

Request for quotation (RFQ) number: RFQ# 2024-WFA-01

For: **TeleHealth Service**

1. Summary of deadlines

Release of RFQ	June 7, 2024
Confirmation of interest due	June 12, 2024
Quotations due	June 20, 2024, 5:30PM Hanoi time
Bidders notified of decision	The week of June 24-28, 2024

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

2. PATH statement of business

PATH is a global nonprofit dedicated to a mission to advance health equity through innovation and partnerships. 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. Purpose of the request for quotations

The Wellness4All Project aims to assist 3 Amazon suppliers in Viet Nam in enhancing and sustaining comprehensive physical and mental healthcare for workers, improving compliance with occupational health and safety requirements and regulations via supporting health services provision, technical assistance and learning, capacity building activities. The key activities implemented from mid-2024 to early 2025 to cover a wide range of target groups and beneficiaries (workers, managers, and health staff).

Under telehealth care service, the project is seeking for a telehealth care service provider in Vietnam (vendor) to work closely with the project to provide distance professional primary counseling and support to workers and their families in mental health and physical health issues/illness.

The telehealth service to be provided include:

- Virtual mental/psychological health consultation for individuals with mental health/psychological issues
- Virtual physical health consultation for adults with common illness (internal medical issues)
- Virtual physical health consultation for children with common illness (internal medical issues)

• **Deliverables:**

The selected vendor will provide the following deliverables to PATH by agreed timeline as below:

Deliverable	Deadline
Number of consultation sessions on mental health issues, number of referred cases if any, and a brief on mental health issues encountered and support provided.	Bi-Monthly
Number of consultation sessions on adult health issues, number of referred cases if any, and a brief on health issues encountered and support provided.	Bi-Monthly
Number of consultation sessions on children health issues, number of referred cases if any, and a brief on health issues encountered and support provided.	Bi-Monthly

• **Specifications:**

The vendor should meet the following requirements:

1. Having legal status to provide telehealth care services in Vietnam
2. Having/using Vietnamese professionals with relevant medical backgrounds and health consultation experience
3. Having history, experience in operating and managing telehealth consultation services in Vietnam
4. Having system in place to ensure privacy and confidentiality for clients
5. Having system in place for service quality assurance

6. Having system in place for recording, tracking and reporting service data
7. Can provide financial invoices in Vietnam

- **Timeline:** June 2024 – March 2025.

4. Quotation requirements, pricing, and costs

Please insert your costs in the table below. The costs should be broken down into components and include a full description of each component and its associated time and costs.

Line item no.	Component/Item [insert name]	Component/Item description	Estimated duration for each session	Unit cost [VND]
	Virtual mental/psychological health consultation for individuals with mental health/psychological issues			
	Virtual physical health consultation for adults with common illness (internal medical issues)			
	Virtual physical health consultation for children with common illness (internal medical issues)			

Note:

- Indicate any other associated costs, payment terms, or any other costs not listed.
- The supplier is expected to submit a profile of corporate qualification, proof of experience in similar/related work carried out in the past 24 to 36 months, number of years in business, and any other relevant justification for qualification.
- By submitting a quotation, the supplier consents for PATH to carry out further due diligence, responsibly and in line with relevant General Data Protection Regulation provisions.

5. Instructions for responding

A. PATH contacts

Technical/Program contact: Ms. Phan Thi Thanh Thuy

Email: ttphan@path.org

Procurement contact: Ms. Nguyen Thuc Hang

Email: htnguyen@path.org

Finance/Admin contact: Mr. Ngo Tuan Anh

Email: ango@path.org

B. Confirmation of interest

Please send a statement acknowledging receipt of this solicitation and your intent to respond or not respond no later than June 12, 2024. Send the confirmation to the contacts listed above.

C. Quotations due: June 20, 2024, 5:30PM Hanoi time

Completed quotations should be submitted by email to the contacts listed above. The subject line of the email should read: RFQ# 2024-WFA-01 Your Company Name.

D. Conclusion of process

Applicants will be notified of PATH's decision by the week of June 24-28, 2024. 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.

6. Terms and conditions of the solicitation

A. 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.

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.

C. 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 include a personal relationship with a PATH staff member that constitutes a significant financial interest; board memberships or other employment; and/or 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. 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 communications regarding this solicitation shall be directed to appropriate parties at PATH indicated in Section 5 A.

D. 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 also reserve the right to negotiate the substance of finalists' proposals, as well as the option of accepting partial components of a proposal if appropriate.

E. 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.