

# Request for proposal # 2024- Amgen-01

“Song Khoe” Application updating and upgrading



2201 Westlake Avenue  
Suite 200  
Seattle, WA 98121 USA

[www.path.org](http://www.path.org)

© 2023 PATH. All rights reserved.

---

## Contents

1. Request for proposal schedule .....	1
2. PATH statement of business .....	1
3. Contracting requirements.....	1
4. Solicitation terms and conditions .....	2
5. Instructions for responding.....	3
6. Specifications/Scope.....	4
7. Fact-finding questions.....	12
8. Qualifications, evaluation criteria, and selection.....	12
Annex A. Tips on proposal preparation and submission .....	<b>Error! Bookmark not defined.</b>
Annex B. Supplier's proposal format/questionnaire .....	16
Annex C. Financial proposal .....	17

Request for proposal number: RFP#2024-Amgen-01

For: "Song Khoe" Application updating and upgrading

## 1. Request for proposal schedule

Activity	Date and time (Hanoi time)
Request for proposal (RFP) released	June 11, 2024
Confirmation of interest in submitting a proposal	June 14, 2024
Deadline for fact-finding questions	June 17, 2024, 5:30PM
PATH to respond to fact-finding questions (respond during the call with all interested bidders)	June 19, 2024
Deadline for submission of proposal in response to the RFP	June 28, 2024, 5:30PM
Interview shortlist	July 3-5, 2024
Outcome communication	July 10, 2024
Award decision (to be followed by contract negotiations)	July 12, 2024

**Note:** PATH may change the dates at its discretion. Changes will be communicated to those who confirmed their intent to submit a proposal.

## 2. PATH statement of business

PATH is a global nonprofit dedicated to achieving health equity. 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](http://www.path.org).

## 3. Contracting requirements

- 3.1 The contracting authority shall be PATH or any one of its affiliates either directly or on behalf of operations countries or programs.
- 3.2 The commercial contracting terms and conditions will be negotiated with the successful supplier toward the end of the selection process.

- 3.3 By submitting a proposal, the supplier confirms that they will abide by the RFP terms and PATH policies, especially our Code of Ethics (<https://www.path.org/about/code-ethics/>), and general good practices regarding inclusivity, diversity, fair trading, health and safety, records management, anti-fraud and corruption, and environmental policy, among others.
- 3.4 Duration of the contract is estimated to be until December 31, 2025.

## 4. Solicitation terms and conditions

- 4.1 **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.
- 4.2 **Confidentiality:** Suppliers shall treat all information provided by PATH as part of this solicitation as confidential. If any information is inappropriately released, PATH may seek appropriate remedies as allowed under applicable law.
- 4.3 **Conflict of interest disclosure:** Suppliers bidding on PATH business (also referenced herein as “bidders”) 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, a board membership, other employment, or ownership or rights in intellectual property that may 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.
- 4.4 **Acceptance:** Bidder's submission of a proposal means the bidder accepts all terms and conditions set forth in the RFP. PATH's acceptance of a proposal does not mean 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 RFP finalists' proposals, as well as the option of accepting partial components of a proposal if appropriate.
- 4.5 **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 in such negotiations at PATH's sole and full discretion.
- 4.6 **Third-party limitations:** PATH does not represent, warrant, or act as an agent for any third party because of this solicitation. This solicitation does not authorize any third party to bind or commit PATH in any way without our express written consent.
- 4.7 **Proposal validity:** Proposals submitted under this RFP shall be valid for at least 90 days following the date the proposal is due. The validity period shall be stated in the proposal submitted to PATH.
- 4.8 **Limitation of liability:** The terms and conditions set forth in this RFP do not exclude or limit the liability of PATH or the supplier in relation to fraud or in other circumstances giving rise to liability under any applicable law.
- 4.9 **Tender costs and liability:** Bidders are responsible for obtaining all information necessary for preparation of their proposal and for all costs and expenses incurred in preparation of the proposal. Subject to the “Limitation of liability” section in this RFP (section 4.8), the bidder accepts by their participation in response to this RFP, including without limitation the submission of the proposal,

that it will not be entitled to claim from PATH any costs, expenses, or liabilities that it may incur in tendering a response to this RFP, irrespective of whether their proposal is successful.

