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**REQUEST FOR PROPOSAL (RFP)**

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| NAME & ADDRESS OF FIRM | DATE: August 14, 2019 |
| REFERENCE: RFP-ZIM-GF-041-2019 DHS |

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Developing the Ministry of Health and Child care (MoHCC) Digital Health Strategy 2018 to 2023.**

Please be guided by the form attached hereto as **Annex 2,** in preparing your Proposal.

Proposals may be submitted on or before **Friday, August 30, 2019**and through the e-tendering platform.

Documents uploaded in the system as part of your Proposal must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your Proposal is submitted on or before the deadline indicated by UNDP in the e-Tendering system. Both Technical and Financial bids must be submitted, separately, in the online e-Tendering system in the following link: <https://etendering.partneragencies.org> using your username and password.

If you have not registered in the system before, you can register now by logging in using

username: event. guest

password: why2change

and follow the registration steps as specified in the system user guide.

If you have already registered before, sign in using the username and password. Use the “forgotten password” button if you do not remember your password. Make sure that your password has at least 8 characters, at least one in capital letters, and contains at least 1 number.

You can find detailed user guides and videos on how to use the system following this link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

Electronic submission through eTendering, shall be governed as follows:

1. Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;
2. The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.
3. The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.

Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

Your Proposal must be expressed in the English, and valid for a minimum period of 120 Days

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP’s re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP’s vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

**UNDP encourages every prospective Service Provider to** prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : <https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf>

