



**Sahel Women's Empowerment and Demographic Dividend Project (SWEDD)**

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**HIRING OF FIRM FOR THE CREATION OF A WEB PORTAL FOR THE  
"ESSENTIAL MEDICINES AND VACCINES" PROGRAMME WITHIN  
THE ECOWAS MEMBER STATES**

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## Terms of Reference

May 2018

## 1. CONTEXT

The West African Health Organization (WAHO), the specialized institution of the Economic Community of West African States (ECOWAS) responsible for health issues, was created in 1987 with the political mandate of ensuring the regional coordination of health matters in the ECOWAS region and with the mission of offering the highest level of health care delivery to the people of the sub-region through harmonization of the policies of Member States, pooling together of resources and cooperation between Member States and any third country. WAHO has outlined in its 2016-2020 Strategic Plan, thirteen (13) main programmes, which include the one on Medicines, Vaccines and other commodities, in order to enhance access for the people of the region to effective medical products and vaccines of unquestionable quality. Amongst others, the programme covers the following:

- Capacity building of the production units of health commodities ;
- Capacity building of quality-control laboratories ;
- Development of Strategies to fight against illegal and counterfeit medicines ;
- Capacity building of national authorities responsible for the regulation of medicines ;
- Provision of information service on medicines and safety;
- Harmonization of policies, regulations and laws;
- Strengthening of the supply chain.

For a better visibility of the « Essential Medicines and Vaccines » programme, WAHO wishes to create a web portal. This portal shall help ease communication among member countries; harmonize information management systems (IMS), disseminate information on national and regional activities and events, and disseminate information relating to Medicines and Vaccines in the region.

## 2. OBJECTIVES OF CONSULTING SERVICE

### 2.1. General Objective

To assist WAHO in designing and operationalizing a web portal for the “Essential Medicines and Vaccines” programme with a view to guaranteeing faster circulation of information on Medicines and Vaccines within ECOWAS, and enhancing the impact of the said programme.

### 2.2. Specific Objectives

The web portal shall:

- help collect, analyze, manage and disseminate information on the regulation of health products and check the quality of medicines within ECOWAS;
- help disseminate information on products and local medical industries ;
- help facilitate the monitoring of Applications for Marketing Authorization (AMA) ;
- serve as a search engine for documentation ;
- help put in place a document databank on the activities of the essential medicines and vaccines programme (Regulations, Laws, Policies, etc.);
- help provide technical information on vaccines, pharmaceutical regulations, production, best practices, laboratory and quality control systems ;
- serve as a dynamic exchange platform among professionals in the domain (« cloud computing » forum, storage and collaboration space) ;

- help monitor the stock levels of medical and vaccine products in the member countries, in order to address critical situations relating to out-stocking and over-stocking in ECOWAS countries;
- help communicate vaccine, immunization and epidemic emergency situations;
- help map and comment on the capacities of the various health production units.

### 3. TASK OF CONSULTANT

The service provider shall carry out a situation analysis of the Information and Logistics Management Systems (ILMS) in the ECOWAS member states to ascertain their availability, outline the information needs on the pharmaceutical and laboratory systems both from the countries and from the Technical Working Group Information and Management Systems, in order to propose a consensual computerized system capable of addressing the needs of the region.

Thus, the consultant shall, among other responsibilities,

- do a situation analysis of the SIGLs and extract from them appropriate recommendations for possible solutions;
- propose and validate the technical design of the solution ;
- establish a graphic chart and a visual identity for the platform ;
- fashion out the accepted solution in line with the charter ;
- help in the installation of the portal after its validation by all the member countries of the ECOWAS space;
- train the administrators and coordinators of the web portal in the various components of the pharmaceutical sector in the fifteen (15) countries of ECOWAS;
- use referencing techniques aimed at increasing the visibility of the platform in search engines ;
- coach, monitor and give technical support to the site for three (3) months in order to ensure a proper functioning of the web portal.

### 4. EXECUTION OF MISSION

The mission shall revolve around four (4) main axes.

The Consultant shall provide the following products in four (4) phases (separated by a validation period agreed upon by WAHO comprising two parties):

- **Phase One : Situation Analysis** (commencing from the date marking the beginning of the mission):
  - Make an inventory and clearly define the real needs of WAHO and of member countries in setting up the prospective web platform, particularly in the following domains: regulation of health products and quality control of medicines ; Essential medicines, vaccines and locally produced medicines ;
  - Carry out a situation analysis of the Information and Logistics Management (ILMS) in the ECOWAS member states, to inquire about the existing facilities ;
  - Collect data on the information needs of pharmaceutical and laboratory systems ;
  - Put in place the necessary elements for the setting up of a web platform for the « Medicines and Vaccines Management Programme”.
- **Phase Two : Web Designing** (to be started on the date of notification of validation of the Phase One products ) :

- the graphic charter to be submitted to WAHO for validation ;
  - the literature review geared towards proposing a detailed navigation system for WAHO;
  - web design specifications giving details of the programme styles, languages and technologies used ;
  - the tree structure and the site lay-out. These should include a list of the tabs and their content in order to guarantee a simple and user-friendly navigation.
- **Phase Three : Portal Creation** (to be started on the date of notification of validation of the Phase Two products) :
- Creation of web pages; the creation of a dynamic and interactive Web portal, taking into account existing options on the current site [www.wahooas.org](http://www.wahooas.org), and integrating into it additional functions as required by the programme.
- **Phase Four : Implementation Phase** (to be started on the date of notification of validation of Phase Three products)

After the creation phase, and after validation of the portal by WAHO, including formalities pertaining to it, the consultant shall do the final installation of the web platform in collaboration with the WAHO IT team. **The platform should be compatible with WAHO host servers which are based on the Linux system.**

The consultant should ensure that the performance of the site conforms to the validated standards and procedures as well as the operational management structures.

