



Request for Proposal (RFP)

Title: To Hire an IT Agency to design, develop and deploy an Online Data Management System

REFERENCE CODE: **RFPDMS999**

Issue Date: 28/10/2025 | Submission Deadline: 11/11/2025

Contact: procurement@leprasociety.org

Background:

LEPRA Society is an organization working for people affected by Leprosy, lymphatic filariasis, TB, HIV/AIDS & other NTDs, and Eye Care and is governed by a board of distinguished individuals from across India. LEPRA operates across nine states and 143 districts in India, providing essential services through 146 health centres. The organization is renowned for its holistic approach, combining medical treatment with community empowerment and dignity restoration for individuals affected by leprosy and other neglected tropical diseases.

As an implementing partner of FHI 360 under the Meeting Targets and Maintaining Epidemic Control - EpiC Project, LEPRA Society works to support early case finding and linkages to treatment services for people living with HIV (PLHIV). All EpiC interventions are implemented in close partnership with national and state governments and civil society stakeholders. The project also focuses on strengthening local capacity to deliver sustainable HIV services and to develop, manage, and utilize robust data systems for evidence-based decision-making.

Summary Scope of Work:

LEPRA Society invites technical and financial proposals from IT agencies to design, develop, deploy and maintain for a period till March 2026, which may extend for further period based on resource availability. The solution should be secure and user-friendly online data management system that enhances the data collection, reporting and preparing the weekly, monthly, quarterly reports, due list generation at different segment. The software will serve as a centralized platform to streamline the monitoring of program activities, improve near real-time data visibility, and strengthen evidence-based decision-making at site, district and state levels.

The IT agency will be required to:

1. Develop a multi – device compatible system that can operate (desktop, laptop, tablet, mobile), effectively in online mode, ensuring uninterrupted online data entry and reporting by approximately 50 users across different geographies.
2. Real-time reporting and dashboard generation for program teams and partners to track progress, identify gaps, generate due list, and support timely decision-making.
3. Provide ongoing maintenance and technical support for the online application throughout the duration of the project.
4. Ensure compliance with data privacy and security standards as per the policies of the implementing partners, PEPFAR, and relevant government regulations.

5. Build sustainability and scalability into the system architecture, allowing the platform to expand in scope and functionality as program needs evolve.
6. Ensure the highest standards of data integrity, confidentiality, and controlled access by implementing a centralized, cloud-based data storage platform that allows only authorized users to securely view, manage, and retrieve program data.

Detailed Terms of Reference (ToR):

The selected agency will work closely with Lepra Society and the FHI 360 led EpiC team to develop an online software to be used across various devices (desktops, laptop, mobile phone and tablets), that can work offline and online; by up to 50 field staffs to capture report data. The data must be stored in a secured cloud-based storage with access to Lepra Society and FHI 360 EpiC team and others as authorized by Lepra Society. The data should not be shared without prior approval of the competent authority designated by Lepra Society. Below features are required for the online software:

1. The online software should capture data under different modules: (the details will be shared with the selected agency)

HIV Testing

- a) Registration details of Client and Contacts
- b) Basic details of Client and Contacts
- c) HIV Testing details of Client and Contacts
- d) Rapid Contact Information Contacts
- e) Intimate Partner Violence Screening of the Client
- a) Partner notification method
- b) Follow-Up information for each contact
- c) Outreach of each contact
- d) Contact HIV Testing Details

Treatment Follow-Up

- a) Linkage loss follow-up (ICTC → ARTC)
 - b) MIS follow-up
 - c) Viral Load Overdue clients follow-up
 - d) Virally Unsuppressed clients follow-up
 - e) Non-Communicable Disease (NCD) – status of screening, referral and follow-up
2. The administrator should be able to: (the details will be shared with the selected agency)
 - a) Assign user permissions for add/modify/delete
 - b) Each site/user should have separate login ID and Password
 - c) Download the data in excel format
 - d) Assign roles for edit/delete
 - e) Update data as required
 3. The system should have below functions: (the details will be shared with the selected agency)
 - a) Build in validation checks (duplication, mandatory fields)

- b) Importing excel data aligned to the indicators (MIS forms will be shared with the selected agency)
- c) Create due list for users to use
- d) Plug-in with PowerBi
- e) Ability to add new indicators if required
- f) Access historical data by selecting DD/MM/YYYY
- g) Able to download weekly and monthly reports in a specific format for a site, group of sites in a district, group of districts in a State
- h) Data export and handover at the end of the project
- i) Secured back-up and storage in cloud storage

Timelines:

Tasks	Timelines
Publish RFP and invite proposals from potential vendors	28 th October 25
Submission deadline for proposals	15 days from day of publication
Queries to be submitted	7 days from day of publication
Queries to be addressed	8 th day from the day of publication
Evaluation of proposals based on criteria	2 nd week of Nov 25
Final selection and approval of vendor	4 th week of Nov 25
Contract negotiation and signing	4 th week of Nov 25
Project kick-off meeting with selected agency	1 st week of Dec 25
Begin development phase (design, develop, testing, deploy)	2 nd week of Dec 25
First Demo on the application	4 th week of Dec 25

Qualification of agency:

The agency should have prior experience of developing and managing similar systems at least for 3 years and have a team to support the software maintenance. The agency must have experience of handling public health data systems and required systems to ensure privacy protection policies. The agency must have a robust system for managing any technical issues considering the users will be remotely placed. No consortium is considered for this purpose.

Documents to be submitted:

Technical Proposal:

- **Introduction and background information:** (1 page)
- **Past experience** – projects delivered or ongoing similar to the scope in last three years: share examples (URL link, screenshot of actual work), client name and contact details, value of contract executed, clearly mention public health or other fields, number of users managed, key features of the solution. (1 page)
- **Technical Approach** – How the agency will approach the design and development of the software. Mention how the data will be stored and data protection policies will be managed. Design of the data collection forms based on the deliverables mentioned and how the dashboard, due list will be designed (1 page)

- **Details of software and cloud storage** to be used for this solution to be mentioned in detail. Preferably open-source software may be considered. (1 page). Please note that a non-disclosure agreement will be signed to ensure that data access is restricted and the data will be handed over at the end of the project period. It is expected that data entered into the system will be deleted in presence of Lepra Society team members at the end of the project.
- **Team structure along with CV** – provide CVs of those team members who will work on this project including those who will provide maintenance support. Mention their experience and projects executed in last 3 years. (short CVs are required)

Financial Proposal: Please provide the detailed break-up of development and maintenance phase of cost with clearly mentioning the required HR, software and other costs required to support this project. Payment terms may be mentioned, which will be negotiated with the selected agency. Please note that the quotes will be valid till the contract is signed with selected agency.

Evaluation Criteria:

Technical Proposal will be given weightage of 60% and Financial Proposal will be given weightage of 40%. The Technical Proposal will be scored based on the below:

Areas	Scoring to be considered
Past experience	30
Technical Approach	40
Team structure and CV	30

Contact details:

All queries to be addressed within 7 days of publication of this RFP to

procurement@leprasociety.org

Technical and Financial proposals to be submitted electronically separately to

procurement@leprasociety.org