



REQUEST FOR PROPOSAL (RFP)

To: All Interested Bidders	DATE: June 8, 2022
	REFERENCE: RFP/UNDP/HEART/186477/013/2022 – Software (FMIS) Maintenance Support and Enhancement

Dear Sir / Madam:

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal with reference **RFP/UNDP/HEART/186477/013/2022 – Software (FMIS) Maintenance Support and Enhancement**.

A **bidder's conference** will be held on:

Date/Time : Wednesday, 15 June 2022, 10.00 AM (GMT+7)

Place : Zoom Online Meeting

Regist link :

https://undp.zoom.us/meeting/register/tZcqu2tpzMpHN09uR_WgGA8SEYnouBbiJUR

Meeting ID :

<https://undp.zoom.us/j/83754598369?pwd=dXNmNm9rek5RS3ZpaUJXTmVaOENOUT09> (837 5459 8369).

Password : 351167

Detailed Terms of Reference (TOR) as well as other requirements are listed in the RFP available on UNDP ATLAS e-Tendering system (<https://etendering.partneragencies.org>) **Event ID: 0000012686**

Your offer, comprising of a Technical and Financial Proposal, should be submitted in accordance with the RFP requirements, through the UNDP ATLAS e-Tendering system and by the deadline indicated in <https://etendering.partneragencies.org>.

NOTE! The Technical Proposal and Financial Proposal files **MUST BE COMPLETELY SEPARATE** and **uploaded separately in the system and clearly named** as either **“TECHNICAL PROPOSAL”** or **“FINANCIAL PROPOSAL”**, as appropriate. Each document shall include the Proposer's name and address.

The file with the **“FINANCIAL PROPOSAL”** must be **encrypted with a password** so that it cannot be opened nor viewed until the Technical Proposal has been found to be pass the technical evaluation stage. Once a Technical Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request the Proposer to submit the password to open the Financial Proposal.

The Proposer shall assume the responsibility for not encrypting the Financial Proposal. **NOTE: DO NOT ENTER BID AMOUNT IN THE SYSTEM, INSTEAD ENTER THE NUMBER 1. Failed to meet this requirement, proposal will be rejected.**

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it is submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. In case of any discrepancies, the deadline indicated in the system shall prevail.

Kindly ensure that supporting documents required are signed and stamped and in the .pdf format, and free from any virus or corrupted files and the **FINANCIAL PROPOSAL IS PASSWORD PROTECTED. Failed to meet this requirement, proposal will be rejected.**

NOTE: The file name should contain only Latin characters (No Cyrillic or other alphabets.).

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking “Accept Invitation” but not later than **15 June 2022** If this is not the case, UNDP would appreciate indicating your reason, for our records.

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

Username: event.guest

Password: why2change

The step by step instructions for registration of bidders and quotation submission through the UNDP ATLAS e-Tendering system is available in the attached “Instructions Manual for the Bidders”. Should you require any training on the UNDP ATLAS e-Tendering system or face any difficulties when registering your company or submitting your quotation, please send an email to armada.pratama@undp.org and yusef.millah@undp.org.

Please note that ATLAS has following minimum requirements for password:

1. Minimum length of 8 characters;
2. At least one capital letter; and
3. At least one number.

New proposer registering for the first time, the system will not accept any password that does not meet the above requirement, and thus registration cannot be completed.

For existing vendor whose current password does not meet the abovementioned password requirements, the system will prompt you to change your password upon signing in. Please change your password in accordance with the abovementioned password requirements to be able to login to the system.

The user guide and videos are made available to bidder in the UNDP public website in this link: <https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html>
Bidder can also access below instruction from youtube with link below: <https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be>

No hard copy or email submissions will be accepted by UNDP.

UNDP looks forward to receiving your Proposal and appreciate your interest to participate in UNDP procurement opportunities.

Sincerely yours,

DocuSigned by:

For  49A078773C904EA...
Martin Stephanus Kurnia
Head of Procurement Unit
6/8/2022

