



Request for Proposal # 2023-NCD-001

Develop Mental Health Mobile App and implement pilot in Viet Nam

I. Summary of Deadlines

Release of Request for Proposal	April 25, 2023
Confirmation of interest due	April 28, 2023
Fact-finding questions received by	May 5, 2023 5:00PM Hanoi time
Response to fact-finding questions	May 10, 2023
Proposals due	May 19, 2023 5:00PM Hanoi time
Password to open proposal files	May 20, 2023 9:00AM, Hanoi time
Bidders notified of decision	May 30, 2023

Note that PATH reserves the right to modify this schedule as needed. All parties will be notified simultaneously by email of any changes.

II. PATH Statement of Business

PATH is the leader in global health innovation. An international nonprofit organization, we save lives and improve health, especially among women and children. We accelerate innovation across five platforms—vaccines, drugs, diagnostics, devices, and system and service innovations—that harness our entrepreneurial insight, scientific and public health expertise, and passion for health equity. By mobilizing partners around the world, we take innovation to scale, working alongside countries primarily in Africa and Asia to tackle their greatest health needs. Together, we deliver measurable results that disrupt the cycle of poor health.

Learn more at www.path.org.

III. Project Background

PATH in Southeast Asia is committed to responding to community health needs in Vietnam in areas such as reproductive, maternal, and child health, tuberculosis, HIV, vaccines, and immunization, emerging and epidemic diseases, noncommunicable diseases (NCD), and digital health solutions. To achieve impacts, PATH works across public and private sectors and focuses on sustainable, system-level changes.

Mental health problems have become alarming public health threats. Globally, one in seven adolescents experience a mental disorder. Research suggested that 15-30% Vietnamese adolescents suffered from mental health problems, creating significant burden to this age group. They often receive no treatment and support due to poor understanding of mental health disorders, social stigma, and limited mental health services. This may have a severe impact to adolescents' development, educational achievement, and potential in life.

PATH Viet Nam will be implementing an innovative solution by developing an application to early screen risks for mental health problems among adolescents and connect them with relevant support, which aims to improve adolescents' mental health. The app will apply international technology standards and experiences which could be shared to other countries for wider use.

Purpose of the RFQ: PATH seeks to obtain price and availability information on the services needed for this project as in the Scope of Work and Deliverables.

IV. Scope of Work and Deliverables

A. Location of work: Viet Nam

B. Scope of work and deliverables:

The selected IT vendor will be required to complete the specific tasks and to complete the deliverables stated in the below Scope of Work (SOW).

1. Objectives

The main objectives of this work are to support PATH Vietnam in developing mobile applications (apps) and a web application that play a vital role in screening for mental health disorders/issues in adolescents, connecting adolescents who have mental health issues to school counseling personnel, self-monitoring/managing mental health disorder symptoms, reassessment, and referral to relevant services outside of schools.

These mobile apps aim to give adolescents access to mental health screening, manage mental health information profiles, provide useful information on their health issues, and connect them with psychotherapists and psychological counseling facilities in case of requirements.

2. Tasks:

The selected IT vendor will be required to achieve five specific tasks as follows:

Table 1

Tasks 1: Mobile apps development

The vendor will develop two mobile applications for Android and iOS platforms in native App programming language. These apps will include the following functions:

Activity 1:

- Managing user profiles, including Students, teachers, Counselors, and administrator of the system. This function will enable creating, updating, deleting users, creating, grant and revoke roles of the users:
 - + Students: can send and receive information, personalized health plan, counseling information, news, and contents, registers on forums, chat and chatbot and notification.
 - + Counsellors: can receive and reply to students Registers on forums, chat and chatbot, Notification and related reports.
 - + The Teachers: Can check how many students in the class will be join the system and related reports.
 - + The administrators: manage a configuration of the systems and account managers and related reports.
- Managing list of psychological counseling facilities/health care units, enable functions for creating and updating information related to. The list of pchychological counseling facilities/health care units willll be showed on Mobile App.
- Enable function help students can manage and share their profiles to Counselors, including:
 - + Counseling diary
 - + Treatment diary (if have any)
 - + Self-management plan
 - + Reassessment student's mental health situation overtime
- Notification for students:
 - + Remind users about the notification from counselors
 - + Remind users about the counseling visits and plans
 - + Remind users when new replied messages are posted in forum
 - + Notify health news which is suitable with student's health status
- Notification to the counselors:
 - + Remind users with booking online from students.
 - + Reminder users with Notification from Activity2
 - + Remiders users when new replied messages are posted in forum

Activity 2

- Screening: to screen mental health disorders/issues for youngsters by a form. The structured of forms are designed by PATH Viet Nam Team. The form can include topics in family, friendship, learning and studying, love and others.
- Enable students can input mental health information to the form and send to counsellors (just counsellor who is selected by student can see and reply the form). The students can send with anonymous status. The information will be stored in the database.
- The form will be sent to Counselors for review and consults back to the Students. This function enable notifications about the status and consultation form back to the students.
- Linking with activity 3.