- 4.10 **PATH's variation or termination rights:** PATH reserves the right to vary or terminate this RFP process with written notice to all suppliers from which it has received proposals. It is intended that this solicitation process will take place in accordance with the provisions of this RFP, but PATH reserves the right to terminate, amend, or vary (to include, without limitation, in relation to any time scales or deadlines) the solicitation process by notice to all suppliers from which it has received proposals. Subject to section 4.8, "Limitation of liability," PATH will have no liability for any losses, costs, or expenses caused by its termination, amendment, or variation to this RFP.
- 4.11 **Joint venture or consortium or subcontractors:** Any lead supplier that submits a proposal in response to this RFP takes responsibility and accountability for enforcing the RFP requirements set forth herein among the members of the joint venture or consortium, and each of their advisers, subcontractors, and staff.
- 4.12 **Payment and invoicing:** PATH will pay correctly addressed and undisputed invoices within 30 days. Suppliers shall ensure comparable payment provisions apply to payments to their downstream parties. Advance payment is not preferred. If an advance payment is envisaged and is other than industry or country known practice, such must be made clear in the financial proposal to PATH.
- 4.13 **PATH Values and DEI (Diversity, Equity, and Inclusion)**
- 4.13.1 Supplier Diversity Statement/Commitment - PATH works to create mutually beneficial business relationships with diverse suppliers and consultants that strengthen the communities in which we operate. We are committed to developing mutually beneficial relationships with small, minority-owned, women-owned, and other underrepresented business enterprises and consultants. The primary goal of PATH's Supplier Diversity Program is to provide opportunities to diverse suppliers and consultants that satisfy our procurement and contractual standards and reflect the communities we serve; build resilient supply chains that drive economic growth and cost savings; and finally, advance our commitment to diversity, equity, and inclusion.
- 4.13.2 Supplier Diversity at PATH - Supplier diversity at PATH means that we seek and include small, minority-owned, women-owned, and other underrepresented businesses and consultants in our procurement policies, practices, and vendor providers. PATH recognizes that supplier diversity creates a sustainable competitive advantage for the organization, enhances our commitment to equity and has a positive impact on the communities which we serve.
- 4.13.3 Planning and reporting - Suppliers are expected to live up to PATH's [DEI vision](#) and state how they have included diverse supplier groups in their supply chain as they aim to partner with PATH in delivery of this project. The successful supplier will report to PATH every six months what portion of the work has been delivered through an inclusive workforce and underrepresented supplier groups.

## 5. Instructions for responding

- 5.1 **PATH contacts:** All communications regarding this solicitation shall be directed to the contacts below. 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 documents

required as part of the proposal must be submitted to the contacts listed by the deadline for submission:

Technical/program contact: Dao Dinh Sang, email: [sdao@path.org](mailto:sdao@path.org)

Procurement contact: Nguyen Thuc Hang, email: [htnguyen@path.org](mailto:htnguyen@path.org)

Finance/administration contact: Le Cao Thang, email: [tcle@path.org](mailto:tcle@path.org)

- The subject line of all emails regarding the proposal should read: **RFP #2024-Amgen-01** Your Company Name.
- Please see Annex A to this RFP, "Tips on proposal preparation and submission," for additional details regarding the files and file types to be included in your proposal package.

- 5.2 **Confirmation of interest:** Please send a statement acknowledging receipt of this solicitation and your intent to respond or not respond no later than the date noted in the schedule in section 1. Send the confirmation to the contacts listed above.
- 5.3 **Proposal technical content:** Bidders are advised to provide only what is required as captured in Annex B: "Supplier's proposal format/questionnaire." The proposal must be clear, concise, unambiguous, and directly address the requirements stated.
- 5.4 **Selection of short list:** PATH reserves the right to select a short list from the bids received. PATH has the option to interview and discuss specific details with those candidates who are short-listed.

## 6. Specifications/Scope

### 6.1 Scope of work/terms of reference/specifications:

#### 6.1.1. BACKGROUND

Among non-communicable diseases (NCD), hypertension and diabetes are silent killers due to their dangerous complications, which often occur suddenly and are difficult to control, such as stroke, heart failure, vascular damage, and kidney failure. According to statistics, 1 in every 5 people with hypertension is unaware of their condition, and among those diagnosed with hypertension, 5 out of 10 are not properly aware of their condition. Similarly, 5 out of 10 people with diabetes are unaware of their condition, and among those receiving treatment, 7 out of 10 are not treated properly.