Annex 1**Description of Requirements**

Context of the Requirement	<p>Since 30 June 2020, UNDP Indonesia has entered a contract for Supply and Implementation of a New Financial Management Information System (Microsoft Dynamics 365 Business Central) for the Ministry of Health of Indonesia under the Directorate General of Prevention and Disease Control. The system was implemented in July 2021 for the Malaria component and in February 2022 for HIV and TB components. This protracted delay is due to a number of reasons ranging from system customization issues, errors in the system (some which keep reoccurring even after they were initially resolved) and the delayed completion of the HR module development. The system issues resolution is still in progress both for those identified pre-implementation and post implementation. With regards to the HR module, this has not yet been finalized and the PR ATM has made a decision to discontinue its development and instead opt for a local system that is already align to the local tax system and other regulations and can be easily integrated into the FMIS.</p> <p>With regards to the maintenance support services, the current contract provides for a one-year no cost post implementation support. For any support beyond the first year (year 2 and 3), the Ministry has an option for the support to be implemented by either UNDP or the Ministry of Health of Indonesia. With the one-year support for Malaria almost coming to an end in June 2022 and that of HIV/TB halfway gone (ending December 2022), UNDP is initiating the procurement process to engage a local vendor and this TOR outlines the expectations for the maintenance support to be rendered.</p>
Implementing Partner of UNDP	Ministry of Health, Ditjen P2P (Communicable Disease Control and Prevention)
Brief Description of the Required Services ¹	<p>The current software of Finance Management and Information System (FMIS) is developed with separated Web user interfaces (URL) for each activity for the Malaria, Tuberculosis (TB) and HIV/AIDS components within 1 server (under 1 organization) of MOH Indonesia. For each component, the maintenance and enhancement objectives will be as follows:</p> <ol style="list-style-type: none"> 1. Provide technical assistance on operation of FMIS Application (Microsoft Dynamics 365 Business Central), for system administration, application software and maintenance for all operating sites, implementers and MOH HQ level. These services include: helpdesk, user training, handling software bugs, minor report or form modification, software documentation, support in the transitioning of current licenses to UNDP or MOH or the local vendor themselves. 2. Provide technical and hand-holding support related to FMIS system for any development/ enhancement/ customization and software upgrades. To enable this function, the selected vendor must ensure smooth management of transition or handover process with the current vendor developer/maintenance provider of the FMIS – to ensure that all necessary

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.

	documents, codes and operating guidelines which should help them drill deep in the system are obtained.		
	3. Provide technical and hand-holding support related to IT infrastructures of FMIS for shifting away from existing public cloud-based services to on-premises physical server that will be managed by the Ministry of Health (MoH) or combined in consideration of its expandability for growing user.		
List and Description of Expected Outputs to be Delivered	Description of Services	Delivery time	Note
	Feasibility assessment report of existing physical server for FMIS transfer plan to on premise	1 Months after contract issuance	Assessment report
	FMIS server transfer/migration work plan and analysis report	1 Months after contract issuance	Work plan report and project timeline.
	FMIS Migration Work from existing cloud service to physical server	3 Months after contract issuance	Migration Project timeline
	License transfer plan and strategy report and cost analysis	4 Months after contract issuance	Recommendation strategy for next year license cost
	FMIS support escalation procedure by severity with agreed SLA	4 Month after contract issuance	Once agreed, vendor will socialize it to all stake holder and end users.
	Helpdesk ticketing and monitoring system and procedure	4 Month after contract issuance	Web system provide by vendor, could be any web ticketing system in market.
	Assessment report of existing FMIS with updating documentation	4 Month after contract issuance	Will cooperation with previous vendor during transition period.
	Bilingual documentation for any technical, guidelines, codes	6 Months after contract issuance	Final updated of all documents
	Training module and document for end user	6 Months after contract issuance	Training module and training schedule plan.
	Change and customization report of FMIS module or business process as request from UNDP.	During Contract Period	
	One year License for Microsoft Dynamics 365 (BC) starting on 29 December 2022 onwards.	29 Dec 2022 – 29 Dec 2023	
Person to Supervise the Work/Performance of the Service Provider	FMTA Team Leader		

Frequency of Reporting	Refer to the TOR
Progress Reporting Requirements	Refer to the TOR
Location of work	<input checked="" type="checkbox"/> At the Ministry of Health but there is no facility will be provided by MOH nor UNDP
Expected duration of work	7 months – Option 1 12 months – Option 2 Multiplication by number of month needed – Option 3 12 months – Option 4
Target start date	July 2022
Latest completion date	January 2024
Travels Expected	N/A
Special Security Requirements	<input checked="" type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i>
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars OR <input checked="" type="checkbox"/> Local Currency for <u>Local Bidders</u>

Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 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	Please refer to the TOR
Person(s) to review/inspect/approve outputs/completed services and authorize the disbursement of payment	FMTA Team Leader
Type of Contract to be Signed	<input checked="" type="checkbox"/> Professional service contract
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <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.
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm (45%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (25%) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (30%) <i>NOTE: only bidder(s) who received minimum of 70 points where the financial proposal will be opened</i>

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.

	<p>Financial Proposal (30%)</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:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i></p>
Contract General Terms and Conditions ⁴	<p><input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Annexes to this RFP ⁵	<p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> Detailed TOR (Annex 3)</p> <p><input checked="" type="checkbox"/> Others⁶ :</p> <ol style="list-style-type: none"> 1. Written self-declaration of impartiality (Annex 4) 2. Special condition (Annex 5)
Contact Person for Inquiries (Written inquiries only) ⁷	<p><i>Armada Eras Pratama and Yusef Saiful Millah</i> <i>Procurement Unit</i> armada.pratama@undp.org and yusef.millah@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.</p>
Other Information [pls. specify]	<p>A bidder's conference will be held on:</p> <p>Date/Time : Wednesday, 15 June 2022, 10.00 AM (GMT+7)</p> <p>Place : Zoom Online Meeting</p> <p>Regist link : https://undp.zoom.us/meeting/register/tZcqu2tpzMpHN09uR_WgGA8SEYnouBbiJUR</p> <p>Meeting ID : https://undp.zoom.us/j/83754598369?pwd=dXNmNm9rek5RS3ZpaUJXTmVaOENOUT09 (837 5459 8369).</p> <p>Password : 351167</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.

