

Terms of Reference

Designing, developing of an interactive dashboard and upgrading the Official Website of the Family Health Bureau, Ministry of Health



1. Introduction

National Reproductive, Maternal, Newborn, Child, Adolescent and Youth Health programme (RMNCAYH) has evolved in Sri Lanka over many decades. Currently, the RMNCAYH programme is directed at almost all families in the country with health care system with 354 Medical Officer of Health (MOH) regions. The programme delivers evidence-based intervention packages throughout the life cycle across the health systems.

Family Health Bureau

Family Health Bureau (FHB) is the national focal point in the Ministry of Health responsible for planning, implementing, monitoring, and evaluating the RMNCAYH programme. FHB is responsible for monitoring of the national programme and provides technical guidance for provincial health care systems to implement and monitor the RMNCAYH programme in the country. In addition, Monitoring and evaluating of the RMNCAYH programme also come under the purview of FHB. FHB has several units headed by Consultant Community Physicians (Public Health specialists) to address the different components of the RMNCAYH programme.

The Monitoring and Evaluation Unit of the Family Health Bureau is responsible for maintaining the official website in which Family Health Bureau showcases all the information relevant to the national RMNCAYH programme. It has access to the eRHMS, the national electronic reproductive health management information system, and all circulars, guidelines and publications. (Contact M&E Unit- for further details - 0112692743)

2. Current situation

The official website of the Family Health Bureau is the main source that provides all relevant information on the national RMNCAYH programme and is referred by many international and national agencies for information.

This is the main platform for providing updated information on

- National policies
- Strategies
- Guidelines
- Programme reviews
- MOH circulars and other important documents
- National RMNCAYH programme-specific goals & targets to guide the provincial and district health teams
- Current progress on different RMNCAYH programme in relation to intervention coverage; progress towards SDG goals – essential information to the government, non-government, and developmental partners
- Main point of archiving of family health annual reports; programme RHMS formats; other publications
- Dissemination point for RMNCAYH-related operational research conducted by the FHB, MOH
- Entry point to the dedicated learning management system (E- Bridge) targeting public health teams used to build capacities on various elements of the RMNCAYH programme
- Entry point for many important web-based surveillance system and other programme-specific websites which provides updated and credible health-related information to the client

The current website can be reached via: <http://fhb.health.gov.lk/index.php/en/>

Under the current economic crisis in Sri Lanka, FHB has to provide real-time information especially relevant to morbidity, mortality and health status including maternal mortalities and morbidities, child mortalities and morbidities, and importantly nutrition status of pregnant women, adolescents and under 5 years.

The current website is developed on an outdated Joomla platform, and many users found it hard to find updated information on the site. Also, the features on the current website are still the same. Hence, this hinders sharing the latest information effectively. The issues about the outdated website were felt badly during the COVID-19 pandemic, and many stakeholders and the regional health staff found it hard to reach the necessary information on time.

Therefore, it was decided to design and develop a new website with the latest technology to improve usability and information access.

- 3. Objective :** to design and develop an interactive dashboard and to upgrade the FHB official website with the latest technology to improve usability and access to information.

4. General considerations

Adherence to the following guidelines while developing the website.

1. National eHealth Guidelines and Standards (NeGS) and all other applicable national and international laws and guidelines.
2. Adherence to Web 2.0 concepts, open standards and Service Oriented Architecture (SOA) principles

5. Scope of Service

Study the main functions of the FHB to understand its functions in coordination with WHO.

1. To identify the requirements of the new website and the content management platform and plugins with FHB team
2. Design the website in a manner that facilitates content management requirements through a Content Management System (CMS) to add information and services incrementally as and when those become available across the website.
3. The theme framework shall be designed using responsive web design methodology and techniques to adapt cross-browser and different devices such as desktops, tablets and smartphones.
4. Content gathering, organising content logically and coordinating the content gathering process should be carried out with the FHB team.
5. Purchase a WPastra growth bundle lifetime subscription for FHB. FHB should own subscriptions. It should be bought for fhb.evaluvation@gmail.com.
6. Purchase additional plugins as needed for the development of the website.

7. The FHB website layout should be agreed upon by the FHB team to ensure a common look and feel. The overall site, style and look and feel the need to go with the context of the FHB preserving its venerated image.
8. All pages from the old site should also be represented in the new site.
9. The FHB will provide hosting space and the domain name. FHB has its own cPanel on which the current website is hosted. When the new website is finished, it can be deployed there. However, the bidder/supplier must use their own development instance/server during the development of the new website
10. Work collaboratively with FHB team installing and redirecting current domain name.
11. Website with should be hosted on the vendor's server and maintained by the vender during the development. Maintenance includes updating the website, debugging, software and security updating and regular reporting.
12. The developer shall be responsible for fixing any errors in the system or multimedia and acting against hacking and threats during this **warranty period of 6 months**, without additional cost.
13. Handover all developed items & web site along with all related additional items including soft copies of all source codes, databases, Content Management Tools, graphics (source file); details of intellectual property rights relating to the graphics, photos ; Any proprietary software components ; copyright and disclaimer details/ etc to WHO & FHB

6. Content and design

The current website of FHB can be accessed at <https://fhb.health.gov.lk/>.

