

Call for Proposal

Development of Helpline Software

(Those already submitted their proposals in the first round against the same call need not to resubmit)

Mode of Assignment: Development of Helpline Software

Duration of Consultancy: 02 Months (June 07th - July 31st, 2021)

Requested documents: Prospective individual/ firms should provide a CV/ company profile detailing their relevant skills and experience. The overall package must have following documents:

- Cover letter (Maximum 2 pages clearly demonstrating the suitability of applicant for stated assignment)
- Updated profile of the individual Consultant or a Firm supported with resume of Chief Consultant and maximum of other 3 key team members/developers (Maximum 3 pages each)
- Technical Proposal including cost of assignment covering all expenses (Maximum 4 pages)
- One example of previous similar work. Submit soft copy on USB/ CD.

Instructions to be followed:

- All documents must be forwarded through postal service only. Please clearly write **‘Proposal for Development of Helpline Software’** on sealed envelope.
- Please fold details of cost of assignment in a separate envelop to send along with other documents.
- Please send your proposals to Director Monitoring Evaluation and Research (MER), Rahnuma Family Planning Association of Pakistan, 3 A Temple Road, Lahore, 54000.

Note: *Rahnuma FPAP reserves the right of disqualifying proposals with pages more than above mentioned numbers and/or if any of the above instruction is not followed adequately. Proposals sent through an email will not be considered for shortlisting.*

Shortlisted consultants may be required to undertake a face-to-face, telephone or Skype discussion before finalization of decision.

Deadline for the submission of proposal: 31st May, 2021

Expected date of initiation of consultancy: 07th June, 2021

Payment schedule:

30% advance payment will be made on signing of contract for the proposed assignment as first installment. 20% will be paid on the receipt of Beta version of software along with all draft of important documents i.e. Software flow Diagrams etc., while remaining 50% payment will be made upon satisfactory submission of finalized deliverables approved by the Rahnuma FPAP and in house testing of software by the Department of Youth Affairs & Sports.

All payments shall be made to the Consultant through cross cheque in Pak Rupees after deduction of Withholding of Income Tax, i.e.:

- i) For individual, 10% in case of Filer and 20% in case Non-Filer
- ii) For Companies, 8% in case of Filer and 16% in case Non-Filer

And, Withholding of Sales Tax i.e. 16% on services as per Law of Punjab Revenue Authority (PRA). The above rates may change if there is any amendment in tax rates by PRA & Federal Board of Revenue (FBR).

Liaison person from Rahnuma FPAP:

Director Monitoring Evaluation and Research, Rahnuma FPAP, 3-A Temple Road, Lahore Phone: (042) 111 22 33 66, Ext. 323. Direct line: (042) 3636 1583. Email address: asifa@fpapak.org

Background

The Rahnuma FPAP is running Youth Helpline since 2001 in different cities of Pakistan and has facilitated thousands of young people regarding Reproductive Health (RH) and Family Planning (FP). These helplines are operational in Lahore, Karachi, Quetta, Peshawar, Islamabad and Gilgit Baltistan. Recently, the Rahnuma FPAP has taken initiative to further expand the helpline counselling services by collaborating with United Nations for Population Fund (UNFPA) and Department of Youth Affairs and Sports Punjab. In this regard, an MOU has been signed between the Rahnuma FPAP and Department of Youth Affairs and Sports for Revival of Punjab Youth Helpline which will address the psychosocial and academic issues of young people in Punjab. In order to record and store the data received during on call services FPAP intends to develop software for data recording and reporting for expanded helpline setup.

Location of assignment

Lahore

Purpose of assignment

The main purpose of this assignment is to develop a Software for comprehensive data recording and reporting related to counseling services provided through Helpline.

Support from Rahnuma FPAP

The Rahnuma FPAP will be responsible to:

- Hold inception meeting with participation of the Consultant and relevant staff of Rahnuma FPAP for discussing different aspects of assignment in detail as well as other modalities.
- Provide all relevant information and discuss requirements essential for the development of system requirement specifications (SRS) or functional specifications (FS) documents.
- Ensuring ongoing facilitation during entire course of assignment.
- Share feedback on first front-end design of the software components.
- Identify staff members to be trained on all functionalities of the software for its smooth execution in future.
- Remain available for multiple rounds of discussions and reviews.