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.

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)*

[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, contract references/list of referees (name, email address, and phone number);*
- e) 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.*
- f) GOLD Partner certificate from Microsoft for MS Dynamic365 BC software.*

B. Proposed Methodology for the Completion of Services

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.

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, 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.*

D. Cost Breakdown per Deliverable***Option 1 (7 months):**

No	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Deliverable 1: a) Feasibility assessment and recommendation Report of existing physical server for FMIS transfer plan to on premise b) FMIS server transfer/migration work plan and analysis report c) FMIS Migration Work from existing cloud service to physical server d) License transfer plan (from AESL to UNDP) and strategy report and cost analysis	30%	
2	Deliverable 2: a) Report on the FMIS support escalation procedure by severity with agreed SLA b) Report on Helpdesk ticketing and monitoring system and procedure c) Assessment report of existing FMIS with updating documentation	30%	
3	Deliverable 3: a) Report on Bilingual documentation for any technical, guidelines, codes a) Report on Training module and document for end user	30%	
4	Change and customization report of FMIS module or business process as request from UNDP (in 2 times of reporting, i.e. on the 4 th months upon signing of contract and last month of the contract)	10%	
	Total	100%	

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

Option 2 (12 months):

No	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Maintenance Support and change and customization report of FMIS module or business process as request from UNDP (report every quarter)	100%	

	Total	100%	
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**This shall be the basis of the payment tranches*

Option 3 (on monthly basis):

No	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Maintenance Support and change and customization report of FMIS module or business process as request from UNDP (During Contract Period).	100%	
	Total	100%	

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

Option 4:

No	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Deliverable: One year License for Microsoft Dynamics 365 (BC) starting on 29 December 2022 onwards.	100%	
	Total	100%	

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

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

Option 1

Description of Services	Qty	UOM	Qty	UOM	UOM	Unit Price (USD/IDR)	Total Price (USD/IDR)
Project Manager	0,5	Man Month	7	month	Dedicated for this project and provide support both online and offline.		
IT Service Delivery Manager	0,5	Man Month	7	month			
Microsoft Dynamics CRM Developer	0,5	Man Month	7	month			
MS Dynamics Functional Consultant	0,5	Man Month	7	month			
MS Dynamics Technical Support Consultant	3	Man Month	7	month			
Infrastructure Analyst	1	Man Month	7	month			
Total							

*Days required in responding to the support requests will be reviewed by Technical Team of Ministry of Health in each AIDS, TB and MALARIA Sub Directorate (software and hardware), approved by the FMTA Team Leader and will be claimed on actual basis.

Option 2

Description of Services	Qty	UOM	Qty	UOM	UOM	Unit Price (USD/IDR)	Total Price (USD/IDR)
Project Manager	0,5	Man Month	12	month	Dedicated for this project and provide support both online and offline.		
IT Service Delivery Manager	0,5	Man Month	12	month			
Microsoft Dynamics CRM Developer	0,5	Man Month	12	month			
MS Dynamics Functional Consultant	0,5	Man Month	12	month			
MS Dynamics Technical Support Consultant	3	Man Month	12	month			
Infrastructure Analyst	1	Man Month	6	month			
Total							

*Days required in responding to the support requests will be reviewed by Technical Team of Ministry of Health in each AIDS, TB and MALARIA Sub Directorate (software and hardware), approved by the FMTA Team Leader and will be claimed on actual basis.

Option 3

Description of Services	Qty	UOM	Qty	UOM	UOM	Unit Price (USD/IDR)	Total Price (USD/IDR)
Project Manager	0,5	Man Month	1	month	Dedicated for this project and provide support both online and offline.		
IT Service Delivery Manager	0,5	Man Month	1	month			
Microsoft Dynamics CRM Developer	0,5	Man Month	1	month			
MS Dynamics Functional Consultant	0,5	Man Month	1	month			
MS Dynamics Technical Support Consultant	3	Man Month	1	month			
Infrastructure Analyst	1	Man Month	1	month			
Total							

*Days required in responding to the support requests will be reviewed by Technical Team of Ministry of Health in each AIDS, TB and MALARIA Sub Directorate (software and hardware), approved by the FMTA Team Leader and will be claimed on actual basis.

