

Request for proposal # 2024-002

Develop an Electronic System for Health Facility Essential Indicator Monitoring (ESIM) in Vietnam



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Contents

1. Request for proposal schedule	1
2. PATH statement of business	1
3. Contracting requirements	1
4. Solicitation terms and conditions	2
5. Instructions for responding	3
6. Specifications/Scope	4
7. Fact-finding questions	5
8. Qualifications, evaluation criteria, and selection	6
Annex A: RFP#2024-002 Tips on Proposal Preparation and Submission	9
Annex B. RFP#2024-002 Financial proposal	10

Request for proposal number: [2024-002]

For: Develop an Electronic System for Health Facility
Essential Indicator Monitoring (ESIM) in Vietnam

1. Request for proposal schedule

Activity	Date and time (Hanoi time)
Request for proposal (RFP) released	25 th Jan 2024
Confirmation of interest in submitting a proposal	1 st Feb 2024 (by 17:30)
Deadline for fact-finding questions	6 th Feb 2024 (by 17:30)
PATH to respond to fact-finding questions	15 th Feb 2024
Deadline for submission of proposal in response to the RFP	20 th Feb 2024 (by 17:30)
Selection and informing of short-listed firms	26 th Feb 2024
Summary presentation of proposals and implementation plan from short-listed firms	28 -29 th Feb 2024
Award decision (to be followed by contract negotiations)	the week of 4-8 th Mar 2024

Note: PATH may change the dates at its discretion. Changes will be communicated to those who confirmed their intent to submit a proposal.

2. PATH statement of business

PATH is a global nonprofit dedicated to achieving health equity. With more than 40 years of experience forging multisector partnerships, and with expertise in science, economics, technology, advocacy, and dozens of other specialties, PATH develops and scales up innovative solutions to the world's most pressing health challenges. Learn more at www.path.org.

3. Contracting requirements

- 3.1 The contracting authority shall be PATH or any one of its affiliates either directly or on behalf of operations countries or programs.
- 3.2 The commercial contracting terms and conditions will be negotiated with the successful supplier toward the end of the selection process.

- 3.3 By submitting a proposal, the supplier confirms that they will abide by the RFP terms and PATH policies, especially our Code of Ethics (<https://www.path.org/about/code-ethics/>), and general good practices regarding inclusivity, diversity, fair trading, health and safety, records management, anti-fraud and corruption, and environmental policy, among others.
- 3.4 Duration of the contract is estimated to be 9 months (from March to November 2024).

4. Solicitation terms and conditions

- 4.1 **Notice of nonbinding solicitation:** PATH reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal.
- 4.2 **Confidentiality:** Suppliers shall treat all information provided by PATH as part of this solicitation as confidential. If any information is inappropriately released, PATH may seek appropriate remedies as allowed under applicable law.
- 4.3 **Conflict of interest disclosure:** Suppliers bidding on PATH business (also referenced herein as “bidders”) must disclose, to the procurement contact listed in the RFP, any actual or potential conflicts of interest. Conflicts of interest could be present if there is a personal relationship with a PATH staff member that constitutes a significant financial interest, a board membership, other employment, or ownership or rights in intellectual property that may conflict with the supplier’s obligations to PATH. Suppliers and PATH are protected when actual or perceived conflicts of interest are disclosed. When necessary, PATH will create a management plan that provides mitigation of potential risks presented by the disclosed conflict of interest.
- 4.4 **Acceptance:** Bidder’s submission of a proposal means the bidder accepts all terms and conditions set forth in the RFP. PATH’s acceptance of a proposal does not mean acceptance of its terms and conditions. PATH reserves the option to negotiate on the final terms and conditions. We additionally reserve the right to negotiate the substance of the RFP finalists’ proposals, as well as the option of accepting partial components of a proposal if appropriate.
- 4.5 **Right to final negotiations:** PATH reserves the option to negotiate on the final costs and final scope of work and reserves the option to limit or include third parties in such negotiations at PATH’s sole and full discretion.
- 4.6 **Third-party limitations:** PATH does not represent, warrant, or act as an agent for any third party because of this solicitation. This solicitation does not authorize any third party to bind or commit PATH in any way without our express written consent.
- 4.7 **Proposal validity:** Proposals submitted under this RFP shall be valid for at least 90 days following the date the proposal is due. The validity period shall be stated in the proposal submitted to PATH.
- 4.8 **Limitation of liability:** The terms and conditions set forth in this RFP do not exclude or limit the liability of PATH or the supplier in relation to fraud or in other circumstances giving rise to liability under any applicable law.
- 4.9 **Tender costs and liability:** Bidders are responsible for obtaining all information necessary for preparation of their proposal and for all costs and expenses incurred in preparation of the proposal. Subject to the “Limitation of liability” section in this RFP (section 4.8), the bidder accepts by their participation in response to this RFP, including without limitation the submission of the proposal, that it will not be entitled to claim from PATH any costs, expenses, or liabilities that it may incur in tendering a response to this RFP, irrespective of whether their proposal is successful.

