



REQUEST FOR PROPOSAL (RFP)
(For Low-Valued Services)

NAME & ADDRESS OF FIRM	DATE: June 2, 2022
	REFERENCE: RFP/MWI/004-2022

Dear Sir / Madam:

We kindly request you to submit your Proposal for Consultancy Services for Development of a data warehouse to integrate IT systems in the Malawi Health Supply Chain

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

Proposals may be submitted and via email:

Proposals should be submitted on or before **Friday, June 16, 2022** using this generic email etenderbox.mw@undp.org with the **Mandatory email subject: Consultancy Services for Development of a data warehouse and system to integrate IT systems in the Malawi Health Supply Chain.**

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days

The technical and financial proposals should be submitted in separate attachments. The financial proposal should be password protected and shared separately.

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 percent (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/unsccl/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Tirnesh Prasad
Head of Procurement

Description of Requirements

Context of the Requirement	Consultancy Services for Development of a data warehouse and system to integrate IT systems in the Malawi Health Supply Chain.
Implementing Partners of UNDP	
Brief Description of the Required Services ¹	Consultancy Services for the development of a data aggregator facilitated by data warehouse. The aggregator shall be developed to link and allow easy flow of data from various systems in the health supply chain.
List and Description of Expected Outputs to be Delivered	<ol style="list-style-type: none"> 1. Develop aggregator software to link the eHIN application to various systems in the health supply chain. 2. Provide data warehouse services for the eHIN application and related data.
Person to Supervise the Work/Performance of the Service Provider	The consulting firm will directly report to UNDP Project Coordinator.
Frequency of Reporting	Per delivery Milestone
Progress Reporting Requirements	As indicated on the deliverable table and in terms of reference below.
Location of work	Malawi
Expected duration of work	14 calendar days
Target start date	27 th June 2022
Latest completion date	10 th July 2022
Travels Expected	None
Special Security Requirements	None
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation (consultant to arrange own vehicle. UNDP will cover fuel or car hire) <input type="checkbox"/> Others [pls. specify]
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required

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.

Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required															
Currency of Proposal	<input checked="" type="checkbox"/> Malawi Kwacha (MWK)															
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (on a separate) line <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes															
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 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	<input checked="" type="checkbox"/> Not permitted															
Payment Terms ³	<table border="1"> <thead> <tr> <th>Deliverables <i>[list them as referred to in the RFP]</i></th> <th>Percentage of Total Price for (Weight payment)</th> <th>Tentative due date</th> <th>Price (Lump Sum, All Inclusive)</th> </tr> </thead> <tbody> <tr> <td>Software development plan with timelines and hosting information for both objectives</td> <td>30%</td> <td>30/06/2022</td> <td></td> </tr> <tr> <td>Complete aggregator, with integration UGI, beta tested and functional with at least one external system integrated, meeting requirements in both objectives of this RFP.</td> <td>70%</td> <td>10/07/2022</td> <td></td> </tr> </tbody> </table>				Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price for (Weight payment)	Tentative due date	Price (Lump Sum, All Inclusive)	Software development plan with timelines and hosting information for both objectives	30%	30/06/2022		Complete aggregator, with integration UGI, beta tested and functional with at least one external system integrated, meeting requirements in both objectives of this RFP.	70%	10/07/2022	
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² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

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.

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Portfolio Head in consultation with UNDP Project Coordinator
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract Face Sheet http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> 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. GTC is accessible from this link: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm 21% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 28% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 21% <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions ⁴	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html </p>

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.

Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others ⁶ [pls. specify]
Contact Person for Inquiries (Written inquiries only) ⁷	<p>Attention: Procurement Officer</p> <p><i>procurement.mw@undp.org;</i></p> <p>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.</p>
Other Information [pls. specify]	<ul style="list-style-type: none"> • Documentations to be provided: • Appropriate signatures • Power of Attorney • Bid Validity • CVs of all key personnel proposed for this consultancy. • Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations; • Business Licenses – Registration Papers, Tax Payment Certification, etc. • Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. • Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references; • Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. • 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.

