



**Directorate of Healthcare Quality and Safety
Ministry of Health and Nutrition & Indigenous Medicine**

INVITATION FOR BIDS

**Development of the website for DHQS with
Content Management System (CMS) and
Trilingual Facility**

OCTOBER 2019

INVITATION FOR BIDS

Procurement of Service to Development of the website for DHQS with Content Management System (CMS) and Trilingual facility

1. The Directorate of Healthcare Quality and Safety is a key unit coming under the Ministry of Health and Nutrition & Indigenous Medicine, Responsible of uplifting healthcare quality and patient safety of the country for that efficient and effective correspondence with stakeholders is identified as a necessity. Currently communication is mainly done through letters and fax. A favourable environment is being created in Government Healthcare Institutions with the advances of Healthcare information technology in Sri Lankan Health Sector. Hence, establishing website will facilitate effective and efficient communication and to minimize time spent on traveling up to some extent which is beneficial in terms of opportunity
2. DHQS invites Proposals from eligible for **'Development of the website for DHQS with Content Management System (CMS) and Trilingual facility'** The Schedule of Requirement is specified in Annex 1.
3. Bid Price
 - a) Bidders are required to quote for **'Development of the website for DHQS with Content Management System (CMS) and Trilingual facility'** as described in Annex 1. Evaluation shall be on the basis of the total price quoted. Partial quotations **will not** be accepted and will be treated as non-responsive. The prices shall be given in **Annex 2 - Price Schedule**. Corrections if any shall be made by crossing out, initialling, dating and re-writing
 - b) Price offered shall include all sale and other taxes already paid or payable, excluding VAT. VAT shall be paid separately if applicable. The prices shall also include other associated costs whatsoever if any.
 - c) The price quoted shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
 - d) The prices shall be quoted in Sri Lankan Rupees (LKR) only.
4. Submission of quotation
Each bidder shall submit only one quotation. Options are not allowed
5. Validity of Quotation
Quotation shall remain valid for a period not less than three months after the deadline date specified for submission of quotations.
6. Minimum Qualification requirement.
7. a) The Schedule of Requirement is specified in Annex 1.
8. Evaluation of Quotations

The Purchaser will evaluate and compare the quotations determined to be substantially responsive i.e. which:

- (a) Are properly filled and signed; and
- (b) Conform to the terms and conditions, and specifications.

9. Award of contract

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has offered the lowest evaluated price.

- Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.
- The bidder whose bid is accepted will be notified of the award of contract prior to expiration of the quotation validity period. The terms of the accepted offer shall be incorporated in the purchase order.
- Purchaser reserves the right to accept or reject any bid and to annul the bidding process and without thereby incurring any liability to the any affected party.

10. Payment

Payment shall be made according to the payment schedule in Annex 3.

11. **You are requested to submit duly filled bidding documents, marked as “Original” and “Duplicate” relevant in two sealed envelopes and enclosed both in one sealed envelope marked Bid for the “Procurement of Service to Development of the website for DHQS with Content Management System (CMS) and Trilingual facility” on or before 13 00 hours on 1st November 2019 to the address given below. The envelope Bid should be sent by registered post to the following address. Late quotations will not be accepted.**

We look forward to receiving your quotations.

Director,
Directorate of Healthcare Quality and Safety
Castle Street Hospital for Women premises, Castle Street, Colombo 08 T.P: 011-2678598,
0112678744 FAX- 011-2698602
Email: dhqualitys@gmail.com

ANNEX-1

SCHEDULE OF REQUIREMENTS

Development of the website for DHQS with Content Management System (CMS) and Trilingual facility

1.0 BACKGROUND

National Quality Assurance Programme in the Sri Lankan Health Services dated back to 1989. In 1995 a hand book was published on National Quality assurance programme, providing basic concepts of Quality and Guidelines on monitoring indicators. Some hospitals initiated internalizing the Quality and Safety culture into their system.

In year 2008, with the objective of reducing the variation in the clinical practice, clinical guidelines were prepared and disseminated to all secondary and tertiary care hospitals by the Ministry of Health.

In order to facilitate the work initiated on Healthcare Quality and patient's safety in other healthcare institutions, the need of establishing an apex body was identified. Consequently the Directorate of Healthcare Quality & Safety (DHQS) was established in September 2012.