Activity 3: Connect Student with Psychology counserlors via chat tools and direcly.

Online consultation booking: to connect students having mental health issues (results from screening) with psychology counselors at school. This function including following components:

- Develop chat tools between Students and counselors. Enable functions can create chat based on booking and save the chat contents for students and counsellors.
- Enable functions booking online between students and psychology counselors((Counsellor, Location, time and meeting contents)
- The list of counsellors will be listed with their picture, information, the available status, and the ranking which include the information about the numbers of posts and replies.
- Enable functions for booking directly with counsellors (Counsellor, Location, time and meeting contents)

Activity 4: Develop News, library function and forum, include

News:

- General information on mental health
- General information on family, learning and studying, love, friendship and so on
- Linking with some websites/portals about mental health, family, learning, studying, love, friendship and so on (including YouTube, Facebook.)
- Personalize news to user profiles.

Digital Library:

- Store digital documents, video/learning video, picture about mental health, family, learning, studying, friendship, family.
- Personalize contents to users' profiles.
- Provide some quizz games about mental health
- Survey form

Forum:

- Free chat under the control of admin

<ul style="list-style-type: none"> - Forum can linking with news - The forums which students can discuss information together with variable topics such as family, learning and studying, love, friendship and so on. - The forums which students can discuss with general or selected counselors. - Health students can create their intervention plans and share them to selected counselors for comments and supports
<p>Activity 5: Develop chatbot tool.</p> <ul style="list-style-type: none"> - Chatbot is configured some available topics on mental health - Students can ask for information through natural languages and chatbot will reply with existing answers. If don't have answers, chatbot will back to available topics.
<p>Activity 6: Develop reports and dashboards</p> <ul style="list-style-type: none"> - Develop reports and dashboard on status of students who join and use the mobile app
<p>Activity 7: Develop web app.</p> <ul style="list-style-type: none"> - Mobile Web app have to be developed for students who cannot download Mobile App
<p>Activity 8: Upgrade UI/UX and layout of the Mobile APP</p> <ul style="list-style-type: none"> - UI/UX of the mobile app must be upgraded with more functions, pictures, and symbols. IT vendor will discuss and get consensus with PATH about UI/UX.
<p>Activity 9: Develop security function of the Mobile App</p> <ul style="list-style-type: none"> - Enable login/log out functions for the App. Enable function help students can display their name under anonymous state if they want.
<p>Activity 10: Test and fix errors</p> <ul style="list-style-type: none"> - The IT vendor will test, and fix errors found in the apps. PATH will approve the test cases and results sent by the IT vendor.

Table 2

<p>Task 2: Development of a web application</p> <p>The IT vendor will develop a web application for management of functions on Mobile Apps. For this development phase, the web app will include the following functions:</p>
<p>Activity 11: Allows system administrators to manage system configurations including the notification templates and security configuration for the Apps.</p>
<p>Activity 12: Develop news, library, and forum management.</p> <p>The IT vendor will develop the content management function and grant access to administrator so they can upload and verify content from the web app and management forum.</p>
<p>Activity 13: Develop a chatbot tool management.</p> <p>The IT vendor will develop a chatbot knowledge-based and grant access to administrator to upload and verify content from the mobile app.</p>
<p>Activity 14: Develop consultation management.</p> <p>The IT vendor will develop a consultation management functions (booking scheduled for meeting and and chatting between students and counsellors</p>

Activity 16: Manage report function.

- Report for students: the number of students to use App (active users), the frequency to be online, the numbers of students stop to use apps, the numbers of students of each class to use App (include dashboards),
- Report on the mental health status of students: based on information students provided to systems. (Include dashboards)
- Report the number of the questions, type of questions, the number of the answers. (Include dashboards)
- Report for counselors: how many questions for each counselor, how many reply from counselors, others (include dashboards)
- Report on the most topics that students always join in

Activity 17: Test and fix errors

The IT vendor will test, and fix errors found in the apps. PATH will approve the test cases and results sent by the IT vendor.

Table 3

Task 3: Deployment and implementation of System

After the IT vendor completes the system development, they must deploy and implement the system in maximum 02 selected schools indicated by PATH.

Activity 18: Develop a deployment plan.

The IT vendor will develop plan to deploy and to implement system in maximum 2 selected school

Activity 19: Deploy the Mobile App and Web system.

