

OPEN CALL FOR TENDER

Telerehabilitation Application DEVELOPMENT

| Tender Rules |

Foreword

Fédération Handicap International (HI - previously and legally known as Handicap International) is an independent and impartial international aid and development organisation working in situations of poverty and exclusion, conflict and disaster. Working alongside people with disabilities and vulnerable groups, it takes action and provides testimony in order to meet their basic needs, improve their living conditions and promote respect for their dignity and their fundamental rights.

HI is a non-profit organisation with no religious or political affiliation. It operates as a federation made up of a network of associations which provide human and financial resources, manage projects and implement its actions and campaigns.

HI is present in Vietnam for more than 20 years.

Article 1: Buyer's name and address

<p style="text-align: center;">HI 138, avenue des Frères Lumière, 69008 LYON, France <u>HI's Vietnam Office</u>: 101 E3 Trung Tu Diplomatic compound, 06 Dang Van Ngu, Dong Da, Hanoi, Vietnam Tel: 84 (0) 24 32323 656</p>
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Article 2: Purpose of the vendor market

In the framework of its first objective (service delivery), the project is implementing activities that aim at strengthening discharge procedures of patients from hospital, transition of care from hospital to community-level care and home- or family-based rehabilitation care and follow-up.

In this framework, the projects aims at **developing digital solutions for discharge, transition of care and home/family- based follow-up**. To achieve this goal, the project notably includes **the development of a telerehabilitation application**.

Telerehabilitation is defined as “the remote delivery of rehabilitation services, where distance is a critical factor, by all rehabilitation care professionals using information and communication technologies for the exchange of valid information for diagnosis, treatment and prevention of disease and injuries, research and evaluation, and for the continuing education of health care providers, all in the interests of advancing the health of individuals and their communities.”

At a project level, **telerehabilitation** services are expected to:

- Tackle the lack of rehab professionals, especially at district and commune level
- Support bringing rehab services down to family and community levels by equipping the hospital based professionals and families with user-friendly communication tools for follow-up, instruction and advice
- Lead to lower costs for the patient – especially those not covered by medical insurance (transportation and living costs during hospital stay)
- Prevent repetitive hospital stays for persons with long-term needs for rehabilitation
- Allow providing support to children that is tailored to the setting at home without having to physically go to the person’s home

In order to reach these specific objectives, HI would like to establish a Service Contract with a service provider who could develop the telerehabilitation App (“telreh’App”).

Article 3: Form of the tender

This vendor market is agreed in the form of an open call for tender.

HI reserves the right to make amendments to the details of the tender file no later than 15 days before the submission deadline.

Article 4: Conditions of the tender

1. **Duration of the agreement:** The term of the service contract is estimated to 6 months.
2. **Term of the tender:** the tenderer undertakes to maintain prices for the entire term of the framework agreement.
3. **Currency:** The currency of the tender will be American Dollars (USD).
4. **Language of the tender:** English

Article 5: Conditions of transmission and delivery of tender documents

Article 5.1: Conditions of transmission of tender documents to the tenderer

The tender documents/application files will be posted on public website where they can be accessed and downloaded by the applicants/tenderers.

The Tender Application File includes:

- Tender Rules
- Technical Specifications and Technical Application Template
- Tenderer's Identification Form
- HI's General Purchasing Terms and Good Business Practices

On top of the above, interested companies will also be provided with the full "Business Requirement Document" once they have signed a Non-Disclosure Agreement.

Article 5.2: The reception conditions of the tender documents by HI

Companies, organizations, institutions or individuals interested in submitting a tender including technical proposal in accordance with the conditions and using the presentation defined in the "Technical Specifications". Any tender not meeting these requirements shall be rejected.

The Tender will be made using an appropriate form (see: Technical Application Template) that includes at minimum, for each of the "sub-objective" mentioned in the "Technical Specifications":

A template (see "Technical Application Template") is proposed. The template can be modified if necessary; however, at least, information requested in the template should be provided to ensure proper assessment of the application.

Tenders shall be sent by email to the person in charge of the contract (details above) before the deadline for the submission of tenders. Tenderers shall be excluded from the award procedure if their tender is received after the abovementioned deadline.

The application shall contain:

- The "technical application" (activity planning, methodology, expected outcomes, resources, HR and detailed budget)
- The "Tender Identification Form"
- A confirmation of compliance to HI's General Purchasing Terms and Good Business practices
- Major concerns in regard to the Draft Service Agreement should also be raised in order to be acknowledged by HI

Article 6: Tender reception deadline

Date: August 7th, 2020 at 11.59PM (UTC)

At the following address: contact@vietnam.hi.org

The documents delivered or for which the acknowledgement of receipt will be issued after the tender reception deadline will not be considered.

Office opening hours are: Monday to Friday, 8.30AM to 5.30PM (GMT+7)

Article 7: Evaluation of tenders

Article 7.1: Revision of Applications

Tenders will be review by a selection committee consisting of HI personnel and project's partners (JAMK University of Applied Sciences). During this session, the Committee will study the applications and tenders of each tenderer based on selection criteria and a predefined schedule. The candidate with the highest overall score wins.

Only complete tenders will be considered by the committee.

Article 7.2. Selection criteria

Selection of contractor among the bidders will be based on series of criteria, among which (not following an order of importance):

- Activity costs (total budget and fees)
- Past experiences and expertise
- Activity planning and timeline
- Resources to be mobilized and consultant's expertise

Article 7.3. Award

The contract shall be awarded to the tender offering the best compromise between quality, price and delivery lead-times in accordance with the needs defined in the call for tenders.

HI reserves the right not to award the contract concerned by this tendering procedure should circumstances require, and is under no obligation to provide justification or compensation of any kind to the companies consulted.

Article 7.4. Notification of results

Only the winning tenderer will be contacted by HI to sign the Service Contract.

The other tenderers will be notified of the outcome of the call for tender by telephone or e-mail, up to three weeks after the tender submission deadline.

Article 8: Request for information

Any questions or requests for further information should be addressed in writing to the person in charge of the contract (details above) by the **31st of July, 2020** at the latest. The replies will be sent to all applicants.

Place: Hanoi on 06/07/2020

Stamp and signature:

