

Request for Proposal MA Database Modification



Issue Date: 30-Nov-2020
Closing Date: 07-Dec-2020
Closing Time: 16:00 Hours - Kabul Time
Project Title: MA Database Modification

I. INTRODUCTION:

This RFP document is an invitation to submit proposals for a project to modify/replace the existing MA Database which needs enhancement based on the need of the organization. MA current data bases are separate for legal and psychosocial departments and we plan to inter link these data base and farther combine the relevant activities with operational departments which may include overall Medica Afghanistan Activity processes, including M&E and reporting mechanism.

The intention is to obtain quotation and vendors 'background information for the selection of one software and service provider to participate in this project. Through this process, MA Database Modification seeks to develop operational relationships with software partner that can meet current project objectives and provide support in the years to come.

This call for proposal is for a period of 30-Nov-2020 and closing date is 7th December 2020.

Duration of the consultancy: 10th – 31st December including of 6 months back support and staff training on the usage of the database.

II. MEDICA AFGHANISTAN'S BACKGROUND:

Medica Afghanistan (MA) is a non-profit, non-governmental national women's organization. We support female survivors of gender-based violence and women and girls in conflict with the law through legal aid, mediation, psychosocial counseling, and advocacy. Headquartered in Kabul, we operate in Kabul and in the north and west regions of Afghanistan through our offices in Balkh, Samangan, Baghlan and Herat.

Medica Afghanistan is a feminist organization which works to advance gender equality and supports inclusion and empowerment of women and girls including through recovery and healing from injustices and violence by individuals and society.

A. LEGAL AID PROGRAM

Medica Afghanistan's Legal Aid Program responds to Afghan women's need for justice by trying to fill a big gap; legal services for women facing criminal prosecution or trying to engage in civil proceedings are extremely limited. Medica Afghanistan's legal aid services include criminal defence, representation in civil proceedings, mediation, raising legal awareness, providing legal advice, and facilitating safe family reintegration.

Medica Afghanistan's professionally trained lawyers undertake the criminal defence of women and girls prosecuted in the cities of Kabul, Mazar-e-Sharif, and Herat free of charge. In most cases, the process starts in a detention center or juvenile rehabilitation facility where Medica Afghanistan's lawyers go to offer assistance to detained women and girls. Defence consists in advising and representing the defendant during all stages of the legal proceedings until she is released.

Medica Afghanistan's lawyers also represent clients during civil proceedings, whether initiated by the client or brought against her. Most civil clients seek out Medica Afghanistan's legal services at the offices they maintain on the grounds of provincial department of justice compounds. The lawyers serve the client until her case is settled in court.

Medica Afghanistan's mediation work consists in intervening in disputes in order to resolve them and reconcile the parties. Usually the party seeking help is a woman involved in a domestic dispute with her husband or in laws that threatens her rights within the family. More than half the complaints are brought by battered women, many with severe physical injuries. (Lawyers refer many women who seek their help to Medica Afghanistan's psychosocial counselors because the women show signs of psychological distress and traumatization.)

In providing mediation services, Medica Afghanistan's lawyers and social workers work together; the lawyer handles legal matters and provides information about Afghan law and Sharia, while the social worker negotiates to resolve family issues. Mediation can also be used to complement a divorce proceeding before the court, enabling the parties to reach an agreement about the divorce itself and related issues such as child custody, alimony, and financial compensation.

While providing legal aid, Medica Afghanistan's lawyers have a duty to raise the client's awareness of legal matters. The lawyers carefully inform the client about her legal rights, the proceedings that will take place, the possible procedural alternatives open to her and their legal consequences, the remedies and compensation she is entitled to, and so on.

Raising the client's awareness is intended to help her make her own decisions about her case. Legal awareness is all the more important to Medica Afghanistan's legal aid clients because most of them are non-literate and do not know they possess legal rights that they are entitled to claim. Many women visit Medica Afghanistan's legal aid offices at the provincial departments of justice, having learned about the legal services by word of mouth, while others are referred to the legal aid lawyers by their colleagues on the psychosocial team. Medica Afghanistan offers legal advice to all of them, whether or not they are involved in a criminal or civil proceeding or a mediation process.

