



Save the Children

# REGIONAL INFORMATION MANAGEMENT SYSTEM

## Maintenance and Support Services

### Scope of Work

May 2018

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# ABOUT SAVE THE CHILDREN



Save the Children believes every child deserves a future. Around the world, we give children a healthy start in life, the opportunity to learn and protection from harm. We do whatever it takes for children – every day and in times of crisis – transforming their lives and the future we share.

Save the Children comprises Save the Children International and 30 member organisations working to deliver change for children in around 120 countries. Save the Children International delivers our programmes internationally to ensure we achieve the greatest possible impact for children. We have a small centre and five regional offices. Save the Children uses a holistic approach to help us achieve more for children, and to use our resources in an efficient and sustainable way. In every programme we aim to:

- *innovate – develop and prove evidence-based, replicable solutions to the problems children face*
- *achieve results at scale – by expanding effective and sustainable approaches*
- *be the voice – campaign for better practices and policies to fulfil children’s rights and ensure that children’s voices are heard*
- *build partnerships – with children, communities, governments, civil society and private sector organisations – to influence others and increase our impact.*

Around the world, we:

- *provide lifesaving supplies and emotional support for children caught up in disasters like floods, famine and wars*
- *campaign for long-term change to improve children’s lives*
- *improve children’s access to the food and healthcare they need to thrive*
- *secure a good quality education for the children who need it most*
- *protect the world’s most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty and exploitation*
- *work in the poorest countries to help families out of the poverty cycle, so they can feed and support their children*

# ABOUT REGIONAL INFORMATION MANAGEMENT SYSTEM (RIMS)

With the aim of improving programme quality and delivering better results for children, Save the Children in the Middle East region is particularly prioritizing strengthening data collection and data management at field level and systems for monitoring and reporting through the Country programmes. The scale and complexity of portfolio of Save the Children's humanitarian response and programmes in this region requires accurate, reliable and timely data for effective monitoring, decision making and evaluation in order to enable planning, design and real time adjustment and improvement of programmes and services.

Prior to 2015, Save the Children International's data collection and management was based mainly on excel systems for data collation, with data collected manually through paper based questionnaires and tally sheets (the exception of Lebanon Country programme where data collection is implemented using tablets and Open Data Kit (ODK) solution).

Save the Children International has developed Regional Information Management System (RIMS) for overcoming above mentioned challenges and improving data quality and delivery of better results. RIMS system is designed to support sector-specific workflows from beneficiary management, activity management and M&E planning to granular processes including case and incident log management, staff training and beneficiary feedback processes. It allows the capture and processing of raw data that will support data management needs, reporting and the workflow at the field level, and aggregate those data into indicators for analysis at programme level.

The system maps to the organization's field workflows, and integrates with the DevInfo-based SCInfo for visualization and monitoring of program data according to key performance indicators. By tracking donor contributions, the tool helps meet donor reporting requirements. Built on a robust and secure platform, the tool allows data capture using mobile tools both online and offline.

RIMS functionalities have been developed with close consultations of country teams in the Middle East region to make sure it answers the immediate needs as well as provides improved quality of data and thus SCI programme interventions. These functionalities are grouped under 6 major modules, namely:

- a) **Integrator** – Management of Data, Indicator mapping, aggregation and loading;
- b) **Education** – Management of Institute, Student and Staff Information, Capturing of Student / Staff Attendance, student score cards and management of Surveys associated with Education sector;
- c) **Indicator** – Management of Indicator, Unit, Subgroup and area;
- d) **Operations** – Registration of Beneficiary and Needs Assessment, Incidents, referrals, Case management, Programme and activities;
- e) **SC Info** – Adaptation of DevInfo for SCI;
- f) **Dashboard** – Project / Programme, Sector / Thematic, Country and Regional Dashboards.

Each module is comprised of number of functions / menus, which are responsible for various data management, knowledge aggregation and management practices.

This RFP aims to invite qualified vendors to support the SCI team in the roll out of the system through provision of long-term maintenance and support services during the roll out of the system in the Middle East and Eastern Europe Region. It is planned to roll out the system in Lebanon, Syria and Turkey during 2018, as well as extend the roll out in other countries during 2019 (such as, Iraq, oPt, Ukraine, Albania, Kosovo, NW Balkans, etc, to be defined during the process). SCI invites all qualities vendors to submit their expression of interest (details on the process are provided in the sections that follow). Those vendors, who have been engaged previously in the development of the system, or have provided services previously, need to apply through this RFP for their interest of provision of services for this Long-Term Maintenance and Support Services.

Please refer to the Scope of Work in the next section for details on services expected as well as the last section on the details of application process.

