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**REQUEST FOR PROPOSAL (RFP)**

**(****RFP-ZIM-GF-018-2020 -Macrodatabase**

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| NAME & ADDRESS OF FIRM | DATE: March 10, 2020 |
| REFERENCE: **RFP-ZIM-GF-018-2020 -Macrodatabase** |

Dear Sir / Madam:

We kindly request you to submit your Proposal for the **RFP-ZIM-GF-018-2020 -Macrodatabase**

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

Proposals may be submitted on or before **Monday, March 23, 2020 12:00 MIDNIGHT HARARE through e-tendering**:

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

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 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/>

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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 3/10/2020

**Annex 1**

**Description of Requirements**

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| --- | --- |
| Context of the Requirement | **UPGRADE AND ROLLOUTOF THE ZIMBABWE HIV MACRO DATABASE FOR THE MINISTRY OF HEALTH AND CHILD CARE (MoHCC)** |
| Implementing Partner of UNDP | Ministry of Health and Child Care, Zimbabwe |
| Brief Description of the Required Services[[1]](#footnote-2) | UPGRADE AND ROLLOUTOF THE ZIMBABWE HIV MACRO DATABASE FOR THE MINISTRY OF HEALTH AND CHILD CARE (MoHCC) |
| List and Description of Expected Outputs to be Delivered | See Terms of Reference |
| Person to Supervise the Work/Performance of the Service Provider | *UNDP Capacity Development and MoHCC Deputy Director, ICT* |
| Frequency of Reporting | *See Terms of Reference* |
| Progress Reporting Requirements | Yes. As stipulated in the Terms of Reference. |
| Location of work | Exact Address/es *[pls. specify]*   1. Most of the development and installation work will be done in Harare and requires regular interaction with the key focal persons within the MoHCC based in Harare. 2. The contractor will also be required to facilitate a one-week requirements workshop venue TBA. |
| Expected duration of work | 12 Months |
| Target start date | 1 April 2020 |
| Latest completion date |  |
| Travels Expected | Refer to TOR.   |  |  |  |  | | --- | --- | --- | --- | | **Destination/s** | **Estimated Duration** | **Brief Description of Purpose of the Travel** | **Target Date/s** | |  |  |  |  | |  |  |  |  | |  |  |  |  | |
| Special Security Requirements | Comprehensive Travel Insurance  Others Team members undertaking consultancy services |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | Office space and facilities at MoHCC.  ☒ Transport to Workshop venue provided by MoHCC. |
| 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** |
| Currency of Proposal | United States Dollars |
| Value Added Tax on Price Proposal[[2]](#footnote-3) | must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | 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 |
| Payment Terms[[3]](#footnote-4) | See Sections C and H of TOR for guidance   |  |  |  |  | | --- | --- | --- | --- | | Outputs | Percentage | Timing | Condition for Payment Release | |  |  |  | Within thirty (30) days from the date of meeting the following conditions:   1. UNDP’s written acceptance (i.e., not mere receipt) of the quality of the outputs; and 2. Receipt of invoice from the Service Provider. | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | UNDP and MoHCC Designated Focal Points |
| 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 *[indicate percentage]*  Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan *[indicate percentage]*  Management Structure and Qualification of Key Personnel *[indicate percentage]*  **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 *[optional if this form has been accomplished comprehensively]*  Others[[6]](#footnote-7) *[pls. specify]* |
| Contact Person for Inquiries  (Written inquiries only)[[7]](#footnote-8) | *Roy Eusen*  *Procurement Associate*  *Roy.eusen@undp.org; zw.psm.gfatm@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]* | n/a |

**Annex 2**

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL[[8]](#footnote-9)**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[9]](#footnote-10))***

[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**

Terms of Reference (TOR)

**UPGRADE AND ROLLOUTOF THE ZIMBABWE HIV MACRO DATABASE FOR THE MINISTRY OF HEALTH AND CHILD CARE (MoHCC)**

# Project Description

UNDP is supporting the MoHCC to establish a Macro Database (MDB) to enable the handling of increased volume of data which has been a result of rapid increase in the number of patients requiring services over the years especially in HIV and TB as well as MNCH-A. The rollout of the proposed Macro Database will facilitate the viewing of patient-level data electronically at and from the facility to the national level. Currently, this patient-level data is only available at the facility and not at the national and provincial levels, making it difficult for analysis of this essential data to be done at the national level to inform quick decision-making and action.