B. PSYCHOSOCIAL COUNSELING PROGRAM

Three decades of war have profoundly affected the mental health of women and their families. Several studies have found high levels of depression and other psychosocial problems evidenced by Afghan people, particularly women, as a result of the violence. Yet to talk about such problems is taboo in Afghan society, and very few professionals are qualified to offer psychosocial counseling. Most Afghan women still have little or no access to basic health care services, much less to the limited psychosocial services available only in major cities.

Against this background, Medica Afghanistan's staff of psychologists, highly trained by international specialists in trauma counseling, initiated services for traumatized women and girls in Afghanistan in 2002. Today, Medica Afghanistan is one of very few agencies in Afghanistan offering both services and training.

Among its direct services, Medica Afghanistan's PSHP program offers supportive psychosocial counseling in individual and group sessions at key locations throughout Kabul, such as women's shelters and prisons, the Juvenile Center and Bagh-e-Zanana (Women's Garden), and other sites in Districts five, seven, eleven and thirteen.

Medica Afghanistan also maintains counseling centers in Herat, at the main hospital, and in Kabul at Rabia Balkhi and Stomatology hospitals where psychologists work jointly with Medica Afghanistan-trained medical staff to provide support to female patients who suffer psychological and physical damage as a consequence of traumatic experiences such as battering, rape, mutilation, self-immolation, or adolescent maternity.

Medica Afghanistan's psychologists also provide short term counseling to bed-ridden patients during their hospitalization, especially those in the major surgical units and the burn units in Kabul and Herat, and they offer crisis intervention for clients and medical professionals if needed. For women and girls who participate in group counseling and others, Medica Afghanistan's PSHP program also provides literacy classes to help them increase their reading and writing skills and their awareness of the legal rights of women and girls.

In addition, Medica Afghanistan provides trainings, sensitization, capacity building, and supervision. It offers certified courses to medical professionals and psychologists working with traumatized women and girls.

The training focuses on trauma work in a medical setting: using a trauma-sensitive approach, developing counseling skills, and mastering multiple issues related to violence against women and its consequences for women, their families, and society. Medica Afghanistan's PSHP team also networks with multiple stakeholders including governmental, national, and international civil society organizations as it provides professional trainings in the provinces, case supervision and monitoring, and referrals for women and girls in need.

C. TRAINING SERVICES

In addition to direct consultation services, MA offers case supervision for psychosocial organizations and training for governmental and non-governmental agencies on basic counseling skills, communication skills, trauma-sensitive approach, family mediation, gender and violence

and other important topics. Furthermore, networking opportunities are provided with multiple stakeholders including governmental, national and international civil society organizations.

D. LITERACY AND LEARNING PROGRAMS

Medica Afghanistan provides literacy classes for women and girls, many of whom also take part in psychosocial counseling groups. Medica Afghanistan's classes teach reading and writing skills and contribute to women's empowerment by raising awareness of their rights and basic health care. Literacy education improves the quality of life for women and their families in some of Afghanistan's most vulnerable, marginalized female-headed households. It enables women to practice better communication skills, reduce family conflicts, and exercise their rights to take part in decision-making in a more constructive manner. In all our work we are guided by integrity, transparency, accountability, and a holistic approach.

III. OBJECTIVES:

The purpose of this Request for Proposal (RFP) is to obtain competitive offers and qualifications from companies interested in developing MA Database Modification to support MA data recording functions as better.

IV. SCOPE OF WORK:

MA Database Modification should help MA staff in creating and centralizing data source for their requirements for Kabul, Herat, Mazar-e-Sharif, Baghlan and Samangan Provinces. More details are listed below:

- Ability to manage generic services for Psychosocial and Health Program (PSHP), Legal Aid Program (LAP) and Monitoring and Evaluation (M&E) Departments
- Ability to add and manage projects with extended features.
- Ability to add generic option to database extendable fields.
- Ability to have data inserted date, data modification date etc....
- User authentication and authorization feature.
- Lack inner system interaction and operability.
- System modules data should be dynamic in which system administrator can add new option.
- Add notification features (Real Time).
- Ability to generate and export generate and export generic reports.
- Application adoptability with different devices (PC, Tablet, Mobile).
- User friendly and responsive interface.