- 4.10 **PATH's variation or termination rights:** PATH reserves the right to vary or terminate this RFP process with written notice to all suppliers from which it has received proposals. It is intended that this solicitation process will take place in accordance with the provisions of this RFP, but PATH reserves the right to terminate, amend, or vary (to include, without limitation, in relation to any time scales or deadlines) the solicitation process by notice to all suppliers from which it has received proposals. Subject to section 4.8, "Limitation of liability," PATH will have no liability for any losses, costs, or expenses caused by its termination, amendment, or variation to this RFP.
- 4.11 **Joint venture or consortium or subcontractors:** Any lead supplier that submits a proposal in response to this RFP takes responsibility and accountability for enforcing the RFP requirements set forth herein among the members of the joint venture or consortium, and each of their advisers, subcontractors, and staff.
- 4.12 **Payment and invoicing:** PATH will pay correctly addressed and undisputed invoices within 30 days. Suppliers shall ensure comparable payment provisions apply to payments to their downstream parties. Advance payment is not preferred. If an advance payment is envisaged and is other than industry or country known practice, such must be made clear in the financial proposal to PATH.
- 4.13 **PATH Values and DEI (Diversity, Equity, and Inclusion)**
- 4.13.1 Supplier Diversity Statement/Commitment - PATH works to create mutually beneficial business relationships with diverse suppliers and consultants that strengthen the communities in which we operate. We are committed to developing mutually beneficial relationships with small, minority-owned, women-owned, and other underrepresented business enterprises and consultants. The primary goal of PATH's Supplier Diversity Program is to provide opportunities to diverse suppliers and consultants that satisfy our procurement and contractual standards and reflect the communities we serve; build resilient supply chains that drive economic growth and cost savings; and finally, advance our commitment to diversity, equity, and inclusion.
- 4.13.2 Supplier Diversity at PATH - Supplier diversity at PATH means that we seek and include small, minority-owned, women-owned, and other underrepresented businesses and consultants in our procurement policies, practices, and vendor providers. PATH recognizes that supplier diversity creates a sustainable competitive advantage for the organization, enhances our commitment to equity and has a positive impact on the communities which we serve.

5. Instructions for responding

- 5.1 **PATH contacts:** All communications regarding this solicitation shall be directed to the contacts below. Contacting third parties involved in the project, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the proposal. All documents required as part of the proposal must be submitted to the contacts listed by the deadline for submission:
- Technical/program contact: Ngo Si Tuan, Health Information System Team Lead, email: tngo@path.org
 - Procurement contact: Nguyen Thuc Hang, Procurement Specialist, email: htnguyen@path.org. The subject line of all emails regarding the proposal should read: **RFP #2024-002_Develop ESIM in Vietnam_Your Company Name.**
 - Please see Annex A to this RFP, "Tips on proposal preparation and submission," for additional details regarding the files and file types to be included in your proposal package.