Role and responsibilities of the Consultant

The consultant will be required to do the following:

- Attend the inception meeting for gaining deeper understanding of consultancy assignments and deliverables.
- Propose technical recommendations for improved functionalities of expected deliverables.
- Share front end design or wire frame within initial 10 days of assignment for review by the Rahnuma FPAP.
- Finalize and share final version of fully functional software for testing within 35 days after receiving feedback by Rahnuma FPAP on front-end design.
- Conduct test data entry at consultant's location and fix the bugs escalated within 10 days.
- Address all technical requirements after final upload of data management system.
- Facilitate training of System/Network Administrator and Managers of Rahnuma FPAP and Department of Youth Affairs and Sports Punjab. All training logistics will be managed by the Rahnuma FPAP.

Important Note:

- Do not budget purchase of equipment in your financial proposal.
- The Rahnuma FPAP will not be providing any hardware, software and/or computer utilities needed for the development of Helpline Software.
- The Rahnuma FPAP will not be responsible of any additional cost incurred in producing the committed deliverables unless agreed and documented by both parties.
- The Helpline Software is expected to be fully responding to all data management requirement as per TORs comprehending the scope of work (refer Annexure I & II).

Expected deliverables

- Software Requirement Specification (SRS) or Functional Specifications (FS) Document
- Entity Relationship Diagram (ERD) or Software Design Document (SDD)
- Fully tested and functional Helpline Software with all Source Codes
- Complete Database scripts
- User and Administrator Manuals for the reference of users
- Test Data Entry and Output Reports
- Full access to coding/programming and all administrative rights handed over to the Rahnuma FPAP.
- Facilitate 1 day Training of Master Trainers organized by the Rahnuma FPAP
- Handover all relevant documents, supporting software/ applications, etc. evolved during the Software development process.
- One year free Service Level Agreement (SLA) for software maintenance

Qualification and experience of the Consultant

The consultant must have:

- More than 5 years' experience in the development of software's for national and international organizations.
- Qualified/ certified team of developers to meet modern application requirements
- Qualified business analyst to get proper software requirement of the Rahnuma FPAP.

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ANNEXURE I: SCOPE OF WORK

The scope of the work is as under:

- A. Prepare Software Requirement Specifications (SRS) or Functional Specifications (FS) document and Entity Relationship Diagram (ERD).
- B. On acceptance of the SRS/FS by R-FPAP, design and develop the wire frames/front-end aspects and accommodate necessary feedback from R-FPAP.
- C. On acceptance of the front-end by R-FPAP, design and develop an appropriate software package that is in line with the requirements indicated.
- D. The proposed software would run on Microsoft Server. The entire software will be implemented in PHP framework. The choice of the front-end programming language and back-end platform will be C# and MySql.
- E. The proposed software must be a web-based application and should have features to capture and store data at centralized database at head office.
- F. Data Management Software includes following Modules:
 - a. Register, edit or delete users and assignment of roles to users. (Please see **Table 3** for more details), Users' Rights Management System.
 - b. Data Entry of Performance Indicators/Targets.
 - c. Punch, edit or delete Monthly Services Statistics (SS) Reports.
 - d. Report authorization and submission mechanism is required. Which should ensure data validation and submission by relevant authorities.
 - e. The software should be able to produce monthly, quarterly, half yearly and yearly reports. The reports types will be Performance against Targets, comparisons and consolidated reports. All of the R-FPAP staff should be able to view the reports of entire system collectively.
 - f. The reporting must be done graphically (dashboard) as well as in text/tabular form. In every report there must be facility to generate the report as **MS Excel Sheet and PDF**.

Please see **Annexure II** for sample formats of all of the output reports.