The streamlining of work carried out in other Healthcare institutions on Quality and Safety was made a compulsory mandate for the proper implementation of the activity.

For that efficient and effective correspondence with stakeholders is identified as a necessity. Currently communication is mainly done through letters and fax. A favourable environment is being created in Government Healthcare Institutions with the advances of Healthcare information technology in Sri Lankan Health Sector

Hence, establishing website will facilitate effective and efficient communication and to minimize time spent on traveling up to some extent which is beneficial in terms of opportunity cost.

2 OBJECTIVES OF THE ASSIGNMENT

- 2.1 To design and develop a website for the DHQS to enhance the communication with stakeholders and to provide up to-date information in local languages as well as in English language.
- 2.2 Ease and accessibility of information and services for public and other government organizations.
- 2.3 Provide content management facility across entire website using open source Content Management System (CMS); prefer Joomla version 3.7 or Word Press 5 .0 or higher stable version.

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- 2.3 Provide content management facility across entire website using open source Content Management System (CMS); prefer Joomla version 3.7 or Word Press 5 .0 or higher stable version.

- 2.4 Develop a user centric multilingual website using responsive web design techniques to adapt cross browser and mobile devices compatibility.
- 2.5 Provide user friendliness & interactivity of the website using attractive conceptual design
- 2.6 Provide support on maintenance and updating the website through content management tools.
- 2.7 Design the website in such a way that website follow a common style to provide maximum user friendliness and interactivity.

3 SCOPE OF THE SERVICE

- 3.1 Study the main functions of DHQS to understand its functions.
- 3.2 Brainstorm with the members of DHQS to identify the requirements of the new website and the content management platform, information clustering and information to be written and services to be provided by the website to develop a new structure (to be verified through a cycle of prototypes) for the website
- 3.3 Design the website in a manner that facilitates content management requirements through an open source Content Management System (CMS) to add information and services incrementally as and when those become available across the website.
- 3.4 The theme framework shall be designed using responsive web design methodology and techniques to adapt cross browser and different devices such as desktop, tablet and smart phone.
- 3.5 Content gathering, arranging contents according to a logical manner and coordinating of the content gathering process should be carried out in association with the DHQS team.
- 3.6 Direct, lead and manage the web development team that may comprise Content Collectors, Graphic Designers, Photographers (if required), Web Developers, Database Developers and Integrators etc.
- 3.7 Develop website through incorporating of necessary text, graphics, animations, sounds, video clips, forms, databases, downloadable documents, plugging etc. The scripting languages should be compatible with all browsers and the hosting server platform.
- 3.8 Layout of the DHQS website should be agreed by the DHQS team. Developer is free to deviate from the initial layout to develop better website. This is to ensure common look and feel. The overall site style and look and feel needs to go with the context of the DHQS preserving its esteemed image.
- 3.9 The website shall have the following pages (Specification of the proposed website).
 - **Welcome page** (Should consist of language selection buttons, links to the sites where visitors can download Sinhala and Tamil Unicode fonts).
 - **Home page** will contain following information
 - Main Banner

- Breadcrumbs
 - Main Menu
 - High quality interactive slide show
 - Welcome Note/short description about DHQS
 - Upcoming programs of DHQS
 - News and ongoing events/ announcement column.
 - Important Links - Provide direct links to related websites.
 - Footer
 - Hit Counters
 - Last Update date
- **'About Us' Section**
The following information shall be made available.
 - Overview - Vision statement, the Mission statement and objectives
 - Brief history of organization
 - Message of Deputy Director General/Medical Services 1
 - Key officials of the DHQS
 - Organization Structure
- **Functions**
This Page shall consist the functions of the DHQS.
- **Services**
This Page shall contain the services offered directly through the DHQS and indirect services offered by the institutions under the supervision and guidance of the DHQS.
- **Programs**
This Page shall contain programs conducted by DHQS which can be updated regularly according to program schedule. Further recent programs should be displayed on Home page and all other past of future programs should be list down on this section with easy navigation.
- **Publications**
This page should contain all related publications with view/download facility.
- **News and Events**
This page shall contain Latest News, Events and Press Releases published by DHQS.

- **Gallery**

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

- **Contact Us**

The following information shall be made available.