- 5.2 **Confirmation of interest:** Please send a statement acknowledging receipt of this solicitation and your intent to respond or not respond no later than the date noted in the schedule in section 1. Send the confirmation to the contacts listed above.
- 5.3 **Selection of short list:** PATH reserves the right to select a short list from the bids received. PATH has the option to interview and discuss specific details with those candidates who are short-listed.

6. Specifications/Scope

6.1 Scope of work/terms of reference/specifications:

PATH is working with the Vietnam Administration of Medical Services (VAMS), a department of the Ministry of Health, to implement a project named Strengthening Oxygen Utilization and Respiratory Care Ecosystems (SOURCE) with 4 main activities: (1) Development of a guideline to help health facilities establish a medical oxygen system that meet medical service demand;

(2) Development and deployment of an eLearning platform and eLearning program on respiratory intensive care for health workers;

(3) Conducting an oxygen demand study at health facilities; and

(4) Development and deployment of an on-line system to monitor types and quantities of medical devices, human resources, and technical capabilities at health facilities.

Under activity 4, PATH seeks (an) **information technology (IT) firm(s)** to develop an Electronic System for Health Facility Essential Indicator Monitoring (ESIM) to support VAMS in Vietnam.

The IT firm will develop and maintain the system that meets the specification requirement by the VAMS and PATH. Details of the scope of work (SoW) and system specification are below.

- **Workstream 1: Technical documents development**

- Collaborate with VAMS and PATH to identify the business purposes of the system (the "targeted solution") and establish the development direction for the targeted solution.
- Create comprehensive documentation for system users, administrators, and developers: business process modeling notation (BPMN), user case, entity-relationship diagram (ERD), business rules...
- Design the overall architecture of the ESIM, encompassing hardware, software, and network components.
- Specify integration points with existing health information systems.
- Create prototype with a Vietnamese language interface.
- Develop national data standards and output format requirements to meet ESIM interoperability needs.

- **Workstream 2: ESIM development**

- Develop the ESIM based on the workstream 1.
- Conduct the system testing.
- Develop system user manual, admin guide and APIs documents.

- **Workstream 3: Mobi App development**

- Develop simple interface on both Android and iOS.

- Conduct the app testing and reporting.
- Develop Mobi user manual, admin guide.
- **Workstream 4: Transition**
 - Develop the system handover plan.
 - Establish mechanisms for collecting user feedback and making continuous improvement.
 - Provide training to PATH and VAMS.
 - Security assessment report.
 - Handover final version of system documents to PATH.
 - Handovers source code.
 - Provide support during the transition.

6.2 Deliverables:

The IT firm is required to provide the following deliverables to PATH by the due dates listed below.

#	Activity	Deliverable	Deadline
1.	Technical documents development	<ul style="list-style-type: none"> - Documents for system users, administrators, and developers are available. - Prototype version is available. 	April 2024
2.	ESIM development	<ul style="list-style-type: none"> - Live version accepted by PATH and VAMS is accessible via internet. 	April-Oct 2024
3.	Mobi App development	<ul style="list-style-type: none"> - App is available on play store and App store to download and use. 	Jul-Oct 2024
4.	Transition and training*	<ul style="list-style-type: none"> - Handover plan is available. - 01 onsite training workshop for VAMS staff is provided. - 01 onsite training workshop in Ha Noi for staff of 63 provincial health departments is provided. - 01 online training workshop for health facility staff. - All the required materials, source code are available for handover to PATH. - Security assessment issued by a competent authority. 	Oct-Nov 2024
5.	Warranty and maintenance	<ul style="list-style-type: none"> - Provide 12 months of Warranty and maintenance and user support 	Dec 2024 - Nov 2025

**Note: The training classes organized by PATH, conducted by the IT firm.*

7. Fact-finding questions

- 7.1 Fact-finding questions should be sent to the contacts listed in Section 5.1 by the date in the RFP schedule (section 1). Fact-finding questions received after this deadline cannot be accommodated.