**Thank you and we look forward to receiving your Proposal.**

**Sincerely yours,**

*Sifiso Moyo*

*PSM MANAGER*

8/14/2019

**Annex 1**

**Description of Requirements**

|  |  |
| --- | --- |
| Context of the Requirement | **Developing the Ministry of Health and Child care (MoHCC) Digital Health Strategy 2018 to 2023** |
| Implementing Partner of UNDP | Ministry of Health and Child care, Zimbabwe |
| Brief Description of the Required Services[[1]](#footnote-2) | See Annex 3 Terms of Reference. |
| List and Description of Expected Outputs to be Delivered | **Expected outputs/deliverables:**  The following are the expected deliverables of the Digital Health Strategy exercise:  1. Digital Health Infrastructure  Digital Health Solutions  Digital Health Standards  ***The detailed deliverables include:***   1. An inception report setting out process, timeline and interventions to develop a National Digital Health Strategy. 2. A mapping report of the existing Digital Health context and status including all current and planned programmes and projects. 3. A draft Digital Health Road Map with short, medium- and long-term goals that sets out an implementation action plan that reflects country priorities and the Digital Health context in the fourth Industrial Revolution. 4. A draft M&E plan to monitor implementation and manage associated risks, as well as showing the progress and the results of implementation. 5. A hard copy and eCopy of the National Digital Health Strategy for Zimbabwe. 6. A final report documenting process, achievements, lessons learned and next steps to implement the National Digital Health Strategy.   The strategy will explicitly address the areas listed below:   * 1. Organizational relationships, Communication paths, Operational and Administrative processes   2. The Digital Health Strategy, which will be used to align the strategy will also align ICT service management to suit MOHCC prioritisation as listed below;      1. Short-term Goals      2. Medium-term Goals      3. Long-term Goals   3. Digital Health Solutions which will include software artefacts and information Flow Solutions such as mobile devices, service delivery tools and information sources such as knowledge repositories.   4. An implementation roadmap with clear strategies and deliverables and timelines which can be monitored and reviewed for progress   **Expected Outputs and Deliverables**   |  |  | | --- | --- | | Incept phase and report. | 5 days | | Mapping Digital Health context and status. Assessing eHealth environment, eHealth components that already exist and new programmes or projects that will deliver eHealth capabilities | 15 days | | Digital Health Stakeholder Analysis | 1 day | | Governance, coordination and control |  | | Strategic context for eHealth for the vision and plan |  | | Development of a Road Map with short, medium- and long-term goals that sets out an Digital Health implementation action plan | 5 days | | Digital Health plan to monitor implementation and manage associated risks, as well as showing the progress and the results | 5 days | | Finalization of a hard copy and eCopy of the National eHealth Strategy for Zimbabwe, support dissemination meetings and events | 10 days | | Final report documenting process, achievements, lessons learned and next steps to implement the National eHealth Strategy | 4 days |   Note: See Annex 3 For Details |
| Person to Supervise the Work/Performance of the Service Provider | *MoHCC ICT Focal Point* |
| Frequency of Reporting | *As needed]* |
| Progress Reporting Requirements |  |
| Location of work | HARARE  i. Most of the work will be done in Harare and requires regular interaction with the key focal persons within the MoHCC.  ii. The Requirements gathering meetings will be held in each of the country’s provinces or according to need. Each requirement gathering meeting will be determined by the Consultant. |
| Expected duration of work | 45 days |
| Target start date | 16 September 2019 |
| Latest completion date | 31 December 2019 |
| Travels Expected | *Bidder to Propose as Per ToR requirements*   |  |  |  |  | | --- | --- | --- | --- | | **Destination/s** | **Estimated Duration** | **Brief Description of Purpose of the Travel** | **Target Date/s** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Special Security Requirements | Security Clearance from UN prior to travelling  Completion of UN’s Basic and Advanced Security Training  Comprehensive Travel Insurance  Others *[pls. specify]* |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | Office space and facilities – For scheduled meetings |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | Required – See ToR for details |
| Currency of Proposal | United States Dollars  Euro  Local Currency |
| Value Added Tax on Price Proposal[[2]](#footnote-3) | must be inclusive of VAT and other applicable indirect taxes  must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | 60 days  90 days  120 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal. |
| Partial Quotes | Not permitted  Permitted *[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]* |
| Payment Terms[[3]](#footnote-4) | * 1. The contract will be on the basis of fixed output-based price and not based on a daily/weekly/monthly rate adjustable in accordance to work order.   2. The price specified in the Price Proposal should include **all-inclusive** professional fees, inclusive of travel, living allowances, taxes, etc.   3. Payment shall be made after the satisfactory accomplishment of all deliverables under each Phase/milestone. Payment will be effected after completion of each phase as follows:      1. Completion of Phase I (Assessment Report) 20%      2. Completion of Phase II (Draft Digital Health Strategy Report) 30%      3. Completion of Phase III (Final Digital Health Strategy document) 50%. |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | MoHCC ICT and UNDP Capacity Development Officer |
| Type of Contract to be Signed | Contract for Professional Services |
| Criteria for Contract Award | Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)  Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal. |
| Criteria for the Assessment of Proposal | **Technical Proposal (70%)**  Expertise of the Firm **16%**  Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan **40%**  Management Structure and Qualification of Key Personnel **44%**  **Financial Proposal (30%)**  To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP. |
| UNDP will award the contract to: | One and only one Service Provider |
| Contract General Terms and Conditions[[4]](#footnote-5) | General Terms and Conditions for contracts (goods and/or services)  Applicable Terms and Conditions are available at:  <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html> |
| Annexes to this RFP[[5]](#footnote-6) | Form for Submission of Proposal (Annex 2)  Detailed TOR *[ANNEX 3]* |
| Contact Person for Inquiries  (Written inquiries only)[[6]](#footnote-7) | *Roy Eusen*  *PSM Associate*  *Roy.eusen@undp.org; zw.psm.gftm@undp.org*  Any delay in UNDP’s response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers. |
| Other Information *[pls. specify]* |  |

**Annex 2**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL[[7]](#footnote-8)**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[8]](#footnote-9))***

[insert: *Location]*.