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

- **Site Map**

This page shall contain links to all pages and sections of DHQS website

Apart from the above structure the website should also carry following features.

3.10 General features

- 3.10.1 Date of Last Update on the web page.
- 3.10.2 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 DHQS.
- 3.10.3 Provide facility to publish news and events information of DHQS and archives them when required.
- 3.10.4 Total number of pages will depend upon the requirements of the DHQS. A web page shall contain at least 300 words.

3.11 Tools: Updating, Finding, Receiving, and Viewing Information

- 3.11.1 Updating: Use an Open source Content Management System (CMS) in order to provide content management support for all pages and parts of the website
- 3.11.2 The content management system should be capable of activate/deactivate features/functions outlined in selected areas and articles of the website.

3.12 Finding: Ability to search information in all three languages including minimum of the following

- 3.12.1 Be used to find and view all documentation and information available in the website.

3.12.2 Ability to search word, words or phrases, etc

3.12.3 Support pagination

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

3.14 **Communication: Dialog with Citizens**

3.14.1 A feedback utility that allows public to send comments and ask questions about DHQS via Contact Us form.

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

3.14.3 Secure user login facility for authorized users.

3.15 **Design: Usability, Accessibility, and Language**

3.15.1 The website should be in all three languages enabling users to switch from one language to other while browsing through pages.

3.15.2 Website should be designed with simplicity to allow for quickest loading on multiple browsers.

3.15.3 The website should be a responsive one even to view it on mobile devices.

3.15.4 Website should be compatible with commonly available browsers.

3.15.5 The website should be Unicode compatible.

3.15.6 Ability to Navigate content in smooth user-friendly and sensible manner.

3.15.7 The CMS should support LAMP (Linux, Apache, MySQL and PHP) environment.

3.15.8 Website developer should adhere to the highest standards conforming to World Wide Web (W3C) standards and the latest version of ICTA web standards for the government organizations.

3.16 **Testing and Quality Assurance**

3.16.1 Quality Assurance should be guaranteed for the whole website in all aspects.

3.16.2 Quality Assurance approach should be described in detail the Methodology.

3.16.3 The web developer should implement all necessary security measures and adhere to the security measures proposed by Sri Lanka Computer Emergency Response Team (SLCERT) for ensuring the security of the websites where the Website should be immune to exploitations such as, SQL Injection; Cross-site scripting (XSS); Session/URL poisoning etc.

3.16.4 Web developer should be responsible of obtaining SLCERT certification.

3.16.5 Web developer should be responsible of obtaining SSL certificate

3.17 **Monitoring and Auditing**

3.17.1 The website should include tool(s) (non proprietary) that can generate statistics about users who publish, update, delete any content of the website

3.17.2 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.

3.18 **Archiving** - Ability to archive content / documents and also to search archived documents

3.19 **Hosting / Availability**

3.19.1 Cost of website hosting space during the development of the website should be borne by the consultant.

3.19.2 Cost for the web hosting service should be included in the cost proposal. Hosting service should have at least 2 GB storage space and 120 GB bandwidth for two (2) years.

3.19.3 Developer should provide technical support to host the website on web server provided by DHQS if required.

3.19.4 Provide all required support when moving the website from one hosting space to another without any additional cost.

3.19.5 The deployment should be catered to High Availability options, depending on the user requirements. (24*7 and the downtime limitations, etc)

3.20 **Maintenance of website**

3.20.1 Manage and maintain the website for a two (2) year period from the date of sign-off.

3.20.2 Updates requested by the DHQS team should be uploaded within 24 hours of receiving the information.

3.20.3 Detailed user guide on Content Management System should be provided with a user training for the relevant officers of the DHQS.

3.20.4 Provide Helpdesk support to user in updates and contents management for two (2) year period from the date of signoff.

3.20.5 Any upgrading to the Content Management Framework should sort of all other issues related to the upgrade, such as content alignment, security, etc

3.20.6 Attend to all types of Corrective maintenances (Bug fixing and installing of security patches). If user discovers any error/failure in the website, web consultant should response and rectify immediately. Meantime to Response (MTR) should not exceed one hour and Mean Time to Resolution shouldn't exceed 24 hours from the time of informed. Notification of errors/failures should be possible through email, telephone, fax or in letter format.