## DESCRIPTION OF SCOPE OF WORK

RIMS (Regional Information Management System) is a regional system, which will operate in multiple countries. The Scope of Work is to be primarily based on remote support with minimal site visits to the countries mentioned above, there is no requirement of the service provider to be physically based in those countries. The contract will be signed with Save the Children International Middle East and Eastern Europe Regional Office, based in Amman, Jordan. RIMS is planned to be rolled out in Lebanon, Turkey and Syria during 2018. Rollout in other countries will follow in the next years including but not restricted to oPt, Iraq and other countries from the SC Middle East and Eastern Europe region.

RIMS maintenance provided herein consists of the technical support, hot fixes, patches, performance tuning and/or software updates aiming at improving RIMS performance and functionality. Adaptive maintenance to verify that the changes introduced to the system environment do not affect the software and hardware operation and that it continues to function in a stable and reliable manner.

The list of Maintenance and Technical Support Services are described below. The nature of Support Services rendered will also include the following activities:

- Assist in the identification of cause of errors/bugs, i.e., Hardware, Operating System, RDBMS or Software.
- Analysis of Software error messages and taking remedial actions (and preventive measures).
- Assist in Software Recovery in case of major system crash and database media (disk error) failure.
- To review database storage usage, indexes, backup procedures and advise on necessary actions to be taken, if any, every three months.

## **I. Specification for Maintenance Services**

**Service specification:** The Maintenance Services that will be supplied to the Customer shall comprise of the following services: 'Preventive Maintenance', 'Curative Maintenance' and 'Mandatory Engineering Changes' (as respectively defined below) in respect of the Application Software.

- **Preventive Maintenance** shall comprise the routine inspection and testing by the Service Provider of the Application Software;
- **Curative Maintenance** shall comprise all or any of the following categories of services listed below which have been opted for by the Customer:
  - upon receipt of a request from the Customer, the inspection, testing and diagnosis of any fault reported in the Application Software
  - upon receipt of a request from the Customer, the carrying out of such repairs by issuing such fixes in relation to the Application Software or otherwise as judged necessary to remedy the fault reported. This also covers the provision of upgrades and updates to Application Software due to bug fixes.
- **Mandatory Engineering Changes** shall comprise of the implementation of such mandatory alterations, adjustments, additions or modifications to the Application Software. This might include, but is not limited to, any adjustments mandatory during the roll-out period in the Middle East Countries, for example, there might be a need to adjust the reports that the system generates based on the specific requirements of the country office or to create new ones.

## **2. Services Catalogue:** *The Service Provider will provide the Customer the following services.*

- *System end-user support: provide help desk support, answers queries about the system, receive and document bug reports, and share status of requests.*
- *Problem Correction: fix bugs, retrieve functionality after abnormal system termination and complete root cause analysis.*
- *Application enhancement: enhance run-time efficiency, fulfil regulatory requirements, and modify system based on new releases of hardware or software when necessary.*
- *Process and application improvement: help SC staff to make strategic decisions that meet business goals and provide functional, architectural and process improvements as required for the support and maintenance of the system area in scope.*

## **3. Reporting:** *The reporting processes will be used in order to manage the application maintenance agreement.*

- *Weekly Status Report: include summary of system health, on-going activities, completed tasks, upcoming milestones and releases, bug fixes, risk identification and mitigation plan, and action items across different system areas.*
- *Monthly Review Meeting: Metrics will be tracked by Service Provider, summarized in a dashboard format and discussed in a monthly meeting. This activity includes tracking unresolved issues from system maintenance that*

impact this agreement, updating maintenance project progress and resolving critical issues and capturing agreement and disagreements and items needing escalation.

4. **User support and problem correction:** The following procedures will be used to respond to problems that are received by the help desk. A problem is defined as an unplanned system event that adversely affects application processing or application deliverables.
5. **Support Services:** For the purposes of consistency, Service Provider will establish the severity of a reported problem encountered by User in using the system according to the following definitions:

Level	Description	Helpdesk Response Time
<b>Level 1: High Priority</b>	<b>Catastrophic problem.</b> Software / System is down, User is unable to function or complete work. This includes a non-isolated, consistently reproducible problem resulting in system crash.	Helpdesk will respond to a High Priority showstopper ticket within 6 hours, with a commitment to TTL in 12 hours after submission,, depending on the time zone.
<b>Level 2: Medium Priority</b>	<b>Major problem.</b> This covers problems which must be corrected but do not prevent progress from being made, and/or problems which do not require immediate attention. These include: <ul style="list-style-type: none"> <li>- <i>Isolated, consistently reproducible problem resulting in a system crash;</i></li> <li>- <i>Failure of a significant function of the System.</i></li> </ul>	Helpdesk will respond to a Medium Priority ticket within 24 hours to assess the issues and provide guidance.
<b>Level 3: Low Priority</b>	<b>Minor problem.</b> A problem which does not have a major impact on operation or development, or for which an adequate workaround exists.  <b>Information and Enhancement Requests.</b> A group of users or an individual user has a question about how to do something which is a training issue. This also applies to requests for software enhancements.	Helpdesk will respond to a Low Priority ticket within 36 hours to provide guidance.

