

HelpAge International - ALERT Platform build

Expression of Interest Brief

August 31, 2016

Prepared for:

ALERT

To register an interest in providing development services for ALERT, please address and submit all entries to:

Andrew Collodel

ALERT Programme Manager

alertsoftwaretender@helpage.org

Deadline for submission of Expression of Interest:

30 September 2016, 23:30 London time

For any queries regarding this tender, please contact:

Vincent Henson

Project and Communications Officer

alertqueries@helpage.org

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Purpose

The purpose of this document is to inform interested parties of an upcoming tender/RFP for a development partner to build an initial product offering of the proposed ALERT platform as put forward in the recent advertisement:

<http://www.helpage.org/who-we-are/jobs/alert-emergency-preparedness-system-software-development/>.

If your organisation wishes to be considered for the RFP process based on this EOI brief, please submit an Expression of Interest addressed to **Andrew Collodel, ALERT Programme Manager**, by 23:30 London time on **30 September**, via the email address alertsoftwaretender@helpage.org.

Please note that we will not respond to emails sent to this e-mail address until the EOI submission deadline has passed. For any queries, contact **Vincent Henson** at alertqueries@helpage.org

Background

How prepared agencies are to respond to a disaster can often mean the difference between life and death for those affected. Improving preparedness means, when a disaster strikes agencies have the necessary resources for an immediate, effective, appropriate response and the individuals responsible know how to use those resources.

The ALERT Project aims to contribute toward an improvement in effective delivery of humanitarian assistance to disaster-affected communities. The outcome of the project will be to increase emergency preparedness capacity in pilot countries and provide the humanitarian community with an information management system that facilitates an increased level of emergency preparedness and maintains their operational preparedness at a consistent and appropriate level. The system will be designed to be freely available to agencies and compatible with the wide range of humanitarian agencies irrespective of their size or mandate.

ALERT is one of the key innovation projects under the START Network, and is funded by the UK Department for International Development (DFID) as part of its Disaster and Emergency Preparedness Programme (DEPP) Portfolio.

For more details, please see:

<http://www.alertpreparedness.org>

Objective

Our vision is to save lives and reduce suffering by using technology to improve ways humanitarian agencies prepare for and respond to disasters - creating quicker, more efficient responses before or immediately after a disaster strikes.

We are developing a system that will enable humanitarian agencies and donors to prepare for and respond to disasters in a more effective and coordinated manner.

This should help to bring together expertise across various fields (humanitarian, tech / business, academic, etc.) to create a common understanding of disaster preparedness and response - identifying challenges and collectively working toward a solution.

The system should actively encourage agencies to analyze hazard risk for where they are active, create preparedness plans and monitor situations, whilst providing transparency to their management, other humanitarian agencies and governmental bodies.

The initial product offering is intended to be a centrally hosted web-based solution accessible from PCs equipped with an appropriate connection and web browser. The longer term plan is to extend this into supporting mobile channels and apps to provide better “in field” support.