To enable early access to healthcare services at community, and to effectively detect, control, and manage hypertension and diabetes within the community, the project "Transforming Responses to Non-Communicable Diseases in Vietnam" has been implemented by PATH in collaboration with the Department of Preventive Medicine in some provinces and cities. With the message "For a Healthy Vietnamese Community," the project team has developed the "Song khoe" application. The application includes 02 components: (i) an NCD Management system for health workers, available on web-based and mobile app, and (ii) and the mobile app "Song khoe" application for the community.

#### **Non-communicable diseases management system for health workers**

The system supports health workers at all levels in screening and detecting individuals at high risk of hypertension and diabetes, through screening campaigns or opportunity screening. It manages patients diagnosed with hypertension and diabetes who are treated at medical facilities, providing support in

treatment management, treatment compliance, and lifestyle behavior changes. The software includes the following functions:

- Client management
- Screening management
- Examination schedule management: registering clients for examination, confirming schedules, and tracking overdue appointments.
- Case management
- Medication schedule management
- Basic functions such as user and facility management
- Generating reports as required by the NCD program and dashboards to visualize data according to key indicators.

### **"Song khoe" application for the community**

With smartphones, individuals can simply download the "Song khoe" application to their devices to help them self-screen and assess the risk of CMDs (hypertension, diabetes). The app allows users to access consulting services and get answers to questions about CMDs, monitor basic health indicators, look up suitable medical examination and treatment facilities, communication materials and receive reminders for their daily medication schedule and updated news related to CMDs.

### **Technical information:**

No	Application name	Communication	Subjects of use	Design tools
1	Management of non-communicable diseases system for health worker	Web-based App	Health staff	PHP
2	Management of non-communicable diseases system for health worker	Mobile application: iOS and Android	Health staff	React
3	"Song khoe" App	Mobile application: iOS and Android	Community	React
4	Database			MySQL

In 2024, PATH will continue to mobilize resources to update and enhance the applications for screening, risk assessment, treatment management, and support for the care of CMDs), including hypertension, diabetes, dyslipidemia, and obesity. The app will be implementing in Thai Nguyen province. The following information details the update and upgrade requirements to meet the project's needs in the upcoming period.

### **6.1.2. SCOPE OF WORK**

The Subcontractor will provide solutions for generating a new application from the existing Application "Song Khoe" which has been previously developed by PATH. The Subcontractor

will work closely with PATH and relevant partners to clarify requirements and recommend appropriate workflows, with the following contents:

### **Update/Upgrade CMD App – Web-based Application For Health workers (detailed in Appendix 1)**

- Re-design user interface
- Update the screening form for CMD, including hypertension, diabetes, dyslipidemia and obesity
- Design and develop client referral management
- Create the feature to automatically calculate indicators to achieve targeted goals
- Update the Examination Schedule Management function
- Create duplicate filtering and merging functions
- Update tool to import data from excel file exported from VNPT-HIS and Viettel HISONE
- Create a tool to export data from the System in excel which is used to import into the DHIS2 for NCD reporting system.
- Update reporting module for MCD

### **Update/Upgrade CMD App – Mobile Application For Health workers**

- Update the screening form, adding dyslipidemia and obesity, form will be provided by the project
- Design and develop client referral management
- Automatically exchange and update information with web-based app's database through standard API (HL7/FHIR)

### **Update/Upgrade CMD App – Mobile Application For Community**

- Updating screening form, adding dyslipidemia and obesity, the PATH project will provide updated sheets, and automatically evaluate risk of CMDs
- Update key messages to improve knowledge and change behaviour of local people in CMD control and prevention.
- Update reminders function config for each member, including medication reminders and behavior change plan reminders.
- Update additional indicators for dyslipidemia and Obesity provided by the PATH project team.

It is estimated that there will be about 40,000 application users including 200 healthcare workers. The app does not require daily access from every user. Therefore, it is estimated that the number of daily visitors is less than 5,000, and time estimation for users to access app is about 15 minutes per day.

### **Data Privacy and Security**

All apps updated must be certified by enterprises authorized by Ministry of Information and Communication (<https://mic.gov.vn/danh-sach-doanh-nghiep-da-duoc-cap-giay-phep-kinh-doanh-san-pham-dich-vu-an-toan-thong-tin-mang-197139244.htm>) before handover apps to PATH.