## 6. **Payment Terms for the Services**

The Service Provider will submit invoices for **Maintenance services** per agreed timeline.

The Customer will pay the invoice for **Maintenance services** upon confirmation of completion of the services and the clearance of Customer technical RIMS team, based on the technical maintenance report, within one month of receipt of invoice.

# INSTRUCTIONS ON PROPOSAL SUBMISSION

## **Instructions to Prospective Bidders:**

Offer /proposal, comprising of a Technical and Financial Proposal, should be submitted and addressed as follows:

[RIMS@savethechildren.org](mailto:RIMS@savethechildren.org)

Bidders are required to prepare and submit the following documents:

- a. *Technical Proposal*
- b. *Financial Proposal*
- c. *Any attachments and/or appendices that relates to the Proposal.*

## **a. Technical proposals shall include following info/sections:**

1. Company/Organization profile and expertise – this section should provide details regarding:

- *management structure of the organization,*
- *organizational capability/resources, and experience of organization/firm,*
- *the list of projects/contracts with references (both completed and on-going) which are relevant to or similar to the requirements of this RFP.*
- *a demonstration of financial stability and adequacy of resources to complete the service required by the RFP.*

2. Proposed Methodology, Approach and Technical solution, and Implementation Plan:

- *this section should demonstrate the Proposer's response to the requirements of the RFP (Scope of Work)*
- *identifying the specific components proposed, how the system requirements shall be addressed, as specified, point by point, demonstrating how the proposed methodology meets or exceeds the specifications and objectives of this RFP.*

Following needs to covered:

- *description of the types of training materials, tutorials, and any other help that will be provided for functional usage of the system*

- *details on maintenance and support including on-site support; level of support and time frame for guaranteed initial support; description of how clients report problems and issues, what is a response process and typical response time*

### 3. Management Structure and Key Personnel:

- *This section should include the comprehensive curriculum vitae (CVs) of key personnel that will be assigned to participate in the implementation of this project - proposed methodology. Roles and responsibilities need to be clearly defined. CVs should demonstrate competence and qualifications in areas relevant to the requirements specified in this RFP. The CV's should also include on relevant certified IT, Database management, Software development trainings that employees participated.*

### **b. Financial Proposals**

- *The Financial Proposal shall enlist all major cost components associated with the service, and the detailed cost breakdown.*
- *The cost shall be desegregated by outputs /activities or deliverables described in the Technical Proposal. As per the RFP any costs for licenses for software including licenses' maintenance, updates etc. should be included in the financial proposal. Any cost associated to training as a part of purchase or ongoing maintenance, travel and other cost should be included*
- *Furthermore the information on project staff allocation and associated cost shall be provided (i.e. indicating number of days allocated by specific staff and the rates)*
- *The financial proposal should include annual estimation, since the contract will be yearly based (and not based on hourly calculations)*
- *Financial proposal should be provided in USD.*

### **Closing Submission Date:**

Deadline for Proposals submission is 26 May, 2018, 17:00 Amman, Jordan time.

Proposals must be received by SCI at the address and no later than the specified date and time; SCI shall not consider any Proposal that arrives after the deadline for submission of Proposals. Any Proposal received by SCI after the deadline shall be declared late and will not be considered.

### **Inquiries:**

Inquiries concerning this Scope of Work should be directed to the following address:

Chahrour, Wasim <Wasim.Chahrour@savethechildren.org>

no later than 31<sup>st</sup> May 2018, 17:00 Amman, Jordan time.

Any request for clarification must be sent in writing, using above e-mail address.

SCI will respond in writing, though e-mail and will transmit copies of the response (including an explanation of the query but without identifying the source of inquiry) to all bidders who have provided confirmation that they are intending submit a Proposal in response to this RFP.

The Q&A session for invited vendors will be held on 23 May 2018, those who wish to attend the session, please send your interest to [RIMS@savethechildren.org](mailto:RIMS@savethechildren.org) by 22<sup>nd</sup> of May 2018.

The working hours of MEEE Regional office is: Sunday – Thursday, 9:00 – 17:00, Amman, Jordan

## Proposal assessment criteria

Expertise area	Assessment weight
Company/Organization profile and expertise (incl previous experience)	20
Proposed Methodology, Approach and Technical solution, and Implementation Plan	30
Management Structure and Key Personnel	20
Financial Proposal	30

All shortlisted service providers will be invited for a technical bug fix exercise to make sure the capabilities for delivering the results.

# ANNEX: TECHNICAL DESCRIPTION

## RIMS Environment and Technology

### Software

Development Environment	– Web matrix
Software Framework	– PHP
Web application framework	– MVC (Cake PHP 3)
Programming Language	– PHP 5.6
Database	– My SQL 5.0
Deployment Methodology	– Agile

### Server

Processor	– Intel Xeon @2.00 GHz x 4
Operating System	– Centos 7 (64-bit)
Hosting	– On-premise

### Access

Remote Access	– Direct RDP
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