase 2 of implementation.

The provider will perform necessary maintenance updates. In particular, the services requested are detailed below:

a) **Software Development and Improvements**

1. Improve efficiency and effectiveness of existing functionalities based on a joint evaluation of current performances with EOS Governance Committee, this team provides strategic direction to matters concerning the development and implementation of the software.
2. Perform all necessary software maintenance on the current version of the software, including coding, testing, debugging, upgrading and modifications of software requested by the EOS Governance Committee and Options Programmes' Focal Points.
3. Apply software development as directed by EOS Governance Committee to develop, implement and test systems and software components.
4. Design, develop and implement systems and software technical specifications based on business requirements provided by EOS Governance Committee.
5. Develop and maintain systems and software documentation in order to facilitate maintenance and upgrade activities.
6. Provide the necessary technical support and work on a team basis to the EOS Governance Committee accomplish the software development and implementation tasks requested by the Options staff.
7. Develop and provide a monthly software project status report describing the development of the above activities and any issues that may emerge, with conclusions and recommendations regarding the EOS-app government strategy development operation.
8. Advise EOS Governance Committee on further system development and also provide advise EOS on further system development that may be needed as the application is used increasingly by other partners. This may include but not be limited to: hosting capacity of the platform; data capacity within the system; data protection requirements; platform tracking requirements.
9. Strong and effective inter-personal and communication skills and the ability to interact professionally with a diverse group of staffs.

- **Maintenance**

1. The scope of the maintenance support will be to apply any minor and major updates to the Web App (React JS), Super Admin Interface (React JS), Database (PostgreSQL) and APIs (Ruby on Rails), that are necessary to keep the website up to date and secure.
2. The ideal response time for maintenance request will be ideally within 24 hours of the request being sent.
3. If the EOS software proves to be incompatible with a major release or update of any of the above system components, the Provider will notify Options and address issues immediately.

- **Backups**

1. One daily, one weekly and one monthly back up will be made of the website and stored securely in the event that the website experiences significant downtime. When a new back up is made, the older backup will be removed. The provider commits to storing these backups securely.

- **Security provisions**

1. The Provider will notify Options of any security patches that need to be installed as soon as they become available. The expectation is that this will fall under the contract of service and incur no additional cost. If no response is be given within 24 hours, the Provider will install the security patches automatically.
2. In the event of a breach of the server or expected downtime, the Provider will notify Options as soon as possible.

b) Technical Skills

The Provider should have with good communication (English) and technical skills, coupled with industry certification and substantive experiences in:

1. Multi-vendor infrastructure which includes Desktop/Laptop configurations.
2. Databases such as MS SQL, MYSQL, MS Access, PostgreSQL, Ruby on Rails, ReactJS.
3. Operating Systems Windows 8.x, 10, iOS, Android or latest
4. UI/UX design
5. Unified communication including video/audio conference, Skype etc.
6. End user software like O365 suite, Symantec End Point, Citrix, Adobe & other similar applications.

2. How to Apply?

Consultants / agencies are requested to send their application outlining the following in line with the detail provided in the Terms of Reference above:
1. A scope of work document (max 6 pages) on how they intend to provide support and outlining their previous experience on: a) Software Developments and Improvements, maintenance, backups and security provisions
2. Attach a portfolio/resume (max 4 pages) that highlights the technical skills required at point b) Technical Skills
3. Staffing
4. Detailed budget breakdown

For more information on the EOS site please email: info@evidence4action.net

Proposals are requested by midnight, 10th August 2020.