

Terms of Reference

Development of the centralized information platform for integrating public health programme services

Alliance for Public Health is seeking a qualified firm to develop the centralized information platform for integrating public health programme services within the 'Sustainability of Services for Key Populations in the EECA region' to be introduced and tried out in 1-2 cities and further scaled up through the EECA region

1. Background

The Alliance for Public Health (Ukraine) has been working in the area of fighting against HIV/AIDS and tuberculosis as well as addressing related issues in Ukraine and sharing its experience and developments to the countries of Eastern Europe and Central Asia and beyond for over 20 years.

This area is comprised of a lot of separate but yet interrelated components that require effective communication as well as joint data collection and storage opportunities for the representatives of different sectors and different institutions within one sector, such as the medical sector, the non-governmental sector (social workers (including outreach workers, case-managers, etc)) and the clients. Throughout the years, Alliance and its partners have developed a series of different software opportunities that cover separate components of service delivery and monitoring and evaluation. Still, a lot of the work is very much dependent on the offline involvement of the parties. In the covid 19 era and generally in the time when life is moving online we require solutions that will allow all the necessary components of the processes to be covered this way. And we would like to have a solution that will cover them all in a joint information system, user-friendly and convenient for all parties involved as well as for those who need to work with the data to improve the processes and use the results for decision making and advocacy. Moreover, transferring a portion of the functions and load of the social workers and other human resources, will allow for certain economic benefits, as well as will make the process of introducing changes and developments easier to implement and scale up.

The Eastern Europe and Central Asia (EECA) is one of the three regions globally where the HIV epidemic is increasing. In 2019, the incidence/prevalence ratio was higher than in any other part of the world: 10.1. The number of people living with HIV in the region was 1.7 million; the number of new HIV infections was 170,000 and the number of AIDS-related deaths – 35,000. In 2019, according to the data for testing and treatment cascade, 70% of people living with HIV knew their status, 44% of people living with HIV were on treatment, and 41% of people living with HIV were virally suppressed. Eastern Europe and Central Asia have seen a staggering 72% rise in new HIV infections since 2010.

The Alliance for Public Health (Ukraine) in a consortium with the 100% Life (All-Ukrainian Network of PLWH), the Central Asian Association of People Living with HIV and the Eurasian Key Populations Health Network, are implementing a regional project to support responses to HIV in key populations in 14 counties of the EECA and SEE regions. The APH is looking to develop this info-system within this regional grant and make it adaptable for use in different countries and contexts of the EECA region and beyond.

This falls directly under one of the projects major objectives namely:

1. Improving the efficiency and accessibility of HIV services delivery models (testing and continuous care) for key populations, including but not limited to optimization of HIV treatment regimen and optimizing prices for HIV drugs and other related commodities.

3. Goal

To propose a centralized information platform for integrating public health programme services, a technological solution that would involve but not be limited to:

- a “virtual social worker” technological solution with components for the medical worker, the social worker and the clients and would allow for online interaction among them as well as would allow for reducing the amount of social workers required and their LoE due to the atomisation of a large proportion of their work, including with the help of AI;
- a technological solution for a hybrid online self-testing and increasing access to ART intervention to be piloted in 1-2 cities of the EECA region in 2021;
- to define a partner(s) to implement the latter intervention in 1-2 cities of the EECA region in 2021 using the developed technological solution.

4. Objectives

- 1) To research and analyse existing solutions, including tools and software developed and utilised by the APH and its partners but also wider
- 2) To come up with a vision of the comprehensive solution(s) sought within this ToR in collaboration with the APH and partners to make sure the solution(s) is comprehensive and inclusive of all necessary components and features as well as friendly for the people who will be using it both as a tool for work and as a means of receiving services
- 2) To propose a final ToR for the solution(s)
- 3) To develop the solution(s) in accordance to the approved ToR
- 4) To provide technical support for the launch/piloting of the solution(s) in 1-2 cities of the EECA region
- 5) To carry out the implementation of the hybrid online self-testing and access to ATR treatment improvement intervention in 1-2 cities of the EECA region *(bidders can bid separately for this component and for the rest of the ToR without this component, as well as form consortia that will carry out all of the tasks embedded in this ToR in collaboration).*

5. Overview of the components of the proposed solution to be developed

The information platform may be constructed as a basic solution, implementing a machine-accessible interface for integrating the following structural components, but not limited to them:

- implementation of a single virtual assistant mechanism, with the possibility of its integration into any connected services, using a single central platform data bank (cross-cutting integration of client data and services with a virtual assistant)
- design and integration of interactive dialogue systems and chat rooms based on them, including rapid bot deployment tools, into a single data source
- creation of a single secure mechanism for end-to-end authorization of consumers, service providers, system administrators and other interested persons, common for all integrated services (implementation of the roaming user principle)
- implementation of universal accounting systems (including cross-referencing, sampling, and consolidation of data from different suppliers in a single standard) random metrics from central data repository and generation of arbitrary reports using these data
- implementation of universal ticketing and feedback systems to ensure efficient and centralized communication of clients, service providers, administrators, and other stakeholders under arbitrary schemes

- implementation of a single office for users of the system with flexible access control settings and the ability to receive any service within the same office on the principle of service pinning
- integration of resource and logistics accounting systems in different projects using a common data processing and reporting standard

It is proposed that the centralized information system is to be developed in the form of an interactive datahub, which is a constructive software interface for access to the following mechanisms:

- Set of methods and access points to storage: the ability to create arbitrary entities, databases and collections and CRUD methods to them
- Set of methods for unloading data and aggregating access to collections and databases
- Set of methods for creation, authorization and management of users, open user authorization scheme, access control system based on roles
- Set of methods for implementation of IM-chats, event system and access methods to IM-chats. - Set of methods for interaction with virtual assistant

By submitting a bid in response to this tender, the bidder confirms that it has the necessary resources, capabilities and expertise to provide the services listed in this ToR. At the same time, the final vision of the information solution will be proposed by the successful bidder and may or may not be in full accordance with what is put forth in this ToR.

7. Requirements

Alliance for Public Health invites eligible firms to indicate their interest in providing these services. Interested firms should provide information demonstrating that they have the required qualifications and relevant experience in successful implementation of similar engagements, relevant to the scope and size to the current project.

The Qualification requirements and basis for evaluation (evaluation criteria) are:

1. General experience (20 points):
 - experience in developing technological solutions in the area of public health;
 - experience of working with international organizations and/or national agencies implementing externally funded programs and projects;
 - technical capacities to ensure smooth implementation and high-quality outputs as well as technical support beyond development;
2. Specific expertise (30 points): proven experience in proposing and developing technological solutions in the area of public health, preferably related to HIV in any of the countries participating in the project (Please provide information (portfolio/links) completed in the last 5 years with a short description of the key objectives and the links to the available resources).
3. Concept for the solution (30 points): a clear vision of what this solution can be like, what aspects it will address, what will be its USP, what components it will encompass and how it will be developed and used.
4. Cost proposal (20 points): compatible cost proposal for the activities required in this ToR. The firm must be VAT exempt or have a VAT exempt affiliated partner that be contracted for the completion of this work.

8. Duration of the assignment

May-June 2021

Please contact Maria Malakhova at malakhova@aph.org.ua for any further information.

Expressions of interest must be delivered as per Attachment 1 below to lukianenko@aph.org.ua by May 11, 2021, 6:00 PM, Ukraine local time.

ATTACHMENT 1 PROPOSAL REQUIREMENTS

The proposal should be concisely presented and structured as requested below. Proposals that are incomplete or not responsive to these criteria may not be considered in the review process. All proposals must be submitted in English.

On electronic submission of the proposal and for correspondence regarding this request for proposal your company name must be clearly indicated in the subject line of your e-mail and in the names of any documents attached to the e-mail.

A. Technical Proposal

1. **Cover letter**
2. **Applicants profile** (max 3 pages), containing the following information:
 - applicant profile (relevant expertise and portfolio of similar projects, top clients);
 - other information describing your organization's expertise, strengths and the reason why your organization is the best option for this project, including references/recommendation letters.
3. **Concept note**, describing proposed approach and ideas to the task ahead (max 5 pages)

B. Cost Proposal

The finance proposal should be denominated in US dollars. It should reflect an estimation of cost and include the following components:

- administrative fees, if applicable;
- daily rates per relevant involved team member or other commonly used approach that clearly demonstrated what separate functions and parts of the task amount to and how that cost was calculated (or relevant descriptions)

The expected payment terms: advance 50% of the total value of the contract, the final payment of 50% of the total value – within 10 banking days after the signing of the Acceptance certificate.

Develop a centralized information platform for integrating the public health programme services.

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