Request for Proposal

RFP Title: DHIS2 Hosting and Configuration

RFP No: LEAP-2024-1

Date of Issuance: April 30, 2024

Closing Date: May 16, 2024

Estimated Award Date: July 1, 2024 – June 30, 2027

Summary

Pact is seeking proposals for one or both of the following objectives: Objective 1 -DHIS2 Hosting; Objective 2 - DHIS2 Project Site Configuration, Visualization, Documentation, and Training. Pact intends to award one or more offerors for a three-year period of performance between July 1, 2024 to June 30, 2027. Questions may be sent to Ms. Daisy Kisyombe (dkisyombe@pactworld.org) and Mr. David Muturi (dmuturi@pactworld.org) until May 13, 2024. Proposals are due May 16, 2024 via email to Ms. Kisyombe and Mr. Muturi. If applying for both objectives, offerors should submit one proposal per objective.

Request for Proposal (RFP) for DHIS2 Hosting and Configuration

I.   BACKGROUND

Pact is an international development organization at work in nearly 40 countries, Pact builds solutions for human development that are evidence-based, data-driven and owned by the communities we serve. Pact accomplishes this by strengthening local capacity, forging effective governance systems and transforming markets into a force for development.

Pact has a centralized instance of DHIS2, called "imPact," which it uses to aggregate data from multiple projects and is also used for global Pact initiatives, such as its global indicators and strategy key performance indicator reporting. It is managed by Pact's full-time Strategic Information Systems Administrator. This solicitation seeks individuals and firms who can provide (1) hosting services and/or (2) project configuration services.

II.   SCOPE OF WORK

A. <u>Place of Performance</u>

All services required under this solicitation will be performed in support of Pact's cloud-based, centralized instances of DHIS2.

B. <u>Period of Performance</u>
All goods and services required under this solicitation will be delivered from July 1, 2024 and will conclude by June 30, 2027.

C. <u>Scope of Work</u>

Applicants are invited to apply for one or both of the following service objectives.

Objective 1: DHIS2 Hosting. Objective 1 aims to provide hosting of Pact's development, production, testing, and training instance for 4 platform environments.

Objective 1 provides cloud-based hosting of Pact's 4 platform environments, including the following services:

- Setup and maintenance of DHIS2 software on a designated number of servers.
- Implement automatic backup processes to ensure data integrity and facilitate successful restoration in case of data loss/system failure.
- Perform routine upgrades and patches to server infrastructure (database, web servers, operating system, Java, etc.).
- Proactive System monitoring and alerts for: downtime, excessive CPU usage, bandwidth monitoring, access control, and I/O throughput.
- Provide Console access for backups, log viewing, and performance monitoring.
- Provide System and infrastructure recommendations and guidance including scalability requirements.
- Design a scalable architecture that can accommodate future growth in data volume and user traffic.

- Implement robust security features to protect data confidentiality, integrity and availability.
- Compliance with relevant regulations and standards e.g. GDPR and HIPAA
- Provide relevant and timely technical support to address any issues related to the server infrastructure (including managing helpdesk), configuration or system performance so as to ensure 99.99% system availability and minimize downtime.

Objective 2: DHIS2 Project Site Configuration, Visualization, Documentation, and Training.

Objective 2 aims to develop individual project sites: from simple to complex sites. The number and timing of development is unknown at this time. During the performance period Pact intends to request support as Pact's project needs arise. Each task will be detailed in a scope of work (SOW) and issued as an individual task order which will include: description of task, expected level of effort necessary to complete the task, and deadline. Tasks would include, but not be limited to:

- 2.1: Configuration
  - Create data elements, associated disaggregation, indicators documented in the user requirement specifications and strictly adhere to design standards and guidelines as defined by Pact
  - Develop user friendly data entry interfaces for aggregate, event and tracker/capture-based modules as defined in the user requirement specifications
  - Develop Data quality processes, validations rules, integration utilities with other systems as defined in the technical specifications.
  - Configure indicator calculations as detailed in the indicator reference sheets to enable reporting per Pact/ Donor requirements.
  - Optimize the DHIS 2 Capture App for mobile application data collection where needed
- 2.2: Data Visualization and dashboard development
  - Develop user friendly dashboards using Dhis2 and Power BI to assist the end users in gaining insights into data for decision making as defined in the technical specifications.
  - Train users on accessing and using dashboards for analyzing data for decision making.
- 2.3: Documentation
  - Develop/ Update the documentation needed for the system, including technical specifications, wireframes, metadata configuration, testing plan, user guides and administrative guides.
  - Support the development of training materials and presentations
- 2.4: imPact Training
  - Train the system end users on Data Entry, data import, pivot table, visualizer (charts /graphs), GIS, dashboards.

III.   SUBMISSION INSTRUCTIONS

Proposals will be evaluated based on the evaluation criteria set forth in Section IV. Offerors shall provide all documentation in English. The technical proposal should be in font size 12, Times New Roman, single spacing. Offerors may apply for either or both of the service objectives; if applying for both objectives, offerors must submit a separate proposal per objective.

A. Capabilities and Management
   The objective of this solicitation is to seek reliable and secure hosting and/or configuration services for our DHIS2 based instances, ensuring optimal performance and availability as will be defined in the Service level agreement with the selected vendor.

   The capabilities and management section details the offeror's capabilities and ability to deliver desired objectives. This section must include the following:

   1. **Proposal Cover Sheet**. The first page of the proposal must use the Proposal Cover sheet as per Attachment 1. This section does not count against the page limit above.

   2. **Capability Statement**: Provide a short description of offeror's capabilities that qualify the organization to be chosen to conduct the scope of work. This should be one (1) page. If applying for both objectives, one capability statement should be provided for each objective. Registration documentation may be requested from the successful bidder.

   3. **Past Performance**. Describe the organization's previous experience within the technical area for projects of the same or similar scope and size. Offerors must include details demonstrating their experience and technical ability, including those of proposed consortium members, in implementing the technical approach/ methodology and the detailed work plan. This section should be no more than two (2) pages. If applying for both objectives, one past performance document should be provided for each objective.

   4. **References**. Offeror shall list at least three major contracts its company has held over the past five (5) years for the same or similar work. This section should be one (1) page. Provide the following information for each contract:

      a. Customer's name, address, and telephone numbers of customer's lead contact and technical personnel;
      b. Contract number and type;
      c. Date of the contract, place(s) of performance, and delivery dates or period of performance;
      d. Contract size and dollar value;
      e. Brief description of the work, including responsibilities;
      f. Comparability to the work required under this solicitation;
      g. Brief discussion of any technical problems and their resolutions;
      h. Brief discussion of any terminations (partial or complete) and the type (convenience or default) as well as any show cause notices or cure notices (provide explanatory details).

5. **Management and Staffing Plan**. Please describe the proposed staff and how they will work to perform the technical work from Objective 1 and/or 2. CVs for key personnel may be included in an annex to the technical proposal and will not count against the page limit. This section should be maximum two (2) pages. If applying for both objectives, one management and staffing plan should be provided for each objective.

B. Technical and Cost

The technical and cost section of the proposal shall include (i) a description of the offeror's understanding of the objectives outlined in Section II and how the offeror intends to deliver, an explanation responding to the technical questions outlined below, and (ii) a detailed budget that reflects clearly the costs necessary to implement the proposed contract and must include all taxes that are required to provide the services requested. Costs should be represented in US dollars. No profit, fees, taxes, or additional costs can be added after award. The cost proposal must be valid for at least 90 days.

The cost proposal should include detailed notes that thoroughly explain the estimating methodology used to calculate the budget and any assumptions that may be made by the offeror over and above the ones stated in this RFP that had a material effect on the resulting proposed cost. Offerors must clearly explain the basis of costs, meaning why and how Offerors are costing out certain figures for item or service, to establish reasonableness of costs. The notes should include a clear and thorough explanation for each budgeted line item, reflecting the rationale for the quantity required. If a proposed benefit (e.g., local fringe) is an all-inclusive rate, notes must specify what benefits are included in the proposed rates.