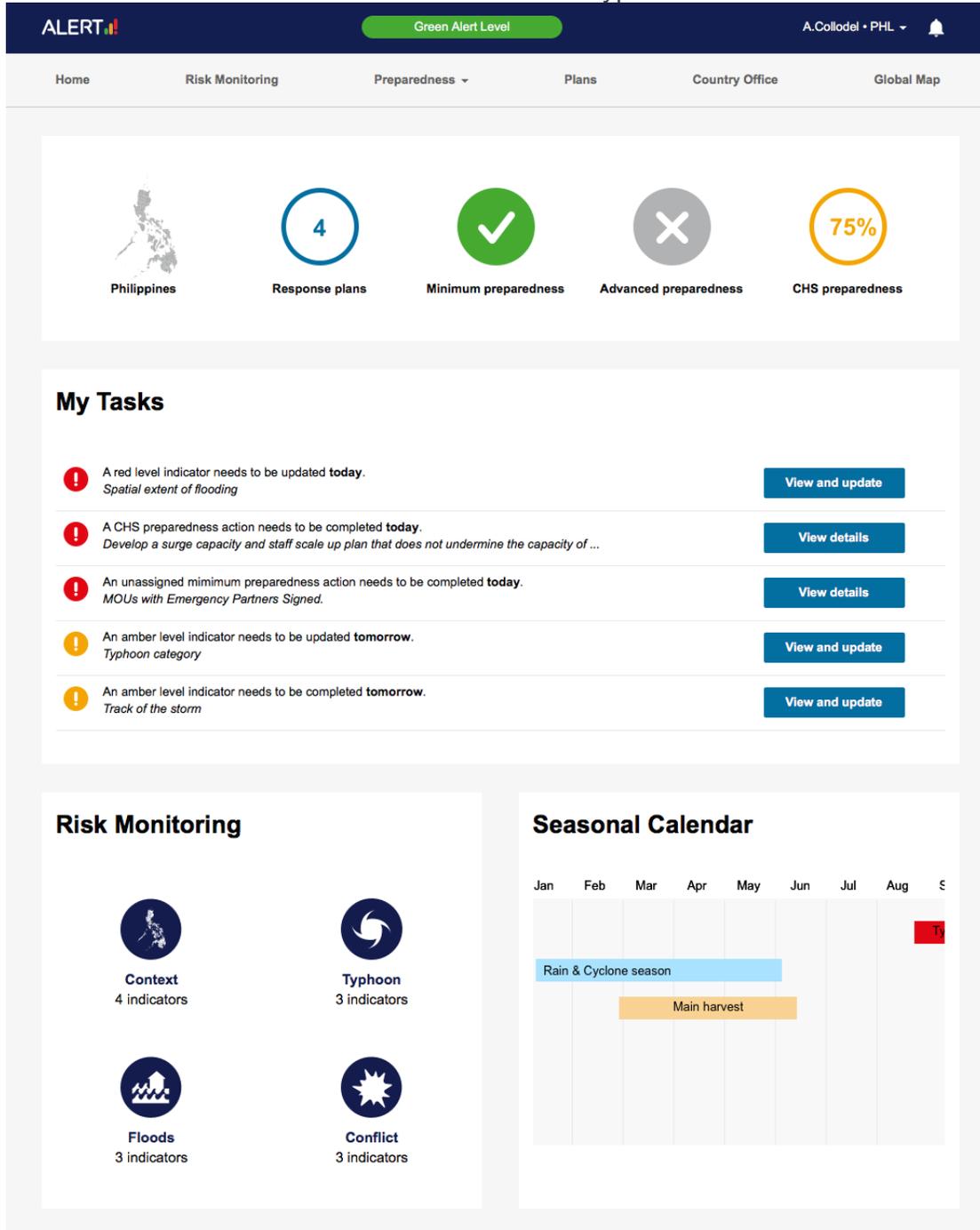
Project Outline

Current status

The project is currently going through a feedback process based on an initial design prototype (which will be made available to RFP respondents), based on a well-defined set of functionality and processes.

Based on this prototype we are in the process of putting together a set of documentation outlining the functional, technical and design requirements which will provide the basis for a RFP/Q.

Screenshot of the ALERT Prototype dashboard:



The dashboard features a dark blue header with the ALERT logo, a green 'Green Alert Level' indicator, and the user 'A.Collodel • PHL'. Below the header is a navigation menu with links for Home, Risk Monitoring, Preparedness, Plans, Country Office, and Global Map.

The main content area is divided into several sections:

- Country Overview:** A map of the Philippines is shown next to five key metrics:
 - Response plans: 4
 - Minimum preparedness: Green checkmark icon
 - Advanced preparedness: Grey X icon
 - CHS preparedness: 75%
- My Tasks:** A list of five tasks with status indicators and action buttons:
 - Red level indicator needs to be updated **today**. *Spatial extent of flooding*. [View and update]
 - CHS preparedness action needs to be completed **today**. *Develop a surge capacity and staff scale up plan that does not undermine the capacity of ...*. [View details]
 - Unassigned minimum preparedness action needs to be completed **today**. *MOUs with Emergency Partners Signed*. [View details]
 - Amber level indicator needs to be updated **tomorrow**. *Typhoon category*. [View and update]
 - Amber level indicator needs to be completed **tomorrow**. *Track of the storm*. [View and update]
- Risk Monitoring:** Four categories with indicator counts:
 - Context: 4 indicators
 - Typhoon: 3 indicators
 - Floods: 3 indicators
 - Conflict: 3 indicators
- Seasonal Calendar:** A calendar view from January to September showing seasonal events:
 - Rain & Cyclone season (light blue bar) from Jan to Jun.
 - Main harvest (orange bar) from Apr to Aug.
 - A red square icon in the August column.

