Terms of Reference to consult with health care providers and developing the national poison information center website and Learning Management System, Sri Lanka

This consultancy is requested by:

Unit:	NCD
Division:	WCO SRL/NCD

1. Purpose:

To develop National Poisons Information Centre (NPIC) website and learning management system (LMS). The selected bidder is expected to support a website development process from conceptual modelling to development of website and LMS, as well as technical/ operational oversight of running of the website and LMS during the implementation period under close guidance of the technical unit of the Ministry of Health, Sri Lanka.

2. Background:

The main role of the National Poisons Information Centre (NPIC) is to provide information, guidance and advice to health care professionals and public about acute poisoning situations. This involves medicines, chemicals, hazardous creatures (e.g., spiders, snakes, jellyfish), plants and fungi. The NPIC gives information, guidance and advice on what to do in situations of poisoning or where poisoning might occur. It also maintains an internet database information on chemicals, medicines, plants, and animals; provides prevention information packs to parents, schools, and other organizations; monitors poisoning statistics to identify targeted prevention strategies. There is a need to develop a new Health Information Website and LMS for NPIC.

3. Objectives:

General Objective

To design and develop a Health Information website and LMS to deliver health information to the public and medical professionals in Sri Lanka.

Specific Objectives

- To design a health information website and LMS that provides timely, accurate, and reliable health information.
- To arrange three expert meetings with NPIC and the counterparts (invited by NPIC -10) to discuss and develop website and LMS
- To make freely available (without user registration or login) content designed for the public.
- To make available content designed for professionals (with user registration and login).
- To make available an online knowledge assessment module (eight) will be provided by NPIC for each content developed for medical professionals leading to earning a digital certificate once completed successfully.

4. Targeted Groups

The above website and LMS targets the Sri Lankan public and medical professionals. The content developed for the public needed to be maintained in three languages (Sinhala, Tamil, and English). The content developed for medical professionals must be maintained in English.

- **Services:** A summary of the services provided at NPIC. The content for this section will be provided by NPIC.
- **Resources:** A landing page for Resources to be developed and the content to be grouped in the following manner – circulars, guidelines, publications, forms, videos and additional links
- **Contact Us:** A page for 'Contact Us' needs to be developed with an inquiry form and contact details of NPIC including telephone no, email, fax, and address with Google Maps.
- **Bottom of the page:** FAQ, links, Social Media Links, and feeds

III. **Functionalities to include in the New Design**
- Comply with the latest W3C standards
- Responsive design compatible with all screen sizes (computers and mobile devices).
- Social Media sharing buttons on relevant pages
- Site-wide search function
- Email subscription box on relevant pages
- Website should comply with the latest web security guideline published by SLCERT.
- Implement SEO improvements and ensure the site's availability to be indexed by search engines.
- Provide Administrator and Editor level access and essential training to relevant personnel at NPIC.
- Use only legally obtained plugins and modules. No plugins or modules requiring recurring payments shall be used.
- All the public content of the website should be presented in three languages (Sinhala, Tamil & English) with English as the default language.
- Font type size and colour, background colour and spacing of the content of the website shall be optimized to comply with the Web Content Accessibility Guidelines (WCAG) international standard - WCAG 2.0 level AA

IV. **Security**

Once fully developed the website and LMS shall be redirected to www.*******.health.gov.lk domain as in accordance with the latest Web Security guidelines issued by SLCERT. The domain shall be obtained from the DOT LK domain registry through the Health Information Unit of the Ministry of Health, Sri Lanka.

V. **Technology**

Use only legally obtained plugins and modules which are either free of charge or require a one-time purchase. Plugins or modules requiring any recurrent payments (e.g., Annual, Monthly fees) should not be used. The vendor should clearly specify the technologies to be used for each part (CMS, Database etc.) with the exact version information.

- At least one expert/ team coordinator with university degree in Information Communication Technology or related field as demonstrated by submitted CV(s).
- At least one member fluent in local languages (English and Sinhala) -CV(s) and another in (English and Tamil) – CV(s)

6.2. Mandatory experience:

- Should have at least 5 years of experience in developing interactive websites, learning management system, database systems, data management, and data visualization

6.3. Desirable experience:

- Experience in working with UN agencies

7. Timeline and Work Schedule

The project should be completed within a period of 45 days from the date of offering the tender.

A detailed timeline which consists of each step of the development process should be prepared and submitted by the vendor.

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