

SCOPE OF WORK

APPOINTMENT OF SERVICE PROVIDER FOR SUPPLY, INSTALLATION AND MAINTENANCE OF THE MUNICIPAL HEALTH SERVICES (MHS) INFORMATION MANAGEMENT SYSTEM FOR 36 MONTHS AT NKANGALA DISTRICT MUNICIPALITY

1. Background

The main objective of Municipal Health Services Information Systems (MHSIS) is to ensure that all records management, archiving and related compliance activities relating to the Municipal Health function within the Nkangala District Municipality are centralized in a single electronic records management software.

2. Scope of Works

The primary objective of this service is to provide support services to NDM GIS System – Municipal Health Services (MHS) Users. All terrain gadget (tablet) is recommended as working tool to conduct inspection and be able to take photos and be able to place a call.

No.	Activity	
1.	Development of MHS information system	<p>The service provider to develop a dashboard on Environmental health functions, the dash board must indicate the work areas of EHPs. Allocate area on the system. The solution should indicate the inspection forms for different facilities. The system must be linked to GIS that will include different areas of work. The system must be able to have a creator, who builds maps and apps, performs spatial analysis, and shares. Creators must be able to identify people with job titles like GIS specialist, Data capturers, CDS Management, EHPs etc. A mobile worker, who does the fieldwork, and collects all the data required. An editor, to improve accuracy.</p> <p>The system must be incorporated in the current Nkangala GIS system product. Which can collect data easily via the web or mobile devices in any environment and with minimal training. Analyze results quickly to make actionable decisions. Fully integrated with the ArcGIS platform, you can gather data using your computer or any mobile device in the field, the system must able to work offline, and then securely upload the information when there is network. The system must automatically insert coordinates and date of inspection at the premises after confirmation by an EHP.</p> <p>The system must be able to work with ArcGIS Survey123 includes Mobile Worker, Creator, and GIS Professional user types.</p>
2.	Group Training	New users need to be trained in the use of system of Municipal Health Services as well as the type of transactions they are involved in. Existing MHS Users will only be trained on explicit instruction/request from the client.
3.	Documentation	<p>The solutions applicable to the Municipal Health Services Business Process must be documented. The applicable documentation consists of Standard Operating Procedures and System Documentation.</p> <p>Standard Operating Procedures: The standard operating procedures of the solution areas will be maintained.</p> <p>System Documentation: The system documentation includes:</p>

		<ul style="list-style-type: none"> • Training Material (Step-by-Step Guides) • System Documentation on Record Description • Workflow Description • creation of job card for EHPs.
4.	Legislations	The service provider to load all EHPs relevant legislation for easy confirmation or reference. National EHPs norms and standards, scope of work EHPs.
5.	Reporting	<p>The system to must be able to generate daily, weekly, monthly and quarterly reports without any hassles. The clients report must be shared through emails or hard copy be send to the client. The system to be able to give feedback and indicates follow up inspection.</p> <p>The system must be able to indicate the workload for each local MHS office. Management must be able to view the work progress of the unit.</p> <p>Management and system administrator must be able to edit the data where applicable.</p>
6.	Solution Support	<p>Existing Municipal Health Services solutions are maintained to accommodate the changing business requirement. The solution support mainly consists of enhancing the existing workflows. The activities include the maintenance of the:</p> <ul style="list-style-type: none"> • Reports • Period End Process • eForms • Datasets • SharePoint Sites • Application Integration
7.	User Profile Administration	<p>The system must be able to determine outstanding process or noncompliance. Each user must be able to access the system by creating unique access code.</p>
8.	Sampling	<p>The system to indicate the sampling procedure manual and step by step process. Capturing of food samples by EHPs for biological and chemical samples, Water sampling process until received by laboratory services. The system must be able to capture all the results and communicated to client through email. System must be able to generate listing for all the samples collected, date, points and results.</p>
	Inspections	<p>The system to generate inspection report or job card indicating turnaround time for EHPs. The system to be able to capture the coordinates of premises using GIS. After each inspection, the outcome of the inspection is captured in a system. The system must use the feedback information to generate an Inspection Report. This report is given to the "Person in Charge" of the premises. EHPs to issue prohibiting and compliance notices on any non-compliance.</p> <p>The system must generate a certificate for compliance.</p> <p>The system must automatically schedule the premises for an inspection once the premises complied to the regulations.</p>
	Administration fees	<p>The system must have all the application forms of inspections and indicate payments of such fee. The system to be able to link with finance system and create listing of premises that are paid and when inspection was conducted.</p> <p>All compliance notices and spot fines issued must be linked with an inspection.</p>
	Complaint register	<p>The system must have a complaint form on dashboard, with all details of complainant and or where the complaint is from. Details of EHP handling the complaint and indicate when the complaint is completed or show any follow ups.</p>
	Processing of Data	<p>The solution must have a data set that requires improvement. The consultant will perform various activities to improve the data used in the solution. This activity may also be used to process data on behalf of the customer. Uploading of existing data by EHPs</p>

	Onsite Support	A support consultant to be present on the customer's site or online. While the consultant is on the site, problems and enhancements are discussed and logged. The specific days when the consultant will be on site will be agreed with the customer and may change from time to time.
	Resolve a problem	In the event where the client reports a problem with the system, the problem will be investigated. The investigation report will indicate what the reason was for the problem and how to fix it. When the proposed fix can be done under this agreement the actions will be logged under the solution support section
	Meetings	A Scheduled support meeting will be held at least once a month or when need arises. The meeting will be attended by a NDM and service provider representatives.
TOTAL SESSIONS (Per Month)		
The support agreement is based on total sessions. The client may instruct Consultant differently during the execution of the agreement as he/she chooses. The agreement is capped on the total sessions per month.		