Option 4

Description of Services	Qty	UOM	Qty	UOM	Unit Price (USD/IDR)	Total Price (USD/IDR)
One year License for Microsoft Dynamics 365 (BC) starting on 29 December 2022 onwards.	1	License	12	month		
					Total	

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



Annex 3

Terms of Reference

Background and Objective

UNDP Indonesia has developed Finance Management and Information System (FMIS) with separated Web user interfaces (URL) for each activity for the Malaria, Tuberculosis (TB) and HIV/AIDS components within 1 server (under 1 organization) of MOH Indonesia using Microsoft Dynamics 365 Business Central. The systems for all 3 components have been go-live and the purpose of this competitive process is to seek a national IT firm with excellent capability to continue the maintenance support and smooth transition from the current international IT firm.

For each component, the maintenance and enhancement objectives will be as follows:

Application Maintenance and Enhancement

1. Provide technical assistance on operation of FMIS Application (**Microsoft Dynamics 365 Business Central**), for system administration, application software and maintenance for all operating sites, implementers and MOH HQ level. These services include: helpdesk, user training, handling software bugs, minor report or form modification, software documentation, support in the transitioning of current licenses to UNDP or MOH or the local vendor themselves.
2. Provide technical and hand-holding support related to FMIS system for any development/ enhancement/ customization and software upgrades. To enable this function, the selected vendor must ensure smooth management of transition or handover process with the current vendor developer/maintenance provider of the FMIS – to ensure that all necessary documents, codes and operating guidelines which should help them drill deep in the system are obtained.
3. Provide technical and hand-holding support related to IT infrastructures of FMIS for shifting away from existing public cloud-based services to on-premises physical server that will be managed by the Ministry of Health (MoH) or combined in consideration of its expandability for growing user.

Scope of Work

The following are the areas of support required:

Software Maintenance Support and Enhancement

1. Technical Assistance for existing and upcoming additional users of FMIS
 - a. Provide technical assistance for daily operations in the use of FMIS applications in the form of helpdesk support at national and province level.
 - b. Provide escalation procedures for different **defined categories** in detail of technical assistance based on severity (Minor, Major, Critical, Incident) at national and province

level. And proposed the reasonable Service Level Agreement / SLA (Minor less than 24 hours, Major less than 8 hours, Critical less than 4 hours, Incident less than 2 hours).

- c. Create a recording method and web interface ticket system for escalated events in the helpdesk support and measure the SLA.
 - d. Perform system administration for servers supporting this FMIS application, such as User management that uses AD server, network management, update management, patch management, user access management that uses VPN, and security updates for Operating System, Database and MS Dynamic 365 BC.
 - e. Perform system administration and maintenance (such as monitoring disk space, memory, and processor utilization) for management of cloud platform currently used for FMIS application server - the FMIS application is on Google Cloud Platform currently.
 - f. Provide expert assistance for problems and customization of FMIS Reporting system using Power BI.
 - g. Support UNDP and/or PR MOH (as users) to conduct user training at national and province level whenever required in Bahasa (refer to the FMIS manual), including to update of User Manuals to incorporate changes. Any trainings and/or clinics will be organized by UNDP (both virtually/online or on-site/offline), and the vendor is required to provide support virtually/online.
 - h. Training advice: During support, if the vendor identifies a knowledge gap with the users of the system, the vendor will recommend any training/refresher for the specific function and shall recommend it to the UNDP or MOH and only carry it out upon approval from UNDP or MOH. Training support i.e., training of master trainers, training for end users and refresher training. Observation, feedback, and support on a limited number of trainings and other workshops will also be required.
 - i. Provide scheduled maintenance as part of Preventive Maintenance to ensure all servers and applications are up to date and clean and ensure performance is maintained. Expectation at least maintenance will be every 3 months to make sure all patches updated, data purging, software updated etc.
2. Technical assistance to carry out the license transfer process
- a. Exploring and conducting an assessment to transfer ownership of the license from the current vendor to being under local service provider or MoH locally in accordance with the provisions of Principal Software (Microsoft).
 - b. Communicating with software principal both locally and regionally to be able to provide the best and cost-effective solution in the license transfer process.
 - c. Provide advice in several aspects such as legal, financial and technical aspects in the licensing transfer process and identify risks that must be mitigated.
3. Technical assistance for future improvement and customization of FMIS applications.
- a. The source code and other information of FMIS would be provided by UNDP that already collected from previous contractor.
 - b. Make changes and modifications if necessary related to changes in business processes or procedures in this FMIS application.
 - c. Carry out further development processes if necessary related to integration with external applications such as Future HR and Payroll systems by building bridging applications such as REST API or Web API in accordance with MS Dynamic365 BC.
 - d. Addition or incorporation of more/new functionalities as long as it fits within the scope and nature of the program.

