

CALL FOR PROPOSAL
DEVELOPMENT OF NATIONAL YOUTH HELPLINE SOFTWARE

Mode of Assignment: Development of National Youth Helpline Software

Duration of Consultancy: 30 days (starting from the signing of the Agreement)

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 2 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 Youth 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: 30th June, 2022

Expected date of initiation of consultancy: 15th July, 2022

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

About Rahnuma FPAP

Rahnuma FPAP is one of the largest NGO based health (SRH) infrastructure all over Pakistan with its head office at Lahore with five regional offices, along with its offices In Gilgit Baltistan and Azad Jammu and Kashmir, whereas services are provided through static clinics. Furthermore Rahnuma FPAP has extensive service delivery network. Apart from the specific projects implemented, Rahnuma FPAP works closely with the key national, provincial and district level government and private sector stakeholders that directly works with vulnerable population. Furthermore, for years organization has been a vanguard of their due rights through facilitating interactive advocacy dialogues between SGMs and policy makers.

Background

Pakistan has approximately 64 percent of young people who are below the age of 30. Communication program plays an essential role in educating, understanding, informing and motivating young people. In a country like Pakistan the need to develop a viable system to communicate with young people is even more pronounced than in countries with developed societies. Unfortunately, there is no prominent government run initiative for provision of psychosocial support to young people. Reproductive health information and counseling is an area that is even more neglected or stigmatized. Keeping in view of this, UNFPA and Rahnuma FPAP planned to establish a national youth helpline under guidance of Prime Minister Office. Both partners have already some good experience in planning and implementation of Helpline related projects. In previous year, Punjab Youth Helpline was successfully established and services are being provided to young people. The purpose of the project is provision of a secure and confidential gateway for young people to access information regarding problems associated with adolescence/young age particularly regarding psychosocial counseling, career counseling and reproductive health.

NYHL is going to establish at Higher Education Commission Islamabad in which 10 psychologists (Counseling Officers) will be hired along with one supervisor in order to address the psychosocial and reproductive health problems of young people. The helpline will be operational 05 days a week in two shifts where our talented newly hired psychologists will be working on shift basis in order to facilitate young people. The primary clientele of the YHL are males, females, transgender or any within the age limit of 15 to 24 and above. The secondary audience includes parents, teachers and community members.

Therefore Rahnuma FPAP intends to develop new cloud base software for data recording and reporting. The software will be able to record and analyze age, gender, location and problems of young people. This data will play a very vital role in planning of future project for young people.

Location of assignment

Lahore, Punjab

Objective of this assignment

The main objective of this consultancy assignment is to develop online software for National Youth Helpline Software for data recording and report of call received on designated helplines.

(Annexure I & II are attached with documents providing details of scope of work. Layout of data input and output templates are also drafted for broader understanding of expected deliverables).

Support from Rahnuma FPAP

The Rahnuma FPAP will be facilitating in the following:

- Hold inception meeting with the consultant for assignment briefing and discussion on modalities of assignment under consideration.
- Provide all relevant information and discuss essentials 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 inception meeting with Rahnuma FPAP staff for deeper understanding of consultancy assignments and to gain clarity on 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 30 days after receiving feedback by Rahnuma FPAP on front-end design.
- Conduct test data entry at consultant's location and fix the bugs within timeline.
- Address all technical requirements after final upload of data management system.

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 beyond agreed consultancy fee which is 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 for national and/or international organizations.
- Have qualified/ certified team of developers to meet modern application requirements.
- Must have qualified business analyst to get proper software requirement of the Rahnuma FPAP.

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

NATIONAL YOUTH 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: (Day/Month/Year)	Call Time: (Hours/Minutes/AM/PM)	Call Duration: (Minutes)
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: (years)	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							

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 *10 0		T/A *1 00		T/A *10 0		T/A *1 00	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
	< 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
	< 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)