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Resilient nations.*

REQUEST FOR PROPOSAL

Provision of Digital Economy Advisory Services for the Government of Mauritius and local support services to the Laboratory Information Management System

RFP No.: RFPMUS2021-004

Project:

- i. Support to Resilience through Digital Transformation and Capacity Development
- ii. Strengthened Resilience through Digitalization and Community Engagement

Country: Mauritius

Issued on: 26 May 2021

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SECTION 1. LETTER OF INVITATION

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - o Form A: Technical Proposal Submission Form
 - o Form B: Bidder Information Form
 - o Form C: Joint Venture/Consortium/Association Information Form
 - o Form D: Qualification Form
 - o Form E: Format of Technical Proposal
 - o Form F: Financial Proposal Submission Form
 - o Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to procurement.mu@undp.org, indicating whether you intend to submit a Proposal or otherwise. You may also utilize the “**Accept Invitation**” function in **eTendering** system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by:



Name: Fatuma Musa
Title: Operations Manager
Date: **May 26, 2021**

Approved by:



Name: Amanda K. Serumaga
Title: Resident Representative,
UNDP Mauritius & Seychelles
Date: **May 26, 2021**

SECTION 2. INSTRUCTION TO BIDDERS

A. GENERAL PROVISIONS	
1. <i>Introduction</i>	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. <i>Fraud & Corruption, Gifts and Hospitality</i>	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP</p> <p>(a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</p> <p>(b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p>
3. <i>Eligibility</i>	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other</p>

	<p>international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>
4. <i>Conflict of Interests</i>	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:</p> <ul style="list-style-type: none"> a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
B. PREPARATION OF PROPOSALS	
5. <i>General</i>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in</p>

<i>Considerations</i>	<p>detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>
<i>6. Cost of Preparation of Proposal</i>	6.1 The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
<i>7. Language</i>	7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.
<i>8. Documents Comprising the Proposal</i>	<p>8.1 The Proposal shall comprise of the following documents:</p> <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
<i>9. Documents Establishing the Eligibility and Qualifications of the Bidder</i>	9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
<i>10. Technical Proposal Format and Content</i>	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.</p> <p>10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP</p> <p>10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.</p>
<i>11. Financial Proposals</i>	<p>11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.</p> <p>11.2 Any output and activities described in the Technical Proposal but not priced</p>

	<p>in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
<i>12. Proposal Security</i>	<p>12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
<i>13. Currencies</i>	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <ul style="list-style-type: none"> a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and b) In the event that UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
<i>14. Joint Venture, Consortium or Association</i>	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall</p>

	<p>be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>14.6 Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
<i>15. Only One Proposal</i>	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> f) they have at least one controlling partner, director or shareholder in common; or g) any one of them receive or have received any direct or indirect subsidy from the other/s; or h) they have the same legal representative for purposes of this RFP; or i) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information

	<p>about, or influence on the Proposal of, another Bidder regarding this RFP process;</p> <p>j) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</p> <p>k) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</p>
<i>16. Proposal Validity Period</i>	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
<i>17. Extension of Proposal Validity Period</i>	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
<i>18. Clarification of Proposal</i>	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.</p>
<i>19. Amendment of Proposals</i>	<p>19.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate</p>

	the amendment into their Proposals.
<i>20. Alternative Proposals</i>	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
<i>21. Pre-Bid Conference</i>	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>
C. SUBMISSION AND OPENING OF PROPOSALS	
<i>22. Submission</i>	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail. b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL

<p>Email Submission</p>	<p>PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall:</p> <ul style="list-style-type: none"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS iii. Bear a warning that states "<i>Not to be opened before the time and date for proposal opening</i>" as specified in the BDS. <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p> <p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.
<p>eTendering submission</p>	<p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.

	<p>c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</p>
<i>23. Deadline for Submission of Proposals and Late Proposals</i>	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
<i>24. Withdrawal, Substitution, and Modification of Proposals</i>	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
<i>25. Proposal Opening</i>	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
D. EVALUATION OF PROPOSALS	
<i>26. Confidentiality</i>	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder to influence UNDP</p>

	<p>in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
<p><i>27. Evaluation of Proposals</i></p>	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ul style="list-style-type: none"> a) Preliminary Examination b) Minimum Eligibility and Qualification (if pre-qualification is not done) c) Evaluation of Technical Proposals d) Evaluation of Financial Proposals
<p><i>28. Preliminary Examination</i></p>	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
<p><i>29. Evaluation of Eligibility and Qualification</i></p>	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> e) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; f) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, g) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; h) They are able to comply fully with UNDP General Terms and Conditions of Contract; i) They do not have a consistent history of court/arbitral award decisions against the Bidder; and j) They have a record of timely and satisfactory performance with their clients.
<p><i>30. Evaluation of Technical and Financial Proposals</i></p>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the</p>

