

## Request for Proposal (RFP)

Solicitation Title:	IT firm to enhance and upgrade the Vietnam AMU electronic information system for animal health (AMU software)
Proposal submission due:	Proposal must be e-mailed to <a href="mailto:ProcurementVietnam@fhi360.org">ProcurementVietnam@fhi360.org</a> by <b>5PM 12 Apr 2024</b> , with subject line “FF-AMU/AMC electronic information system and data warehouse”
Extended proposal submission due:	Proposal must be e-mailed to <a href="mailto:ProcurementVietnam@fhi360.org">ProcurementVietnam@fhi360.org</a> by <b>5PM 17 Apr 2024</b> , with subject line “FF-AMU/AMC electronic information system and data warehouse”
Approximate Date Contract Issued to Successful vendor:	<b>by 19 Apr 2024</b>

### Background

The Vietnam Fleming Fund Country Grant—Tackling Antimicrobial Resistance in Vietnam (FFP) addresses critical gaps in surveillance of antimicrobial-resistant bacteria in Vietnam. This grant also supports the development and reviewing of technical guidance and policies to improve AMR and AMU/AMC surveillance data in animal health (AH) sector. The FFP has committed to support the Vietnam Department of Animal Health (DAH) in the Ministry of Agriculture and Rural Development (MARD) to enhance the antimicrobial use/consume (AMU/AMC) surveillance information system. In the previous period, the AMU/AMC electronic information management system (AMU/AMC portal) has been developed and upgraded. The AMU/AMC portal was built based on the veterinary drug management needs of DAH and the requirements of reporting for antibiotic use to the World Organization for Animal Health (WOAH).

At present the main basic functions of the system have been completely developed. FHI 360 is now seeking to recruit an information technology (IT) firm with experience working on databases of agricultural materials under MARD’s agencies management to continue upgrading the operational modules of the AMU/AMC Portal including setting up and developing functional toolkits, and expansion for new users. The IT firm will be required to review, inherit, and upgrade the current system to meet new added requirements/functions.

### Scope of Work

The IT firm with experience working on databases of agricultural materials under MARD’s agencies management will be recruited to assist to upgrade AMU/AMC management system (including upgrade data warehouse) for Vietnam Department of Animal Health (DAH- MARD).

The local IT firm will closely work with the DAH team (Veterinary Drug Management Division) and project manager (FHI 360) to undertake the following tasks:

#### I. Development phase

1. Discuss with the DAH and FFP/FHI 360 team on the current status of the portal, software, general software objectives, and specific business requirements for enhancing and developing the AMU/AMC electronic information management and reporting system.

2. Enhance system operational modules of the AMU/AMC portal by setting up and developing functional toolkits, including digitizing copies of Minutes of inspection of veterinary drugs' trading, importing, and producing conditions.
3. Upgrade and expand to meet the requirements of data management and functions for future expansion users: enterprises, DAH, and Sub-Departments of Animal Health (SDAHs).
4. Revisions and upgrade for the Data Warehouse, and develop data visualization dashboards to present AMU/AMC and AMR data for enterprises, DAH; and pilot dashboard for SDAHs.
5. Conduct user test and commission the newly established system for existing users.
6. Design piloted modules for SDAH users in 04 provinces to extract and utilize data from the AMU portal.
7. Support database management by reviewing, updating, and digitalizing all information and data on the list of veterinary and aquatic drug products (antimicrobials).
8. Provide setup and configuration for the hosting.
9. Continued database maintenance and troubleshooting support.

## II. Operation Phase

1. Updates/customizations, as necessary.
2. Provide training for DAH team, stakeholders and implementing partners on operation of the newly-established system.
3. Working with FHI 360 and DAH to define future expansion modules for SDAH users based on the pilot's results.
4. Develop data exchange capability with AMR system for animal health.
5. Handover codes and related materials.

### Duration of Contract

Apr 2024

### Deliverables and Timeline

The IT firm will accomplish the following activities:

Item	Activity	End time
<b>1</b>	<b>Enhance system operational modules of the AMC/AMU Portal</b>	<b>26.04.24</b>
	- Digitize all information and data from hard copies of the Minutes of inspection of veterinary drugs' trading and importing conditions into the system.	
	- Digitize all information and data from hard copies of the Minutes of inspection of veterinary drugs' producing conditions into the system.	
	- Develop data visualization dashboards to present AMU and AMR data for different users (enterprises, DAH, and 4 piloted SDAHs).	
<b>2</b>	<b>Design pilot modules for 4 SDAH users (Thanh Hoa, Hanoi, Long An, Binh Dinh)</b>	<b>26.04.24</b>
	- Develop functional toolkits for the users to manage and trace the list of veterinary drugs allowed for circulation.	

