

## **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 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 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.

## 5. Expected structure of the site:

### 5.1 Segments

The website and LMS shall have the following segments.

- a. Public Area – This area should be available to the public and login credentials are not required to gain access.
- b. Professional Area – This area should be available only to medical professionals (Require login credentials).
- c. Administrative Area – Only the users with permission to upload, remove or update website content and system configurations will be allowed into this section.

### 5.2 Page Layout

Development of the Site Map and page layout and changing shall be performed using a suitable content management system. Following is the tentative page layout of the site. This may be changed or amended later. Each page may contain a video, images, or text content.

### 5.3 Features to be ensured in the design:

#### I. Look & Feel

- Ensure consistency in visual language (i.e., colours, fonts, formatting, icons, images, layout techniques) across all the main pages, sub-pages, sections, and subsections of the website.
- Standard page elements including header, footer, tabs, persistent navigation, etc. should be included in the new design.
- Text content in English and necessary content translations into Sinhala and Tamil languages will be provided by NPIC. The vendor must make the text attractive. There shall be a welcome page with options to select a preferred language to proceed to the website.
- The design should guarantee that the most recent content on the site is captured automatically on the homepage in an organized way following specific categories, tags, or other custom categories.

#### II. Design Structure

Based on the agreed design, the vendor is to develop eight sections and respective sub-sections as follows,

- **Banner:** A banner shall be displayed at the time of visiting the website (on top of the home page) with the close button in the upper right corner. The size and content of the banner must be easily customizable for NPIC.
- **Home Page:** Cover Image, welcoming text with a brief introduction linking to About Us to read more, Summary of services provided.
- **About Us:** Description
- **Educational Content:** This section shall include content designed and developed for medical professionals. This section shall be consisting of sub-sections according to the topics and content provided by NPIC. At the end of each sub-section, there shall be a self-phased, online knowledge assessment module leading to earning a digital certificate once completed successfully.

- **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](http://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.

## **VI. Schedule of Tasks and Reporting**

Vender should have regular communication (at least once in two weeks or more frequently) with the NPIC throughout the whole process of development of the website/LMS.

The round of corrections on the feedback of NPIC may go up to five times.

A Schedule of tasks should be prepared and updated on information discussed during such communication.

A brief report is expected at the completion of each step of the project lifecycle. The Head of NPIC or his authorized officer should approve declaring that he/she is satisfied with the output at each step to proceed.

- Requirement Analysis
- Planning
- Designing
- Development
- Testing
- Implementation
- Maintenance
- Evaluation
- Modifications

## **VII. Design Considerations**

The primary considerations in designing and developing this website and LMS should be usability and attractiveness. During the website development process, the followings should be considered.

- Loading time
- Ease of Use
- Attractiveness/youth friendliness
- Ease of searching/finding information
- Types of users
- Ease of content update
- Robustness
- Flexibility
- Responsiveness to different screen sizes
- Security

## **VIII. Compatibility**

The website should be fully tested and fully compatible with all modern web and mobile browser

## **IX. Search Engine Optimization**

The website should be optimized for all the popular search engines to improve the possibility of achieving a high ranking.

## **X. Quality Assurance**

Unit and construct tests for all units/components should be carried out and a quality and accuracy report should be provided.

## **XI. Hosting**

The website is hosted at the Lanka Government Cloud according to the secure web hosting guidelines as specified in the latest Web Security guidelines by SLCERT.

For a period of 08 months, any hosting cost should be covered by the vendor without incurring separate and additional costs for the NPIC (Client).

The vendor is expected to include an appropriate hosting plan. Please include the cost of hosting, updating and maintenance of the website/LMS for period of 08.

## **XII. Maintenance**

The vendor should provide a facility for using the backend of the website

However, the vendor should do updates requested by the NPIC for the initial 08 months. Update requests by NPIC should be implemented within 3 days of receiving the request.

After 09 months, only the team of NPIC will be handling the backend of the website and will be updating it. The vendor must train the team of NPIC on these aspects at the point of finishing the development of the website and a refresher training after 08 months.

## **XIII. Staff Training**

Comprehensive training in maintaining and updating the website /LMS should be provided to the staff at the NPIC at the time of handing over the website to the NPIC and a refresher training at the end of the first 08 months of implementation.

## **XIV. Deliverables**

Following are the deliverables at the end of the project.

- Completed website and LMS
- All usernames and passwords including super user passwords. The vendor shall not retain any form of access restriction for the website.
- All the resource files used in the development procedure including, templates, modules, plugins, images, and audio and video files in their original format should be handed over to the NPIC at the completion of the activity before submitting invoices for the payment.

## **XV. Ownership and Copyright**

- The website including its content will be fully owned by and property of the NPIC.
- The vendor must submit a proposal covering all the areas indicated in this TOR and must do a presentation on it for the technical committee as requested by NPIC.
- The bidder must include a plan of activity with time durations with the proposal.

## **6. Expected qualifications and experience for the vendor**

The bidder team members should have appropriate mix of qualifications and expertise that may include the following

### **6.1. Mandatory qualifications:**

- Proven track record of similar websites, UX/UI design and Learning Management System (Sample /link attached)

- 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 all local languages (English, Sinhala 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.