	<p>minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> <p>TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p> </div>
<p>31. <i>Due Diligence</i></p>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;

	<ul style="list-style-type: none"> c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
<i>32. Clarification of Proposals</i>	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</p>
<i>33. Responsiveness of Proposal</i>	<p>33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
<i>34. Nonconformities, Repairable Errors and Omissions</i>	<p>34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.</p> <p>34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall

	<p>govern and the unit price shall be corrected;</p> <p>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</p> <p>c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
<i>35. Right to Accept, Reject, Any or All Proposals</i>	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
<i>36. Award Criteria</i>	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
<i>37. Debriefing</i>	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
<i>38. Right to Vary Requirements at the Time of Award</i>	38.1 At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
<i>39. Contract Signature</i>	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, UNDP may award the Contract to the Second Ranked Bidder or call for new Proposals.
<i>40. Contract Type and General Terms and Conditions</i>	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
<i>41. Performance Security</i>	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_P

	<p>OPP DOCUMENT LIBRARY/Public/PSU Solicitation Performance%20Guarantee%20Form.docx&action=default within fifteen (15) days of the contract signature by both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.</p>
42. <i>Bank Guarantee for Advanced Payment</i>	<p>42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at</p> <p>https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default</p>
43. <i>Liquidated Damages</i>	<p>43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
44. <i>Payment Provisions</i>	<p>44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.</p>
45. <i>Vendor Protest</i>	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:</p> <p>http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</p>
46. <i>Other Provisions</i>	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15</p> <p>http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

SECTION 3. BID DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	<p>Allowed [by Lots]</p> <p>Lot 1: Provision of Digital Economy Advisory Services</p> <p>Lot 2: Provision of local support services to the Laboratory Information Management System implemented by the Central Health Laboratory of Mauritius</p>
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	<p>Will be Conducted</p> <p>Time: [11.30 hrs and Mauritian time zone]</p> <p>Date: May 31, 2021 11:30 AM</p> <p>Venue: Zoom platform (Link: https://undp.zoom.us/j/84616253711?pwd=cEFWa3BjZHNabTlKcGxhSmZkUldpdz09)</p> <p>The UNDP focal point for the arrangement is: Vichitra Purdassee, Project Manager E-mail: vichitra.purdassee@undp.org</p> <p>All queries, both technical and administrative, will be responded to during the pre-proposal conference. Minutes of the pre-proposal conference will be disseminated to all potential proposers, regardless of offerors attending the site inspection and pre-proposal conference. The minute will be posted at https://etendering.partneragencies.org</p>
5	10	Proposal Validity Period	120 days
6	14	Bid Security	Not Required

7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will not be imposed
9	40	Performance Security	<p>Will be required in case the contract allocated to one bidder exceeds USD 500,000. The value of the performance security would be equal to 10% of the contract amount.</p> <p>A performance security should be denominated in the currency of the contract and shall only be in one of the following forms:-</p> <ul style="list-style-type: none"> i. Bank Guarantee issued by a reputable Bank ii. Certified Check issued by a reputable Bank iii. Percentage of total payment held as retention money until Certificate of Final Completion. <p>Within (7) days of contract signature and before issuance of the notice to proceed, the successful Bidder shall furnish a Performance Security to UNDP in the amount of 10% of the contract Value.</p> <p>The Performance Security shall be valid until a date 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Contractor.</p> <p>The proceeds of the Performance Security shall be payable to the UNDP as a compensation for any loss resulting from the Contractors' failure to complete its obligations under the contract.</p>
10	18	Currency of Proposal	United States Dollar (For local companies, Mauritian Rupees- MUR can be used)
11	31	Deadline for submitting requests for clarifications/ questions	Friday 04 June 2021 16:00hrs Mauritius Time
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Deepa Seeburn, Procurement Assistant E-mail address: procurement.mu@undp.org with copy to deepa.seeburn@undp.org and fatuma.musa@undp.org
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/ clarifications to queries	Posted directly to eTendering

14	23	Deadline for Submission	For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
14	22	Allowable Manner of Submitting Proposals	Online submission in e-Tendering
15	22	Proposal Submission Address	To be submitted in e-Tendering system: https://etendering.partneragencies.org <u>Insert BU Code – MUS 10 and Event ID number – 0000009305</u>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> ▪ Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: 35 MB ▪ Documents which are required in original (e.g. Proposal Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70%.
18		Expected date for commencement of Contract	<i>July 30, 2021</i>
19		Maximum expected duration of contract	12 months
20	35	UNDP will award the contract to:	<p>One or more Proposers, depending on the following factors:</p> <p>Bidders can submit offers for one or both lots. Each offer must comply with all the requirements under this Lot. Partially submitted offers will not be accepted and will be considered incomplete.</p> <p>For each lot, the contract will be awarded according to the Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, where the minimum passing score in technical is 70%</p>