- e. Accommodating related requests of Scheme changes that arise due to changes in regulation within the MOH (e.g. change of Government Reporting mechanism &/or template modification) and/or withing the Global Fund (e.g. Quarterly Cash Report, Quarterly Pulse Check Report, PU and/or PUDR report, Annual Tax Report, Financial Closure Report, etc.).
 - f. Perform unit testing environment for Acceptance Test on application enhancement to ensure compatibility with existing platform and bugs free.
 - g. Technical development support for users at national and province level for latest product features, explicit tracking of bugs (A range of services that provide assistance based on the FMIS solution deployed), includes to change requests and access to UNDP to monitor the performance and issue resolution.
4. Provide updates for all required documents
- a. Updating any technical documentation **after handover** from previous vendor that might be changed related to existing condition of FMIS application **in form as softcopy document with version.**
 - b. Provide user guidance documentation update related to enhancement and customization of FMIS application **in form as softcopy document with version.**
 - c. **Provide updating training / guide document aligned with improvement and enhancement of FMIS application in form as softcopy document with version.**
5. Technical assistance for the migration of FMIS
- a. Provide technical assistance for FMIS application and server migration work and plan from cloud platforms to physical servers in the form of detailed work plans and requirements needed so that the relocation process does not have a significant impact on the operational use of FMIS applications.
 - b. Provide the necessary technical requirements so that the existing physical server can run and supports FMIS applications, one of which is the availability of hardware and software such as: operating system, virtualization system if needed, network system, security system, Disk Space, Memory and processor availability and other requirements.
 - c. Help provide input to determine the best conditions for the placement of existing physical servers and provide advice whether the server can be placed in the MoH data center (Pusdatin) or in a third-party data center by including risk identification and mitigation.
 - d. Provide project risk analysis for implementation of FIMS server migration plan from public cloud platform to physical server in data center.

Approach and Methodology

1. Planning
Vendor must prepare planning documents for all of the above scopes of work, such as plans for helpdesk support, migration preparation plans, license transfer plans etc. Also included should be the timeline (s) so that the target date can be determined.
2. Output review
The vendor will review all plans with stakeholders to ensure that they meet the criteria for the

expected output.

3. Scheduled communication

The vendor will hold meetings with related parties to ensure there is no gap between stakeholder expectations and conditions in implementation, and also to find solutions to problems found during the work process.

4. Reporting

The vendor must provide a report that has been determined in the scope of work above and the vendor must provide periodic progress reports for each of the activities outlined above as per the timelines that shall be agreed with UNDP

Expected Outputs and Measurements

The main output(s) of this assignment are as follows:

Software Maintenance and Enhancement

1. FMIS application software is operating seamlessly with minimum technical and software interruption. This includes provision of the following:
 - FMIS dedicated working days for technical support for any issue during operation
 - FMIS User account and access management.
 - System administration and maintenance for FMIS related servers with providing any update for software or security patches.
 - Support for any report customization in FMIS using Power BI.
 - User Training sessions and provision training module for FMIS (for new user or any feature enhancement).
 - Local licensing of the FMIS (Microsoft Dynamics 365 Business Central) under UNDP or MoH or local vendor ownership which complies with all relevant regulations.
2. FMIS application covers upcoming business needs from MoH (requests vs results). This includes:
 - FMIS readiness for any enhancement and integration with external application in the future like HR and Payroll system.
 - Complete bilingual documentation for any technical, guidelines, codes of FMIS application refer to any document from previous vendor.
3. IT infrastructures of FMIS readiness to be on-premises physical server that will be managed by the Ministry of Health (MoH) or combined in consideration of its expandability for growing user. This includes as follows:
 - Final assessment to ensure the feasibility of the existing physical server can be used by the FMIS application. Also ascertain other requirements needed for this purpose, such as virtualization, licensing, network configuration, Backup and restore procedure, etc., in accordance with regulations.
 - The FMIS application can run and function smoothly after being moved to a physical server and can be accessed the same as before.9999

Work Assignment Mechanism

The vendor should be able to provide proposals for the required maintenance and support services as per the following options;

Option 1: A half-year 7 months support for Malaria component i.e., mid-2022 to end of the year July 2022 to the end of January 2023

Option 2: A full year maintenance support for all three ATM (HIV/TB and Malaria) from January 2023 February 2023 to January 2024

Option 3: A monthly extension maintenance support for HIV, TB and Malaria (based on MOH's requirements, if a full year maintenance support in option 2 is not possible)

Option 4: One year License for Microsoft Dynamics 365 (BC) (the current license is issued by the international IT Firm and registered for The Directorate General of Prevention and Disease Control, Ministry of Health which will expire on 29 December 2022)

```
Name          : The Directorate General of Prevention and Disease Control, Ministry of Health
Address       : Menara Thamrin Building 8-9 Floor
               PO BOX 2338 Jakarta 10250
               Jakarta
               Jakarta
               110
               10250
               Kenya
End User Country Code : KE
License Country Code  : W1
Product Version      : 14
Enhancement Expiry Date : 29 December 2021
```

Microsoft Software License Information
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License Module List

Module	Quantity	Included	Purchased
Country Code: W1	1	0	1
Dyn365 Business Central Codeunits (each)	10	10	0
Dyn365 Business Central Essentials	350	0	350
Dyn365 Business Central Pages (100)	100	100	0
Dyn365 Business Central Queries (100)	100	100	0
Dyn365 Business Central Reports (100)	100	100	0
Dyn365 Business Central Tables (10)	10	10	0
Dyn365 Business Central Team Members	1	0	1
Dyn365 Business Central XML Ports (100)	100	100	0

Other License Information

In addition, the prospective vendor will also fulfill the following requirements

- Submit the technical and financial proposals along with the company profile. The technical proposal would entail methodology, proposed software to be used, expert resources, detailed time schedule for delivery, installation, system integration, acceptance tests and commissioning

along with resources required and justification and any other requirement whereas the financial proposal should be a lump-sum, fixed amount proposal based on the unit rates agreed for each resource.