### **Testing and acceptance, releasing, and training digital application and systems:**



- Testing and debugging digital systems and the application. During this process, the Subcontractor will identify problems in the application and resolve them using optimal approaches to keep the application bug-free. The Subcontractor will coordinate with PATH to receive and address user feedback in an agile sprint methodology on a small group of users before releasing the beta and final versions.
- Launching the application: once bug fixes are completed, the Subcontractor will ensure that apps are ready for deployment. The approval and final payment will only be made once all major bugs are fixed, and all source codes and documents, including technical documents and user manual(s), are confirmed by PATH.
- The subcontractor will provide trainers according to the Project's training plan. Trainer fees are not included in this contract and are calculated according to PATH cost norm.

### **Maintenance and technical support:**

- Providing a technical documentation handover package
- Providing a code and UX/UI design handover package
- Three (3) months free debugging after go-live
- After the public release of the application, the Subcontractor will continue to provide technical support for the application's administrators during the next 12 months (can be extended depending on PATH requirements through a subcontract).

### **Appendix 1**

#### **Health worker App (CMD App): Web-based App.**

1. Update the client management interface according to the design and requirements as follows

Quick Search	Client's Personal Information (2)
List of clients (1)	
	Multiple tabs: Screening, Examination, medication (3)

### **List of clients (1):**

- Information displayed in columns: Client ID, Full name, gender, date of birth
- Each line represents client registered into the system

### **Client's personal information (2)**

- When clicking on the client in the list (1), client's personal information is displayed:
- Client ID, full name, date of birth, gender, phone number, health insurance ID, citizen ID, province, district, commune, village/hamlet, detailed address, tracking status
- There is a button to turn on and off monitoring status.
- Has the function to update and edit the subject's personal information

### **Multi-tabs: Screening, examination, and medications (3)**

This sub-form will display information tabs: Screening, treatment (for diagnosed patients) and medication

**Screening tab:** Displays different screenings: including Screening date, screening location, results, there is a button that allows adding more screenings-> when clicked, a pop-up form will appear to enter screening information

**Examination tab:** Displays information about examinations: including examination date, examination location, name of examining doctor, indicators including: SBP, DBP, Weight, height, BMI, blood sugar, risk factors related to lifestyle/behavior...

Conclusion of diseases: Hypertension, diabetes, dislipidemia , obesity (many options)

Create a follow-up appointment schedule for each examination

**Current medication tab:** Prescription date (examination date), prescribing doctor, medication name, dosage, (and doctor's advice if had) (with function to copy prescription from previous visit and add/delete medication, edit dosage)

#### **2. Update the screening form to add dyslipidemia and obesity:**

The PATH project will provide an updated screening form

3. Design and develop a referral management module: The referral management module to support health workers in tracking clients at high risk of CMD. This module should facilitate the referral process from village or commune health workers to health facilities for further examination. The module must include a feature to generate referral forms with barcodes or QR codes for efficient tracking and identification
- 4.
5. Create the feature to automatically calculate indicators to achieve targeted goals according to project requirements based on updated indicators during each visit:
  - Targeted BP: Pass/Fail
  - Targeted Blood glucose: achieved/Not achieved
  - Cholesterol:
    - o Cholesterol: Pass/Fail
    - o Triglycerides: Pass/Fail
    - o LDL: Pass/Fail
    - o HDL

- BMI: Pass/Fail

#### 6. Update the Examination Schedule Management function:

Based on the follow-up date entered by the medical facility or when people register for an examination schedule at the facility (connected to the System and confirmed by medical staff), the software automatically creates an examination plan for the facility to display the list of people registered for examination by date, disease, and total number

#### 7. Create duplicate filtering and merging functions

The database search software lists objects with duplicate information according to the following default criteria:

- Full name: not case sensitive
- Date of birth
- Gender
- Province information:
- District information
- Commune information
- Village information

Criteria can be added

- Phone number
- ID number
- Health insurance number

If suspected records are recorded, facility health worker will verify and merge them. When merging, the health worker will tick the records that are considered duplicates. The system will allow the health worker to select the client's information from different records -> then click the merge button to create the final object. The object code will take the first object code created on the System (log when registering the object)