Item	Activity	End time
	- Digitize and update all information and data on the list of facilities with certified veterinary drugs' trading conditions in the user's management area.	
	- Digitize and update all information and data on the list of animal healthcare facilities in the user's management area.	
<b>3</b>	<b>Input for new data entry</b>	<b>26.04.24</b>
	- Update the lists of veterinary drugs allowed for circulation from 11/2023 to 03/2024, including: the list of produced and imported veterinary drugs, the list of produced, imported of veterinary aquatic drugs and the list of veterinary vaccines.	
<b>4.</b>	Upgrade Data warehouse and develop Data Visualization for AMR – AMU/AMC portal	<b>26.04.24</b>
	<ul style="list-style-type: none"> <li>- Upgrade and revise data warehouse for AH AMR – AMU/AMC portal</li> <li>- Development of data Visualizations and Analysis</li> </ul>	

### REQUIRED DOCUMENTATION

The proposal must include the following items:

1. Company profile
2. Technical and financial proposal
3. Similar contracts

### INSTRUCTION TO BIDDERS

FHI 360 is requesting quotations from qualified vendors registered for business in Vietnam. Bidders must submit to FHI 360 the materials detailed below.

#### Technical proposal

1. A brief organizational **capability statement** that includes general information/background of the vendor.
2. A **Staffing and Management Plan** that includes:
  - The proposed structure and composition of the team with responsibility to complete the scope of work.
  - The team leader and team members profile (CVs, educational degrees, professional certificates).
  - Scope of work of relevant technical consultants on animal health/veterinary drugs (if any).
  - Timeline.
3. **Past performance statement** that provides an overview of past work performed and clients. The statement must include at minimum two previous business projects and contracts, with contact information. Preferable experiences in the areas of:
  - development of similar software on veterinary drugs and/or Animal health
  - working on AMU database of animal sector or agricultural materials under MARD's agencies management.

#### Financial proposal:

4. Quote/price list in VND for the required services, by payment period. The quote must clearly list any taxes or other indirect costs as separate line items in the quote. The vendor agrees to hold the prices in its offer for the duration of the assignment.

Submitted quotes should be valid for **45 days** from the date of submission to allow adequate time for organizational approval.

As an email with attachments may take some time to reach our designated mailbox (mentioned above), we advise all bidders to email us your proposal well before the submission deadline. Any proposals received after the submission deadline may not be accepted and shall be considered non-responsive.

A purchase order may be awarded in VND to the responsive vendor whose quote will be evaluated as most advantageous to FHI 360 and have highest evaluated averaged score. Only shortlisted bidders will be contacted.

All prospective vendors must comply with the [safeguarding policies](#) of our organization. Any violations of the policies may result in immediate

*Bidders should note that project funds cannot be used to support the purchase of any equipment, system, or service (including servers) that uses telecommunications hardware or software from certain Chinese technology companies, including Huawei, ZTE, Hytera Communications Hangzhou Hikvision Digital Technology Company, Dahua Technology Company or subsidiary entities. Prior to contract signature the selected vendor must complete a certification form confirming acknowledgement of this contract provision.*

## CRITERIA FOR EVALUATION

Each proposal will be reviewed by an evaluation panel. The evaluation criteria are as follows:

Ref.	Criteria	Points
<b>1</b>	<b><i>Technical proposal</i></b>	
1.1	Capability Statement: company information and similar experience; preferable experiences to work in similar projects on software for MARD's agencies	30
1.2	Staffing and Management Plan taking into consideration organizational/team members qualification, relevant technical expertise (including information technology and veterinary drugs)	30
1.3	Timeline	10
<b>2</b>	<b><i>Financial proposal</i></b>	30
	<b>Total</b>	<b>100</b>

### [FHI 360 Disclaimers](#)

- FHI 360 may perform a background check on any selected vendor.
- FHI 360 may cancel the solicitation and not award.
- FHI 360 may reject any or all responses received.
- Issuance of the solicitation does not constitute an award commitment by FHI 360.
- FHI 360 reserves the right to disqualify any offer based on failure of the offeror to follow solicitation instructions.
- FHI 360 will not compensate any offeror for responding to solicitation.
- FHI 360 reserves the right to issue an award based on initial evaluation of offers without further discussion.
- FHI 360 may choose to award only part of the activities in the solicitation, or issue multiple awards based on the solicitation activities.
- FHI 360 has the right to issue amendments to the RFQ at any time.