Offeror should include additional supporting budget documentation as necessary, such as historical cost information, to substantiate all proposed costs.

Objective 1 Budget and technical requirements

Rates for hosting. In the detailed technical and cost response, the offeror should include a breakdown of line items that they believe are realistic and reasonable for the work in accordance with the technical requirements outlined in Section II. Offerors must show unit prices, quantities, and total price. Specifically, offeror must include the following:

- Present detailed pricing information that includes setup fees, recurring hosting charges, and any additional costs for maintenance or support services.
- Detailed technical approach for hosting, recovery procedures, performance monitoring tools, load balancing and scaling.
- Propose a service level agreement (SLA) outlining guaranteed uptime, response times for support requests and other system troubleshooting requirements.
- Present and confirm compliance with relevant data protection regulations and security standards.

In addition, the offeror should provide information on the following. Longer responses may be provided in narrative form:

Question	Response
1.1 What are the hosting infrastructure costs based on memory size, processing speed, bandwidth and storage?	
1.2 What is the frequency of DHIS2 upgrades and server patching? Note any additional costs.	
1.3 What are the available data security processes/standards to ensure compliance to international standards (such as GDPR, HIPAA)? Provide examples plus any additional changes in pricing.	
1.4 Is infrastructure scaling based on demand available? Note any additional costs.	
1.5 Do you have available DHIS2 integration utilities? Note any additional costs.	
1.6 Do you provide automated back-up tools and recovery procedures? Note any additional costs.	
1.7 Are there system monitoring and reporting tools that are also accessible to Pact technology team? Note any additional costs.	
1.8 Propose an initial Service level agreement with uptime guarantees and incident response times.	
1.9 Do you have inhouse DHIS2 trouble shooting and support expertise? Note any additional costs.	

Objective 2 Budget and technical requirements

Labor rates and technical capacity for configuration, documentation, and training. As DHIS2 configuration and implementation tasks require different levels of experience, offeror should provide categories of labor rates and note capacity to provide differentiated levels.

In addition, the offeror should provide information on the following. Longer responses may be provided in narrative form:

Question	Response
2.1 Have you ever implemented a global DHIS2 based data management system? If yes, please provide examples. URL examples and references will be an additional advantage.	
2.2 What data quality and integrity processes did you implement as part of the data management systems that you have implemented above? Provide necessary examples.	
2.3 Have you ever implemented integration between two DHIS2 systems OR between DHIS2 and other MIS systems such as EMRs ? Do you have any integration utilities already available? Provide examples as well as any additional costing/pricing change.	
2.4 Do you provide DHIS2 training? Please provide references and costing/any pricing changes.	
2.5 Do you have experience integrating DHIS2 with other data visualization and analytics tools such as power BI and tableau? URL examples and references will be an additional advantage.	
2.6 Which data privacy and confidentiality processes and procedures did you implement as part of any DHIS2 based data management system?	
2.7 Do you provide post implementation support/ maintenance? Please provide references and costing/any pricing changes.	

Pact may require additional, more detailed budget information prior to issuing a contract.

C. Certifications: Offerors responding to this RFP must include the following disclosures and certifications as part of the proposal submission in an annex to the cost proposal.
   1. Disclose any close, familial, or financial relationships with Pact or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
   2. Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.

3. Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
4. Certify that all information in the proposal and all supporting documentation are authentic and accurate.

D. <u>Submission of Proposals</u>**:** The deadline for submission of proposals is **May 16, 2024**.. Submissions must be forwarded in electronic format only (either PDF or Microsoft Word and Excel) to Daisy Kisyombe (dkisyombe@pactworld.org) and David Muturi (dmuturi@pactworld.org). Questions received by May 13, 2024 will be responded to on a rolling basis. Offeror's proposals should not contain any unnecessary promotional material or elaborate presentation formats (black and white is preferred). Offerors must not submit zipped files. Those pages requiring original manual signatures should be scanned and sent in PDF format as an email attachment. Please reference the RFP Number and RFP Name in the e-mail subject line. Offerors are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Late offers may be considered at the discretion of Pact. Pact cannot guarantee that late offers will be considered.