The website shall have the following two main components as a **baseline**

1. Updated new pages resembling the old website
2. Dashboard, which displays the current statistics

The dashboard should be fluid, and FHB should be able to update easily. It should be developed with the inputs from FHB. Needs to display information up to the district level. It should be dynamic and attractive.

Example of model websites – (to refer only)

01. <https://dashboard.nccp.health.gov.lk/>
02. <https://hpb.health.gov.lk/covid19-dashboard/>
03. <https://www.mckinsey.com/industries/public-and-social-sector/our-insights/us-public-health-dashboard>

5.1 Home page will contain the following information

- Main Banner
- Breadcrumbs
- Main Menu
- High-quality interactive slide show
- Welcome Note/short description about FHB
- Upcoming programs of FHB
- Should display important statistics
- News and ongoing events/ announcement column.
- Important Links - Provide direct links to related websites.
- Footer
- Hit Counters
- Last Update date

5.2 About Us

The following information shall be made available.

- Overview - Vision statement, the Mission statement and objectives
- Brief history of the organisation
- Message of relevant officials
- Key officials of the FHB
- Organisation Structure

5.3 Functions

This Page shall consist of the functions of the FHB

5.4 Technical units

- This Page shall contain the services offered directly through the FHB and indirect services offered by the technical units of the FHB.
- A separate page for each unit at FHB should be accommodated to publish their content.
- Content includes text, media files, documents files and data visualisations.

5.5 Programmes

- This Page shall contain programs conducted by FHB which can be updated regularly according to the program schedule.
- Further recent programs should be displayed on the home page and all other past or future programs should be listed in this section for easy navigation.

5.6 Publications / Resources

- This page should contain all related publications with a view/download facility.
- This page will contain guidelines, circulars and other material for healthcare professionals and institutions.
- Most of the content will be PDF documents but the page should accommodate any other type of media.

5.7 News and Events

This page shall contain Latest News, Events and Press Releases published by FHB.

5.8 Gallery

There shall be 2 sections for the image gallery and video gallery along with easy navigation including general descriptions of the albums.

5.9 Contact Us

The following information shall be made available.

- Inquiry
- Postal address.
- General Telephone numbers, Fax Numbers and email addresses.
- Inquiry / Feedback form.
- A map which shows the location of the FHB
- Contact Details
- Contact person's names, telephone numbers/fax numbers, and email addresses.

5.10 Site Map

- This page shall contain links to all pages and sections of the FHB Website

The website should also carry the following features.

7. General Features

- Date of Last Update on the web page.
- A link to the Sri Lanka Government web portal (www.gov.lk) and Government Information Centre (www.gic.gov.lk) and any other related links specified by the FHB.
- Provide facility to publish news and events information of FHB and archive them when required.
- The total number of pages will depend upon the requirements of the FHB. A web page shall contain at least 300 words.

6.1 Software Tools:

- Updating:

Use a Content Management System (CMS) to provide content management support for all pages and parts of the website. The content management system should be capable of activating/deactivating features/functions outlined in selected areas and articles of the website.

- Search :

Ability to search for information in all three languages, including a minimum of the following.

Used to find and view all documentation and information available on the website.

Ability to search words, or phrases, etc.

6.2 Support pagination

Alerting Services: Ability to provide alerting services, such as RSS, email and other appropriate technologies that enable subscribed members to be informed about FHB activities.

6.3 Communication: Dialog with Citizens

A feedback utility allows the public to send comments and ask questions about FHB via the Contact Us form.

Ability to integrate social media tools such as Facebook, Twitter, Google Plus, etc, when required.

6.4 Secure user login facility for authorised users.

Login should be created for FHB-authorized personals.

6.5 Design:(Usability, Accessibility)

- Websites should be designed with simplicity to allow for the quickest loading on multiple browsers.
- The website should be responsive even to view on mobile devices.
- Website should be compatible with commonly available browsers.
- The website should be Unicode compatible.
- Ability to Navigate content in a smooth, user-friendly and sensible manner.
- The CMS should support the LAMP (Linux, Apache, MySQL and PHP) environment.
- Website developers should adhere to the highest standards conforming to World Wide Web (W3C) standards and the latest version of ICTA web standards for government organisations.

6.6 Clients' inputs

FHB Team will provide the following facilities to the development team.