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

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.

Terms of Reference

Background

Malawi registered its first confirmed case of COVID-19 in April 2020⁸. The country has so far had more than 32,000 cases as of 10 March 2021 with 1074 deaths and a calculated case fatality rate of 3.3%⁹. The challenges posed by COVID-19 to Malawi are fourfold: (i) direct morbidity and mortality, (ii) indirect morbidity and mortality due to disruption of health systems and influence of health seeking behaviors, (iii) micro- and macro-economic effects including damage to livelihoods from epidemic control restrictions and effects on commerce, (iv) disruption of education and effects on child safety.

Studies show that there may be under reporting of the COVID cases in Africa, suggesting that the damaging effects of the virus on the economy, health system and people are also underestimated. The government through the Ministry of Health and support of various donors mounted a response to the pandemic that involved, but was not limited to, health promotion messages, social distancing, mandatory use of face masks, restrictions of movements of people including border closures and the administration of the COVID vaccine through the National vaccine Deployment Plan (NVDP). The Government of Malawi plans is implementing COVID-19 vaccination response to the COVID-19 pandemic since mid-March 2021 aiming to reach at least 20% and 80% of the target population by August 2021 and May 2022 respectively. This effort is supported by a UN joint project towards the acquisition, distribution and administration of the COVID vaccines to the people of Malawi. COVID-19 vaccination is being delivered to the public using existing immunization delivery platform that have been modified where necessary. This provides an added advantage of using existing tools and personnel to support the vaccine rollout also with modifications where necessary.

Pivotal to the availability of vaccines for administration is the health supply chain. Well-functioning health commodity supply chains are paramount for effective health systems and equitable delivery of health services. They ensure regular access to vaccines, enabling health workers to administer these preventive devices in a timely manner. A critical success factor for a strong supply chain, and in turn, strong health care delivery, is the availability and effective use of accurate and timely data on health product inventory, distribution, utilization, and consumption, and on the performance of medical equipment. This information equips policymakers and supply chain handlers with a complete picture of the health system to enable efficient procurement decisions and logistics management operations for optimal health service delivery. While the government, with the support of numerous development partners, has made great strides in recent years to strengthen the information system for health products including vaccines, critical gaps remain. Currently, the health product LMIS in Malawi employs different software systems at various tiers of the supply chain, a situation that has created parallel information systems providing various functionalities and in some cases duplication of functions.

UNDP Malawi has supported the Ministry of Health Malawi to implement Electronic Health Information Network (eHIN) in all public health facilities in Malawi for both vaccines and pharmaceuticals. This system operates in the downstream section of the supply chain and aims to be deployed in all service delivery points where patients, health workers and health products, including vaccines, interact. Currently, eHIN has been deployed to about 2,500 service delivery points situated at District Hospitals (29), Central hospitals (5), Community hospitals, Health centers, and Health posts.