- G. A comprehensive list of data validation checks will be provided to selected consultant, which should be ensured by consultant to produce a quality data set.
- H. Provide detailed Admin and User Manuals which will facilitate the admin and functional users in successfully using the software package.
- I. The software must have standard security features inbuilt to ensure integrity of data. Software should not have any flaws or bugs which inadvertently or by design, permit the users to tamper, alter or modify any data without the appropriate permissions.
 - a. The software would ensure that the users follow login procedures.
 - b. The access to the software should be based on the user roles of the organization.
 - c. A proper log system must be maintained within the proposed software.
 - d. In-built password management policy should be properly implemented. Including but not limited to change password by user/admin, forgot password feature, minimum characters, complexity, auto expiry etc.
- J. The software developed must be compatible with and well rendered in Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Safari or any other available browsers.
The software must run on any screen sizes (i.e. computer, mobile and tablet). Using modern UI frameworks for responsive design is highly recommended.
- K. The consultant must provide free support for a period of **1 year** from the time of acceptance of the software by R-FPAP (Warranty support). During this warranty period, the consultant will be responsible to fix the bugs, if any.
- L. Provide the Plan for recovery, if the software package or the database fails, which includes managing backups of the database and the package itself. Perform necessary recovery of the system when needed.
- M. Provide comprehensive training to master trainers in the operation of the software, backup, configuration, etc.

ANNEXURE II: INPUT AND OUTPUT REPORTING TEMPLATES

HELPLINE CALL DATA ENTRY FORM

Data Entered:
 Data Processed:

Helpline Centre: Counselor:
 Counselor's ID: Caller's ID:

| | | |
|---|---|--|
| CALLER: <input type="checkbox"/> NEW <input type="checkbox"/> OLD | | |
| Call Date: <small>(Day/Month/Year)</small> | Call Time: <small>(Hours/Minutes/AM/PM)</small> | Call Duration: <small>(Minutes)</small> |
| Gender: <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> Transgender Person | District of caller: | Area of caller: <input type="checkbox"/> Urban <input type="checkbox"/> Semi Urban <input type="checkbox"/> Rural |
| Date of Birth: | Age: <small>(years)</small> | Marital Status: <input type="checkbox"/> Married <input type="checkbox"/> Un-married <input type="checkbox"/> Widow <input type="checkbox"/> Divorced <input type="checkbox"/> Separate <input type="checkbox"/> Other |
| Employment status: <input type="checkbox"/> Employed <input type="checkbox"/> Un-employed | | Educational Status: <input type="checkbox"/> Student <input type="checkbox"/> Out-of-School <input type="checkbox"/> Completed |
| Referral From: <input type="checkbox"/> TV/Radio <input type="checkbox"/> Poster/Banner/Brochure <input type="checkbox"/> Friend/Relative <input type="checkbox"/> Orientation Session <input type="checkbox"/> Social Media Platforms <input type="checkbox"/> Other | | |
| DISCUSSION NOTES | | |
| ISSUES | SERVICE PROVIDED | REMARKS |
| | | |
| | | |
| | | |
| Referral To: Dropdown List of Existing Referral Partners | | |

List of Issues to be marked for the caller and data entry in the software

| SOCIAL | PSYCHOLOGICAL | PHYSICAL HEALTH |
|-----------------------------|---------------------------|----------------------|
| ACADEMICS | ANXIETY | HEALTH PROBLEM |
| SPORTS INFORMATION | DEPRESSION | SPORTS INJURIES |
| BODILY CHANGES | EATING DISORDER | REPRODUCTIVE HEALTH |
| BOY-GIRL RELATIONSHIP | EXAM PHOBIA | STI / HIV AIDS |
| BULLYING | FEAR | FAMILY PLANNING |
| CAREER COUNSELLING | MOOD DISTURBANCE | MASTURBATION |
| CHILD SEXUAL ABUSE | PTSD DISORDER | MENSTRUATION PROBLEM |
| DOMESTIC VIOLENCE / RAPE | SUBSTANCE ABUSE/ADDICTION | |
| EARLY / CHILDHOOD MARRIAGES | SUICIDAL TENDENCIES | |
| FAMILY ISSUES | | |
| FORCED MARRIAGE | | |
| MARRIAGE COUNSELING | | |
| PRE-MARRITAL COUNSELING | | |

Output Reports

Produce following table for individual Helpline.

