

**Expression Of Interest (EOI) Information Sheet:  
Hiring a Consultancy Firm to Development and Implementation of Drug Abuser  
Information Management System  
National Dangerous Drugs Control Board**

**1. Project Data & Consulting Firm**

<b>Name of the Institute</b>	<b>National Dangerous Drugs Control Board</b>
<b>Contract Name</b>	<b>Development and Implementation of Drug Abuser Information Management System</b>
<b>Contract Number</b>	<b>2022/NDDCB/PROCD/DAIMS/CON/QCCBS/01</b>
<b>Name of Software Developing Firm (Applicant Firm)</b>	

**2. Eligibility**

**Declaration**

We hereby declare that:

- i. We have read the advertisement, and the Terms of Reference (TOR), for this assignment;
- ii. We have not been engaged to prepare such TOR as a firm, sub consultancy, or joint venture; and
- iii. No full-time or part-time or contracted expert employed by our firm, sub consultancy, or joint venture has been engaged to prepare such TOR.

We further confirm that, if any of one or more of our experts is engaged to prepare TOR for any resulting assignment as part of our work product under the assignment to which this advertisement relates, our firm and any such expert(s) appointed in our firm will be disqualified from short-listing and/or participation in such follow-on assignment.

<b>Name of the Firm</b>	
<b>Signed by</b> <b>Authorized signatory:</b> <b>Position /Designation</b> <b>Rubber Stamp of the Firm :</b>	

**3. Management Competence** (Please answer each question in one paragraph of 5-7 sentences)

- (a). Does your firm have (1) in-house quality control such as adherence to International standards, policies, procedures and ethical codes (2) industrial certified practices related to similar nature assignments in place that promote quality in; the workplace, your interaction with clients and the outputs you produce? If yes, describe briefly.

- (b). (1) Does your firm have a dedicated unit or staff solely responsible for software quality assurance? (2) Describe your internal Software Quality Assurance (SQA) policies, procedures and processes briefly.

- (c). What (1) communication protocols, (2) escalation management and (3) complain resolution processes are in place in your firm for dealing with any complaints concerning the performance of the staff or the quality of the software solution developed? Describe briefly.

Based on the attached project reference sheets (Annex 1) and the firm's performance, highlight the technical and general qualifications including experience of your firm (maximum of 4 pages).

When the firm submitting the information, special attention should be given to the following areas and the project specific references should be included in front of each question.

Example: Question: 5.5. Explain the past project experiences related to SOA based projects deployed in a cloud computing platform

Answer: Refer Project Sheet number 3, section 16.3

Based on the attached reference project sheets and the firm's performance, highlight the technical qualifications including experience of your firm (maximum of 6 pages – Refer Annex 1 – Project sheet). When the firm is submitting the information, special attention should be given to the following areas;

Technical qualification of the firm and experience of the firm with projects of similar nature should be explained by providing at least 3 critical enterprise level government (preferably) web application related projects which includes following features (Please clearly state whether yes/no if you have experience in each area) if 'Yes' elaborate how it was used.

#### 4. Technical Qualifications

- 4.1. Explain the past critical projects (enterprise web applications in health domain is preferred) with similar nature (you are required to explain at least 3 projects).
  - 4.2. Explain the past projects experience with n-tire architecture.
  - 4.3. Elaborate how you have ensured high availability of the above mentioned projects.
  - 4.4. Explain the performance and scalability considerations in above mentioned projects.
  - 4.5. Explain how open standards and interoperability aspects were applied and software architecture best practices were used in above systems.
  - 4.6. Explain the past project experience related to implementation of nonfunctional requirements (i.e. security, high availability, usability etc.)
  - 4.7. Explain the past project experience related to Docker container and Virtual Machine deployment in cloud environment.
  - 4.8. Elaborate use of QA tools and methodologies/approaches in the above project.
  - 4.9. Explain past project experience related to support and maintenance process and elaborate use of any monitoring tools for maintainability.
  - 4.10 State whether the FOSS products were used for the application development in the above project.
5. Explain Nature of the Firm as per the industrial classification (Small/Medium, Large.)
6. Explain Financial and administrative (Organizational structure) strength certified by the audited Financial reports for last three years.
7. State Core business of the firm
- |                             |                          |
|-----------------------------|--------------------------|
| Software Project Management | <input type="checkbox"/> |
| Software Development        | <input type="checkbox"/> |
| Business Analyst            | <input type="checkbox"/> |
| Information Security        | <input type="checkbox"/> |
8. State when the firm was incorporated.
9. Firm's history-number of years in software development business .
10. Technical & managerial organization of the firm, staff strengths and capabilities & appropriate skills of firm's staff.
11. Any other relevant information.(Consultant, .....etc.,)

**Project Sheets:**

Indicate up to 3 reference projects that the firm/ experiences are relevant.

