



HEALTH & INSURANCE MANAGEMENT SERVICES ORGANIZATION (HIMSO)

CALL FOR PROPOSAL

Assignment: Digitization of Dharura Fasta Platform
Duty station: Mbeya and Songwe regions, Tanzania
Date of Commencement: Immediately

About the Company

The Health & Insurance Management Services Organization (HIMSO), is a Tanzanian Non-Government Organization (NGO) established and registered in 2012 to complement the government's effort in providing comprehensive quality healthcare coverage as well as develop and implement innovative insurance solutions to address pressing risk management needs of the low-income households.

HIMSO is driving healthcare enhancement interventions while providing technical expertise for the development of social protection innovations, particularly in micro-insurance through Public Private Partnership (PPP).

About the Emergency Transport System (Dharura Fasta)

The Emergency Transport System (ETS, also known as ***Dharura Fasta***) is an innovation that aims at improving handling of medical emergencies from community level and between health facilities while complimenting Community Health Fund (CHF).

A micro-health insurance product that compliments Improved Community Health Fund (iCHF) and offers transport accessibility to low-income communities during medical emergencies. Through Dharura Fasta, members are transported from home to health facility and from a lower to a higher-level healthcare facility when public ambulances are not available.

Dharura Fasta is a community-led intervention designed to bridge the three delays gap (Decision to seek healthcare, Transportation and quality of care) in accessing healthcare. It offers transport accessibility to low-income communities during medical emergencies which guarantees timely decision making to access medical care and ignite demand for quality healthcare.

It addresses the first and second level of delays in reaching healthcare facility during medical emergency and therefore influences to overcome the third level of delay as well.

For the implementation of this innovation, HIMSO has partnered with both public and private institutions while working closely with Community Health Workers (CHWs).

The Assignment

HIMSO is seeking an experienced consultant(s) to develop a web-based platform to manage the Dharura Fasta in 5 councils of Mbeya Region, that are Busokelo, Chunya, Mbarali, Mbeya and Rungwe; and 5 councils of Songwe Region that are Ileje, Mbozi, Momba, Songwe and Tunduma. This makes a total of 10 district councils.

Key Responsibility

Develop a web-based platform capable of storing basic data, KYC, Collecting funds/contributions from customers, make payments, send emails and sms to customers; and produce technical reports necessary for management of a micro-insurance product. HIMSO will provide information on the technical micro-insurance reports including calculations.

Nature of the Assignment

To digitize Dharura Fasta system to the following specifications:

1. Portal.

- It should be able to store all crucial information and perform automation and HIMSO's operations.
- It will store N number of pay numbers based on the number of accounts from each district council bank account.
- HIMSO team/stakeholders will have direct access and indirect access to beneficiaries.

2. Email and SMS gateways

Platforms under the control of the portal should send SMS notifications to beneficiaries and both SMS & email notifications to the HIMSO team.

3. Payment gateway

- Under the portal's control, it should generate pay numbers and accept payments from beneficiaries.
- Transactions records will be reconciled in the portal.
- Each district council must have its pay number in its respective bank account.

4. Future considerations

The system shall be developed to allow incremental growth and in such a way that it accommodates changes to support the following in the future:

a. Mobile app.

The app facilitates all HIMSO's operations for the team and beneficiaries.

b. Shortcode.

A number for sending message notifications and accepting custom messages from beneficiaries for notifications, emergencies, and queries.

c. USSD app.

Will work the same way as the mobile app but is dedicated to featuring phones and areas with internet challenges.

Inputs from HIMSO for the development of the system

- a. List and names of villages, wards, divisions, districts and regions
- b. List and names of health care providers for both private, faith based and public and to be categorized in dispensaries, health centers, hospitals as per their respective villages, wards, divisions, districts and regions. List will include name, gender, age, designation, qualification, phone number(s) of the health facility in-charge.
- c. List and names of contracted private transport providers including gender, age, driving license ID number, type of vehicle, make, model and registration number as per their respective villages, wards, divisions, districts and regions. List will include phone number(s) of the drivers.
- d. List and names of Community Health Workers (CHWs) including gender, age, qualification and as per their respective villages, wards, divisions, districts and regions. List will include two phone numbers (i) one that is provided for the Dharura Fasta (ii) personal phone number(s)
- e. List and names of contracted ambulance providers including registration number of the ambulances as per their respective villages, wards, divisions, districts and regions. List will include name, gender, age, designation, phone number(s) of the individual in-charge as well as names, phone number(s), gender, age, driving license ID of the ambulance drivers.
- f. List and names of Dharura Fasta sales agents including gender, age, phone numbers and as per their respective villages, wards, divisions, districts and regions.
- g. List and names of Dharura Fasta individual members including names, date of birth, gender, premium paid, policy start date, policy end date, receipt number, membership number (auto generated by the system). List and names should be as per their respective families, villages, wards, divisions, districts and regions.
- h. List and names of Dharura Fasta village members including premium paid, policy start date, policy end date, receipt number, membership number (auto generated by the system) and estimated population. List and names

should be as per their respective wards, divisions, districts and regions. List should also include names, gender, age and phone number(s) of the village chairperson and village executive officer.

- i. List of all claims information to include, per claim:

General Information: Claim number, village, ward, district, region.

Member information: name, membership number (for special groups use village membership number), date of birth, gender, nature of emergence (pregnancy, delivery, accident, dead body, child under five, other sickness), outcome of the emergency (recovered, deceased).

Community Health Worker (CHW) Information: Name, gender, date of birth, phone number(s), confirmation of signature of CHW.

Driver: Name, gender, date of birth, phone number, type of vehicle, registration number of vehicle.

Time: Start Time (time at the scene of emergency) and End Time (time of arrival at a health facility).

Distance: Start mileage (mileage on the vehicle before evacuation) End Mileage (mileage on the vehicle at arrival at a health facility)

Health Facility Verification: Name, Date of birth, Gender, Designation, Phone number, name of health facility, level of health facility, confirmation of signature of health facility representative.

Output from the system

Should be able to export reports in excel and PDF.

General Requirements

- a. Must work offline and allows for information to be uploaded when connected to the internet.
- b. Must have the ability to be upgraded to a more complex insurance management platform.
- c. Have the ability to import and export information in various file formats including excel and PDF.

Qualification

- The Lead consultant is expected to possess at least a Bachelor degree in IT, Data engineering or Computer System Development
- Lead consultant must have at least 5 years' experience in designing and developing computer systems and web-based databases.
- Experience in developing insurance management platforms is an added advantage.

Application Guidelines

The proposal should not exceed 10 pages (excluding attachments) and must include:

1. Cover page

2. Company profile (not applicable to individual candidates)
3. Detailed explanation on experience with similar projects
4. Any other relevant information you wish to include
5. A financial proposal
6. CV of lead consultant

Safeguarding Policy

HIMSO has zero tolerance against discrimination, abuse, exploitation or violence of all forms. HIMSO requires all partners to comply with safety and security of our beneficiaries, including children, young people and vulnerable adults while working for our organization. Therefore, by forging this partnership, you are required to comply with our Safeguarding Policy, by ensuring that you create no harm to all people whom you will be interacting in this partnership.

Mode of Application

Qualified and interested candidates should send their proposals on or before Monday, 1st August 2022 to the following address:

Executive Director,
HIMSO,
P. O. Box 2827,
Mbeya.

Or via e-mail to info@himso.or.tz and copy to fadhili.mtanga@himso.or.tz