REQUEST FOR PROPOSAL
Unified Clinical Governance Information System (CGIS)
Design, Development & Deployment of an Integrated Digital Platform

Reference Number	EOI/026/2027
Issue Date	2nd June 2026
Submission Deadline	15th June 2026
Project Duration	12 months (4 phases)
Budget Envelope	
Target Users	200 – 500 system users across field, regional, and management roles
Enquiries	[Contact details to be inserted]

1. Introduction & Background

A healthcare organisation operating a large-scale Sexual and Reproductive Health (SRH) programme in Nigeria is seeking proposals from qualified software development vendors for the design, development, and deployment of a Unified Clinical Governance Information System (CGIS).

The organisation's Clinical Services Department (CSD) currently oversees a portfolio of clinical governance functions — including competency assessments, quality audits, incident notifications, and training management — each operating in a separate, disconnected digital environment. While mobile-based data collection tools are already in use for some of these functions, the absence of integration, a formalised supervisory review workflow, and an action planning mechanism represents a significant operational gap.

This RFP invites vendors to propose a unified platform that consolidates these functions into a single, coherent digital environment, closing the loop from field data collection to supervisory sign-off to corrective action and reporting.

2. Project Objectives

The CGIS must deliver the following high-level outcomes:

- Consolidate all CSD governance functions — training, competency assessment, quality audit, incident notification, and action planning — into a single integrated platform.
- Implement a formalised, role-based, multi-stage supervisory review and sign-off workflow applicable across all data modules.
- Automate the generation and tracking of corrective action points arising from audit and assessment findings.
- Provide a unified profile view per service provider (SP) and facility, aggregating data across all modules.
- Deliver an integrated analytics and reporting environment, enabling cross-source analysis without manual data exports.
- Ensure the system is compliant with Nigeria's Data Protection Act 2023 (NDPA) and built to enterprise security standards.

3. Scope of Work

The vendor is required to design, develop, test, deploy, and support a six-module integrated system as described below. The platform must be capable of operating at scale across a geographically dispersed network of service providers and facilities in Nigeria.

MODULE 1 — Service Provider Training & Enrolment

Replace the current manual training register with a structured, searchable digital database.

→ SP registration capturing demographic details, service type, facility linkage, and enrolment status.

→ Training records with certification type, training date, trainer, and expiry tracking.

→ Training status visible within the SP profile alongside assessment and audit history.

→ Bulk migration tooling for importing existing training records from legacy spreadsheets.

MODULE 2 — Clinical Competency Assessment (CA)

Digitise the end-to-end annual SP-level competency assessment workflow.

→ Mobile-based checklist data collection with full offline capability.

→ Automatic routing of submissions to the assigned regional supervisor for structured review.

→ Failed assessment items automatically generate corrective Action Points in Module 6.

→ SP-level assessment history retained and accessible within the SP profile.

MODULE 3 — Clinical Quality Internal Audit (CQIA)

Digitise the annual facility-level audit workflow with the same supervisory pipeline.

- → Mobile-based facility checklist collection with offline capability.
- → Submissions routed to the facility's assigned supervisor for review, approval, or return.
- → Failed audit items automatically generate Action Points assigned to the responsible owner.
- → Facility audit history retained and accessible within the facility profile.

MODULE 4 — Clinical Incident Notification (INF)

Formalise and extend the existing incident notification process with a platform-native review workflow.

- → Mobile-based client-level incident record submission with offline capability.
- → Platform-native regional supervisor review and sign-off queue, replacing any manual or scripted workarounds.
- → Severity-based automatic escalation routing for high-priority incidents to senior management.
- → Incident records linked to the relevant SP and facility profiles.

MODULE 5 — Integrated Analytics & Reporting

Provide a single reporting environment drawing on all four data modules.

- → Pre-built dashboards: SP performance, facility quality trends, regional overview, and action plan status.
- → Ad hoc cross-source report builder: filter by region, service type, SP, date range, and module.
- → Scheduled report generation with automated distribution to named recipients.
- → Export functionality to standard formats (PDF, Excel) for external reporting and donor submissions.

MODULE 6 — Action Planning & Corrective Action Tracking

A new capability that integrates improvement planning directly into the governance workflow.

- → Failed checklist items from CA and CQIA automatically generate Action Points upon supervisory approval.
- → Each Action Point captures the source finding, assigned owner, due date, and priority level.

→ In-app and email notifications for new and overdue actions.

→ Action status tracking (Open, In Progress, Closed, Overdue) visible in the management dashboard.

→ Manual Action creation by supervisors against incident records where corrective follow-up is required.

4. Key Functional Requirements

4.1 Offline Mobile Data Collection

Given the connectivity constraints in Nigeria's operational environment, offline data collection is a non-negotiable requirement across all field-facing modules. Specifically:

- All mobile forms must be fully usable without an active internet connection.
- Completed records must queue on the device and sync automatically upon reconnection.
- Conflict resolution logic must prevent duplicate submissions.
- Sync status must be visible to both the field assessor and their supervisor.