Project 1 of.....

1	Project Name		
2	Name of Client		
3	Client Reference (Contact Name & Contact Number)		
4	Country		
5	Participation	Individual Firm <input type="checkbox"/>  (experience related to the project lifecycle)	J / V Participated as,  As lead firm <input type="checkbox"/>  As associate firm <input type="checkbox"/>  (experience related to the project lifecycle)
6	Cost of the Software project	LKR	
7	Source of Financing		
8	Services (should specifically indicate associate firm's staff allocations)		
	8.1 No. of staff		
	8.2 No. of person month		
9	Length of Assignment		
10	Start Date (dd/mm/yyyy)		
11	Completion Date (dd/mm/yyyy)		
12	Name of Associate Firms (if any)		
13	No. of Person-Months of Professional Staff Provided by Associated Firm(s)		
14	Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed (should specifically indicate associate firm's staff involvement)		
15	Detailed Description of the Project		
	15.1 Explain the project domain. Example: HR, ERP, Etc		
	15.2 Size of the project. Example: Number of concurrent users, Number of transactions per second/ minute/ hour		
	15.3 Other information		
16	Detailed description of the actual services provided by your firm. (Please fill the applicable sections given below)		

## **TERMS OF REFERENCE (TOR)**

*for*

### **Procurement of a consultancy firm to develop and implement of Drugs Abuser Information Management System**

#### **1. Introduction**

The National Dangerous Drugs Control Board is the pioneer Government Institution which discharge its functions intending to eradicate the drugs menace in Sri Lanka and is designated as the National focal point for coordinating with all related International Government and private agencies for prevention and control of drugs abuse with a technologically upgraded database system.

The National Dangerous Drugs Control Board (NDDCB) is established under the purview of State Ministry of National Security and Disaster Management and its establishment Act; NDDCB Act No. 11 of 1984 empowers the Board for formulating and reviewing the National Policy on prevention and control of drugs of abuse. Moreover, drugs related information collection from all of the related agencies, coordination agencies involved in the prevention and control of drugs abuse, promoting treatment and rehabilitation, conducting research and maintaining and liaison with regional and international organizations are stipulated as core functions of the NDDCB.

Moreover, in terms of the International Conventions and Section 3.1 of the **Sri Lanka National Policy on Prevention and Control of Drugs of Abuse**, the NDDCB functions as the national focal point and coordinates the Drugs control activities of all relevant organizations.

#### **2. Objective**

The primary objective of this assignment is to facilitate to develop and implement a Drugs Abuser Information Management System (DAIMS) at the NDDCB to achieve the objectives of the NDDCB and to contribute the Government illicit Drugs use and traffic eliminating program as per the “Vistas of Prosperity and Splendor”. NDDCB intends to initiate the procurement to obtain services of a Consultant Firm for the development and implementation DAIMS. The total duration of the assignment is 18-months.

DAIMS shall be implemented to make processes of the four treatment and rehabilitation centers in Colombo, Kandy, Galle, and Gampaha districts efficient and effective manner and thereby deliver benefits of digitalization to the care receivers. It should provide NDDCB with a full suite of tools for improving treatment and rehabilitation process report generation for the Drugs dependent clients, clinical and non-clinical services, client safety, confidentiality and administration.

The system should have capability to integrate with the four treatment and rehabilitation centers clinics in Colombo, Kandy, Galle, and Gampaha districts and should include a comprehensive report generating tool that helps deliver accurate occupancy statistics and business information regarding admissions, transfers, and discharges. The solution should be an efficient solution with the capacity of implementing in cloud based platform.

### **3. Proposed High Level Modules of DAIMS Scope of Service**

- a) The Consultant shall study the nature of the present practices and the work flow of rehabilitation and treatment centers under National Dangerous Drugs Control Board.
- b) The consultant should conduct a comprehensive system requirement study of the process and review and understand the scope and functionalities required to implement it.
- c) On completing the above, a Detailed Software Requirements Specification (DSRS) and a Detailed Software Technical Design (DSTD), including QA test plan should be submitted.
- d) Upon obtaining approval from the NDDCB for the above, the consultant should design and develop the solution.
- e) The implementation shall span across the following stages of software development lifecycle
  - I. Development and customization
  - II. System Testing/ Integration Testing/ Performance Testing
  - III. UAT
  - IV. Technical Support, Troubleshooting, Identification and Resolution
  - V. Change and version control
  - VI. Deploy application
- f) The consultant should submit all deliverables as specified in the below para “6” and consultant should obtain approval from the NDDCB for the all deliverables.