[insert: *Date]*

To: [*insert: Name and Address of UNDP focal point]*

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated *[specify date]* , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

1. **Qualifications of the Service Provider**

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :*

1. *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
2. *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
3. *Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
4. *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
5. *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
6. *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*
7. **Proposed Methodology for the Completion of Services**

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| *The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.* |

1. **Qualifications of Key Personnel**

*If required by the RFP, the Service Provider must provide :*

1. *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
2. *CVs demonstrating qualifications must be submitted if required by the RFP; and*
3. *Written confirmation from each personnel that they are available for the entire duration of the contract.*
4. **Cost Breakdown per Deliverable\***

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Deliverables**  ***[list them as referred to in the RFP]*** | **Percentage of Total Price *(Weight for payment)*** | **Price**  ***(Lump Sum, All Inclusive)*** |
| 1 | Deliverable 1 |  |  |
| 2 | Deliverable 2 |  |  |
| 3 | …. |  |  |
|  | Total | 100% |  |

*\*This shall be the basis of the payment tranches*

1. **Cost Breakdown by Cost Component *[This is only an Example]*:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Description of Activity** | **Remuneration per Unit of Time** | **Total Period of Engagement** | **No. of Personnel** | **Total Rate** |
| **I. Personnel Services** |  |  |  |  |
| 1. Services from Home Office |  |  |  |  |
| a. Expertise 1 |  |  |  |  |
| b. Expertise 2 |  |  |  |  |
| 2. Services from Field Offices |  |  |  |  |
| a . Expertise 1 |  |  |  |  |
| b. Expertise 2 |  |  |  |  |
| 3. Services from Overseas |  |  |  |  |
| a. Expertise 1 |  |  |  |  |
| b. Expertise 2 |  |  |  |  |
| **II. Out of Pocket Expenses** |  |  |  |  |
| 1. Travel Costs |  |  |  |  |
| 2. Daily Allowance |  |  |  |  |
| 3. Communications |  |  |  |  |
| 4. Reproduction |  |  |  |  |
| 5. Equipment Lease |  |  |  |  |
| 6. Others |  |  |  |  |
| **III. Other Related Costs** |  |  |  |  |

*[Name and Signature of the Service Provider’s Authorized Person]*

*[Designation]*

*[Date]*

**Annex 3**

Project Title: **Developing the Ministry of Health and Child care (MoHCC) Digital Health Strategy 2018 to 2023**

**Project Description: Background and Justification**

The Ministry of Health and Child Care (MOHCC) is a Zimbabwe Government Ministry mandated with legislating and administering all aspects of health service delivery in the country. Digital Health which can be defined as “the combined use of electronic communication and information technology in the health sector”. The WHO defines Digital Health as the cost effective and secure use of Information Communication Technology (ICT) in support of health and health related fields, including healthcare services, health surveillance, health literature and health education, knowledge and research. Digital Health has been embraced by the MOHCC in order to ensure that the appropriate health information is provided to the right audience at the right time and place in a secure electronic form for the purpose of optimising the quality and efficiency of health care delivery.

The ICT unit (ICTU) under the Finance and Administration department of the Ministry, has the responsibility to avail the necessary leadership and direction in the development of ICT solutions and services to support the MOHCC while ensuring the security and privacy of all ICT infrastructure, systems, electronic data and information in the Ministry. It is in this regard that the ICT Unit in collaboration with all the departments as well as other private and public sector players will lead the development of the Digital Health strategy so that it is aligned with recently updated policies and strategies

ICTs can transform how health care is delivered and how health systems are run. The use of ICTs ensures that critical functions in the health sector are strengthened by improving the ability to gather, analyse, manage and exchange information in all areas of health, from human resource training, research to large scale population level systems from tracking diseases and resource allocation through evidence-based decision support systems. Globally, most health sectors have embraced the digital health and Zimbabwe is no exception. In 2010, the MOHCC developed its first Digital Health Strategy (eHealth) covering the period 2012 to 2017. However, minimal follow up has been observed towards its implementation. In addition, the Digital Health space has been changing dramatically since its inception. To date the strategy has not been evaluated neither its achievements assessed. The world has since progressed to the Fourth Industrial Revolution where Industrial Data Space plays a pivotal role in coming up with effective operations. There is growing need for big data analytics as much as there are growing fears of cyber-attacks each day.