To facilitate the above, UNDP seeks to contract an independent Consultant to: a) analyze and understand the current implementation status of the MDB; b) analyze and understand the current implementation status of the ePMS c) modify the ePMS, DHIS3 and the MDB systems to talk to each other seamlessly and D) Test and roll out the database to 534 high volume sites by end of June 2020.

# Background

Since inception of HIV treatment and prevention programmes, the Zimbabwe Ministry of Health and Child Care (MOHCC) has been collecting all patient related data using manual paper based systems (p-Health).The system has of late been unable to handle increased volume of data due to a rapid increase in the number of patients requiring HIV services over the years. This has affected accurate monitoring, tracking and reporting of patients accessing HIV services. To address this gap and to ensure that HIV & TB data is timely collected and is of good quality, the MoHCC in 2011, resolved to set up an integrated electronic patient management system for HIV & TB as an entry-point to the full electronic patient management system (ePMS) for the health delivery system patient level data. In the long term the MoHCC envisions to establish an integrated Health Management Information System (HMIS) for the health sector based on a set of nationally agreed solutions and standards.

Guided by recommendations from a rapid assessment which was conducted in selected sites in May 2012 and based on broad stakeholder consultations, the MoHCC endorsed the selection of a two (2) layered electronic system called the Zimbabwe Electronic Patient Monitoring System (ZEPMS) which is constituted by an e-first system for higher level institutions and an e-last system for lower level institutions. Due to limited resources, a phased approach was agreed to, in the roll out of the ZEPMS with 83 sites targeted by end of 2013, an additional 267 sites targeted in 2015 and an additional 184 sites targeted in 2016 (bringing the cumulative total to 534 sites).

The e-last system software, adapted from the CTC2 database used throughout Tanzania is used for the management of data on patients in care and treatment as well as infants exposed to HIV. The system follows closely the official OI/ART booklet which is the official patient record form for patients on HIV care and treatment in Zimbabwe. Data is recorded in these booklets and then entered into the ePMS by Data Entry Clerks (DEC). The system produces a range of reports for analysis at site level including official monthly report, survival and cohort analysis, as well as an export file of the official monthly care and treatment report which is uploaded into the District Health Information System (DHIS3). Design and roll-out of the system was led by the Ministry of Health and Child Care with financial support from the Global Fund to Fight Aids, Tuberculosis and Malaria (GFATM). The patient identifier system used is the OI/ART number. This number is issued to patients by clinics in a way that ensures it is unique nationwide, and is kept by the patient even if he/she transfers to another clinic.

The e-first system software, adapted from the Newlands Clinic’s electronic point of care system (ePOC/ENERGY PLAN) constitutes the other layer of the ZEPMS which is being used in management of data on patients in care in all our high-level tertiary health institutions. It involves clinicians directly interacting with the system during patient consultations and provides decision support functionality.

The DHIS2 is the national system for aggregate health data in Zimbabwe and is used throughout all districts for analysis of nationally aggregated data. The MoHCC also needs to be able to analyze patient-level records at a central level, which provides for richer potential and for more detailed statistical analysis. A practical attachment visit by six M&E and ICT Officers for two weeks to Tanzania informed the MoHCC of the importance and functionality of and the need to have a macro-database to enable analysis of patient level data at national level. All facilities will be able to automatically push their data upwards into this macro database for analysis.

MoHCC is embracing and adopting open source systems through compliance to standards. HL7&/ FHIR® is one of the key standards which the MoHCC intends to comply with through developing a patient level reporting portal called the Macrodatabase. Adoption of standards also takes care of risks associated with rapidly changing environments like ours. Requirements do change almost annually and personnel move from one job to the other. All these changes need not affect/impact on our systems as MoHCC.

