

9. අන්තර්ජාලීය රැස්වීම්:

9.1 අන්තර්ජාලීය රැස්වීම් සඳහා සහභාගී වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.

9.2 අන්තර්ජාලීය රැස්වීම් සඳහා සහභාගී වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.

9.3 අන්තර්ජාලීය රැස්වීම් සඳහා සහභාගී වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න. සෛලයකට ඇතුළත් වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.

9.4 අන්තර්ජාලීය රැස්වීම් සඳහා සහභාගී වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.

9.5 අන්තර්ජාලීය රැස්වීම් සඳහා සහභාගී වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.

10. අන්තර්ජාලීය රැස්වීම්:

10.1 අන්තර්ජාලීය රැස්වීම් සඳහා සහභාගී වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.

10.2 අන්තර්ජාලීය රැස්වීම් සඳහා සහභාගී වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න. **11 ජූනි 2026 දින 10:00 (දහසයවරයේ) දී, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න. | ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.**

11. රැස්වීම් සඳහා සහභාගී වීමට අවශ්‍ය වන විට:

11.1 සහභාගී වීම

- (අ) ඔබගේ සහභාගීත්වය සඳහා සූදානම් වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න. 1% (අඩුම) සහ 45% (ඉහළම) දක්වා වන ප්‍රතිශතයක් සඳහා සහභාගී වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.
- (ආ) ඔබගේ සහභාගීත්වය සඳහා සූදානම් වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.
- (ඇ) ඔබගේ සහභාගීත්වය සඳහා සූදානම් වීමට අවශ්‍ය වන විට, ඔබගේ සහභාගීත්වය සඳහා සූදානම් වන්න.

Bid Information Sheet – Development of NDA Client Management Application

The National Drug Agency (NDA) invites qualified parties to submit proposals for the design and development of a web-based application to manage and monitor client services across NDA's treatment and rehabilitation centers. The system should improve the overall efficiency, transparency, and accessibility of services provided to clients under NDA's care.

1. Objective

NDA seeks to establish a secure, user-friendly web application to manage the full journey of clients under our rehabilitation services, from initial registration and assessment to treatment, follow-up, and discharge. The system should allow staff and clients to access accurate, up-to-date information through dedicated portals and support multi-level access rights for different centres and roles.

2. Scope of Work

The proposed system should include the following key components:

- Client registration and intake management
- Assessment and treatment planning modules
- Scheduling and progress tracking for ongoing sessions
- Client and staff portals with customized dashboards
- Secure, role-based access for staff across centres and sections
- Reporting and analytics for management use
- Follow-up and aftercare tracking post-discharge

3. Expected User Groups

The application should support multiple types of users, including:

- Clients (to view progress, appointments, and reports)
- Reception and front-desk staff (for registration and updates)
- Counsellors and treatment staff (for case management and reporting)
- Centre managers and administrators (for supervision and performance tracking)
- System administrators (for overall management and configuration)

4. Client Journey Overview

- Reception/Intake: Client registration and intake process.
- Assessment: Screening and evaluation of client needs.
- Treatment Planning: Create personalized treatment plans and schedules.
- Treatment Delivery: Log progress, attendance, and therapy sessions.
- Transfers: Manage inter-centre transfers while retaining client history.
- Follow-Up: Schedule aftercare and community-based monitoring.
- Discharge: Generate reports, summaries, and aftercare plans.
- Data Retention: Maintain secure archives for future reference.

5. System Features & Modules

- User & Role Management: Multi-level access control and permissions.
- Client Portal: Access to treatment updates and forms.
- Staff/Admin Portal: Dashboards, scheduling, reports, and analytics.
- Security & Compliance: Encryption, audit logs, and data privacy safeguards.
- Technology: Modern web technologies, modular design, and scalable architecture.