The IT vendor is expected to deploy the web and Mobile App on servers indicated by PATH to ensure the system and its related systems run properly. The IT vendor must also deploy the mobile app on Android/iOS devices.

Activity 20: Train users on the Mobile App and Web system

The IT vendor will conduct system user training in a maximum of 2 selected schools. The IT vendor must prepare the training materials and organize training sessions to users.

Activity 21: Support users during System implementation

During the implementation period, the IT vendor must support users in 2 selected schools to access and operate the systems. Set up communication channels (e.g., email, Zalo, or other suitable chat tools) to support the system during implementation. Fix errors and do revisions based on user's comments during implementation phase

Activity 22: Maintenance support

After completing the system implementation, the IT vendor must provide system maintenance

support for one year (12 months). The maintenance activities including fix bugs, setup, and implementation system, handle and solving incidents and problems raised

3. Responsibilities

Context and purpose

- Work closely with staff members of PATH both in and outside of Vietnam during the business requirement development, design, development, and implementation of the system.
- Maintain and produce the business requirements and the system analysis and design, including the agreed upon changes, and follow the priorities defined by the project stakeholders. Ensure adequate testing throughout the development of activities described above (including a user-acceptance testing phase).
- Conduct a bi-weekly planning meeting to agree on the plan for the upcoming two-week period.
- Conduct a bi-weekly demonstration to showcase tasks completed in the previous two-week period, including the testing results, and bi-weekly reports for those tasks are required.
- Upon contract signing, the IT vendor will maintain and provide technical support to the system administrators for the period in which the contract will be in force.
- Handover all documents, new and/or updated, as well as the source code at the end of the project.

System transition

- The IT vendor will develop a master plan for developing the system. All stakeholders must approve this plan.
- The IT vendor is required to prepare and to provide relevant training to users in selected schools. During the training, the vendor should record and respond to users' queries about the system usage and resolve all technical issues. The training can be conducted either offline, in-person, or hybrid (i.e., include online sections).
- Prepare to hand over the systems to PATH for ongoing management and use including training on system operation, maintenance and troubleshooting, user and system documentation, and system source code.
- Deliverables must be packaged and sent to PATH through zipped files, Docker, or GitHub. The IT vendor will hand over all source codes and documents to PATH—including but not limited to user/administrator manuals, system analysis and design documents, and data loading tools documents.
- The IT vendor must deploy source code to the testing environment for the PATH technical teams to review and verify.
- The approval and final payment will only be made when all major bugs are fixed, key responses, source codes, and documents are reviewed and confirmed as satisfactory by PATH.

4. Deliverables

#	Deliverables	Requirements	Activities related	Deadline
1	Design reports			
1.1	UI/UX and layout design report	UI/UX design and layout report for mobile and web apps. This deliverable has to complete and accept by PATH	Task 1,2	June 30, 2023
1.2	Business requirement report and System analysis and design report	IT vendor will collaborate with PATH to complete the business requirements and system analysis documents.	Task 1,2	June 30, 2023
2	Development mobile app			
2.1	Development of mobile apps product in Android/iOS (report including)	Development of Mobile apps and detailed report on all functions listed in task 1.	Task 1	August 15, 2023
2.2	Complete mobile web app	Complete web app	Task 1	August 30, 2023
2.2	Test cases, test results, and fixed errors report	<p>The IT vendor must prepare test cases, conduct testing, and transfer testing reports to PATH including the (1) test cases, (2) test results, and (3) fixed errors.</p> <p>The fixed errors will include the test results feedback from PATH.</p>	Task 1	September 15, 2023
3	Development of web application			
3.1	Development of web applications (report including)	Detailed report on all functions listed in task 2.	Task 2	August 30, 2023
3.2	Test cases, test results, and fixed errors report	The IT vendor must prepare test cases, conduct testing, and transfer testing reports to PATH including the (1) test cases, (2) test results, and (3) fixed errors.	Task 2	September 15, 2023
4	Implement and pilot the Apps			
4.1	Deploy the System	Deploy system and Implement in maximum of 02 selected schools. Configure and grant access rights. Develop and implement plans for getting new users.	Task 3	September 30, 2023

