

Enhancing and maintaining the online NCD reporting system

This consultancy is requested by:

Unit:	UHC-DC Team
Division:	WR Viet Nam

1. Purpose of the Consultancy

The purpose of the consultancy is to support the Ministry of Health enhancing and maintaining the online NCD Reporting (ONR) system developed based on the DHIS2 platform. The support will focus on (1) integrating NCD data from the open-source HIS software to ONR, (2) adding customized dashboard for diabetes similar to what of hypertension which were developed in 2024, (3) adding a custom report to monitor management status for newly diagnosed hypertension and diabetes patients within 12 months, (4) modifying and enhancing the default dashboard and report based on the updated indicators of hypertension and diabetes treatment management, and (5) maintaining and operating the system.

2. Background

WHO has been supporting MOH to develop and maintain the ONR based on DHIS2 since 2021. As of December 2024, there were nearly 5.000 commune health stations (CHSs) in 63 provinces using the software to generate real-time report on NCD management. Data on NCD management have been automatically transferred from the ONR into the national health statistics system.

In 2024, the ONR was significantly upgraded. One of new features is linked with VNPT and Viettel software to reduce the data entry burden. This year we would like to have it linked with the open source HIS software. This software was developed based on open-source and has all functions that CHSs need. Because of the advantages of it, MOH is promoting for the use of it widely.

Additionally, the customized dashboards were developed to accommodate the necessary indicators for cumulative data. This year, similar dashboard for diabetes will be developed.

Furthermore, the ONR system needs to continue to enhance features for monitoring the management status of newly diagnosed hypertension and diabetes patients within 12 months (whether they got treatment or not) and modify and enhance the default dashboard and report based on updated indicators to support program outcome evaluation (last year the customized dashboards were developed but the default dashboards and reports are not yet modified).

To support MOH in enhancing and maintaining the ONR system, WHO will recruit a consultant to do the tasks.

3. Planned timelines (subject to confirmation)

Start date: 20 April 2025

End date: 31 December 2025

4. Work to be performed

The contractor is in close collaboration with the WHO technical team and other stakeholders to perform the following key actions:

Activity 1: *Integrating NCD data from the open-source HIS software to ONR*

- Adjust the open-source HIS and develop a tool for automatic NCD data interoperability from open-source HIS to ONR.
- Deploy for commune health stations using open-source HIS.

Activity 2: *Adding customized dashboard (similar to hypertension) to diabetes*

- Calculate indicators for diabetes.
- Design and develop customized dashboard for diabetes.
- Test and finalize the dashboard for diabetes.

Activity 3: *Adding a custom report to monitor management status of newly diagnosed hypertension and diabetes patients within 12 months*

Activity 4: *Modifying and enhancing the default hypertension and diabetes dashboard and report*

- Review and update default DHIS2 indicators based on the new formula.
- Modify and enhance the default dashboard and report based on updated indicators of hypertension and diabetes treatment management.

Activity 5: *Supporting users and maintain the operation of the ONR*

Support for users: To provide online support for users nationwide in applying the ONR:

- Support for reporting and statistics of NCD.
- Create or update information, lock user accounts, decentralize user rights according to regulations.
- Receive, check and support for the requests for instructions on using functions on the software or checking data.
- Perform data control and reconciliation according to available/existing tools and solutions.
- Verify problems and fix errors arising in the course of using software.

System administration assistance: Technical support/assistance for maintain the system

- Support connection, data transfer/integration.
- Check the software's activity log.
- Check the service status on the server of operating system.
- Backup database, periodical source code, check the integrity of databases after backup.
- Check the performance and load capacity of the software.
- Check and update patches, patches for information security vulnerabilities for operating systems, database management systems, web servers (webservers), ... and the components of the software system.

Data interoperability support: Technical support for data interoperability between the HIS and the NCD software.

- Create and authorize interoperability account.
- Support for mapping data between two systems.
- Support for API using.
- Check errors and interoperability data

5. Deliverables

- User manual for integrating NCD data from the open-source HIS software to ONR.
- User manual for customized dashboard for diabetes.
- The custom report to monitor management for newly diagnosed hypertension and diabetes patients within 12 months is integrated into ONR system.
- User support report.

6. Technical Supervision

The selected consultant /APW holder will work on the supervision of:

Responsible Officer:	Dr. Lai Duc Truong, Technical Officer, UHC-DC Team	Email:	Laid@who.int
Manager:	Ms. Erin Kenney UHC-DC Team Coordinator	Email:	Kenneye@who.int

7. Specific requirements: The selected service provider must:

- At least 5 years' experience in design and maintenance of database using DHIS2 platform.
- Familiar with the ONR.
- Experience in supporting users of health facilities nationwide for using a software.
- Has experience working with international organizations on similar activities.

8. Place of assignment

Hanoi.



9. Cost.

All bids will be evaluated based on submitted proposal with detailed budget breakdown.

10. Travel

The APW holder will work in Hanoi.

11. Reviewed and cleared by:

	Responsible Technical Officer	Team Coordinator	WR
Signature	<i>Truong</i>	 Erin Kenney	 Dr Angela Pratt
Date	17 Feb 2025	17 Feb 2025	17 Feb 2025
PTAEO			

12. Other requests to be approved:

	Team Coordinator	WR
<ul style="list-style-type: none">• WHO e-mail account Yes [] No [x]• WHO laptop Yes [] No [x]• Workstation at GOUNH Yes [] No [x]		