- g) NDDCB intends to develop and launch the proposed solution in twelve (12) months, followed by one month of operational acceptance. During the OAT period, system functionality, quality, and performance should be verified. One year of support and maintenance will commence after the acceptance period.
- h) The consultant should implement all nonfunctional requirements (security, governance including role-based security, user lifecycle management, etc.)
- i) The consultant should propose the most suitable solution to security of data.
- j) The consultant should follow the proper coding standard and maintain project source code in the NDDCB GIT system.
- k) The consultant is compelled to use FOSS applications in all possible scenarios.
- l) If any commercial version of the software needs to be used in the proposed solution, the consultant needs to inform NDDCB in advance with proper justification of the requirement. All the licenses/subscriptions purchased should be under the purview of NDDCB and should have access to NDDCB and not any others.
- m) Adopt a proper application release procedure to release the applications to the environments during the deployment in the staging/ production environments at the cloud.
- n) An issue log shall be maintained by the consultant for the errors and bugs identified in the solution as well as any changes implemented in the solution. Issue log shall be submitted to the NDDCB monthly.
- o) The solution should adhere to Web 2.0 concepts, open standards, industry standards, and World Wide Web (W3C) standards.
- p) The proposed solution should be browser independent and able to access with less configuration in the client workstation.
- q) The consultant should derive the UAT test cases in collaboration with NDDCB. The proposed solution should have a proper data backup plan and equip with a high availability and fault tolerance plan.
- r) The consultant should provide support and maintenance services from the date of launch to the agreed time period. Moreover, the consultant should adhere to the Service Level Agreement (SLA), during the support and maintenance (S&M) phase.



- s) During the support and maintenance period, the consultant should attend to any issue reported and carryout configuration changes (if required) and apply relevant security patches to ensure the security of the solution and apply updates and tuning of performance and etc.
- t) The consultant should provide a training plan, considering different users, different functionalities, and the number of days, training approach, required language, etc.
- u) The features that required customization and development including but not limited to;

<b>(1) Proposed modules</b>	<b>(2) Moduler description</b>
<b>Client Registration</b>	This module manage all drug dependent client registration related activities for all treatment and rehabilitation centers. Generating Unique Identification Number as per the NDDCB requirement, capturing demographic data.
<b>Family Background</b>	This Module captures family background of each clients. In terms of the recovery capital the client relationship of the parents, partner, siblings, children and relations are very important. Also, family history of addiction can be highly impacted for the addiction of individuals. Furthermore, details of the client’s childhood experiences also very important to support for the drugs addiction. Therefore, obtaining these details help to do identify strengths and support system to ensure long-term recovery of the clients.
<b>Education and Other Skills</b>	This section collect details about education qualifications (O/L, A/L, Higher education), Professional qualification (CIM, SLIM etc.), Skills, Working experience, Prefer field of study. If clients prefer to receive vocational training, NDDCB will coordinate them with Youth Crops.
<b>Administration (Encounter handling/ Admission, transfer, discharge)</b>	<p>The Module should manage all drugs dependent clients’ centric (related) administrative activities from check-in, complete in treatment and rehabilitation journey to discharge. It also handle, encounter creation, treatments, counselling and other activities including bed allocation/tracking, admission-transfer-discharge, etc). In addition, it should have capability to create different encounter types as per classification if necessary. It should have capability to manage all appointments, follow-ups, future booked appointment etc.</p> <p>The system should provide efficient search options to locate a client record. Ability to search using multiple attributes including unique identifier, part of the client’s name, rehabilitation unit , patient’s name, telephone number, ID card number etc. Notifications features should be available to allow a user to subscribe to specified events and to be notified when one of these events triggered.</p>

<p><b>Details of Drug History(Client) Treatment Drug History</b></p>	<p>When a client admitted to center counselors need to get information of the history of drugs addiction. This section consists of his or her primary Drug, age of usage and duration the usage. Sometimes his or her first Drug may not be currently using main Drug. Therefore it is essential to get accurate details of the every using Drugs and currently using Drugs. Also, it is very important to recognize the method of Drug intake and the frequency of Drug usage essential to identify the level of addiction. This information is useful to conduct counselling sessions and reduce the attitudes about Drugs. Furthermore, It is need to know the triggering factor to reduce the level of addiction.</p>
<p><b>Treatment (Client)</b></p>	<p>It contains a summary of the treatment process that takes place over a period of time from the time a client enters a treatment center until the end of the treatment period and socialization. This is organized to cover the bio psychosocial aspects. This information is contained in the personal treatment plan that is built for the client in parallel with the general activities that take place in the treatment centers.</p>
<p><b>Counselling (Client)</b></p>	<p>This includes the number of personal counseling sessions, group counseling sessions, educational and special programs offered to clients according to the personal treatment plan. The quality of service provided to the client can be estimated numerically.</p>
<p><b>Clients' Progress</b></p>	<p><b>Daily Activities</b>  Clients who are institutionalized should basically adhere to a schedule. Accordingly, they should engage in daily activities in accordance with the schedule. Through this the client is expected to make an easy place to be and the referral for treatment is made through it, such as personal cleaning activities, morning meeting, evening meeting, educational program or personal counseling sessions, spiritual program, playing games and professionalism that a client should focus on at the treatment center. Through these daily activities behavioral change is expected.</p> <p><b>Weekly Activities</b>  The client will have two days per week for personal counseling regarding therapeutic intervention. The client should also be referred for at least one day or group counseling sessions per week. Clients should also refer to other programs held at the centers at least once a week. This is expected to bring about a positive change in the attitudes and personality development of the clients.</p> <p><b>Monthly program</b>  Clients are referred for special monthly events. Clients of all centers should be directed to the Poya Day program. Daily and weekly programs are counted monthly. It is expected to build self-discipline in the individual through the client's various talents and the tendency to focus on external programs.</p>

<b>Discharge (Client)</b>	This module consists of details of clients at discharge process. At the stage of discharge process, progress of the clients will be assessed by counselors and approval to discharge from treatment obtained by the manager and responsible counselors at the center. Reasons for discharge process stated here to easily identify the client status in his/her follow-up or next treatment stage. Details of supportive member in family are important to encourage continuous support for client's recovery. Also, information on referrals to vocational training and outreach coordinators is gathered here. Client's statement and counselors comments are helpful to clarify the current condition and opinion about the treatment received by the client.
<b>Follow-up Details</b>	After discharge process clients will be assessed through a follow-up plan designed by treatment centers. In this process outreach officer are collected to easily identify the client's status at next follow-up as well as to provide continuous support for the clients to prevent from relapse.
<b>Waiting List</b>	This section takes place prior to the admission process. Waiting list is created once a client contact treatment center over the phone or direct counseling with a desire to take treatment for the Drug addiction. In this process basic information of the client is obtained and a date is suggested for counseling to provide details of the rehabilitation process and inform list of items. After the counselling session if the client does not have a desire to enter for admission then, provide another counselling date to contact treatment center. The waiting list includes details of the Client who take direct counselling or waiting for the residential treatment for 14 days or 2 months.
<b>Treatment centre statistic Analytics and administration dashboard</b>	The system should have capability to analyze all available data to provide real time statistics to the authorizing administrators allowing them to have real time vision of the treatment and rehabilitation center operations at any given time. Dashboards needs to be generated for each Treatment and rehabilitation center and for the NDDCB.
<b>Legal Issues</b>	This section collects details regarding imprisonment, pending court cases, previous court cases. If client has pending court case and he/she currently receiving treatment under NDDCB then we inform the Court that he/she receiving counseling treatment. We inform the court of the request of the client. Also we use these details to issue letters to client on their request.
<b>Report</b>	This module caters the report generation requirements of DAIMS, such as ; Monthly status reports regarding counseling, treatment and follow-up count at the end of each month, clients' monthly progress; assessing the client's current status, readiness to be socialized through mental, physical and spiritual development, Court requests letters and etc.