The Ministry has also revised key strategies which have an impact on Digital Health implementation. These strategies include the National Health Strategy 2016 to 2020, and the MoHCC ICT policy 2018. The National Health Information Strategy is currently undergoing review.

The MoHCC Digital Health Strategy is a directional document which prescribes the use of Information and Communications Technologies to provide and support Healthcare service delivery. The strategy will provide a road map and an implementation plan as well as a way to measure the success of digital health initiatives in the Ministry for the next five years. The strategies prescribed are a way to ensure that there is efficient delivery of healthcare services and a transformed health sector decision making culture. For the sake of interpreting this document, the term eHealth is used synonymously and interchangeably with the term digital health.

Its purpose is to describe the long-term vision from digital Health with a strong focus on the tangible benefits and deliverables that will be achieved. It will also describe the leadership and governance structure that will be put in place to guide the implementation and help ensure the timely completion of digital Health deliverables and realization of the associated benefits for Zimbabweans.

**Objectives**

The Ministry of Health and Child Care is soliciting for expertise to develop the Digital Health Strategy to conform to national and international needs in the Digital Health space as well as costing the implementation of this strategy.

The Digital Health Strategy will fulfil the following objectives;

* 1. To review the implementation of the current Digital Health initiatives in the country
  2. To assess the current Digital Health initiatives being conducted in the country in both the public and private sectors
  3. To incorporate national and international good practices in implementing Digital Health initiatives.
  4. To review the Digital Health governance mechanisms in place and how they are aligned to other ongoing health initiatives.
  5. To align the Digital Health Strategy to the revised key strategies and the ICT policy.
  6. To develop an updated Digital Health Strategy and an associated operational plan
  7. To cost the operational plan of this initiative.
  8. To establish a coordination mechanism
  9. To establish the strategic context to enable monitoring and feedback mechanisms for informed decisions

**Key tasks responsibilities:**

**Responsibilities Of the Client/Mohcc**

The MoHCC will, through a Digital Health steering committee convene stakeholders and participants as necessary for a requirements gathering meetings, workshops and for trainings, including bearing venue and expenses of participants and trainees including stationery as necessary. Contractor will be responsible for accommodation, travel, professional fees and any other expenses related to their staff that will be involved in facilitation and training on these events. The Contractor will be responsible for providing training materials/manuals/handouts.

The MoHCC will avail its technical staff to work with the Contractor throughout the process for the purpose of coordination of the activities. MoHCC through its partner UNDPO, will print the final document and cover the costs related to dissemination of the same. MoHCC will establish a plan to monitor implementation and manage associated risks. This plan shows the progress and the results of implementation and aids in securing long term support and investment for the strategy. MoHCC will assist the consultant to identify, map and analyze key health and non-health sector stakeholders who will be involved in the development of the national Digital Health vision and its subsequent implementation.

**Scope of Work**

The summary scope of this contract is to produce Digital Health Strategy for the Ministry of Health which in all intents and purposes support, promote and advocate for the provision of quality and efficient health information technology in Zimbabwe, while maximising the use of available resources. MOHCC and UNDP require a consultant to provide guidance on Digital Health Strategy development, map and evaluate the current status of eHealth, identify and engage stakeholders, facilitate the development of the strategy, draft a Digital Health document, obtain information and feedback on the document, make final edits and support the finalization and dissemination of the Digital Health Strategy for Zimbabwe. A key resource for the work is the National eHealth Strategy Toolkit produced by the World Health Organization (WHO) and International Telecommunication Union (ITU).