Reporting duration: Start Month, End Month (Monthly, Quarterly, Bi Annually)

Table 1: Age and sex distribution of callers

| | Calls received (A) | | | | | | | Age of caller (years) (B) | | | | | | | | |
|-------|--------------------|---------|--------|---------|--------|---------|-------|---------------------------|---------|-------|---------|-------|---------|------------|---------|-------|
| | Male | | Female | | Others | | Total | Less than 15 | | 15-19 | | 20-24 | | 25 & above | | Total |
| | N | % | N | % | N | % | | N | % | N | % | N | % | N | % | |
| TOTAL | | T/A*100 | | T/A*100 | | T/A*100 | A | | T/B*100 | | T/B*100 | | T/B*100 | | T/B*100 | B |

Ideally A=B

Table 2: Distribution of callers by different characteristics (Gender)

| | Male | | Female | | Transgender Person | | Total |
|--|------|---------|--------|---------|--------------------|---------|-------|
| | N | % | N | % | N | % | |
| Age | | | | | | | |
| Less than 15 | | | | | | | |
| 15-19 | | | | | | | |
| 20-24 | | | | | | | |
| More than 24 | | | | | | | |
| | | | | | | | |
| Marital Status | | | | | | | |
| Single | | | | | | | |
| Married | | | | | | | |
| Divorced | | | | | | | |
| Separated | | | | | | | |
| Widow | | | | | | | |
| | | | | | | | |
| Educational Status | | | | | | | |
| Student | | | | | | | |
| Out-of-school | | | | | | | |
| Completed education | | | | | | | |
| | | | | | | | |
| Occupation | | | | | | | |
| Employed | | | | | | | |
| House wife | | | | | | | |
| Student | | | | | | | |
| Unemployed | | | | | | | |
| Any other | | | | | | | |
| | | | | | | | |
| Source of Reference/ information | | | | | | | |
| TV/Radio | | | | | | | |
| Poster/Banner/Brochure | | | | | | | |
| Friend/Relative | | | | | | | |
| Orientation session | | | | | | | |
| Social media (Facebook, WhatsApp, Twitter, Instagram etc.) | | | | | | | |
| Any Other | | | | | | | |
| Total | | T/A*100 | | T/A*100 | | T/A*100 | A |

Table 3: Distribution of callers by different characteristics (Age)

| | Age Brackets | | | | | | | | Total |
|--|--------------|---------|-------|---------|-------|---------|-------|---------|-------|
| Age Segregations | < 15 | | 15-19 | | 20-24 | | 24-29 | | |
| | N | % | N | % | N | % | N | % | |
| Gender | | | | | | | | | |
| Male | | | | | | | | | |
| Female | | | | | | | | | |
| Transgender Person | | | | | | | | | |
| | | | | | | | | | |
| Marital Status | | | | | | | | | |
| Single | | | | | | | | | |
| Married | | | | | | | | | |
| Divorced | | | | | | | | | |
| Separated | | | | | | | | | |
| Widow | | | | | | | | | |
| | | | | | | | | | |
| Educational Status | | | | | | | | | |
| Student | | | | | | | | | |
| Out-of-school | | | | | | | | | |
| Completed education | | | | | | | | | |
| | | | | | | | | | |
| Occupation | | | | | | | | | |
| Employed | | | | | | | | | |
| House wife | | | | | | | | | |
| Student | | | | | | | | | |
| Unemployed | | | | | | | | | |
| Any other | | | | | | | | | |
| | | | | | | | | | |
| Source of Reference/ information | | | | | | | | | |
| TV/Radio | | | | | | | | | |
| Poster/Banner/Brochure | | | | | | | | | |
| Friend/Relative | | | | | | | | | |
| Orientation session | | | | | | | | | |
| Social media (Facebook, Whatsapp, Twitter, Instagram etc.) | | | | | | | | | |
| Any Other | | | | | | | | | |
| Total | | T/A*100 | | T/A*100 | | T/A*100 | | T/A*100 | A |