# Scope of WORK

UNDP intends to engage a contractor to design and develop the MoHCC Macro Database for the MoHCC to import, manage, store and analyze patient level care and treatment data. The resultant product must comply to the above standards in the open source data space. While the scope outlined below is for a multi-year project, the initial contract will be for one year only and will include only deliverables for the one-year budget. Based on progress during the first year, the Ministry may then decide to re-engage the same contractor or new contractors for the subsequent years. Capacity permitting, the MoHCC is also not ruling out their ability to finish the other phases with minimal support from external parties.

The multi-year scope of this work includes:

* Designing a robust infrastructure and architecture for the MoHCC MacroDatabase According to the Open Data Exchange principles. Working with the MoHCC, establish the core data initial points which will be most useful for analysis at central level. Ensure that the structure will easily be adjusted if the MoHCC decides to make changes to the core data points over time.
* Developing export-import or synchronization routines between clinical systems installations MoHCC Macro Database. These should work well in clinics which have intermittent or poor internet access. The routines should also ensure that only authorized clinics can export data.
* Working with the MoHCC to design standards for interoperability between patient level systems and the MoHCC Macro Database. The contractor will not be responsible for making any adjustments to other systems, but rather developing interoperability specifications and an Application Program Interface (API) to which the MoHCC will request the developers of other systems to adhere.
* Developing comprehensive data consistency and data quality checking during and after data import, particularly in cases where data about the same patient is sourced from multiple clinics (In-built Integrity checks and records merging and splitting)
* Developing robust backup routines. Come up with a Disaster Recovery Plan (DRP) for the entire system starting from facility level up to the national level.
* Developing data processing routines which transform data from patient level data into aggregated form. The aggregated data should be saved, stored and refreshed when appropriate.
* Developing data processing routines which transform data from patient level data into cohort-type data. The cohort data should be saved, stored and refreshed when appropriate.
* Developing patient level dashboards of indicators for MoHCC central and district decision makers in ways that enhance and promote use of data for decision making.
* Allowing districts log in access to the MoHCC Macro Database and a tool whereby they can review clinic level aggregated data in their district and authorize transfer of this data into the DHIS3 each reporting period, using their DHIS3 credentials.
* Designing a range of tools allowing data to be transformed and prepared for export to statistical software for analysis by statisticians.
* Developing tools to allow tracking of patients across clinics and informing originating clinics of unreported transfers
* Developing of Artificial Intelligence (AI) algorithms to classify and predict program sentinel events based on data collected before events happens (time to event analysis).
* Integration with other systems

**Scope of work (to be accomplished within one year)/under this contract**

| **Phase / Milestone** | **Key Activities to be performed** | **Deliverables** | **Due Date** |
| --- | --- | --- | --- |
| Milestone 1  Identifying requirements and developing a solution | * Generate materials for requirements meetings (agenda, questionnaires, draft ideas, etc. * Finalize detailed requirements documentation in liaison with MoHCC technical staff. | * Accepted detailed requirements documentation. * Detailed report on requirements based on gathered data | Within 2 months after signing the contract |
| * Conduct a Data Modelling and design workshop. A one-week workshop will be organized venue TBA and the Contractor is required to facilitate. | * Data model documentation for the MoHCC Macro Database |
| * Platform & tool selection, and hosting requirements | * The contractor should use the tools used in phase one of the project as this is an expansion of an already existing project |
| Milestone 2  MoHCC Macro Database development and training | * Development of interoperability standards | * Guidelines and standards for interoperability between EPMS and the MoHCC Macro database | Within 1 1/2 months after finalization of Phase 1 |
| * Development of the MoHCC Macro Database in line with scope and requirements. Software development should follow best practice including source code repositories and version control, thorough testing, and defect and issue logging through tools which should be visible to the Ministry | * Flawless Source code of MoHCC Macro Database * Technical documentation * Ministry-accessible defect and issue logging platform |
| * Software adjustments to EPMS to allow for export / synchronization with data warehouse. ***This activity will be done by the MoHCC and not the Contractor. It has however been included here to enable the Contractor to allow time for it to be carried out before proceeding to the next stage.*** | * Source code of adjusted EPMS including technical documentation | One month from completion of above activity |
| * Systems integration testing | * System Integration Testing (SIT) Test scripts, issues logs and signoffs | Within one month from completion of the above activity. |
| * User acceptance testing at a number of sites to be used for testing (To test volume of data, connectivity, data entry model in use, capability to receive data from many sites at the same time) | * User Acceptance Testing (UAT) Test scripts, issues logs and signoffs |
| * Produce training materials for technical training for MoHCC, training materials for EPMS clinic user, training on how to export data, training materials (The contractor should provide training manuals/materials to all participants) for non-technical users (districts, decision makers) of the HIV Macro Database. * Conduct training of trainers (approximately 100 participants) | * Technical manuals, SOPs for troubleshooting and issues escalation (helpdesk) procedures. * Training report of training of the trainers |
| Milestone 3  MoHCC Macro Database and ETL client service installation and roll out | * Installation of the MoHCC Macro Database in Harare at Kaguvi Building (MOHCC Data centre). * Piloting of the database in all the 534 sites * Installation of the ETL client service at each of the 534 facilities | * Flawless MoHCC Macro Database installed and operational | Within two months after completion of the above activities |