**Expected outputs/deliverables:**

The following are the expected deliverables of the Digital Health Strategy exercise:

1. Digital Health Infrastructure

Digital Health Solutions

Digital Health Standards

***The detailed deliverables include:***

1. An inception report setting out process, timeline and interventions to develop a National Digital Health Strategy.
2. A mapping report of the existing Digital Health context and status including all current and planned programmes and projects.
3. A draft Digital Health Road Map with short, medium- and long-term goals that sets out an implementation action plan that reflects country priorities and the Digital Health context in the fourth Industrial Revolution.
4. A draft M&E plan to monitor implementation and manage associated risks, as well as showing the progress and the results of implementation.
5. A hard copy and eCopy of the National Digital Health Strategy for Zimbabwe.
6. A final report documenting process, achievements, lessons learned and next steps to implement the National Digital Health Strategy.

The strategy will explicitly address the areas listed below:

* 1. Organizational relationships, Communication paths, Operational and Administrative processes
  2. The Digital Health Strategy, which will be used to align the strategy will also align ICT service management to suit MOHCC prioritisation as listed below;
     1. Short-term Goals
     2. Medium-term Goals
     3. Long-term Goals
  3. Digital Health Solutions which will include software artefacts and information Flow Solutions such as mobile devices, service delivery tools and information sources such as knowledge repositories.
  4. An implementation roadmap with clear strategies and deliverables and timelines which can be monitored and reviewed for progress
  5. A risk assessment matrix, which will include among other things, the analysis, mitigation strategies and a register.

**Expected Outputs and Deliverables**

|  |  |
| --- | --- |
| Incept phase and report. | 5 days |
| Mapping Digital Health context and status. Assessing eHealth environment, eHealth components that already exist and new programmes or projects that will deliver eHealth capabilities | 15 days |
| Digital Health Stakeholder Analysis | 1 day |
| Governance, coordination and control |  |
| Strategic context for eHealth for the vision and plan |  |
| Development of a Road Map with short, medium- and long-term goals that sets out an Digital Health implementation action plan | 5 days |
| Digital Health plan to monitor implementation and manage associated risks, as well as showing the progress and the results | 5 days |
| Finalization of a hard copy and eCopy of the National eHealth Strategy for Zimbabwe, support dissemination meetings and events | 10 days |
| Final report documenting process, achievements, lessons learned and next steps to implement the National eHealth Strategy | 4 days |

**Institutional Arrangement**

The MOHCC will avail the following documents:

* 1. Zimbabwe national ICT policy
  2. MOHCC Digital Health Strategy (2012-2017)
  3. MOHCC Health Information Strategy
  4. MOHCC ICT Capacity Development Assessment report.
  5. MOHCC IT Policy

**Methodology**

In developing the Digital Health Strategy, the consultant will:

* 1. Present proof of qualifications, experience and references relevant to the consultancy.
  2. State the international standards he/she will apply in formulating the policy framework.
  3. Explain relevance of the choice of standard to Health ICT in general and the MOHCC in particular.
  4. State the anticipated tangible benefits to be derived from the Digital Health Strategy.
  5. Give example (s), if any, of similar environment(s) where the standard has been applied successfully.
  6. Describe how he/she will address/deliver the requirements of this consultancy by providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.
  7. Facilitate the active engagement of all MoHCC Information and Communication Technology stakeholders.
  8. Adopt a combination of participatory tools and methodologies (e.g. desktop research, self- assessment, SWOT, stakeholder analysis, interviews and group facilitation techniques to promote participation and ensure stakeholder and management buy-in.
  9. Take part and in the detailed assessment survey to establish the baseline of the existing digital health components as well as existing programs and projects that will deliver digital health capabilities.
  10. Coordinate and work closely with the MoHCC through the Deputy Director, ICT’s office during the entire course of the consultancy process.
  11. Take due cognisance of the existing past Digital Health plans, the MOHCC IT Policy Framework, the MOHCC Health Information strategy, and any other internal policies and strategies which may be relevant in this context.
  12. Provide a detailed description of the steps he/she will take to deliver the requirements outlined in this TOR – a detailed project schedule with milestones.
  13. Indicate the anticipated financial requirements necessary for the successful completion of the project.
  14. Develop a national Digital Health vision that responds to health and development goals.
  15. Sets out an implementation action plan that reflects country priorities and the Digital Health context in this fourth Industrial Revolution.