IV. EVALUATION CRITERIA

A. <u>Review Process</u>. Pact will establish a selection committee that includes representatives from various company departments and external professionals if necessary. All technical reviewers will be subjected to a screening process to eliminate any conflict of interest. Evaluation will be based on the criteria set forth in Section B. Evaluation Criteria.

B. <u>Evaluation Criteria</u>. The award will be decided on Best Overall Value as determined by a Selection Committee on the basis of the criteria set forth below, as demonstrated in the Offeror's proposal. Only proposals conforming to the solicitation requirements will be considered. Each proposal will be evaluated and scored against the evaluation criteria and expectations below, which are stated in the table below.

Objective 1 Criteria

Evaluation Criteria	Expectations	Score
Cost	Cost competitiveness of detailed budget	50
Offeror's Past Experience and Implementation of Similar Assignments	Company Background and Experience – Does the company have experience relevant to the project Scope of Work?	50
TOTAL AVAILABLE POINTS		100

Objective 2 Criteria

Evaluation Criteria	Expectations	Score
Cost	Cost competitiveness of detailed budget	30
Staffing and management	Does the proposed team have necessary experience and capabilities to carry out the Scope of Work? How is quality oversight provided?	30
Offeror's Past Experience and Implementation of Similar Assignments	Company Background and Experience – Does the company have experience relevant to the project Scope of Work?	40
TOTAL AVAILABLE POINTS		100

V.   TERMS AND CONDITIONS

A. Disclaimers
*   Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time
*   Pact may reject any or all proposals received.
*   Issuance of solicitation does not constitute award commitment by Pact.
*   Pact reserves the right to disqualify any application based on applicant's failure to follow solicitation instructions.
*   Pact will not compensate applicants for their response to the solicitation.
*   Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
*   Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards the scope of work.
*   Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
*   Pact may contact offerors to confirm contact person, address, and that the proposal was submitted for this solicitation.
*   Pact may contact listed past performance references without notice to the offeror. Pact also reserves the right to contact other past performance information sources that the offeror did not list in the proposal.
*   By submitting a proposal, the offeror confirms they understand the terms and conditions.
*   Information pertaining to and obtained from the Offeror as a result of participation in this solicitation is confidential. The offeror consents to the disclosure of the documents submitted by the offeror to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.

B. Attachments

Attachment 1: Proposal Cover Sheet

Attachment 1: Proposal Cover Sheet

Instructions: Please fill in the information requested highlighted in yellow below. This page should be the first page in your Technical Proposal Submission and in your Cost Proposal Submission.

Project RFP No.:		**RFP Number**
RFP Title:		**The title of the activity of the RFP**
Submission Date:		**Month/Day/Year -Time AM/PM – Time Zone**
Internal Proposal Number		**(for vendor use if applicable)**
Anticipated Performance Start Date		**Month/Day/Year**
Offeror Contact information	**Name**	**Insert here**
	Title	**Insert here**
	Email	**Insert here**
	Phone	**Insert here**
	Address	**Insert here**
	UEI #	**Insert here**
	Type of Entity	**Insert here**
Persons authorized to negotiate for Offeror		**Insert Name, title, and contact information**
Total Cost Proposed		**Insert total cost here**
Total Pages submitted (include all annexes)		**Insert total pages here**
Offeror Agreement		
By signing this document, Offeror hereby certifies to the accuracy and completeness of all pricing information, technical data, delivery dates, representations and certifications included in their offer as well the acceptance of all of the terms and conditions set forth in the RFP/Solicitation. The Offeror confirms that all prices and delivery dates shall be valid for a period of ninety (90) days following the anticipated performance start date stated above, unless otherwise clearly specified by Offeror.		
Signature:		
Name and Title:		
Date:		