- UNDP will evaluate the technical proposal and verify the manpower and man-days proposed to complete the task.
- Submit the technical documentation activity report, test case scenario and test result.
- The Payment will be linked to agreed deliverables.

Requirement of Experience and Qualifications

Some of the minimum qualifications that the IT company/prospective vendor need to have include:

- A valid designation as a company that has a **GOLD Partner** certificate from Microsoft for MS Dynamic365 BC software is mandatory with showing the certificate.
- Minimum 8 years experiences on developing, implementing, and managing ERP Software especially MS Dynamic365 BC with minimum 3 relevant projects.
- Experience to manage and overcame licensing transfer process regionally and has ability to communicate with MS Dynamic365 BC software principal closely.
- Expert resources in Project Team Leader, Service Delivery manager, MS Dynamic365 BC Technical Support Team, Functional Team, and Infrastructure Specialist for cloud and on-premise solution.
- Additional experience and skills to build the cloud computing infrastructure and on-premises using container technology (e.g., Docker, Kubernetes, OpenShift, etc.).
- Experience in agile development methodologies and automated testing to ensure quality of end products.

In the process, it is recommended that the selected IT Company has several expert resources with required experience and submit their detailed CVs with the following categories and specifications:

1. Project Manager

The Project Manager will serve as the team leader of this project. S/he should have technical leadership to plan, execute, organize and control the project activities. S/He should decide all issues relating to the implementation of the system, including changes in business process and customization system. The Project Manager should provide any update of deliverables to the steering committee. Some of the requirements related to this role are:

- Bachelor's Degree in computer science, Engineering, Information Technology, or related field.
- Prince2 or PMP Project Management Experience is desirable.
- Project change management and procedure expertise
- Problem solving and decision-making skill is a must.
- Understands agile project management for development lifecycle.
- Understanding in IT infrastructure assessment and project plan.
- Have at least 8 years' experience on project ERP with Sure Step Methodology Guide and a portfolio leading the development team of a web or mobile application software – preferably with Microsoft Dynamics 365 Business Central.
- Have experience in development and implementation in Cloud Platform such as AWS, GCP, Microsoft Azure or similar platform is a must.

- Have experience in development and implementation project with SQL & NoSQL database software such as Maria DB, Mongo DB, MySQL, Microsoft SQL Server, PostgreSQL or similar software is a must.

2. IT Service Delivery Manager

The IT Service Delivery Manager will be responsible for managing their high performing service delivery functions including FMIS Help Desk support, FMIS Infrastructure support and Application development Support across all office locations at national and provincial level by directly supporting on site or remotely through creating a scalable IT Service Delivery capability. Work closely with the Infrastructure and Development teams on problem management. Planning & executing the implementation of FMIS developments, providing regular progress updates to internal & external clients. S/He is accountable to the Project Manager, and determine the quality for standard of the deliverables to the stake holder. Owner of the incident process, ensuring coordination of resolving parties (internal and external), effective communication to internal stakeholders, and post incident reviews.

- **Bachelor's Degree in Computer Science, Information Technology, Engineering, or related field**
- Experience of managing on-site and remote IT or application support teams.
- Experience of IT asset and license management especially with MS Dynamics 365 BC.
- Experience of creating and managing an IT Service Catalogue related to FMIS or MS Dynamics 365 BC support service.
- Able to coach and develop team members in implementing service management standards and processes.
- Builds and maintains strong stakeholder relationships.
- 5+ years' experience of managing IT Service Delivery teams within environments of 500+ users.
- ITIL Certificate in Managing Across the Lifecycle or equivalent level is desirable.
- Prince2 or PMP Project Management Experience is desirable.
- Experience of MS Dynamics 365 best practices and Service Management Platform.

3. Microsoft Dynamics CRM Developer

Microsoft Dynamics CRM Developer to be responsible for implementing & extending Dynamics 365 BC software & inspiring its use within the business environment, advising on best practices to ensure its features are utilized to their fullest. Make design logical and physical databases, comply to the technical architecture and technical standards. S/He has to define programming and configuration specifications according to the requirement and specifications. Therefore, S/He has to complete programming work units and perform unit test, in order to support during User Acceptance Test (UAT) preparation and execution. S/He has to investigate design issues, documenting and analyzing change requests, and resolving integration test and user acceptance test issues. S/He is also responsible to highlight any potential risk easily to the project team during the development life cycle.

