Terms of Reference (ToR) for

Community Policing (CP) Information Management

System/Database

1. Scope of Work

System Design and Development

- Design and implement a web-based Information Management System/Database tailored to the requirements of Community Policing (CP).
- Develop an intuitive user interface with customizable forms and data validation rules.
- Implement functionality for case intake, tracking, task management, and reporting.
- Ensure data security, compliance with required system standards, and integration capabilities with existing systems.

Infrastructure and Hosting

- Set up the necessary hardware infrastructure, including servers, storage, and networking equipment.
- Provide on-premises hosting within the SCCP facilities to ensure data security.
- Implement backup and recovery mechanisms to safeguard case data.

Testing and Quality Assurance

- Conduct comprehensive testing, including bug testing, multiple browser compatibility testing, and system security testing.
- Ensure performance, usability, and reliability of the system.
- Provide test reports and address any identified errors.

Training and Support

- Conduct Training of trainers (ToT) sessions for the SCCP staff members, including end-users and administrators.
- Develop user-friendly training materials and provide ongoing technical support during and after the implementation phase.

2. Proposal Submission Requirements

Interested technology companies should submit their proposals in electronic format, including the following components:

- Executive Summary: A concise summary of the proposed solution, highlighting key features and differentiators.
- Detailed Proposal: A comprehensive proposal addressing all sections outlined in this ToR, including the system design, development approach, implementation plan, and project timeline.
- Company Profile: Information about the company, including relevant experience in developing similar systems, and client references.
- Cost Proposal: A detailed breakdown of costs, including licensing, development, hardware, training, support, and any other associated expenses.
- Implementation Timeline: A proposed timeline for system implementation, including key milestones and deliverables.
- Team Composition: Details of the team members who will be involved in the project, their roles, qualifications, and relevant experience.