4.1	Implement pilot	<p>Complete the user guide (on a .docx file) and presentation guide (on a .pptx file). Collaborate with PATH to conduct training for maximum of 02 selected schools. The IT vendor must support users in 2 selected schools to access and operate the systems.</p> <p>Set up communication channels (e.g., email, Zalo, or other suitable chat tools) to support system during implementation.</p> <p>Provide support 12 months after system implementation</p>	Task 3	March 31, 2024
5	Project finalization			
5.1	Document handover	<p>Documentation of all activities and deliverables during the development process. Documents must be written in English except the user manuals, which can be written in Vietnamese. Required documents include:</p> <ul style="list-style-type: none"> ● Business Analysis ● UI/UX and Layout Design ● System analysis and design ● Testing scripts and results and performance report in accordance with each deliverable during the development and implementation of the project. ● User manuals, operational instructions, and guidelines for operating the systems. ● Implementation documents with step-by-step instructions. ● all reports related to the systems 		April 15, 2024
5.2	Source code handover	<p>The final version of source code will be handed over to PATH.</p> <p>The IT vendor must build the system from handover source code on servers which is indicated by PATH for testing functions.</p>		April 15, 2024

5. Implementation period

The vendor is expected to complete the scope of work in the duration of from May 2023 to April 2024

The vendor shall submit a development plan with a clear timeline and activities to ensure the progress and due date.

V. Proposal Requirements - Financial

Provide itemized costs for the total scope of this project, based on the scope of work and deliverables outlined in Section IV. 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.
- Itemization of all other costs, e.g., service tax, etc.
- Estimated schedule of other anticipated expenses (e.g., delivery costs, additional resources, outside resources, etc.).

VI. Proposal Requirements – Technical

Provide information on your overall qualifications (If the information is available on your website, please provide the link), including:

- Profile of relevant corporate qualifications.
- Profile of relevant experience and examples of related work. (Company profile should be attached.)
- Qualifications of key members of the proposed project team (attach CVs and provide details of back-up/standby teams).
- Number of years in business. (Business Registration Certificate shall be attached.)

Preference/Advantages

- Experience working with local/international non-government organizations and health-related organizations.
- Experience designing, developing, and supporting the implementation of Mobile App on health sector.
- Experience working closely with the business owner to solve problems and guide the direction of development.
- Competent in communicating in English.

VII. Proposal Evaluation Criteria

The following is a list of significant criteria against which proposals will be assessed. The criteria are listed in order of priority; however they are not weighted.

- A. Technical appropriateness of services
- B. Appropriate implementation plan
- C. Experience in the related areas
- D. Costs (as detailed in Section V).

Note: PATH reserves the right to include additional criteria.

VIII. Instructions and Deadlines for Responding

A. PATH contacts

Procurement Contact: Ngo Tuan Anh
Senior Project Financial Analysis & Administrative Manager
ango@path.org

Nguyen Thuc Hang
Procurement Associate
htnguyen@path.org

Technical/Program Contact: Pham Thanh Dat
HIS Advisor
dpham@path.org

B. Confirmation of interest

Please send a statement acknowledging receipt of this solicitation and your intent to respond or not respond by **April 28, 2023, Hanoi time**. Send the confirmation to the contacts listed above.

C. Fact-finding questions

Questions on this solicitation will be accepted via email to the contacts listed above no later than **5:00PM May 5, 2023 Hanoi time**. Questions and answers to all questions will be provided on **May 10, 2023** to all participants who confirmed interest. Please note that responses will not be confidential except in cases where proprietary information is involved. Inquiries after this date cannot be accommodated.

D. Proposals due: 5:00PM May 19, 2023, Hanoi time

Completed proposals should be submitted by email to the contacts listed above. The subject line of the email should read: RFP # 2023-NCD-001 your company name.

The proposal files shall be protected to open with a password.

The password to open proposal files shall be submitted to htnguyen@path.org by COB 9:00AM, May 20, 2023 Hanoi time.

E. Conclusion of process

Applicants will be notified of PATH's decision by **May 30, 2023**. The final award is subject to the terms and conditions included in this solicitation, as well as successful final negotiations of all applicable terms and conditions affecting this work.

IX. Terms and Conditions of the Solicitation

A. Notice of non-binding 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.

B. Confidentiality

All information provided by PATH as part of this solicitation must be treated as confidential. In the event that any information is inappropriately released, PATH will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential, except as otherwise noted. Conflict of interest disclosure

Suppliers bidding on PATH business 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, board memberships, other employment, and ownership or rights in intellectual property that may be in 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.

D. Communication

All communications regarding this solicitation shall be directed to appropriate parties at PATH indicated in Section VIII. A. 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.

E. Acceptance

Acceptance of a proposal does not imply 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 finalists' proposals, as well as the option of accepting partial components of a proposal if appropriate.

F. 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 at PATH's sole and full discretion in such negotiations.

G. Third-party limitations

PATH does not represent, warrant, or act as an agent for any third party as a result of this solicitation. This solicitation does not authorize any third party to bind or commit PATH in any way without our express written consent.

H. Proposal Validity

Proposals submitted under this request shall be valid for 90 days from the date the proposal is due. The validity period shall be stated in the proposal submitted to PATH.