# Institutional Arrangement

1. The Contracted Organization shall be responsible to UNDP-GF PMU for the implementation of the signed contract.
2. The contracted company shall work under and in collaboration with the MoHCC for the day to day supervision of activities agreed under the contract.
3. The services/work of the contractor shall be certified by Ministry of Health and Child Care (MoHCC) and accepted by UNDP to allow UNDP to settle the contractor’s invoices.

# Duration of the Work

1. The contract is expected to run for a period of twelve (12) months starting from September 2019 to August 2019. The contracted company is expected to complete of all the milestones and deliverables within this period and in line with the maximum time allowed for each set of activities.

# Location of Work

1. Most of the development and installation work will be done in Harare and requires regular interaction with the key focal persons within the MoHCC based in Harare.
2. The contractor will also be required to facilitate a one-week requirements workshop venue TBA.

# Qualifications of the Successful Service Provider

1. UNDP 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.
2. The company must have a minimum of 5 years track record in the areas of specialization required in this tender. Companies with a presence in Zimbabwe are highly preferred. Experience in the Region and positive past experience in working for UNDP, the GFATM and/or other bilateral/multilaterals are added advantage.
3. The company must be able to put together a team of at least five (5) members to undertake the project. The project team must be composed of a Team Leader/Project Manager, Lead Software Developer, 2 data scientists and 2 Software Developers with qualifications and experiences as detailed below:

| **Qualification/Assessment Criteria** | **Project Manager** | **Lead Software Developer** | **Data scientist (1)** | **Software Developers (2)** |
| --- | --- | --- | --- | --- |
| **Qualifications/training in field relevant to the proposal** | Master’s degree in Project management and Planning or Computer Science or Information systems or related field | Bachelor’s degree in Computer Science or Information system or equivalent | Master’s degree in Computer Science or Information Systems or Machine learning Or Epidemiology or Artificialintelligence, or Data Science | Bachelor’s degree in Computer Science or Information System or equivalent |
| **Certification in relevant platforms/systems** | Certification proven coursework in any of PMP/PRINCE2/PMbok | JAVA Certified Associate/Programmer/Web Component Developer | Python, R or any statistical packages | JAVA Certified Associate/Programmer/Web Component Developer |
| **Professional Experience in the area of specialization** | Ten (5-10) years’ experience in software project management experience. | 5 - 7 years Software development experience | 2 - 5 years working with deep neural networks, Recurrent neural networks | 2 - 5 years Software development experience |
| **Experience with specific platforms/systems** | Proven experience and work record with data analytics and modelling environments | Proven experience and work record with data analytics and modelling environments | Proven project working using Machine learning platforms | Proven experience and work record with data analytics and modelling environments |
| **Knowledge and experience in the region** | Experience in developing country contexts, including Zimbabwe. | Experience in developing country contexts, including Zimbabwe. | Proven Knowledge of developing and deploying machine leaning models in Africa. | Experience in developing country contexts, including Zimbabwe. |
| **Working environment** | Experience working with software which manages and performs complex processes on very large data sets including experience addressing performance issues and database synchronization and catching. | Experience working with software which manages and performs complex processes on very large data sets including experience addressing performance issues and database synchronization and catching. | Experience working python or R for machine learning analytics on very large data. | Experience working with software which manages and performs complex processes on very large data sets including experience addressing performance issues and database synchronization and catching. |

# Scope of Proposal Price 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.
4. Payment will be made after completion of each phase as follows:
   1. Completion of Phase I 20%
   2. Completion of Phase II 30%
   3. Completion of Phase III 50%.