Table 4: Average duration of call (minutes)

| | Calls received | | | | Age of caller (years) | | | | |
|--------------------------------|----------------|--------|--------|---------|-----------------------|-------|-------|------------|---------|
| | Male | Female | Others | Overall | Less than 15 | 15-19 | 20-24 | 25 & above | Overall |
| Average of call duration (min) | | | | A | | | | | B |

A=B

Table 5: Distribution of callers by issues discussed

| Type of Issue | N | % |
|-----------------|---|-----|
| Social | | |
| Psychological | | |
| Physical Health | | |
| Total | | 100 |

Table 6: Distribution of issues discussed by age and gender

| Issues | Female | | | | | Male | | | | | Transgender | | | | | Grand Total |
|-----------------------------|--------|-------|-------|---------------|-------|------|-------|-------|---------------|-------|-------------|-------|-------|---------------|-------|----------------|
| Age (years) | < 15 | 15-19 | 20-24 | 25 & above | Total | < 15 | 15-19 | 20-24 | 25 & above | Total | < 15 | 15-19 | 20-24 | 25 & above | Total | |
| SOCIAL | 112 | 569 | 875 | 468 | 2,024 | 114 | 961 | 985 | 468 | 2,528 | - | 15 | 7 | 3 | 25 | 4,577 |
| Academics | 3 | 59 | 57 | 45 | 164 | 7 | 51 | 75 | 37 | 170 | - | 2 | - | - | 2 | 336 |
| Sports Information | - | 8 | 6 | 3 | 17 | 1 | 2 | 1 | 3 | 7 | - | - | - | - | - | 24 |
| Bodily Changes | 8 | 18 | 10 | 4 | 40 | 7 | 29 | 13 | 3 | 52 | - | - | - | - | - | 92 |
| Boy-Girl Relationship | 8 | 105 | 120 | 26 | 259 | 4 | 110 | 121 | 31 | 266 | - | - | - | - | - | 525 |
| Bullying | 13 | 30 | 13 | 9 | 65 | 7 | 7 | 2 | 1 | 17 | - | - | - | - | - | 82 |
| Career Counseling | 3 | 23 | 75 | 26 | 127 | 7 | 88 | 72 | 54 | 221 | - | - | 2 | - | 2 | 350 |
| Child Sexual Abuse | 14 | 24 | 60 | 14 | 112 | 18 | 47 | 66 | 12 | 143 | - | - | - | - | - | 255 |
| Domestic Violence / Rape | 8 | 26 | 91 | 33 | 158 | 6 | 49 | 39 | 8 | 102 | - | 7 | 1 | 1 | 9 | 269 |
| Early / Childhood Marriages | 2 | 13 | 12 | 1 | 28 | - | 20 | 29 | 2 | 51 | - | - | - | - | - | 79 |
| Family Issues | 6 | 37 | 133 | 136 | 312 | 4 | 60 | 88 | 82 | 234 | - | 2 | - | - | 2 | 548 |
| Forced Marriage | - | 16 | 16 | 2 | 34 | 2 | 7 | 8 | 1 | 18 | - | - | - | - | - | 52 |
| Marriage Counselling | - | 1 | 7 | 6 | 14 | - | 2 | 15 | 9 | 26 | - | - | - | - | - | 40 |
| Peer Pressure | 5 | 83 | 41 | 21 | 150 | 17 | 214 | 126 | 17 | 374 | - | 2 | - | - | 2 | 526 |
| Physical/Health Problem | - | 11 | 8 | 26 | 45 | - | 17 | 21 | 28 | 66 | - | - | - | 1 | 1 | 112 |
| Pre-Marriage Counseling | - | 22 | 77 | 62 | 161 | 1 | 14 | 62 | 96 | 173 | - | - | - | - | - | 334 |
| Self-concept | 13 | 39 | 71 | 26 | 149 | 13 | 151 | 147 | 27 | 338 | - | 1 | 3 | 1 | 5 | 492 |

Above statistics are dummy data

(Continued)