#### 8. Update tool to import data from excel file

This tool will support importing lists of subjects for examination and treatment of hypertension, diabetes, dyslipidemia and obesity exported from the software examination and treatment software, called VNPT-HIS, developed by VNPT ( <https://yte-tentinh.vnphthis.vn> ) and Viettel ( <https://hisone.ytecoso.vn> ) are using it at health facilities in Phu Luong and Pho Yen district of Thai Nguyen province. Excel file template will be provided

#### 9. Create a tool to export data from the System in excel format.

This tool supports exporting data updated by users on the System in excel format, which users can use to import into the Non-communicable Disease Reporting System developed by the Department of Information Technology. Ministry of Health and World Health Organization on DHIS2 platform ( <http://baocao.tkyt.vn> )

#### 10. Update Reporting Function:

***Create a screening list according to the following criteria:***

- Time: From date to date
- By province/district/commune/village/screening point (screening group/village health workers)
- Screening form according to the form provided by project.
- Support exporting lists to Excel

**Bảng 6.2:** Danh sách sàng lọc nghi ngờ THA và nguy cơ ĐTD

Thôn: .....		Xã: .....		Họ tên cộng tác viên: .....						
Huyện: .....		Tỉnh: .....								
TT	Họ tên (và số điện thoại)	KẾT QUẢ SÀNG LỌC						ĐÁNH GIÁ		
		Giới	Tuổi	Gia đình có người mắc ĐTD	Chỉ số khối cơ thể	Vòng eo	Huyết áp	Tổng điểm	Nguy cơ mắc ĐTD	Nghi ngờ tăng huyết áp
		Nữ = 0 Nam = 2	< 45 = 0 45-49 = 1 > 49 = 2	Không = 0 Có = 4	< 23 = 0 23-27,5 = 3 > 27,5 = 5	Nam < 90 = 0 Nam ≥ 90 = 2 Nữ < 80 = 0 Nữ ≥ 80 = 2	< 140/90 = 0 ≥ 140/90 = 2			
	Tên: Nguyễn Văn A	Nam	55	Có	25,2	93	136/90	15	Có	Có
	Điểm nguy cơ	2	2	4	3	2	2			
	Tên:									
	Điểm nguy cơ									
	Tên:									
	Điểm nguy cơ									
	Tên:									

**Report on management and treatment of CMDs at the unit:**

- Time: From day to day
- By province/district/commune/village
- Tracking status: Tracking
- Management form for people with NCDs according to the form provided by the project with the addition of dyslipdemia and obesity.

**Bảng 6.3:** Danh sách quản lý người mắc tăng huyết áp, đái tháo đường

Thôn: .....			Xã: .....		Họ tên cộng tác viên: .....			
Huyện: .....			Tỉnh: .....					
TT	Họ và tên	Giới	Tuổi	TĂNG HUYẾT ÁP		ĐÁI THÁO ĐƯỜNG		
				Điều trị	Nơi đang điều trị	Chẩn đoán	Điều trị	Nơi đang điều trị
				1. Đang điều trị 2. Chưa điều trị	1. TYT 2. TTYT/BV huyện 3. BV tỉnh 4. Tuyển trung ương 5. Tự nhân	1. Tiền ĐTĐ 2. ĐTĐ	1. Đang điều trị 2. Chưa điều trị	1. TYT 2. TTYT/BV huyện 3. BV tỉnh 4. Tuyển trung ương 5. Tự nhân
1.								
2.								
3.								
4.								
5								

**Report on the list of patients achieving treatment goals:**

- Time: From date to date
- By province/district/commune/village
- Tracking status: Tracking
- By disease: Hypertension, diabetes, dyslipidemia, obesity
- According to the project report template provided

