

Request for Proposal (RFP)

Solicitation Title:	IT firm to enhance and upgrade the Viet Nam National System for Veterinary Medicine Products (VMPS)
Submit Questions to:	nthuy@fhi360.org with a copy to hgiang@fhi360.org by 5PM October 9, 2024 . Responses to questions and queries (if any) will be posted on the designated link no later than 5PM, October 11, 2024
Proposal submission due:	Proposal must be e-mailed to ProcurementVietnam@fhi360.org by 5PM October 14, 2024 , with subject line "FF-VMPS upgrade"

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 antimicrobial resistance (AMR) and antimicrobial use (AMU) and antimicrobial consumption (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 (AMU/AMC) surveillance information system via Viet Nam National System for Veterinary Medicine Product (VMPS). In the previous period, the VMPS portal has been developed and upgraded. The VMPS 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 developed for AMU/C electronic information management, the system of standardizing the lists of domestically produced and imported veterinary drug products licensed, and the lists of establishments eligible to produce and import veterinary drugs (pharmaceuticals, vaccines, raw materials, and chemicals used in veterinary medicines); and functional toolkits, including extracting AMU/C data for reports according to WOAH's option 1 reporting format. FHI 360 is now seeking to recruit a qualified information technology (IT) firm to continue upgrading the operational modules of the VMPS portal including setting up and developing functional toolkits to capture data available for reporting AMU/C data following WOAH's guidance for option 2 and develop and enhance toolkits to strengthen data management and reporting functions 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 the VMPS portal for the DAH.

The local IT firm will closely work with the DAH team (Veterinary Drug Management Division) and Project Lead (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 VMPS portal to capture data available for reporting option 2 following WOAHA's guidance which includes: 1) overall amount manufactured and imported for use/used in animals by antimicrobial classes, 2) separate by animal groups (terrestrial food-producing, aquatic food-producing, or companion animals or/and types of use).
3. Develop functional toolkits, including digitalization of Minutes of inspection of veterinary drugs' trading, importing, and producing conditions in order to verify the list of veterinary drugs imported and traded and AMU/C data input on the portal.
4. Develop and enhance toolkits for management of veterinary drug raw materials and the list of veterinary medicine companies.
5. Strengthen functions for data input management, including function to avoid duplicated data, wrong antibiotic names and units from enterprises' input; to trace the list of veterinary drugs allowed for circulation.
6. 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).
7. Develop data visualization dashboards to present AMU/AMC and AMR data for enterprises and DAH.
8. Support database management by reviewing, updating, and digitalizing all information and data on the list of veterinary and aquatic drug products (antimicrobials).
9. Provide setup and configuration for the hosting.
10. 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

From October 2024 to February 28, 2025

Deliverables and Timeline

The IT firm will accomplish the following activities:

No.	Activity	Deliverables	End time
1	Develop and enhance system operation modules	<ul style="list-style-type: none"> - Assessment report of the existing system and system upgrade plan. - System operation module guide. - Handover codes and related materials. 	December 31, 2024

No.	Activity	Deliverables	End time
		- System verification report (deliverables verified by the DAH)	
1.1	<i>For the AMU/AMC reporting system</i>		
a	Enhance system operational modules of the AMU/AMC portal to capture data available for reporting option 2 following WOAHA's guidance which includes: 1) overall amount manufactured and imported for use/used in animals by antimicrobial classes, 2) separate by animal groups (terrestrial food-producing, aquatic food-producing, or companion animals or/and types of use).		
b	Develop functional toolkits, including digitalization of Minutes of inspection of veterinary drugs' trading, importing, and producing conditions based on regulations in Circular 13/2016/TT-BNNPTNT and to verify the list of veterinary drugs imported and traded and AMU/C data input on the portal.		
c	Strengthen functions for data input management, including function to avoid duplicated data, wrong antibiotic names and units from enterprises' input; to trace the list of veterinary drugs allowed for circulation.		
d	Develop and enhance the reporting toolkit based on any data filtering criteria for veterinary drugs and raw materials (containing antibiotic components).		
1.2	<i>For the management of raw materials (including antibiotic materials) for producing veterinary medicine products</i>		
a	Enhance the toolkit for controlling imported the raw materials for producing veterinary medicine products.		
b	Enhance the toolkit for managing antibiotic raw materials imported by categorizing antibiotic groups following guidance of WHO/WOAH.		
1.3	<i>For the management of veterinary medicine products categories</i>		
a	Enhance the feature toolkit for the process of handling registration and licensing dossiers for veterinary drugs, including trial dossiers (trial outline, farm assessment, trial results).		
b	Enhance the toolkit for the process of handling dossiers for re-registration of veterinary drugs; changes, supplements, and corrections of information of licensed of veterinary drugs.		

No.	Activity	Deliverables	End time
c	Enhance the toolkit for controlling the import of veterinary vaccine products.		
d	Develop alert toolkit for reporting and data entry errors, reporting non-compliant drug components, expiration of circulation certificates, business licensing conditions for veterinary drugs, warehouse conditions, etc.		
1.4	<i>For the management of the list of companies and factories producing veterinary medicine products (including antibiotic materials)</i>		
a	Enhance the toolkit for controlling the reporting status of production and business activities.		
b	Develop toolkit for manage registration dossiers, inspection minutes, certificates, catalogs, GMP factory production lines, and the licenses issued and saved.		
2	Data management	- Handover codes and related materials - Data management verification report (deliverables verified by the DAH)	December 31, 2024
a	Reviewing, updating, history tracing and digitalizing all information and data on the list of veterinary medicines granted permits for circulation in Vietnam.		
b	Develop data visualization dashboards to present AMU/AMC data for enterprises and DAH. Embed AMR system interface in the system so that users can monitor AMR data from AMU system.		
c	Digitalizing all information of raw antibiotic ingredients imported for producing veterinary drugs, that information will be captured for linkage with AMR data in future.		
d	Digitalizing all information of veterinary drug manufacturers granted GMP certifications by DAH, that information will be captured for linkage with veterinary drug products produced.		
3	Training the portal for end users	Training documents	February 28, 2025
	- Provide trainers and training documents to the users: DAH's staff and experts; Sub-DAH's staff; veterinary drug manufacturers, producers and importers in 4-6 training workshops organized by DAH.		

No.	Activity	Deliverables	End time
4	Maintenance and warranty	Maintenance and warranty agreements	June 30, 2026
	- Maintain up-to-date archives		
	- Provide setup and configuration of the hosting		
	- Internet connection		
	- Software upgrade		
	- Bug fixing/ Troubleshooting		
	- Help desk		

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.

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.

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

CRITERIA FOR EVALUATION

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

Ref.	Criteria	Points
1	<i>Technical proposal</i>	
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
2	<i>Financial proposal</i>	30
	Total	100

[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.