- Bachelor's Degree in Computer Science, Information Technology, Engineering, or related field
- Strong Microsoft Dynamics CRM product experience, ideally with Dynamics365.
- Have been involved in the delivery of at least five Microsoft Dynamics CRM projects.
- 3+ Years coding on the Microsoft Dynamics CRM/365 SDK.
- 3+ Years in .NET, C#, ASP.NET & JavaScript programming.

- Proven experience in consulting on software products, business analysis & requirements gathering.
- Proficiency in developing plug-in & workflow assemblies.
- Experienced in developing .NET web services & web API applications.
- Understanding of MS SQL Server.
- Able to customize CRM forms, views, workflows, business rules, charts, & dashboards.
- Knowledge of CRM usage in Browsers, Outlook, Tablet & Mobile Applications.
- Hands on experience with Cloud Platform Service.

4. MS Dynamics Functional Consultant

A Functional Consultant is a person with the responsibility to Define business processes and system functionalities, thus, reports to the Team Leader. S/He is Responsible for gathering and documenting user requirements, and define business processes and system functionalities. S/He is also required to translate business requirements into technical requirements, then prepare and conduct system testing, including to prepare and/or revise/update any user' manual. Some of the requirements related to the security tester for this project are:

- Bachelor's Degree in Computer Science, Information Technology, Engineering, or related field – preferably with Microsoft Dynamics Business Central.
- At least 3 years' experience in MS Dynamics 365 BC implementation,
- NAVISION/MS Dynamics BC holder certificate is a must.
- Finance & Accounting General Knowledge (Accounts Receivable, Accounts Payable, Costing Methodology, Asset Management, Tax Strategy & Planning, Tax Regulation, Account Reconciliation, Financial Budgeting, Financial Statements and Finance reporting)
- Experienced and knowledgeable to assess issues and provide solutions for problems that cannot be handled by the lower-level support agents/performance tester.

5. MS Dynamics Technical Support Consultant

Technical Support consultant serve as frontline technical resources for support FMIS system via phone, email or web (Ticketing). H/She deliver unique value by collaboratively and reactively solving user problems, providing proactive support advice, contributing to product quality and enhancements and creating self-help.

- Bachelor's Degree (Electrical/Computer/Information System)
- 2+ years of recent experience with development of Dynamics 365 FO or configurations will be an advantage.
- Experience with SQL Server (i.e. performance troubleshooting, installation, setup, query optimization)
- Solid understanding of client/server, networking, and internet technology foundations.
- Professional, practical programming using .Net, C#, TSQL, SQL Server.
- Working knowledge of cloud platform with deployment and development tools (i.e. PowerShell, Visual Studio, .NET).
- Basic understanding of JavaScript, Typescript, JSON, XML, and/or SOAP APIs.
- In depth hands-on experience (coding and debugging) in using C#, typescript, JavaScript and .net/web platform technologies is preferred.

- Experience in a full Software Development Life cycle (SDLC) project, including version control and auto build process.
- Proven experiences in SQL Admin and Query optimization.
- Capacity planning and sizing with good understanding of hardware and network communications.
- Working knowledge of Active Directory and Active Directory Federation Services is an advantage.

6. Infrastructure Analyst

A Technical Consultant is responsible for allocating IP Addresses, subnet, VLAN, ip packet routing, and Domain name server. S/He should manage and monitor network resources and performance, and Interconnection to surrounding network. S/He is also responsible for providing support during user acceptance test preparation and execution. Together with Technical Consultant, S/He should Investigate design issues, documenting and analyzing change requests, and resolving integration test and user acceptance test issues. Some of the requirements related to the Infrastructure Analyst are:

- Bachelor's Degree (Electrical/Computer/Information System)
- A minimum of 15 years experiences in Network and IT Infrastructure
- Experience in designing and implementing MS Dynamics BC servers on premise for approximately 500 users and accessed from all over Indonesia.
- VMWare Certification (VCP5/6) and experience in design, installation, Server and Storage configuration using VMWare virtualization technology.
- Certification in (CEH/CISM/ISO 27000) and experience in the field of Security, design, implementation, installation, Firewall System configuration, IDS/IPS, NAT/DNAT.
- Experience in conducting Vulnerability Assessment for NAV/MS Dynamics BC Server and Database.
- Experience in designing Backup/Restore Applications/NAV/MS Dynamics BC Database.

Breakdown

Option 1

Description/Specification of Goods or Services	Qty	UOM	Qty	UOM	UOM
Project Manager	0,5	Man Month	7	month	Dedicated for this project and provide support both online and offline.
IT Service Delivery Manager	0,5	Man Month	7	month	
Microsoft Dynamics CRM Developer	0,5	Man Month	7	month	
MS Dynamics Functional Consultant	0,5	Man Month	7	month	
MS Dynamics Technical Support Consultant	3	Man Month	7	Month	
Infrastructure Analyst	1	Man Month	7	Month	

*Days required in responding to the support requests will be reviewed by Technical Team of Ministry of Health in each AIDS, TB and MALARIA Sub Directorate (software and hardware), approved by the FMTA Team Leader and will be claimed on actual basis.