Key principles for Product Design and Build

- The product design and implementation will take a **user-centric** approach, making sure that as far as is possible that all key users of the service should be consulted and their needs incorporated into the product.
- The product should reflect and follow established development and humanitarian processes for disaster planning and response.
- The system should be designed and built with **scalability** as a key consideration both in respect of adding new users and organisations over time.
- The system should be built to provide minimal running and licensing costs to reduce long term operational expense and maximise future **sustainability**.
- The system should incorporate relevant data sources and provide data focused feedback for users and system administrators.
- The system should be built upon **open** platforms, source, standards and in itself should become an open platform over time, without licensing or proprietary technology being incorporated.
- The system should be developed in a **modular** fashion so it can be customised to an organisation's needs and promote re-use of the platform.
- The system should be configurable so that it can provide **transparency** of use, whilst maintaining necessary privacy of individuals and organisations.
- The design and build process should be based on an **iterative** process (e.g. Agile), so that the system best reflects stakeholder needs.

Product Key Challenges

- Creating an acknowledged and useful standard approach to preparedness planning across multiple agencies.
- The product will need to be able to deliver an easy to use interface to a centralized IMS system which will give users a common, productive and reliable approach to their preparedness work.

- The product will need to be intuitive to a range of users across different agencies, cultures and preparedness approaches.
- The system should help simplify the process of creating, monitoring and responding to preparedness plans for the users.
- The system should provide the user to trial and carry out the actions their role is allowed to do.
- It should be clear to users (especially in supervisor roles), the current status of the information they're interested in, and what actions they can take to deliver results.
- Whilst the initial product should be in English (UK) it will be used by users whose first language is not English. The system will need to easily updated to deal with new language support, as it becomes available.
- Some countries and ERT teams may not have significant internet bandwidth through which to access the system's interface.

Ineligibility and Exclusion Criteria

As a minimum, HelpAge International must comply with the general conditions of the European Commission Financial Regulations Articles 93 and 94 (listed below). If potential contractors fall into any of the following categories they will be excluded from participating in HelpAge procurement procedures.

- (a) They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) They have been convicted of an offence concerning their professional conduct by a court judgement;
- (c) They have been guilty of grave professional misconduct proven by any means that the contracting authority can justify;

- (d) They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
- (e) They have been the subject of a court judgement for fraud, corruption, involvement in a criminal organisation or any other illegal activity;
- (f) Following another procurement procedure or grant award procedure, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations;

In addition to the ineligibility criteria applied by HelpAge, negotiation with potential contractors may be severed at any stage during the procurement process if it is established that they meet any of the exclusion criteria below:

- (a) Are subject to a conflict of interest;
- (b) Are guilty of misrepresentation in supplying the information required by HelpAge as a condition of participation in the contract procedure, or fail to supply all of the information requested.

Please indicate in your Expression of Interest that you **do not fall within any of the above mentioned categories** that might render your bid ineligible for this tender. If you have any queries regarding the Ineligibility and Exclusion Criteria, please get in touch with **Vincent Henson** through the contact details indicated in the cover page of this document. HelpAge International reserves the right to accept or reject any or all submissions without assigning any reason thereof.

Timeline

Below is the timeline for the build tender process for the ALERT initial product build:

- Expression of Interest (EOI) deadline 30/09/2016
- RFP partner candidate shortlist publication 07/10/2016
- RFP partner candidate NDA completion 21/10/2016
- RFP document package distribution 24/10/2016
- RFP Proposal submission deadline 11/11/2016
- RFP Proposal presentation week starting 19/11/2016
- RFQ finalist selection 25/11/2016 (**Discretionary Step**)
- RFQ deadline 09/12/2016
- Build partner final selection 15/12/2016

Other key dates for selected partner include:

- Contracting completion 20/01/2017
- Inception kick-off week starting 23/01/2017