As regards technology, the consultant should endeavour to use the most efficient ones used for this type of service.

Essentially, the tools and technologies used for the creation and optimal functioning of the site shall be anchored in the following elements:

- User friendly operating menus « One Click » to facilitate navigation ;
- Technologies that will support the smooth flow of information :
- Development of techniques that will optimize interactivity ;
- System that will enable the uploading of information in an easy format ; Development of animated graphics;
- Integration of an e-learning module;
- Integration of videos, podcasts, photo gallery:
- Integration of personalized social networking tools (twitter, Facebook, You Tube) ;
- Possibility to write articles on current affairs and for the surfer to get connected with a single click to social networks ;
- Creation and management of an online community; etc.

## 5. DELIVERABLES

The consultant shall be obliged to produce reports and a functional web platform:

- An interim report on the progress of the work and the models of the platform. This report will enable WAHO validate the Consultant on the proposed web architecture for the various interfaces as well as the functioning of the approved solutions. S/he will intervene, latest, midway into the implementation deadline agreed upon;
- A functional web platform ;

- A report on the training of the web portal coordinators at WAHO and the member countries ;
- A report on the final delivery. It shall be submitted at least fifteen (15) days before the end of the mission for it to be validated by WAHO.

The consultant is also expected to provide a CD, flash drive or DVD – five (05) copies for each of them – on the entire work realized namely: copies of the original files of the software used; copies of personalized files of the said software; copies of saved database created; comments on the scripts and programme source codes; access parameters; user manual and/or guide, etc.

## **6. REQUIRED EXPERTISE**

The mission should be carried out by a group or a firm that is duly registered and in good standing in the country where its head office is located.

The firm must have at least two (2) main experts each possessing the following qualifications and competences:

**Lead Expert, Web Developer:** Holder of a degree in Higher Education (at least a Masters) in Information and Communication Technology (ICT) or in any other area connected to ITC; s/he should have a proven experience of at least seven (7) years in the execution of web projects and an established experience in the development of web platforms for content management; additionally, s/he should be an expert in the development of web applications and have a perfect understanding of web development tools (Content Management System – CMS), HTML, XML, PHP, java, JavaScript, MySQL, Postgre SQL, etc.). S/he should have proven experience in both CSS and World Wide Web Consortium standards (W3C).

**Expert 2, Pharmacist:** A higher degree holder in Pharmacology or its equivalent; s/he should have a proven experience of at least five (5) years in the pharmaceutical development sector, information and logistics management systems; s/he should have a sound knowledge of the regional context as well as the regulatory and legislative systems on pharmaceuticals in the region.

## **7. PERIOD AND DURATION OF MISSION**

The mission shall last for 12 months including the three (3) months of support.

## **8. LOCATION AND MOVEMENTS**

The 15 ECOWAS countries are the beneficiaries of the mission. WAHO shall facilitate the contact between the consultant and the various countries.

## **9. APPLICATION DOSSIERS**

Eligible firms (Consultants) should manifest interest in providing the services outlined in the current TORs.

They should provide information indicating that they have the required qualifications and appropriate experience (company documents and its area of specialization, references relating to similar contracts signed before) for the mission and Service provision. The references must be accompanied by the cover page and signature pages of the previous contracts and testimonials of successful delivery. A table containing a recapitulation of these references must capture the

objective of the mission, the address of the client, the cost of the activity, year of execution and duration of mission. The firm must also provide the Curricula Vitae (CV) of the main experts proposed for the mission;

The firm is requested to submit its declaration of interest to the following address:

**Organisation Ouest Africaine de la Santé**

**01 BP 153 Bobo-Dioulasso 01**

**Avenue Ouezzin COULIBALY**

**Burkina Faso**

**TELEPHONE (226) 20 97 57 75/ 20 97 00 97**

**Fax : (226) 20 97 57 72**

**Electronic mail : [offres@wahooas.org](mailto:offres@wahooas.org)**

**Web site : [www.wahooas.org](http://www.wahooas.org)**

## **10. TERMS OF ENGAGEMENT**

A consultant's contract shall be established in conformity with the terms and conditions of the World Bank between WAHO and the selected firm.

## **11. BUDGET**

The mission shall be funded by the West African Health Organization (WAHO) - SWEDD Project.

## **12. FINAL PROVISION**

WAHO shall not be held responsible for costs and other expenses incurred by the Consultant (firm) during the preparation or submission of the declaration of interest.