6. Core Functional Modules

- Client Management – registration, profile, attachments, and history
- Treatment & Progress – session logs, attendance, reminders, and reports
- Reporting & Analytics – dashboards, KPIs, and exportable reports
- Client Portal – view sessions, progress, and milestones with secure login
- Staff Portal – dashboards, assigned client records, scheduling, case updates, and reporting tools

7. System Requirements

- Secure web-based application accessible via browser and mobile devices
- Scalable structure to support multiple NDA centres and sections
- Data privacy, encryption, and user authentication
- Audit trails and detailed activity logs
- Centralized data storage with backup and recovery options
- The system shall follow secure coding and secure authentication practices in accordance with the MDS Secure Software Development Standard
- The application shall include protection against common web vulnerabilities such as unauthorized access, injection attacks, and data exposure

8. Deliverables

The successful bidder will be expected to deliver:

- Functional and technical design documents
- Complete web application with all approved core modules and features
- User and role management configuration
- System testing, bug fixing, and deployment support
- User training and system documentation
- User Acceptance Testing (UAT) support and final deployment approval assistance
- Administrator and technical documentation for system management and maintenance
- Source code, database structure, deployment/configuration files, and all associated documentation. All source code, databases, documentation, configurations, and developed components delivered under this project shall become the property of the National Drug Agency.
- Backup and recovery configuration/documentation

- Security and compliance implementation documentation
- Post-implementation technical maintenance and support services
- Security testing and vulnerability assessment reports prior to deployment
- Documentation demonstrating compliance with the MDS Secure Software Development Standard
- The system should support future integration capabilities with other approved government or NDA systems where required. (OneGov integrations, APIs, etc.)
- The successful bidder shall provide a **minimum one-year post-deployment maintenance and support period free of additional charge**. This support period shall include bug fixing, technical support, minor adjustments, and system stability maintenance.
- Any future enhancements, additional modules, integrations, or major system upgrades requested beyond the agreed project scope may be handled separately under a mutually agreed retainer, maintenance, or enhancement agreement.

9. Implementation Timeline

NDA expects the project to be completed within 7 to 8 months, including requirement gathering, development, testing, deployment, and training phases.

The proposed project scope represents the core operational modules and system requirements currently required by NDA. **Bidders are expected to provide pricing and implementation plans covering the complete scope outlined in this information sheet.**

The system should be designed with a scalable and modular architecture to support future enhancements, integrations, and additional functionality as required by NDA.

10. Proposal Requirements

Interested bidders should submit:

- A detailed technical proposal outlining the development approach and technologies used
- A project timeline with milestones
- Bidders shall clearly specify the proposed hosting/deployment architecture, infrastructure requirements, and maintenance responsibilities.
- Previous experience or portfolio in similar systems
- Cost breakdown and support terms
- The proposed solution must comply with the Secure Software Development Standard published by Maldives Digital Service (MDS), including applicable security and secure development requirements. Reference: Maldives Digital Service (MDS) Secure Software Development Standard

11. Evaluation Criteria

Proposals will be evaluated based on the following criteria and assigned weight percentages:

Criteria	Weight
1. Experience & Portfolio in Similar Systems	20%
2. Technical Approach & System Architecture	20%
3. Compliance with Functional & System Requirements	15%
4. Security, Data Protection & Compliance Standards	10%
5. User Experience & Portal Functionality	10%
6. Reporting, Analytics & Scalability	5%
7. Project Timeline & Implementation Plan	5%
8. Cost / Value for Money	10%
9. Post-Deployment Support & Maintenance	5%
Final Total Score	100%

12. Submission Details

Interested bidders are required to submit their proposals in both electronic and printed form before the specified submission deadline stated in the official bid announcement.

Detailed submission requirements, formats, and supporting documentation will be specified in the official procurement and bidding documents issued by the National Drug Agency.

NDA reserves the right to request additional clarification or supporting documents from bidders during the evaluation process.

All information shared by NDA during the bidding and evaluation process shall be treated as confidential and must not be disclosed to third parties without prior written approval from NDA.

NDA reserves the right to negotiate scope refinement, implementation approach, and support arrangements with the selected bidder prior to final agreement.

The National Drug Agency reserves the right to accept or reject any proposal, wholly or partially, without assigning any reason and without incurring any liability to any bidder.