(Continued)

| Issues | Female | | | | | Male | | | | | Transgender | | | | | Grand Total |
|---------------------------|--------|-------|-------|-------|-------|------|-------|-------|-------|-------|-------------|-------|-------|------|-------|-------------|
| Age (years) | < 15 | 15-19 | 20-24 | > 24 | Total | < 15 | 15-19 | 20-24 | > 24 | Total | < 15 | 15-19 | 20-24 | > 24 | Total | |
| PSYCHOLOGICAL | 46 | 245 | 282 | 397 | 970 | 52 | 564 | 500 | 339 | 1,455 | 1 | 2 | 1 | 1 | 5 | 2,430 |
| Anxiety | 6 | 49 | 90 | 157 | 302 | 7 | 179 | 155 | 78 | 419 | - | - | - | 1 | 1 | 722 |
| Depression | 3 | 42 | 78 | 152 | 275 | 6 | 130 | 159 | 103 | 398 | - | 1 | - | - | 1 | 674 |
| Eating Disorder | 6 | 46 | 41 | 36 | 129 | 6 | 61 | 43 | 37 | 147 | - | - | - | - | - | 276 |
| Exam Phobia | 11 | 52 | 12 | 2 | 77 | 12 | 49 | 10 | 2 | 73 | 1 | 1 | - | - | 2 | 152 |
| Fear | 9 | 19 | 17 | 6 | 51 | 7 | 38 | 12 | 13 | 70 | - | - | - | - | - | 121 |
| Mood Disturbance | 6 | 13 | 8 | 7 | 34 | 3 | 10 | 8 | 8 | 29 | - | - | 1 | - | 1 | 64 |
| PST Disorder | - | 1 | 2 | 5 | 8 | - | 2 | 3 | 2 | 7 | - | - | - | - | - | 15 |
| Substance Abuse/Addiction | 4 | 21 | 33 | 30 | 88 | 11 | 94 | 99 | 89 | 293 | - | - | - | - | - | 381 |
| Suicidal Tendencies | 1 | 2 | 1 | 2 | 6 | - | 1 | 11 | 7 | 19 | - | - | - | - | - | 25 |
| PHYSICAL HEALTH | 43 | 201 | 308 | 538 | 1,090 | 17 | 465 | 570 | 451 | 1,503 | 2 | 1 | 1 | 6 | 10 | 2,603 |
| Health Problems | 1 | 10 | 34 | 81 | 126 | - | 5 | 15 | 39 | 59 | - | - | - | - | - | 185 |
| Sports Injuries | - | - | 2 | 1 | 3 | 2 | 10 | 15 | 20 | 47 | - | - | - | - | - | 50 |
| Reproduction Health | 8 | 21 | 40 | 28 | 97 | 4 | 260 | 313 | 54 | 631 | - | - | - | 1 | 1 | 729 |
| Menstruation Problem | 5 | 21 | 20 | 13 | 59 | - | - | 2 | 1 | 3 | - | - | - | - | - | 62 |
| UTI/STI & HIV AIDS | 23 | 85 | 119 | 204 | 431 | 9 | 102 | 105 | 177 | 393 | 2 | - | - | 2 | 4 | 828 |
| FAMILY PLANNING | - | 30 | 31 | 60 | 121 | 2 | 36 | 69 | 71 | 178 | - | - | 1 | 3 | 4 | 303 |
| Masturbation | - | - | - | - | - | - | 2 | 3 | 5 | 8 | - | - | - | - | - | 8 |
| GRAND TOTAL | 201 | 1,015 | 1,467 | 1,404 | 4,087 | 185 | 2,000 | 2,070 | 1,278 | 5,533 | 3 | 18 | 9 | 10 | 40 | 9,668 |

Above statistics are dummy data

Table 7: List of Referral Partners (DROP DOWN DATA FOR RECORDING REFFERAL TO MECHANISM)

District Title: Dropdown

Province: Dropdown

| Sr. | Facility Name (TEXT FIELD) | Address (TEXT FIELD) | Name of Representative (TEXT FIELD) | Type of Facility (DROP DOWN) | Facility Focus (DROP DOWN) | Services Offered to FPAP (DROP DOWN) |
|------------|--------------------------------------|--------------------------------|---|--|--------------------------------------|--|
| | | | | | | |
| | | | | | | |
| | | | | | | |