Option 2

Description/Specification of Goods or Services	Qty	UOM	Qty	UOM	UOM
Project Manager	0,5	Man Month	12	month	Dedicated for this project and provide support both online and offline.
IT Service Delivery Manager	0,5	Man Month	12	month	
Microsoft Dynamics CRM Developer	0,5	Man Month	12	month	
MS Dynamics Functional Consultant	0,5	Man Month	12	month	
MS Dynamics Technical Support Consultant	3	Man Month	12	Month	
Infrastructure Analyst	1	Man Month	6	Month	

*Days required in responding to the support requests will be reviewed by Technical Team of Ministry of Health in each AIDS, TB and MALARIA Sub Directorate (software and hardware), approved by the FMTA Team Leader and will be claimed on actual basis.

Option 3

Description/Specification of Goods or Services	Qty	UOM	Qty	UOM	UOM
Project Manager	0,5	Man Month	1	month	Dedicated for this project and provide support both online and offline.
IT Service Delivery Manager	0,5	Man Month	1	month	
Microsoft Dynamics CRM Developer	0,5	Man Month	1	month	
MS Dynamics Functional Consultant	0,5	Man Month	1	month	
MS Dynamics Technical Support Consultant	3	Man Month	1	Month	
Infrastructure Analyst	1	Man Month	1	Month	

*Days required in responding to the support requests will be reviewed by Technical Team of Ministry of Health in each AIDS, TB and MALARIA Sub Directorate (software and hardware), approved by the FMTA Team Leader and will be claimed on actual basis.

Option 4

Description of Services	Qty	UOM	Qty	UOM
One year License for Microsoft Dynamics 365 (BC) starting on 29 December 2022 onwards.	1	License	12	month

Deliverable Output

NO	Description/Specification of Goods or Services	Delivery time	Note
1	Feasibility assessment and recommendation report of existing physical server for FMIS transfer plan to on premise	1 Months upon contract issuance	Assessment and recommendation report only
2	FMIS server transfer/migration work plan and cost analysis report	1 Months upon contract issuance	
3	License transfer plan and strategy report and cost analysis	1 Months upon contract issuance	
4	FMIS Migration Work from existing cloud service to physical server	3 Months upon contract issuance	
5	FMIS support escalation procedure by severity with agreed SLA	4 Months upon contract issuance	Once agreed, vendor will socialize it to all stake holder and end users.
6	Helpdesk ticketing and monitoring system and procedure	4 Months upon contract issuance	Web system provide by vendor, could be any web ticketing system in market.
7	Assessment report of existing FMIS with updating documentation	4 Months upon contract issuance	Will cooperation with previous vendor during transition period.
8	Bilingual documentation for any technical, guidelines, codes	6 Months upon contract issuance	Final updated of all documents
9	Training module and document for end user	6 Months upon contract issuance	Training module and training schedule plan.
10	Change and customization report of FMIS module or business process as request from UNDP.	During Contract Period – reported on quarterly basis	Support on monthly basis
11	One year License for Microsoft Dynamics 365 (BC) starting on 29 December 2022 onwards.	29 December 2022 – 29 December 2023	One year License

Term of Payment

Option 1 (7 months)

No	Description/Specification of Goods or Services	Delivery time	%
1	Feasibility assessment and recommendation Report of existing physical server for FMIS transfer plan to on premise	July 2022	30%
	FMIS server transfer/migration work plan and cost analysis report		
	FMIS Migration Work from existing cloud service to physical server		
	License transfer plan (from AESL to UNDP) and strategy report and cost analysis		
2	Report on the FMIS support escalation procedure by severity with agreed SLA	October 2022	30%
	Report on Helpdesk ticketing and monitoring system and procedure		
	Assessment report of existing FMIS with updating documentation		

3	Report on Bilingual documentation for any technical, guidelines, codes	December 2022	30%
	Report on Training module and document for end user		
4	Change and customization report of FMIS module or business process as request from UNDP (in 2 times of reporting, i.e. on the 4 th months upon signing of contract and last month of the contract)	October 2022, and January 2023	10%

Option 2 (12 months)

No	Description/Specification of Goods or Services	Delivery time	%
1	Maintenance Support and change and customization report of FMIS module or business process as request from UNDP (During Contract Period).	Every quarter: March 2023, Jun 2023, Sept 2023, Dec 2023	25% per each quarter

Option 3

No	Description/Specification of Goods or Services	Delivery time	%
1	Maintenance Support and change and customization report of FMIS module or business process as request from UNDP (During Contract Period).	On monthly basis	100%

Option 4

No	Description/Specification of Goods or Services	Delivery time	%
1	One year License for Microsoft Dynamics 365 (BC) starting on 29 December 2022 onwards.	29 December 2022 – 29 December 2023	100%