3.20.7 Adhere to following requirements without additional cost.

- a. Documentation and technical support
- b. Add new content (text, photos) to the existing webpage
- c. Adding, Removing and Updating hyperlinks.
- d. Insert new menu items to the existing menus.
- e. Include hit counters, last modified dates etc.
- f. Uploading new pages to the server.
- g. Minor modifications to the webpage banners

- h. Support to generate statistics on the website.
- i. Provide technical support to DHQS to change the server location where the website is already hosted.
- j. Adding new pages should be done according the predefined cost breakdown which is based on unit cost.

3.21 Ownership of the websites

- 3.21.1 The website developer should provide soft copies of all source codes, databases, Content Management Tool, graphics (source file) DHQS Team.
- 3.21.2 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 DHQS.
- 3.21.3 Any proprietary software components belonging to the consultant shall be licensed to DHQS 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 merger of the consultant company.
- 3.21.4 Vendor should impose the copyright and disclaimer notice as specified by the Purchaser.
- 3.21.5 All confidential information exchanged during the assignment should be treated as non-dis-closable contents.

4 PREFERABLE QUALIFICATION OF CONSULTANTS

- 4.1 Relevant company should have experience in the field of Website development for three years.
- 4.2 Relevant company should have done similar projects for government in last three years.
- 4.3 Relevant company should have the suitable resource persons for the following position in this project with relevant qualifications and experience.

Key Experts (Positions) required	Preferable Mandatory Qualification	Preferable Mandatory Experience	Number of Positions
Project Manger	'Degree from a recognize University' or 'Diploma in IT or related subject with Professional Qualification'	Demonstrate at least 1-2 years experience in similar capacity.	1
Tech Lead	Degree from a recognized University	Demonstrate at least 1-2 years experience in similar capacity.	1
Web Developer(s)	Diploma in IT or related subject	Demonstrate at least 2 years experience in similar capacity with Knowledge on Sinhala and Tamil Unicode and open source CMSs.	1
GUI Designer	Diploma in IT or related subject	Demonstrate at least 2 years experience in similar capacity	1

QA Engineers (s)	Diploma in IT or equivalent qualifications	Demonstrate at least 2 years experience in similar capacity with Knowledge on Sinhala and Tamil Unicode and open source CMSs.	1
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5 OUTPUTS AND DELIVERABLES

Total duration of this project is 12 weeks (3months). Work schedule of the website follows.

	Activity	Due date	Deliverable
1.	Signing of agreement /award of job and kick-off meeting	Commencement date +1 week	-
2.	Understand DHQS functions and requirement	Commencement Date + 1 weeks	-
3.	Content Collection /Coordination of content collection	Commencement Date + 2 weeks	Gathered information.
4.	Development of initial prototype and present the structure to the Review Team and the feedback (Present the Information Architecture).	Commencement Date + 3 weeks	Proposed prototype
5.	Finalizing the content for the website	Commencement Date + 4 weeks	Finalizing of the content in one language (preferably English)
6.	Complete/full functional English Version Hosted.	Commencement date + 5 weeks	Fully functional English Site hosted
7.	Get approval for English version	Commencement date +6 weeks	Approved English website
8.	Complete full functional Sinhala version added.	Commencement date + 8 weeks	Completed Sinhala website.
9.	Get approval for Sinhala version.	Commencement date + 8 weeks	Approved Sinhala website
10.	Complete full functional Tamil version added.	Commencement date + 8 weeks	Completed Tamil website.
11.	Get approval for Tamil version.	Commencement date + 9 weeks	Approved Tamil website
12.	Fixing of Security issues	Commencement date + 9 weeks	

13.	Training and sign off	Commencement date +10 weeks	Training documentations & User Manuals
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6 CLIENTS INPUTS

6.1 DHQS Team will provide the following facilities to the development team.

- Provide content of DHQS website from one language.
- Arranging meeting with necessary parties within DHQS.

7 TRAINING

- Provide Training for DHQS 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.

8 PROCEDURE FOR REVIEWING THE OUTPUT

DHQS nominated review team.