- Provide content /text of the FHB website including images and video clips
- Organizing meetings with necessary parties within FHB.
- Hosting space and the domain name will be provided to migrate and redirect the new web site after the fully development

6.7 Security

- Security and privacy of all personal data contained in the user accounts should be ensured using modern data encryption methods and security features such as two-factor authentication.
- The website developer should use the HTTPS protocol and be equipped with an SSL certificate for the period of maintenance.
- Up-to-date backup of the website should be maintained to recover from intrusions and accidental data losses.
- An audit trail should be maintained to monitor the activities of users; It should maintain a detailed record of the addition, modification, and deletion of website data by each user, date and time and location.

- A detailed record of website use by external viewers should be maintained: Hit counter; Number of page loads; Number of hits received; Pages accessed by the user; Visitor's location-based information etc.
- Confidential information exchanged between FHB and vendors should not be disclosed to any third party. All information is considered confidential unless stated otherwise.

7. Monitoring and Auditing

- The website should include a tool(s) (non-proprietary) that can generate statistics about users who publish, update, or delete any content on the website
- The website should include statistic generating tool(s) which can generate statistics: Hit counter; Number of page loads; Number of hits received; Pages accessed by the user; Visitor's location-based information etc.
- Archiving - Ability to archive content/documents and also to search archived documents

8. Ownership of the websites

- The website developer should provide soft copies of all source codes, databases, Content Management Tools, graphics (source file) WHO & FHB.
- The intellectual property rights relating to the graphics, photos (captured by the photographers), text, artwork, design, sound recordings, software, database, and any other components developed for this project by the consultant shall be the property of WHO & FHB.
- Any proprietary software components belonging to the web developers shall be licensed to FHB for perpetual use. The consultant shall require making appropriate arrangements to make available the source code of the said proprietary software to the client in the event of either bankruptcy or winding of the merger of the consultant company.
- should impose the copyright and disclaimer notices as specified by the Purchaser.
- All confidential information exchanged during the assignment should be treated as non-disclosable content

Interactive Dashboard, which displays the current statistics. Dashboard should include the following features.

- Data can be uploaded to the dashboard using a CSV or excel by the user. To do this system should provide a interface for the user.
- Data can be analysed / Filter based on monthly, yearly (Period Dimension). In addition to that data can be able to analysed / Filter based on the Districts (28 Health Districts).
- Indicators to be display in the dashboard in the will be shared from FHB.
- May able to add new indicators and remove /modify existing indicators.
- Different type of display method must be used in the dashboard and it must be attractive. (table, charts, graphs)
- Example in this web site -<https://kinsta.com/blog/wordpress-charts/>

9. Outputs and deliverables

The total duration of the project's development phase is approximately 10-12 weeks between 25 May 2023 -15 Sep 2023. The work schedule of the website development follows.

| | Activity | Time | Deliverable |
|----|--|-------------|---------------------------------------|
| 1. | Understand FHB functions and requirement | 1 week | - |
| 7 | Content Collection /Coordination of content collection | 2 weeks | |
| 8 | Development of initial prototype and present the structure to the Review Team and the feedback (Present the Information Architecture). | 2 weeks | Proposed prototype |
| 9 | Development of the content for the website | 4 weeks | Finalising the content |
| 10 | Completed functional Version Hosted. | 1 week | Fully functional Site hosted |
| 11 | Get approval for the version & Fixing Security issues | 1 weeks | Approved website |
| 12 | Training and sign-off | 1 week | Training documentation & User Manuals |
| | Total | 10-12 weeks | |

13 Training of FHB staff

Provide Training for FHB Team. The training should cover,

- Introduction to the CMS used
- Introduction to the Content Management methodology.
- Content uploading procedure (text, image, attachments, videos, Audio, Classified).
- Common mistakes/errors in content management.
- Procedure for reviewing the output

FHB/WHO nominated review team will review the product before releasing the payments.

14 Deliverables

- 1 Draft prototype of the web site and dash board – approved by FHB
- 2 Fully functional web site & dashboards developed & hosted - approved by FHB
- 3 Training report – on training of FHB staff on Web site and dashboard management

- 4 Handing over document – accepted by FHB
- 5 Final technical report- as per WHO format
- 6 Statement of expenditure

15 Timeframe

Tentative time frame : 25 May 2023- 15 Sep 2023

| Tasks | 1-2 | 3-4 | 5-6 | 7-8 | 9-10 | 11-12 |
|---|-----|-----|-----|-----|------|-------|
| Website development | | | | | | |
| Hosting the website and upload the file into storage server | | | | | | |
| Training for FHB staff | | | | | | |
| Handing over all deliverables | | | | | | |

16 Selection process

Mandatory:

1. Five or more years of general experience in ICT field in Sri Lanka. Evidence should be submitted with the proposal
2. A comprehensive team with good skill mix (ie: BI analyst, web developer, content developer, QA team,etc)
3. Past work experience in word press or Joomla like content management system (CMS) based web sites.

Desirable:

1. Previous work experience managing or using national level health information for indicator and dashboard creation and working with DHIS2 (<https://dhis2.org/>) based systems
2. Previous work experience with the Ministry of Health / Government agencies and with UN agencies.



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