# Recommended Presentation of Proposal

For purposes of generating proposals whose contents are uniformly presented and to facilitate their comparative review, Proposers are recommended to use the existing templates in this tender document, as well as the format/sequencing of their presentation.

# Criteria for Selecting the Best Offer

The criteria which shall serve as basis for evaluating proposals and awarding the contract, and the respective weight of each criteria is provided in DS No. 32 of 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%.

# Responsibilities of the client/mohcc

The MoHCC will convene stakeholders and trainees as necessary for a requirement 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 be responsible for hardware and hosting costs for the HIV Macro Database.

The MoHCC will be responsible for software license fees for any proprietary software licenses required (depending on platform and tool selection).

The MoHCC will be responsible for Software adjustments to EPMS to allow for export / synchronization with the HIV Macro Database and provide/generate source code of adjusted EPMS including technical documentation. This will be done after the vendor has developed the HIV Macro Database but before Systems Integration Testing (SIT).

The MoHCC will avail its technical staff to work with the Contractor throughout the process for the purpose of coordination of the activities.

**Criteria for Technical Evaluation Table**

|  |  |  |  |
| --- | --- | --- | --- |
| Summary of Technical Proposal Evaluation Forms/Parts | | Score Weight | Points Obtainable |
|
| 1. | Form 1/Part 1: Expertise of Firm / Organization | 30% | 300 |
| 2. | Form 2/Part 2: Proposed Methodology, Approach and Implementation Plan | 40% | 400 |
| 3. | Form 3/Part 3: Management Structure and Key Personnel | 30% | 300 |
|  | **Total** | | **1000** |

|  |  |  |
| --- | --- | --- |
| Technical Proposal Evaluation  Form 1/Part 1 | | Points obtainable |
|
| **Expertise of the Firm/Organization** | | |
| 1.1 | Reputation of Organization and Staff / Credibility / Reliability / Industry Standing | 50 |
| 1.2 | General Organizational Capability which is likely to affect implementation   * Financial stability – Maximum points of 20 points will be given to bidders whose financials indicate a current ratio of one or more than one. * age/size of the firm - A maximum score of 20 points will be given to bidders with 5-10 Years’ relevant experience. * project financing capacity, See clause 18, full points 20 | 60 |
| 1.3 | Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.). Maximum points will be awarded to bidders with 0% subcontracting. | 15 |
| 1.4 | Quality assurance procedures, Maximum points of 25 will be given to bidders with third-party certification for related services (QMPS and ISO 9001). Bidders who have no third party-party certification and can prove that they have strong quality assurance mechanisms systems or policy in place will be awarded 70% of the maximum points. | 55 |
| 1.5 | Relevance of:   * Specialized Knowledge - Maximum points of 40 will be given to proposals that reflect specialized knowledge in achieving the deliverables. * Experience on Similar Programme / Projects, Maximum points will be given to bidders with extensive experience doing similar work – 40 points * Experience on Projects in the Region or Country – 20 points * Work for UNDP/ major multilateral/ or bilateral programmes – 20 Points | 120 |
| *Total Part 1* | | 300 |

|  |  |  |
| --- | --- | --- |
| Technical Proposal Evaluation  Form 2/Part 2 | | Points Obtainable |
|
| **Proposed Methodology, Approach and Implementation Plan** | | |
| 2.1 | To what degree does the Proposer understand the task? | 30 |
| 2.2 | Have the important aspects of the task been addressed in sufficient detail? | 25 |
| 2.3 | Are the different components of the project adequately weighted relative to one another? | 20 |
| 2.4 | Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal? | 55 |
| 2.5 | Is the conceptual framework adopted appropriate for the task? | 65 |
| 2.6 | Is the scope of task well defined and does it correspond to the TOR? | 120 |
| 2.7 | 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 |