<b>Bed Management</b>	The bed management module should manage all available beds on each treatment and rehabilitation wise. It should display the bed status for the authorize users in a very user-friendly manner with all relevant details to manage beds (allocation and scheduling) in the most efficient way.
<b>Kitchen Management</b>	The expected system should manage kitchen and order receiving and delivering.
<b>User Management</b>	The User Management module should have functionalities to manage “user role” and authentication processes management required for the smooth uninterrupted function of DAIMS.
<b>Complaint Management System</b>	Complaint management system should have capability to capture all Drugs dependent clients and staff complaints with identity or anonymously as per the NDDCB defined format and send to the relevant authority as per the pre- defined workflow. The system should have capability to track the solutions given for issues and time taken to resolve the problems.
<b>1927</b>	<p>1927 hotline for Drug users and their families,</p> <ul style="list-style-type: none"> <li>• Counseling services.</li> <li>• Refer to outreach Officer of the relevant area.</li> <li>• Refer to NDDCB Treatment Centers.</li> <li>• Refer to relevant psychiatric clinics in the area.</li> <li>• Motivation for treatment.</li> <li>• Refer to private treatment centers.</li> <li>• Follow up.</li> <li>• Provide counseling services for family members.</li> </ul> <p>The primary objective of the 1927 division is to provide the public with efficient and effective work.</p>

- v) The Consultant shall implements all necessary security measures and adhere to the Sri Lanka Computer Emergency Response Team (SLCERT) for ensuring the security of the application. SLCERT Security audit shall be obtained.

#### **4. Intellectual Property Rights / Software License Agreement**

- a. The intellectual property rights relating to the graphics, text, artwork, design, sound recordings, software, database, and any other components developed for this project by the consultant shall be the property of the National Dangerous Drugs Control Board.
- b. The consultant should provide soft copies of all source codes, databases, graphics, design documentations and other related documents used for the development of system to National Dangerous Drugs Control Board and ICTA.

- c. Any proprietary software components belonging to the consultant in relation to this shall be licensed to NDDCB for perpetual use. The consultant is required to make 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's services.
- d. Admin passwords (including super user password) should be handed over to the National Dangerous Drugs Control Board after signing off from the assignment.
- e. If the solution incorporates the reliance and use of any third party licenses, the identity of such licenses and end of life, terms and conditions of their use and all other information pertaining to third party licenses should be disclosed. Appropriate warranties and safeguards will be included in the agreement to ensure the vendor's commitment to pursue and accomplish the obligations of such third party license holders.

## 5. Professional Staff and Engagement approach

Following key professions are required for the core team

<b>Position</b>	<b>Academic Experience</b>	<b>Professional Experience</b>
Project Manager	Degree in IT	5 years of experience as a Project Manager
Software Architect	MSC and BSc in IT or equivalent	3 years of experience in working as a Software Architect.
Tech Lead	BSc in IT or equivalent	3 years of experience in working as a Teach Lead.
Senior Software Engineer	BSc in IT or equivalent	3 years of experience in working as a Senior Software Engineer
QA Lead	BSc in IT or equivalent	3 years of experience in working as a QA Lead
Senior QA Engineer	BSc in IT or equivalent	3 years of experience in working as a Senior QA Engineer
Business Analyst	BSc in IT or equivalent	2 years of experience in working as Business Analyst.

## 6. Deliverables and Payment Plan

Duration of the assignment is 18 months.

No	Deliverables	Phase	Duration	Payment as a Percentage of Total contract price
1	1.1 Project Plan and Schedule 1.2 Detailed Software Requirement Specification (DSRS)	Inception	Commencement + Week 2	5 %
2	2.1 Detailed Software Technical Documentation (DSTD) 2.2 Hardware requirement for the deployment 2.3 QA Test Plan	Elaboration	Commencement + Week 4	5 %
3	3.1 Completion of Software development and customization with proper maintenance of source code 3.2 Test Cases and Test scripts	Construction	Commencement + Week 36	40 %
4	4.1 Deployment of integrated solution in the Production environment (LGC 2.0) with the four rehabilitation centers connected 4.2 Solutions installation guide 4.3 User manual 4.4 Completion of Training on the Integrated solution	Transition	Commencement + Week 44	15 %
5	5.1 Up-to-date source code 5.2 Up-to-date documentations 5.3 Successful OAT acceptance 5.4 Successful UAT acceptance	Acceptance	Commencement + Week 48	15 %
6	6.1 Monthly Support and Maintenance Report 6.2 Final S&M report should consist with comprehensive knowledge transfer documentation 6.3 Relevant documentation updates as required. 6.4 Up-to-date source code 6.5 Up-to-date documentations	S&M	Date of operational acceptance + 18 Weeks	20 %

## 7. Facilities and Services provided by NDDCB

- a) Proper knowledge transfers of the existing practices including the relevant technical documentation.
- b) Access to staging/ production servers.
- c) Arrange in to facilitate the workshop/training with relevant stakeholders.