- 7.2 It is advisable that any fact-finding questions refer to a specific section of the RFP; and to the extent possible, be aggregated rather than sent individually.
- 7.3 In line with transparency principles, all fact-finding questions and all of PATH's responses to these questions will be shared with all those who confirmed their intent to bid. Questions will be anonymized and answered if PATH reasonably determines that such fact-finding questions do not disadvantage any potential supplier and are not commercially in confidence. If such are commercially in confidence, they shall be handled in line with PATH's policy on information and data.
- 7.4 PATH may request from a bidder additional information at any time ahead of award, and the bidder will be expected to provide the requested information within the time frame given. Failure by a bidder to provide supplementary information to PATH in a timely manner may lead to the proposal being rejected in full or disqualification from the procurement process.

8. Qualifications, evaluation criteria, and selection

- 8.1 **Supplier qualifications:** In relation to the scope, provide information on your overall qualifications, including:
- Profile of relevant corporate qualifications.
 - Profile of relevant experience and examples of related work.
 - Qualifications of key members of the proposed project team (attach CVs/resumes and provide details of backup/standby teams).
 - Number of years in business.
 - If your company has more than one location, please indicate these qualifications for the site that is responding.
 - Experience with health information platform development.

Suppliers that do not meet reasonable qualifications shall not be short-listed and therefore not technically evaluated.

8.2 Selection and evaluation criteria:

- Stage 1: Proposals will be checked for completeness in terms of submission on time, technical proposal, financial proposal, and all required information. Proposals that are correctly completed will proceed to Stage 2. Any proposals submitted late, incomplete, or with omissions may be rejected at this point. If a proposal is rejected at this stage, it will automatically be disqualified from further review.
- Stage 2: If a proposal passes the Stage 1 evaluation, it will be evaluated in detail in line with the evaluation methodology below. Information provided as part of qualification may be verified at this stage, and as part of the evaluation process.

- 8.3 **Evaluation criteria:** Proposals will be assessed to determine the most economically advantageous using the criteria and weightings in Table 1 and will be assessed strictly based on the proposal submitted.

Note: PATH reserves the right to include additional criteria.

Table 1. Proposal evaluation criteria and weighting.

The following is a list of significant criteria against which proposals will be assessed.

Evaluation criteria	Weight (100%)
Technical appropriateness of services offered	20%
Experts (proposed personnel, including CVs/resumes highlighting experience and sign-off as confirmation they will be available)	10%
Lead-time to complete the products	15%
Experience in health sector and/or health information software development	20%
Financial approach (cost)	35%

8.4 **Scoring model:** Proposals that are subjected to technical/detail evaluation will be scored based on the model in Table 2 below for all the technical components. The financial proposal will be evaluated separately, as highlighted in section 8.4.1 below and Annex B.

Table 2. Proposal scoring model.

Assessment	Score	Summary	Interpretation
Excellent	5	Very strong evidence of appropriate knowledge, skills, and experience to meet the scope. Demonstrated innovation in better delivery of the scope.	As well as addressing all or the vast majority of bullet points under each criterion heading, the proposal demonstrates a deep understanding of the project. All solutions offered are linked directly to project requirements and show how they will be delivered and the impact they will have on other areas and stakeholders.
Good	4	Sufficient evidence provided adequate knowledge, skills, and experience to meet the scope. May demonstrate some innovation though it may be less robust. Meets all requirements with some minimal gaps.	Reflects that the bidder has addressed, in some detail, all or most of the bullet points listed under each criterion heading. Evidence is included that shows not only what will be provided but also gives some detail of how this will be achieved. Bidders should make clear how their proposals relate directly to the aims of the project and be specific, rather than general, in the way proposed solutions will deliver the desired outcomes.
Acceptable	3	Reasonable evidence of appropriate knowledge, skills, and experience for the scope. Meets requirements in many areas but not all areas.	Addresses the majority of the bullet points under each criterion heading but lacks some clarity or detail on how the proposed solutions will be achieved. Evidence is provided; however, generic or general statements are not specifically directed toward the aims/objectives of the project. Any significant omission of key information as identified under each criterion heading will point toward a score of 3.