**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%.

|  |  |  |  |
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| Technical Proposal Evaluation  Form 3/Part 3 | | | Points Obtainable |
|
|
| **Management Structure and Key Personnel** | | | |
| 3.1 | Team Leader (Project Manager) Qualifications | | 80 |
|  | Sub-Score |  |
| Master’s degree in Project management and Planning or Computer Science or Information systems or related field | 15 |  |
| Certification in relevant platforms/systems - Certification in PMP/PRINCE2/PMbok | 15 |  |
| Professional Experience in the area of specialization - Ten (5-10) years’ experience in software project management experience. | 15 |  |
| Experience with specific platforms/systems - Proven experience and work record with data analytics and modelling environments | 15 |  |
| Knowledge and experience in the region - Experience in developing country contexts, including Zimbabwe. | 10 |  |
| Working environment - Experience working with software which manages and performs complex processes on very large data sets including experience addressing performance issues and database synchronization and catching. | 10 |  |
| 3.2 | Lead Software Developer Qualifications | | 55 |
|  | Sub-Score |  |
| Qualifications/training in field relevant to the proposal - Bachelor’s degree in Computer Science or Information system or equivalent | 10 |  |
| Certification in relevant platforms/systems - JAVA Certified Associate/Programmer/Web Component Developer | 10 |  |
| Professional Experience in the area of specialization – 5-7 years Software development experience | 10 |  |
| Experience with specific platforms/systems - Proven experience and work record with data analytics and modelling environments | 10 |  |
| Knowledge and experience in the region - Experience in developing country contexts, including Zimbabwe. | 8 |  |
| Working environment - Experience working with software which manages and performs complex processes on very large data sets including experience addressing performance issues and database synchronization and catching. | 7 |  |
| 3.3 | Software Developer 1 Qualifications | | 55 |
|  | Sub-Score |  |
| Qualifications/training in field relevant to the proposal - Bachelor’s degree in Computer Science or Information System or equivalent | 10 |  |
| Certification in relevant platforms/systems - JAVA Certified Associate/Programmer/Web Component Developer | 10 |  |
| Professional Experience in the area of specialization – 3-5 years Software development experience | 10 |  |
| Experience with specific platforms/systems - Proven experience and work record with data analytics and modelling environments | 10 |  |
| Knowledge and experience in the region - Experience in developing country contexts, including Zimbabwe. | 8 |  |
| Working environment - Experience working with software which manages and performs complex processes on very large data sets including experience addressing performance issues and database synchronization and catching. | 7 |  |
| 3.4 | Software Developer 2 Qualifications | | 55 |
|  | Sub-Score |  |
| Qualifications/training in field relevant to the proposal - Bachelor’s degree in Computer Science or Information System or equivalent | 10 |  |
| Certification in relevant platforms/systems - JAVA Certified Associate/Programmer/Web Component Developer | 10 |  |
| Professional Experience in the area of specialization – 3-5 years Software development experience | 10 |  |
| Experience with specific platforms/systems - Proven experience and work record with data analytics and modelling environments | 10 |  |
| Knowledge and experience in the region - Experience in developing country contexts, including Zimbabwe. | 8 |  |
| Working environment - Experience working with software which manages and performs complex processes on very large data sets including experience addressing performance issues and database synchronization and catching. | 7 |  |
| 3.5 | Data Scientist 1 |  | 55 |
|  | Master’s degree in Computer Science or Information Systems or Machine learning Or Epidemiology or Artificialintelligence, or Data Science | 15 |  |
|  | 5 - 7 years working with deep neural networks, Recurrent neural | 15 |  |
|  | Proven project working using Machine learning platforms | 15 |  |
|  | Python, R or any statistical packages | 5 |  |
|  | Proven Knowledge of developing and deploying machine leaning models in Africa. | 10 |  |
|  | Experience working python and R for machine learning analytics on very large data. | 10 |  |
|  |  |  | 70 |

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. *A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.* [↑](#footnote-ref-7)
7. *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-8)
8. *This serves as a guide to the Service Provider in preparing the Proposal.*  [↑](#footnote-ref-9)
9. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-10)