**Standards and Best Practices**

The policy framework will recommend the standards and best practices to be adopted by the ICT unit in relation to;

* 1. Infrastructure (Networks, Hardware and data centers, outsourced services),
  2. Maintenance & Support,
  3. Systems and Software,
  4. Governance & Security
  5. Databases & Data Analytics and
  6. Health care

**The strategic framework will describe guidelines for the following:**

* 1. Implementable strategies for each program area in the ministry
  2. Roadmap and methodologies
  3. Ownership, Change and adoption
  4. Infrastructural maintenance, Inputs and Outputs from the Digital Space

**Duration of the Work**

Estimated timelines to deliver this assignment is 45 days. The contract is expected to run for a period of 45 days starting from July 2019 to October 2019. The contracted company is expected to complete all the milestones and deliverables within this period and in line with the maximum time allowed for each set of activities.

The development process which must be completed within 45days will be in four distinct stages as outlined below:

* 1. The first stage which will describe the approach and outline an inception plan for this consultancy must to be agreed upon with the UNDP Capacity Development Unit and MOHCC ICT unit.
  2. The second stage will involve sampled site visits, wide consultations with stakeholders and note their input for consideration during the e Health Strategy development.
  3. The third stage will output the updated Digital Health Strategy draft to be presented to stakeholders for their consideration, and amendment(s).
  4. The fourth and last stage will output the final Digital Health Strategy document.
  5. The MoHCC ICT unit will provide support at each stage of the consultancy by availing the required documents and facilitating meetings relevant to the assignment

**Duty Station**

i. Most of the work will be done in Harare and requires regular interaction with the key focal persons within the MoHCC.

ii. The Requirements gathering meetings will be held in each of the country’s provinces or according to need. Each requirement gathering meeting will be determined by the Consultant.

**Qualifications of the Successful Individual Contractor**

* 1. MoHCC intends to award a contract to a well-established organization of good reputation, possessing the required knowledge/skills/competencies and with financial stability to provide the required services. The organization has a choice of subcontracting the skills. This should be well documented. Any change in personnel should be communicated in writing.
  2. The company must have a minimum of 5 years track record in the areas of specialization required in this TOR. Companies with a presence in Zimbabwe are highly preferred. Experience in the Region and positive past experience in working for similar organizations, and/or other bilateral/multilaterals is an added advantage.
  3. The company must be able to put together a team of at least four (4) experts to undertake the project. The project team must be composed of a Team Leader/Project Manager who is a resource person in any area mentioned below, a Focal Lead in all the remaining six pillars. A focal person is only allowed a maximum of two special areas and only two such are permissible for this project. Below is a table of expected qualifications and experiences:

|  |  |
| --- | --- |
| **Focal Area** | **Qualification/Assessment Criteria** |
| **Overall Team Leader** | Management qualification at Masters level in the field of eHealth Planning/Strategic Management/ Knowledge Management or similar field/  ICT, Computer Science, Health Policy or Health Management. |
| **Infrastructure and Infrastructural Support** | Certification in relevant platforms/systems support  Certification in project management |
| **Hardware** | Certification with any of the major Hardware supplies e.g. Microsoft, Dell, IBM, HP, Lenovo in  Maintenance and Support  Certification in Hardware maintenance from any vendor |
| **Software and emerging technologies** | Certification as an Application Developer/Support by renowned and internationally recognized providers |
| **Governance and Security** | Certification in Computer security e.g. CISA, CISM etc or Certified Governance of Enterprise IT Qualification |
| **Databases and Data Analytics** | Certification with any database provider e.g. SQL, Oracle |
| **Public Health Focal** | Professional Experience in the area of specialization – 5-10 years’ experience in Public Health working with Digital systems and technologies |