**6.2 DELIVERABLES:**

No	Deliverable	Due Date
1	Mock-up design and Technical specification document	10/08/ 2024
2	Complete update/upgrade of CMD App (Web-based App) for healthcare workers	30/09/2024
3	Complete update/upgrade of CMD App (Mobile App) for healthcare workers and upload to app stores <ul style="list-style-type: none"> <li>- iOS (Apple store)</li> <li>- Android (Google Play)</li> </ul>	20/09/2024
4	Complete update/upgrade of CMD App for community (Mobile App) and upload to app stores <ul style="list-style-type: none"> <li>- iOS (Apple store)</li> <li>- Android (Google Play)</li> </ul>	15/09/2024
5	Update user manual based on the update of the apps	05/10/2024
6	Source Code of CMD App (Web-based App) Source Code of CMD App (Mobile App): iOS and Android Source Code of Community App: iOS and Android	15/10/2024
7	Provide remote technical support for end-users during the implementation in 2 project districts in Thai Nguyen (Phu Luong and Pho Yen) in the next 12 months	31/12/2025
8	Fix bugs reported from end-users during the implementation in 2 project districts in Thai Nguyen	Until 31/12/2025

## 7. Fact-finding questions

- 7.1 Fact-finding questions should be sent to the contacts listed in Section 5.1 by the date in the RFP schedule (section 1). Fact-finding questions received after this deadline cannot be accommodated.
- 7.2 It is advisable that any fact-finding questions refer to a specific section of the RFP; and to the extent possible, be aggregated rather than sent individually.
- 7.3 In line with transparency principles, all fact-finding questions and all of PATH's responses to these questions will be shared with all those who confirmed their intent to bid. Questions will be anonymized and answered if PATH reasonably determines that such fact-finding questions do not disadvantage any potential supplier and are not commercially in confidence. If such are commercially in confidence, they shall be handled in line with PATH's policy on information and data.
- 7.4 PATH may request from a bidder additional information at any time ahead of award, and the bidder will be expected to provide the requested information within the time frame given. Failure by a bidder to provide supplementary information to PATH in a timely manner may lead to the proposal being rejected in full or disqualification from the procurement process.

## 8. Qualifications, evaluation criteria, and selection

- 8.1 **Supplier qualifications:** In relation to the scope, provide information on your overall qualifications, including:
  - Profile of relevant corporate qualifications.
  - Profile of relevant experience and examples of related work.
  - Qualifications of key members of the proposed project team (attach CVs/resumes and provide details of backup/standby teams).
  - Number of years in business.
  - Annual revenue.
  - If your company has more than one location, please indicate these qualifications for the site that is responding.
  - Other as required by specific procurement.

Suppliers that do not meet reasonable qualifications shall not be short-listed and therefore not technically evaluated.

- 8.2 **Selection and evaluation criteria:** The proposal is to follow the template provided in Annex B ("Supplier's proposal format/questionnaire") and will be expected to address all the requirements.
  - Stage 1: Proposals will be checked for completeness in terms of submission on time, technical proposal, financial proposal, and all required information. Proposals that are correctly completed will proceed to Stage 2. Any proposals submitted late, incomplete, or with omissions may be rejected at this point. If a proposal is rejected at this stage, it will automatically be disqualified from further review.

- **Stage 2:** If a proposal passes the Stage 1 evaluation, it will be evaluated in detail in line with the evaluation methodology below. Information provided as part of qualification may be verified at this stage, and as part of the evaluation process.

**8.3 Evaluation criteria:** Proposals will be assessed to determine the most economically advantageous using the criteria and weightings in Table 1, and will be assessed strictly based on the proposal submitted.

Table 1. Proposal evaluation criteria and weighting.

The following is a list of significant criteria against which proposals will be assessed.

Technical Approach	40%
Experience on developing and deploying health information systems (HIS) and aggregate reporting systems with dashboards and on non-communicable diseases	15%
Experience with HL7 FHIR, DHIS2, open-source technologies, and open-source software development practices	15%
Financial approach (cost)	30%

**8.4 Scoring model:** Proposals that are subjected to technical/detail evaluation will be scored based on the model in Table 2 below for all the technical components. The financial proposal will be evaluated separately, as highlighted in section 8.4.1 below and Annex C.

Table 2. Proposal scoring model.