Modules one:

This Module should perform the daily work of the PSHP Department of KABUL, HERAT, MAZARE-E-SHARIF, BAGHLAN and SAMANGAN provinces

- Add and manage group clients, individual clients... for PSHP Projects
- Add and manage forms for group clients, individual clients... for PSHP.
- Accurate reporting (by Custom Selection etc...) The report should be received quickly form database and the selected report should be emailed directly from the database or direct attach to email.
- Add Search box (Customize Searching).
- Ability to generate reports (Statistic),

Module two:

This Module should perform the daily work of the LAP Department of KABUL, HERAT, MAZARE-E-SHARIF, BAGHLAN and SAMANGAN provinces

- Add form for clients, individual clients... for LAP Projects
- Add and manage forms for individual clients... for LAP.
- Accurate reporting (by Custom Selection etc....) The report should be received quickly form database and the selected report should be emailed directly from the database or direct attach to email.
- Add Search box (Customize Searching).
- Ability to generate reports (Statistic),

Module Three:

This Module should perform the daily work of the M&E Department of KABUL, HERAT, MAZARE-E-SHARIF, BAGHLAN and SAMANGAN provinces

- Medica Afghanistan Staff can enter their daily, weekly, and monthly work.
- Accurate reporting to follow up selected staff (Statistic).
- Add Search box (Customize Searching).
- And other function of M&E.

Awareness, Literacy, Trainings:

- Ability to add and manage trainings (Project, Internal and External programs).
- Ability to Enter and manage training participant's evaluation forms
- Ability to add and manage Awareness and Literacy,
- Ability to generate Training, Awareness and Literacy reports (Statistic).
- Add Search box (Customize Searching).

Reporting/Statistic:

- All report should be customizing selection according to need of Medica Afghanistan
- Report should be customizing select from database and email directly.
- Ability to generate data into different formats Word, Excel (xlsx, xls), PDF,

Users features in reporting

- Administrator can generate whole database activities reports
- Admin can only generate their province user's activities reports
- Other user can only generate their own activities reports
- Ability to add manage staff personal and official information
- Ability to generate reports (Statistic),

Database Administration:

- Database should have different user rules according to the usage of users (Full Customize Permission for five provinces)
- Administration user permissions should not be change able but can also create another Admin user or other users accursing to their rules.
- Admin User have ability to manage their province users
- Ability to block and unlock users account (only administrator)
- Ability to have user's login logs.
- Ability to have user's data deletion logs.

Login Security:

- Ability to Block user after five times wrong password or email login.
- Ability to remember user authentication
- Ability to recover user forget password via user email address. (optional).

Settings:

- User can change their password by require of old password/change password via user email.
- User can change their personal information without name and email.

Old Database data should be in new database. (CodeIgniter old version)

Use of Technology:

Front-end: HTML, CSS, or CSS Framework, JavaScript etc.

Back-end: PHP. (not Framework)

Database: MYSQL

**MA Database Modification Project
Form #1 Proposal Form**

Company Name	
Company Address	
City, State, Zip Code	
Telephone#	
Email Address	

1. Response:

In response to the MA Database Modification Request for Proposal, we offer the following:

I. Cover Letter

Signed by company representative authorized to bind the proposing firm contractually.

II. Table of Contents

III. Executive Summary

A one-page high-level overview of the solution being proposed.

IV. Responses to Form 2 - Company Information Requirements

Complete all the information requested in Form #2.

V. Responses to – Scope of Work

Explain how you will complete the scope of work Include a proposed timeline.

VI. Attachments

Please provide three reference of your previous project works.

2. Exceptions:

Except as noted below, the undersigned hereby agrees to comply with all the terms and conditions.