⁸ Malawi National COVID-19 Vaccine Deployment Plan, 2021

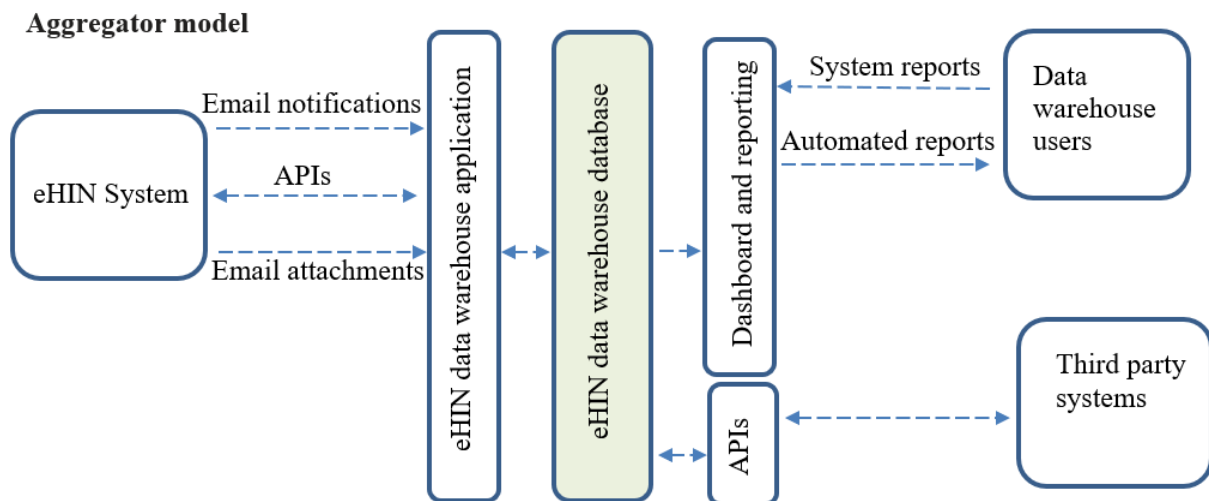
⁹ Public Health Institute of Malawi. Daily Situation Report of 9 March, 2021.

As part of the digitization of the supply chain, UNDP is supporting the Ministry to integrate the various systems operating in the upstream and downstream sections of the supply chain, incorporating their strengths to eliminate duplication and provide full visibility into vaccine movement, storage, and use. To achieve this, UNDP is looking to deploy an aggregator platform to link these systems, hosted on a cloud server. The request comes with two specific objectives for developing an aggregator system and a data warehouse.

Objective

The objectives of the data warehouse and its associated services are:

1. Set up PostgreSQL database for storing data
2. Develop APIs for getting and sending data to the eHIN and other third-party systems
3. Develop an application that will have specifications listed in the aggregator specifications below.
4. Develop customized dashboards and reports for use by different stakeholders with automatic reports emailed as attachments to users
5. Handover all application source codes at end of consultation. Aggregator will be property of Ministry of Health Malawi.
6. Provide user documentations for all applications
7. Provide technical documentations for all applications and database



Aggregator Specifications

1. Use Open-Source coding language for all applications
2. Send notifications when there is an application error
3. Keep audit trail of all error logs incurred by the application
4. All configuration data to be database driven. No hardcoding
5. Maintain a 95% system uptime.
6. Read email notifications and import data on the email body to the database
7. Read email attachments in csv and import data into the database
8. Automatically backup the database
9. Automatically do database maintenance.

Key deliverable and schedule of payment

The proposer shall submit the deliverables listed below in electronic format as per the mutually agreed timeline, which will be finalized at the time of signing the contract. In most cases, one or two drafts of the deliverable will need to be submitted for feedback before the deliverable can be considered final and approved as fulfilling the terms of the contract. The proposer will be responsible for submitting the following key deliverables (KDs):

Reporting period and key milestones	Payment Percentage	Tentative Due date	Reviewing Officer	Approving Officer
Software development plan with timelines	30%	30/06/2022	UNDP Project Coordinator	Portfolio Head
Complete aggregator, with integration UGI, beta tested and functional with at least one external system integrated, meeting requirements of this RFP.	70%	10/07/2022	UNDP Project Coordinator	Portfolio Head

Institutional Arrangements

The consultancy firm will work hand in hand with the UNDP eHIN IT officers to guide the development and deployment. UNDP staff shall provide all information needed for the development and deployment.

Resources Provided

The consultancy firm should submit a full financial proposal for all costs and expenses for the completion of the tasks, this includes professional fees, materials, travel and DSA where necessary.

Duration of the Assignment

The duration of the assignment is from June 27th 2022, to July 10th 2022. In accordance with expected outputs and deliverables, the Consultant(s) submits reports to the project coordinator for review of outputs, comments, certify approval/acceptance of works afterwards. In case of any delays to achieve the expected outputs, the Contractor should notify the Project Coordinator in advance and in writing to take necessary steps.

Duty Station

The duty station for this assignment is Lilongwe, Malawi, however, consultant is able to carry out development remotely.

