

OPO 253.- Desarrollo de Software para Paquetes de Emergencias Sanitarias

Resumen de información clave	
Pais	Suiza
Organismo financiador	United Nations (UN)
Estatus	Open
Monto/estimación US\$	Small
Fecha límite	6 May 2024 (Proposal due date)
Categorías RELAIS	Servicios – Innovation & ICT
Identificado por	ClickAméricas USA
Oportunidad y Estrategia: Resumen del especialista en Desarrollo e Ingeniería de Negocios Digitales de RELAIS-ClickAméricas.	El objetivo de esta propuesta es mejorar y democratizar la herramienta en línea HERO, utilizada para evaluar la preparación ante emergencias sanitarias identificando carencias y creando planes de acción. Se desarrollará una versión offline para facilitar el acceso en áreas con conectividad limitada y se clonará la herramienta para fines de entrenamiento sin necesidad de autenticación. Además, se creará un espacio virtual para El Niño utilizando Drupal que incluirá mapas interactivos y secciones de contenido actualizable por el personal de la OMS. Los candidatos a este contrato deben tener experiencia comprobada en desarrollo de software y estar dispuestos a trabajar según el horario de Suiza. Se valorará positivamente contar con acreditaciones relevantes como ISO 9001.
Contribución Potencial de RELAIS en Alianzas con empresas especializadas para responder a esta demanda específica	Como organización sin ánimo de lucro con un mandato en América Latina y el Caribe, RELAIS posee una vasta experiencia en el trabajo junto a Organizaciones Internacionales tales como la OMS. Esto la convierte en un aliado estratégico ideal para empresas dedicadas al desarrollo de plataformas de atención de emergencias.
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Official Title

SOFTWARE DEVELOPMENT FOR HERO CROSS CUTTING CAPE TOOL AND THE HERO READINESS PACKAGES

Opportunity Background

The purpose of this Request for Proposals is to support software development on the Health Emergency Readiness for Operation (HERO) HERO Cross Cutting CAPE tool and the development of tools pertaining the HERO Readiness packages. Readiness is the country's ability to respond quickly and effectively to threats when it needs to. It is a proactive process that takes place within a compressed time and prioritizes actions to respond to imminent threats and those likely to unfold in the next six months. As readiness is a risk-based approach, countries must assess and manage risks in a dynamic way to be able to prioritize readiness efforts accordingly

over time. Having a content management tool to rapidly develop digital virtual space in times of crisis and share key intelligence on risk is one objective of the Partners Platform. Building on the Ukrainian model, a virtual space for El Niño will be developed. This tool will ensure a virtual space can be created rapidly with minimal IT interventions.

Additionally assessing the readiness status of critical capabilities in areas at risk is crucial to rapidly identify gaps and priority actions. This can be done online by using the HERO tool, a government-facing tool. The objective here is to further improve the HERO tool online to facilitate the production of an action plan and to promote the HERO tool use for training purposes or offline by anyone who needs to assess the readiness status.

The online WCO Readiness Checklist provides essential readiness steps for all Country Offices to be prepared to support emergency responses; through an all-hazards approach, it enables Country Offices to prioritize critical actions to respond more quickly and efficiently to health emergencies. The tool supports Country Offices to assess, monitor and adjust their capability to deliver across the incident management system (IMS) core functions, identifying areas of strength and areas for increased support. The tool has been piloted tested among 61 WHO Country Offices and sub-office of WHO Gaziantep (pilot led in coordination with WHO Country Office Türkiye), involving over 200 country and regional office colleagues being trained about the use of the tool (approximately 40% female staff, national and international)

Opportunity structure

Work to be performed

Improve and democratize the HERO tool online

The HERO tool helps to assess readiness status for response to health emergencies by identifying gaps and addressing them via an action plan.

The objective of this contract is to improve the current version of the HERO tool online, facilitate the creation of a new HERO tool by admin with minimal intervention by IT via a content management system, and develop a clone of the HERO tool for training purposes.

Additionally, as our core target countries are FCVs, with often limited connectivity, an offline version of the HERO tool will be developed to facilitate its use everywhere and by anyone who needs it. Originally the tool was built as a government-facing tool. However here, we propose to make it available to anyone who needs to assess the readiness status (like partners). This is to democratize its use and promote a common language between all partners involved in emergency coordination for readiness.

Develop online HERO tool for training purposes with the following main functionalities:

- Clone the existing functionality of the Online HERO tool
- Remove authentication and data saving in the tool
- Allow users to access training material such as videos, tutorials or documentation (this content will be uploaded by WHO staff)

Develop public / anonymous online HERO tool for user specific usage with these main functionalities:

- Provide a public / anonymous solution that allows users to fully use the current tool (as it is)

- Allow users to answer checklists for different countries / sub-national level, but all the answers are stored under a "user specific" database, so it doesn't interfere with other users testing the app.
- Users can return to and resume the session keeping all their data
- Users are provided with a code that they can share with colleagues -if needed- to access the data.
- Provide a basic public site that allows users to access some training material as well as an early version of the current tool without any authentication nor saving functionality implemented.