Signed & stamp: _____

Dated: _____

Title: _____

**MA Database Modification Project
Form #2 Company Information Requirement**

Company Information

Question	Company Answer
Website Address	
Name of Person to be contacted concerning the proposal Title Address Telephone Number Fax Number Email Address	
Name of parent company, if applicable Home Office Address Telephone Number Website Address	
Does the person signing the proposal have the authority to sign on behalf of the company?	
Names of companies that will share significant and substantive responsibilities with your company in performing the scope of services under the Contract	
Length of time in business	
Gross revenue for the prior fiscal year (in AFN)	

Project Staff Information

Please copy the table below and complete for each of the key project staff members (including subcontractors) who will be involved in this project.

Staff member name	
Position in the company	
Length of time in position	
Project position and responsibilities	
Hours dedicated to project onsite	
Hours dedicated to the project remotely	
Education	
Certifications	
Previous work experience	
Technical skills and qualifications for the project	

**MA Database Modification Project
Form #3 Client References**

Please duplicate form and provide three client references.

Client Name	
Contact Name	
Title	
Phone Number	
Email Address	
Type of Services Provided	
Services Provided Similar to the MA Database Modification Project requirements?	Yes – Explain similarities: No – Explain differences:

V. PROJECT TIMEFRAME:

Duration of the consultancy: 10th – 31st December including of 6 months back support and staff training on the usage of the database

VI. ELIGIBILITY REQUIREMENTS:

All qualified and operating in Afghanistan are eligible to apply. A valid copy of firm's license must be attached with the proposal.

VII. CLARIFICATIONS:

In case of any vagueness or ambiguity in this RFP, offer or can address specific questions go to Mr M. Baseer, IT Officer, at mohammadbaseer.rahimi@medica-afghanistan.org before December 07th 2020 at 1600 hours. Clarification requests submitted after the due date will not be responded.

VIII. PROPOSAL SUBMISSION GUIDELINES:

Offerors shall submit their single file proposals, electronically only and in PDF format, to mohammadbaseer.rahimi@medica-afghanistan.org and copy 'Jamila Afghani' jamila.afghani@medica-afghanistan.org no later than December 07th 2020 at 1600 hours – Kabul Time. Proposals received after the due date will not be evaluated.

IX. IMPORTANT INSTRUCTIONS TO OFFERORS:

Offerors will be scored from a total of 100 points. Each section of the proposal is assigned a score point and page limit. Offerors must comply with these instructions for their proposals to be evaluated and/or be included in the evaluation process. Lack of comply with the following instructions results in lower scores and in some cases disqualification.

a. Cover Page: Maximum 1 page

This is the first page of your proposal and it must include the following pieces of information:

- Project title
- Company Name
- Company Address
- Name of company's authorized representative
- Email address and phone number of company's authorized representative

- Date of Submission
- Stamp and Signature

b. Corporate Brief: Maximum 2 pages

Include the most relevant information about your firm including, but not limited to, date of establishment, services, branches, and management team.

c. Technical and Management Approach: Maximum 4 pages; 30 points

Offerors are expected to explain *project implementation methodology, work plan, and project management approach*. This section may reflect information as:

- Where do you start and end?
- What steps are taken to implement this project?
- What is your project management approach?
- How much time is required per activity?
- How do you manage problems?
- What is your quality control mechanism? and etc.

d. Personnel Experience and Staffing Plan: Maximum 2 pages; 20 points

Include project staffing plan and explain everyone's responsibilities and roles within the project along with their level of experience and particular expertise.

c. Budget: Maximum 2 pages; 30 points

Offerors shall provide all-inclusive price for implementing this project. All costs must be realistic and reflect current market price. Offerors must include the following pieces of information in this section:

- The quoted price must be valid for 90 days from the date of the proposal
- Do not include lump sum costs
- Provide a breakdown of all costs
- A certification of authorization to MA to withhold 2% BRT; (7% BRT for unlicensed firms)

d. Attachments

You may include the CV's of key project personnel (each CV must not exceed 2 pages), sample of previous work, a valid copy of your firm's license, client testimonials, project completion certification etc.

Submission Guideline:

Applications should be submitted through e-mail to this address: hr@medica-afghanistan.org

Note: All applicants must write the position title in the subject line **MA Database Modification**