**Experience**

|  |  |  |
| --- | --- | --- |
| **Focal Area** |  | **Minimum years of experience** |
| **Overall Team Leader** | 10-15 Years | Working knowledge of e Health governance. Proven knowledge and experience in both ICT and Health Care industries. |
| **Infrastructure and Infrastructural Support** | Ten (5-10) years | Proven experience of working with ICT infrastructure |
| **Hardware** | Ten (5-10) years | Proven hardware experience |
| **Software and emerging technologies** | Ten (5-10) years | JAVA experience will be an added advantage |
| **Governance and Security** | Ten (5-10) years | Experience in a developed country context is an added advantage |
| **Databases and Data Analytics** | 3-5 Years | Proven experience and work record with data analytics and modelling environments using a RDBMS |
| **Public Health Focal** | 5-10 Years | Proven experience in the health care industry |

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| **Competencies and Critical Success Factors**  In addition, the consultant/consulting firm must have a strong informatics background. The firm must have worked in the health care industry with a strong understating of Health Information Communication Technology implementation in the country. In addition, the consulting firm must demonstrate the following key competencies in their teams:   * 1. Managerial competence and experience in organizing, leading and coordinating Digital Health Strategy   2. The firm should show proof of good competences through experience working for government and nongovernmental organisations.   3. Previous experience in developing e Health Strategy for a public health enterprise.   4. Team should have fluency in English with excellent drafting, writing, communication and presentation skills |
|  |
|  |

**Scope of Price Proposal and Schedule of Payments**

* 1. The contract will be on the basis of fixed output-based price and not based on a daily/weekly/monthly rate adjustable in accordance to work order.
  2. The price specified in the Price Proposal should include all-inclusive professional fees, inclusive of travel, living allowances, taxes, etc.
  3. Payment shall be made after the satisfactory accomplishment of all deliverables under each Phase/milestone. Payment will be effected after completion of each phase as follows:
     1. Completion of Phase I (Assessment Report) 20%
     2. Completion of Phase II (Draft Digital Health Strategy Report) 30%
     3. Completion of Phase III (Final Digital Health Strategy document) 50%.

**Payment Method:**

UNDP will provide all the information relevant to the administration of the consultancy.

**Evaluation**

The criteria which shall serve as basis for evaluating proposals and awarding the contract, and the respective weight of each criteria is provided in the RFP Data Sheet.

The award will be done using Combined Scoring method – where the qualifications and methodology will be weighted a maximum of 70%, and combined with the price offer which will be weighted a maximum of 30%.

Criteria for Technical Evaluation

|  |  |  |
| --- | --- | --- |
| **Technical Proposal Evaluation Form** | | **Points Obtainable** |
|
| * + - 1. **Expertise of Firm** | | |
| **1.** | Reputation of Organization and Staff Credibility / Reliability / Industry Standing (Evaluation of Documentary proof) | 40 |
| **2.** | General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted to other consulting firms. | 40 |
|  |  |  |
| **3.** | Relevance of specialized knowledge (IT, Software, Public Health Strategy Development) and experience on similar engagements done in the region/country | 40 |
| **4.** | Quality assurance procedures and risk mitigation measures | 40 |
|  | Total Part 1 | 160 |

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| --- | --- | --- |
| **Technical Proposal Evaluation Form** | | **Points Obtainable** |
|
| **2. Proposed Methodology, Approach and Implementation Plan** | | |
| 1. | To what degree does the Proposer understand the task? | 60 |
| 2. | Have the important aspects of the task been addressed in sufficient detail? | 40 |
| 3. | Are the different components of the project adequately weighted relative to one another? | 35 |
|  | Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal? | 25 |
|  | Is the conceptual framework adopted appropriate for the task? | 35 |
|  | Is the scope of task well defined and does it correspond to the TOR? | 120 |
|  | Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project? | 85 |
|  | Total Part 2 | 400 |