4.2 Supervisory Review Workflow

The platform must implement a structured, multi-stage, role-based review process for all data modules:

- Each submission is automatically routed to the regional supervisor responsible for the submitting facility.
- The supervisor reviews the full submission and selects one of three actions: Approve, Return for Correction (with written comments), or Escalate.
- Approved records are timestamped, attributed to the approving supervisor, and locked as final.
- Returned submissions re-enter the assessor's task queue with comments; corrected resubmissions re-enter the review queue.
- The workflow must be natively embedded in the platform — no dependency on external scripts or manual file management.

4.3 Role-Based Access Control

The system must implement granular, role-based access control with at minimum the following user roles:

- Field Data Collector — access limited to assigned forms and own submissions.
- Regional Supervisor (RQA) — access to review queues and records for assigned region.
- CSD Manager — read access across all regions; management dashboards and reports.
- System Administrator — full administrative access including user management and audit logs.

4.4 Unified SP & Facility Profiles

The system must maintain a live, aggregated profile for each service provider and facility:

- SP Profile — training history, certification status, assessment scores by year, linked incident records, and open action points.
- Facility Profile — audit scores by year, linked incident records, open action points, and list of enrolled service providers.

5. Non-Functional Requirements

Requirement	Specification
Data Security	Encryption of data in transit and at rest; multi-factor authentication for all web console users; full audit logging of all user actions with restricted admin access.
Data Privacy	Full compliance with Nigeria's Data Protection Act 2023 (NDPA) and NDPR, including data minimisation, purpose limitation, and pseudonymisation of client-level records.
Data Residency	Primary hosting in the West Africa cloud region or an in-country Nigerian data centre, consistent with NDPA residency expectations.
Availability & Backup	Automated daily encrypted backups with a minimum 90-day retention policy and geographically separated offsite replication.
Scalability	The platform must support 200–500 concurrent users across field, regional, and management roles without performance degradation.
Accessibility	Web application must be accessible via standard browsers on desktop and tablet devices; mobile data collection must be supported on Android devices.
Integration	The solution must integrate with, or replicate the functionality of, the organisation's existing mobile data collection infrastructure. Full replacement of ODK-based data will be considered only with strong technical justification.
Support	Post-go-live technical support and bug resolution for a minimum of six months; comprehensive system documentation and knowledge transfer to the internal team.

6. Indicative Implementation Timeline

The project is expected to be delivered across four phases

1. Foundation
2. Building
3. Deployment
4. Stabilization

Bidders should propose the timeline.

Phase	Period	Key Deliverables
Phase 1: Foundation		System design workshops; environment audit and configuration; form redesign; data schema definition; Excel migration planning. Milestone: Design signed off.
Phase 2: Build		Custom platform development: review workflow, action planning, SP/facility profiles, notification engine, reporting dashboard, and ODK integration. Milestone: Internal QA complete.
Phase 3: Deploy		User Acceptance Testing; tiered user training (field, supervisors, management, admin); full go-live; parallel operation with legacy systems. Milestone: Full go-live.
Phase 4: Stabilise		Post-implementation support; performance optimisation; advanced analytics rollout; system administration handover; documentation. Milestone: Handover complete.

7. Proposal Requirements

Interested vendors are required to submit a written proposal addressing all of the following:

7.1 Technical Approach

- Proposed system architecture and rationale, with particular attention to offline data collection and supervisory workflow design.
- Approach to integrating with or replacing the existing ODK Central infrastructure.
- Data security and compliance framework, including measures for NDPA compliance.
- Hosting environment, backup strategy, and data residency plan.

7.2 Organisational Capability

- Company or individual profile, including years of operation and relevant focus areas.
- Demonstrated experience delivering comparable integrated data management or clinical governance systems.
- Two or more reference projects with contact details (projects of similar complexity and scale preferred).
- Proposed project team composition and relevant experience of key personnel.

7.3 Proposed Workplan & Timeline

- A phased workplan aligned to the indicative timeline outlined in Section 6.
- Key milestones, dependencies, and risk mitigation measures.
- Approach to user training and change management.

7.4 Budget Proposal

- An itemised cost breakdown covering all project phases, including development, testing, deployment, training, and post-go-live support.

- Hosting costs (minimum 24 months prepaid preferred).
- Any assumptions or exclusions must be explicitly stated.

8. Evaluation Criteria

Proposals will be evaluated against the following criteria. Weightings are indicative and subject to adjustment by the evaluation panel.

Criterion	Weight	Max Score
Technical approach — soundness of architecture, offline capability, and supervisory workflow design	30%	30
Relevant experience — comparable projects of similar scale and complexity	25%	25
Functional completeness — degree to which the proposal addresses all six modules	20%	20
Value for money — cost competitiveness relative to scope and quality of proposal	15%	15
Workplan & risk management — realism of timeline and quality of risk mitigation	10%	10

9. Submission Instructions

Submitted in hard copy to the address below:
Plot 59 Anthony Enahoro Street, off Okonjo-Iweala Road, Utako District, FCT, Abuja, Nigeria. All submissions must be received on or before 15th June 2026.

We are looking for a partner, not just a vendor.
The successful vendor will demonstrate not only the technical capability to build what is described in this document, but also the commitment to understand the operational context — a geographically dispersed clinical programme in Nigeria — and to co-design a solution with the people who will use it every day.
We welcome proposals from freelance developers, development agencies, and software firms of all sizes.

For enquiries, please contact: [Contact details to be inserted]