Qualification, Team Composition and Experiences

A minimum level of expertise and qualifications of the firm should be as follows:

- Minimum 5 years' demonstrable experience in software development and IT system integration.
- At least 2 years of experience in the health supply chain system in Malawi is desired.

The Firm should appoint a qualified project team and provide their qualifications and experience carried out by the relevant staff, including on-going assignments indicating responsibilities assumed by them, and their qualifications and experience. Consisting of a team of experts with extensive experience and should comprise of the 3 proposed experts below:

1. Team Leader

- The team leader must have at least a degree and professional qualifications in IT, software development or related field
- Minimum 5 years of professional experience in software development and IT systems integration

2. Software Developer

- The Software developer must have at least a degree and professional qualifications in IT, software development or related field
- Minimum 3 years of professional experience in software development and IT systems integration

3. Database Architect

- The Database Architect must have at least a degree and professional qualifications in IT, software development or related field
- Minimum 3 years of professional experience in database design and optimization

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms			Points Obtainable
1.	Expertise & reputation of Firm / Consultant in Software development and IT systems integration		300
2.	Proposed Methodology, Approach and Implementation Plan		400
2.	Management Structure and Key Personnel		300
	Total		1000

Expertise of the Firm/Consultant			Points obtainable
1.1	Reliability and history of the firm		50
1.2	General Organizational Capability which is likely to affect delivery:	Sub-score	80
	- Development and deployment plan with timeline	40	
	- Financial stability and training financing capacity	20	
	- Types of undertaken activities	20	
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect implementation, but properly done it offers a chance to access specialized skills)		10
1.4	Quality assurance procedures and risks and risk mitigation measures		60
1.5	Past experience:	Sub-score	70
	Minimum 5 years' demonstrable experience developing software and integrating systems	50	
	Experience in the Malawi health supply chain system	20	
1.6	Consultant is commitment to Sustainability (mandatory weight)	Sub-score	
	Organization / Consultant is compliant with ISO 14001 or ISO 14064 or equivalent	20	

	Organization / Consultant is a member of the UN Global Compact	5	30
	Organization/Consultant demonstrates significant commitment to sustainability through some other means - 5 points, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues	5	
Total Section 1			300

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in detail? Are the different components of the development and deployment adequately weighted relative to one another?	80
2.2	Description of the Offeror's approach and plan for meeting or exceeding the requirements of the Terms of Reference	100
2.3	Details on how the different service elements shall be organized, controlled, and delivered.	50
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for specific requirements	50
2.5	Assessment of the delivery plan proposed including whether the activities are properly sequenced and if these are logical and realistic	70
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	50
Total Section 2		400

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?	300
3.2	Team Members:	Sub-Score
	3.2.1. Team Leader	

The team leader must have at least a degree and professional qualifications in IT, software development or related field	50	150	
Minimum 5 years of professional experience in software development and IT systems integration	100		
3.2.2 Software Developer			
The Software developer must have at least a degree and professional qualifications in IT, software development or related field	25	75	
Minimum 3 years of professional experience in software development and IT systems integration	50		
3.2.3 Database Architect			
The Database Architect must have at least a degree and professional qualifications in IT, software development or related field	25	75	
Minimum 3 years of professional experience in database design and optimization	50		
			300

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹⁰

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹¹)

[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 :

A. 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:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) 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.*

¹⁰ This serves as a guide to the Service Provider in preparing the Proposal.

¹¹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

B. Proposed Methodology for the Completion of Services

C.

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.

D. Qualifications of Key Personnel

The Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

E. Cost Breakdown per Deliverable*

Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Price <i>(Lump Sum, All Inclusive)</i>
Software development plan with timelines	30%	
Complete aggregator, with integration UGI, beta tested and functional with at least one external system integrated, meeting requirements in the objective of this RFP.	70%	

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

F. Cost Breakdown by Cost Component

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
Personnel				
Team Leader				
Software developer				
Database Architect				
II. System Costs				
1. Testing and Deployment				
2. Orientation of users and super users				
3. Total Cost				

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*