Assessment	Score	Summary	Interpretation
Minor reservations	2	There is some evidence of appropriate knowledge, skills, and experience for the scope. Meets requirements in some areas but has important omissions.	Reflects that the bidder has not provided evidence to suggest how they will address several bullet points under the evaluation criteria headings. Tender is, in part, sketchy, with little or no detail given of how the project requirements will be met. Evidence provided is considered weak or inappropriate and is unclear on how this relates to the desired outcomes.
Serious reservations	1	Limited evidence of appropriate knowledge, skills, and experience for the scope.	Reflects major weaknesses or gaps in the information provided. The bidder displays poor understanding and there are major doubts about fitness for purpose.
Unacceptable	0	No evidence of knowledge, skills, and experience for the scope.	Results if no response is given and/or if the response is not acceptable and/or does not cover the required criteria.

- 8.4.1 **Financial evaluation:** The “total cost” will be evaluated for the purposes of financial evaluation and prices are not subject to any pricing assumptions, qualifications, or indexation other than that stated in the financial proposal. A maximum score of 35% (financial score/points allocated in the evaluation criteria) will be awarded to the proposal offering the lowest “overall cost.” Other proposals will be awarded a mark by application of the following formula: (lowest overall cost / overall cost being evaluated) * 35% (rounded to one decimal place) = financial score. Annex B provides detailed guidelines on inclusions and exclusions for your consideration in preparation of the financial proposal. Applicable currency: Vietnam Dong is acceptable for financial proposal.
- 8.4.2 **Moderation and application of weightings:** The evaluation panel will moderate criteria that have substantial divergence among the individual scores and agree on the final score (as opposed to averaging scores). The score for each award criterion will be amalgamated to give a percentage score out of 100.
- 8.4.3 **The recommended winning supplier:** The recommended award winner will be the proposal that receives the highest score out of 100 (combined technical and financial scores) when applying the above evaluation methodology.

Annex A: RFP#2024-002 Tips on Proposal Preparation and Submission

To ensure your proposal is submitted and accepted for review by PATH:

- Please send the proposal on time to avoid any last-minute technology issues.
- The technical proposal and the financial proposal should be clearly separated in different sections or files.
- No additional supporting documentation is to be submitted other than what the RFP has requested. PDF, JPG, PPT, Word, and Excel formats can be used for any additional information (other formats should be avoided and may not be operationally supported).
- For ease of review, any supporting documents must be attached separately to your main proposal and clearly labeled as to which part of your proposal each relates.
- Any generic policy document submitted needs to clearly indicate the section that is relevant to your proposal.
- Deliberate alteration of a PATH requirement as part of your proposal will invalidate your proposal; and for evaluation purposes, you may be deemed not to have responded to the requirement.
- Your proposal (technical and financial) may be incorporated into the contract as appropriately determined at the contract negotiation stage.

Annex B. RFP#2024-002 Financial proposal

	Activity	Cost (VND)
1.	Technical documents development)	
2.	ESIM development	
3.	Mobi App development	
4.	Transition and training	
5.	Warranty and maintenance Note: PATH retains 5% of the remaining value of the total contract and makes payment after the end of the product warranty period.	
	Total	

Dated this _____ day of 2024.

Signature

(Bidder's Seal)

In the capacity of

Duly authorized to sign bid for and on behalf of:

The financial proposal should comply with the following guidelines:

Itemized costs

Provide itemized costs for the total scope of this project, based on the scope of work and deliverables outlined in section 6. The final scope of work may be subject to negotiation; however, bidder selection will be made against the original scope of work. Bids should include itemized costs for key elements of the scope of work, as follows:

- Estimated total level of effort and associated costs for each work stream in section 6.1.
- Itemization of all other costs, e.g., service tax, etc.
- Estimated schedule of other anticipated expenses (additional resources, outside resources, etc.).