Annex 2 - Price Schedule

Item	Quantity	Price (without VAT)
Development of website as described in Annex I	1	
Hosting of website as described in Annex I		
Maintenance of website as described in Annex I		
Total Price		

ANNEX - 3

PAYMENT SCHEDULE

Task	Deliverable	Payment
Complete/full functional English Version and Hosted. Get approval for English version	Upon completion of the website with Complete/full functional English Version and hosting in the server . Getting approval for English version from DHQS nominated review team.	40% of the total price
Complete/full functional Sinhala Version added. Get approval for Sinhala version	Upon completion of the website with Complete/full functional Sinhala Version hosted. Getting approval for Sinhala version from DHQS nominated review team.	25% of total price
Complete/full functional Tamil Version added. Get approval for Tamil version	Upon completion of the website with Complete/full functional Tamil Version. Getting approval for Tamil version from DHQS nominated review team.	25% of total price
30 days completion work with no major problems in project	<p>The selected bidder should provide a Performance Bond of 10% of the advance collected, the performance bond will be discharged/ returned not later than 30 days following the date of completion of the supplier's work (delivery, installation and successful commissioning)</p> <p>The proceeds of the performance bond shall be forfeited as compensation for any loss resulting from the supplier's failure to complete the work (up to the end of the warranty period) under the contract and signature of performance bond (annexure 4).</p> <p>The performance bond will be discharged/ returned not later than 30 days following the date of completion of the supplier's work</p>	10% performance bond

Annex – 4 - Performance Bond

SPECIMEN FORM OF PERFORMANCE GUARANTEE

[The issuing agency, as requested by the successful Bidder, shall fill in this form in accordance with the instructions indicated]

.....[Issuing Agency's Name, and Address of I issuing Branch or Office]
.....

Beneficiary: Directorate of Healthcare Quality and Safety, Castle Street Hospital for Women premises, Castle Street, Colombo 08

Date:

PERFORMANCE GUARANTEE No. :

We have been informed that [name of Supplier] (hereinafter called "the Supplier") has entered into Contract No. [reference number of the contract] dated with you, for theSupply of [name of contract and brief description] (hereinafter called "the Contract"). Furthermore, we understand that, according to the conditions of the Contract, a Performance guarantee is required. At the request of the Supplier, we [name of Agency] hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of [amount in figures] (.....) [amount in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, upon receipt by us of your first demand in writing accompanied by a written statement stating that the Contractor is in breach of it s obligation(s) under the Contract, without your needing to prove or to show grounds for your demand or the sum specified therein.

This guarantee shall expire, no later than the day of, 20.. [Insert date, 28 days beyond the scheduled completion date including the warranty period] and any demand for payment under it must be received by us at this office on or before that date.

.....
[signature(s)]

Annex 5 - Bid Form

[The Bidder shall fill in this Form in accordance with the instructions indicated No alterations to its format shall be permitted and no substitutions shall be accepted.]

Date: [insert date (as day, month and year) of Bid Submission]

No.: [insert number of bidding process]

To: The Chairperson, Procurement Committee, Ministry of Health and Nutrition & Indigenous Medicine

We, the undersigned, declare that:

- (a) We have examined and have no reservations to the Bidding Documents, including Addenda No.: [insert the number and issuing date of each Addenda] ;
- (b) We offer to supply in conformity with the Bidding Documents and in accordance with the Delivery Schedules specified in the Schedule of Requirements the following Goods and Related Services [* insert a brief description of the Goods and Related Services];
- (c) The total price of our Bid without VAT, including any discounts offered is: [insert the total bid price in words and figures];
- (d) The total price of our Bid including VAT, and any discounts offered is: [insert the total bid price in words and figures];
- (e) Our bid shall be valid for the period of time specified in Clause 5, from the date fixed for the bid submission deadline , and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- (f) If our bid is accepted, we commit to obtain a performance security in accordance with specification for the due performance of the Contract;
- (g) We have no conflict of interest.
- (h) Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared blacklisted by the National Procurement Agency;
- (i) We understand that t his bid, together with your written acceptance thereof included in your notification of award, shall constitute a binding contract between us, until a formal contract is prepared and executed.
- (j) We understand t hat you are not bound to accept the lowest evaluated bid or any other bid that you may receive.

Signed: [insert signature of person whose name and capacity are shown]

In the capacity of [insert legal capacity of person signing the Bid Submission Form]

Name: [insert complete name of person signing the Bid Submission Form]

Duly authorized to sign the bid for and on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____, _____ [insert date of signing]
[signature]