|  |  |  |  |
| --- | --- | --- | --- |
| Technical Proposal Evaluation Form | | | **Points Obtainable** |
|
|
| **3’. Management Structure and Key Personnel** | | | |
|  | Team Leader (Project Manager) Qualifications | | 100 |
|  | Sub-Score |  |
| Management qualification at Masters level in the field of e Health Planning/Policy Planning/Strategic Management/Knowledge Management/ or similar field. | 20 |  |
| Certification in relevant platforms/systems support. | 20 |  |
| Professional Experience in the area of specialization (any one of the 5 pillars above) - 10-15 Years’ experience. | 20 |  |
| Proven knowledge and experience in both ICT and Health Care industries. | 10 |  |
| Managerial competence and experience in organizing, leading and coordinating Digital Health Strategy development.  . | 10 |  |
|  | Previous experience in developing Digital Health Strategy for a public health enterprise. | 10 |  |
|  | Fluency in English with excellent drafting, writing, communication and presentation skills. | 10 |  |
|  | **Infrastructure and Infrastructural Support Focal** | | 80 |
|  | Sub-Score |  |
| Qualifications/training in field relevant to the proposal - Bachelor’s degree in Computer Science or Engineering or Information system or equivalent | 30 |  |
| Certification in relevant platforms/systems support, ITIL etc. Certified Network Engineer Qualification | 20 |  |
| Professional Experience in the area of specialization – 5-10 years Software development experience | 15 |  |
| Certification in project management | 15 |  |
|  | **Hardware Focal** | | 60 |
|  | Sub-Score |  |
| Qualifications/training in field relevant to the proposal - Bachelor’s degree in Computer Science or Information System or equivalent | 30 |  |
| Certification with any of the major Hardware supplies e.g. Microsoft, Dell, IBM, HP, Lenovo in  Maintenance and Support | 10 |  |
| Professional Experience in the area of specialization – 5-10 years Software development experience | 10 |  |
| Experience in a developing country | 10 |  |
|  | **Software and emerging technologies Focal** | | 60 |
|  |  | Sub-Score |  |
|  | Qualifications/training in field relevant to the proposal – Bachelor’s degree in Computer Science or Information System or equivalent | 20 |  |
|  | Certification as an Application Developer/Support by renowned and internationally recognized providers | 30 |  |
|  | Professional Experience in the area of specialization – 5-10 years Software development experience | 10 |  |
|  | **Governance and Security Focal** | | 60 |
|  | Certification in Computer security e.g. CISA, CISM etc or Certified Governance of Enterprise ICT Qualification | 30 |  |
|  | Qualifications/training in field relevant to the proposal - Bachelor’s degree in Computer Science or Information System or equivalent | 15 |  |
|  | Professional Experience in the area of specialization – 3-5 years Computer Security experience | 10 |  |
|  | Experience in a developed country context is an added advantage | 5 |  |
|  | **Public Health Focal** | | 80 |
|  | Qualifications/training in field relevant to the proposal – Masters in Public Health | 20 |  |
|  | Proven experience and working in and or with ICT projects | 20 |  |
|  | Professional Experience in the area of specialization – 5-10 years’ experience in Public Health working with Digital systems and technologies | 20 |  |
|  | Proven experience and work record with implementing strategies in the public health domain | 20 |  |
|  | *Total Part 3* |  | 440 |

Note: Full score will be given to the answers that the proposal would provide, as follows:

Over expectation, 100% of the full points, meet expectation 80%, satisfactory 50% partially satisfactory 20%, Unsatisfactory 0%.

1. *A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.* [↑](#footnote-ref-2)
2. *VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.* [↑](#footnote-ref-3)
3. *UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding $30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.* [↑](#footnote-ref-4)
4. *Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.*  [↑](#footnote-ref-5)
5. *Where the information is available in the web, a URL for the information may simply be provided.* [↑](#footnote-ref-6)
6. *This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.* [↑](#footnote-ref-7)
7. *This serves as a guide to the Service Provider in preparing the Proposal.*  [↑](#footnote-ref-8)
8. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-9)