El Niño Virtual Space for non-authenticated users

Develop an online web application with Drupal that allows the creation and maintenance of different Virtual Spaces (starting with El Niño). Each Virtual Space will have its own Title, Navigation and sections with specific content, maps and charts according to requirements.

For Version 1, the El Niño Virtual Space will be developed and will include:

- Home Page: Image Sliders, Latest News, Alerts, Tickers and Links to Main site sections. All of this content can be edited/modified by WHO Staff
- Section 1 (ARCGIS map):
 - Will include an ArcGIS map with different layers that can be used interactively. Note: Maps will be provided by WHO GIS team.
 - A charts section that will appear with different charts that can be created/maintained by WHO staff. The data can be used via API or entered manually. (*)
- Section 2 (Repositories):
 - A Literature Library Repository will be imported via API (or CSV file provided) used by the ClimaHealth database and show in tabular format with filters and data export functionality (to CSV). This data can also be further expanded manually if needed by WHO staff
 - A Map Layers Repository will also be imported via API (or CSV file provided) and show in tabular format with filters and data export functionality (to CSV)
- Section 3 (Mind Map of Climate/Health impacts and risks):
 - A dynamic Mind Map will be created to list different Climate Threats (ie: Storms, Drought, Rainfall) and their possible Impacts/Risks (ie: Infectious Diseases, Non Comm. Diseases) in a Dynamic table or format to be determined. The results can be filtered for easier reading Note: This data is dynamic and can be maintained by WHO staff.
- Section 4 (DONs): A disease outbreak news map will be embedded (provided by ArcGIS WHO team) with layers and filters. Optionally a text driven disease outbreak section can be added to allow for manual updates on diseases on a daily/weekly/monthly basis) (*)

(*) These deliverables were not explicitly mentioned in ToR but we propose them as an added value to the application.

Improve and ensure functionality for WHO Country Office Readiness Checklist online tool (WCO Readiness Checklist online tool)

Identifying existing requirements and new business requirements of the WCO Readiness Checklist functionalities for the online tool.

Development work will involve the improvement and ensuring all functionality are working seamlessly by performing as follows:

1. Collect requirements from Regional Offices and WCO stakeholders for virtual space platform and joint platform to upgrade and finalize the WCO Readiness Checklist.
2. Record requirements into development tickets in DevOps to address WCO Readiness Checklist feedback gathered during the pilot phase.
3. Provide technical advise on IT solution towards the technical team in estimating the new requirements, including the update of the final HERO Cross Cutting CAPE checklist in the tool.
4. Agree on and coordinate timelines with product manager to develop requirements with the different project teams, including digitalization of other tools to be integrated within the WCO Readiness Checklist (e.g. Business Continuity Planning toolkit)

Competitive scope

Characteristics of the provider

Status

The Contractor shall be a for profit institution operating in the field of design, development, implementation and support of software.

Accreditations

An accreditation (ISO 9001 or equivalent; other accreditation or certification in a relevant field) or an on-going accreditation process by a certified accreditation body would be an asset (desirable).

Previous experience

Mandatory:

- Proven experience in the field of Software Development, design and IT solutions (minimum 7yrs proven experience).
- Previous work with WHO, other international organizations and/or major institutions in the field of Software Development, design and IT solutions ;

Desirable:

- Experience in developing an emergency response tool for WHO for country support

Staffing

The selected contractor is expected to dedicate the following human resources to the project:

- A project manager with between 7-10 years of experience, in the field of Software Development and IT Solutions (please attach resume to your proposal), shall be dedicated to the project.
- The designated project manager that should be the same all along implementation, including consideration in contingency plans in case the focal point is absent.
- Sufficient capacity and knowledge is required to cover the following areas of expertise:
 - Adequate technical knowledge of MS Windows server 2012 or higher
 - IIS 8 or higher server
 - .NET Core 2.2
 - PostgreSQL 12

- Mobile environments
- WHO pays utmost attention to the level of qualification and experience of the individuals involved, and to continuity in the services. The profiles (no individual names required) of the personnel proposed for these services should be included in the technical proposal.
- All staff with full professional working proficiency/native or bilingual proficiency in English and/or French.

The bidder is expected to outline the roles and responsibilities of those staff in the technical proposal.

Activities will be carried in normal working hours of Switzerland time zone.

Deadline on:06-May-2024 23:59 (GMT 2.00)

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