Assessment	Score	Summary	Interpretation
Excellent	5	Very strong evidence of appropriate knowledge, skills, and experience to meet the scope. Demonstrated innovation in better delivery of the scope.	As well as addressing all or the vast majority of bullet points under each criterion heading, proposal demonstrates a deep understanding of the project. All solutions offered are linked directly to project requirements and show how they will be delivered and the impact they will have on other areas and stakeholders.
Good	4	Sufficient evidence provided of adequate knowledge, skills, and	Reflects that the bidder has addressed, in some detail, all or most of the bullet points listed under

Assessment	Score	Summary	Interpretation
		experience to meet the scope. May demonstrate some innovation though it may be less robust. Meets all requirements with some minimal gaps.	each criterion heading. Evidence is included that shows not only what will be provided but also gives some detail of how this will be achieved. Bidders should make clear how their proposals relate directly to the aims of the project and be specific, rather than general, in the way proposed solutions will deliver the desired outcomes.
Acceptable	3	Reasonable evidence of appropriate knowledge, skills, and experience for the scope. Meets requirements in many areas but not all areas.	Addresses the majority of the bullet points under each criterion heading, but lacks some clarity or detail on how the proposed solutions will be achieved. Evidence is provided; however, generic or general statements are not specifically directed toward the aims/objectives of the project. Any significant omission of key information as identified under each criterion heading will point toward a score of 3.
Minor reservations	2	There is some evidence of appropriate knowledge, skills, and experience for the scope. Meets requirements in some areas but has important omissions.	Reflects that the bidder has not provided evidence to suggest how they will address several bullet points under the evaluation criteria headings. Tender is, in part, sketchy, with little or no detail given of how the project requirements will be met. Evidence provided is considered weak or inappropriate and is unclear on how this relates to the desired outcomes.
Serious reservations	1	Limited evidence of appropriate knowledge, skills, and experience for the scope.	Reflects major weaknesses or gaps in the information provided. The bidder displays poor understanding and there are major doubts about fitness for purpose.
Unacceptable	0	No evidence of knowledge, skills, and experience for the scope.	Results if no response is given and/or if the response is not acceptable and/or does not cover the required criteria.

- 8.4.1 **Financial evaluation:** The “total cost” will be evaluated for the purposes of financial evaluation and prices are not subject to any pricing assumptions, qualifications, or indexation other than that stated in the financial proposal. A maximum score of 30 (financial score/points allocated in the evaluation criteria) will be awarded to the proposal offering the lowest “overall cost.” Other proposals will be awarded a mark by application of the following formula: (lowest overall cost / overall cost being evaluated) \* x (rounded to one decimal place) = financial score. Annex C provides detailed guidelines on inclusions and exclusions for your consideration in preparation of the financial proposal.
- 8.4.2 **Moderation and application of weightings:** The evaluation panel will moderate criteria that have substantial divergence among the individual scores and agree on the final score (as



opposed to averaging scores). The score for each award criterion will be amalgamated to give a percentage score out of 100.

8.4.3 **The recommended winning supplier:** The recommended award winner will be the proposal that receives the highest score out of 100 (combined technical and financial scores) when applying the above evaluation methodology.

8.4.4 **Feedback:** All those who submit proposals will be provided feedback.

# **Annex A: RFP#2024-002 Tips on Proposal Preparation and Submission**

To ensure your proposal is submitted and accepted for review by PATH:

- Please send the proposal on time to avoid any last-minute technology issues.
- The technical proposal and the financial proposal should be clearly separated in different sections or files.
- No additional supporting documentation is to be submitted other than what the RFP has requested. PDF, JPG, PPT, Word, and Excel formats can be used for any additional information (other formats should be avoided and may not be operationally supported).
- For ease of review, any supporting documents must be attached separately to your main proposal and clearly labeled as to which part of your proposal each relates.
- Any generic policy document submitted needs to clearly indicate the section that is relevant to your proposal.
- Deliberate alteration of a PATH requirement as part of your proposal will invalidate your proposal; and for evaluation purposes, you may be deemed not to have responded to the requirement.
- Your proposal (technical and financial) may be incorporated into the contract as appropriately determined at the contract negotiation stage.
- The submitted proposal is preferred in English. You can also use Vietnamese in the proposal and this does not affect the evaluation results. In case Vietnamese is used, upon PATH request, you need to provide an additional English version.

## Annex C. Financial proposal

The financial proposal should comply with the following guidelines. Sample templates are provided on the following page.

### **Itemized costs**

Provide itemized costs for the total scope of this project, based on the scope of work and deliverables outlined in section 6. 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:

- Percentage participation of key staff in total level of effort.
- Roles and rates of key staff.
- Estimated total level of effort and associated costs.
- Remimbursable costs (e.g., transportation/flights, accommodations, internet, agency costs, agency fees, subcontracted resources, administrative costs, supplies, taxes).