			<p>Staff proposed for 1 lot should not be also deployed for the other lot. Therefore, in submitting the proposals, the firms should clearly indicate percentage time to be spent on the project on a daily basis, noting that on Lot 1, the staff to be deployed for UNDP local support, should be 100% dedicated to the local support and the ones for Lot 2, should be 100% dedicated to LIMS support. Hence, in case any firm is bidding on the two lots, then different staff should be proposed at the operational level, i.e. being deployed on site. In case the same staff are proposed, UNDP will select only the best technically scoring proposal for financial evaluation.</p>
21	39	Type of Contract	<p>Purchase Order and Contract for Goods and Services for UNDP</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
22	39	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Professional Services</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
23		Other Information Related to the RFP	<p>Video Guide on How to register in the UNDP eTendering system as a Bidder Profile:</p> <p>https://www.youtube.com/watch?v=Trv1FX6reu8&feature=youtu.be</p> <p>Video Guide on How to Submit a Bid on eTendering :</p> <p>https://www.youtube.com/watch?v=cy34AXsYMrC&feature=youtu.be</p>

SECTION 4. EVALUATION CRITERIA

Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
	Any additional criteria if required	
QUALIFICATION		
History of Non-Performing Contracts¹	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all

Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	Minimum 10 years of relevant experience.	Form D: Qualification Form
	Minimum 3 contracts of similar value, nature and complexity implemented over the last 5 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
Financial Standing	Minimum average annual turnover of USD 300,000 for the last 3 years. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability. <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	Form D: Qualification Form
	Any additional criteria if required	

Technical Evaluation Criteria

Lot 1

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Expertise of Firm / Organisation	300
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	400
	Total	1000

Detailed Technical Evaluation Criteria

Section 1. Expertise of Firm/ Organisation		Points obtainable
1.1	Must have at least 10 years of proven experience in the software development field.	100
	Below 10 years (0 points)	
	10 - 15 years (75 points)	
	Beyond 15 years (100 points)	
1.2	Specific experience in carrying at least 5 similar projects (providing software development and maintenance and technical support services) during the last 5 years. (Number of projects) <ul style="list-style-type: none"> - At national level : less than 3 projects (0 points) - At national level : 3-5 projects (100 points) - At national level : More than 5 projects (125 points) - At least one project at regional /international level (25 points) 	150
1.3	Experience with Government processes, especially in the local context	50
Total Section 1		300

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Did the proposal address in sufficient detail the important aspects of support services in terms of understanding the objectives of the assignment and interpretation of scope of tasks in line with the Terms of Reference.	100
2.2	Detailed Methodology for carrying out the activities and obtaining the expected	100

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
	output/ Degree of detail of output	
2.3	Workplan: Main activities of the assignment and its logical sequences and efficient implementation plan, milestones and delivery dates of the assignment	100
Total Section 2		300

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	Key Expert 1 – Project Manager/Team leader	200
	<ul style="list-style-type: none"> Post graduate degree in IT/management or any other related field from a recognized university. Specialisation in MIS, e-Government and/or Project Management, will be an advantage. Project Management Professional Certification or equivalent, will be an advantage. <p>Below Bachelor's Degree (0 points) Bachelor's degree (20 points) Above Bachelor's degree (25 points) Professional Certifications in the field of Project Management, Service Management or any other related field would be an advantage (5 points)</p>	50
	<p>Minimum of 10 years' experience in the field of Software / Product development</p> <p>Less than 10 years (0 points) 7 – 9 years (30 points) Beyond 10 years (40 points)</p>	75
	<p>Minimum of 5 years' experience in management / supervision of operations and support for large scale IT Systems</p> <p>Less than 5 years (0 points) 2 – 4 years (20 points) Beyond 4 years (30 points)</p>	75
3.2	Key Expert 2: Project Associate	200

Section 3. Management Structure and Key Personnel		Points obtainable
<ul style="list-style-type: none">• A Degree in the field of ICT or in a field related to the scope of the assignment.• Postgraduate Qualifications / Professional Certifications in the field of Project Management, Service Management or any other related field would be an advantage. <p>Below Bachelor's Degree (0 points) Bachelor's degree (20 points) Above Bachelor's degree (25 points) Professional Certifications in the field of Project Management, Service Management or any other related field would be an advantage. (5 points)</p>	50	
<p>Minimum of 7 years' experience in the field of Software / Product development</p> <p>Less than 7 years (0 points) 7 – 9 years (30 points) Beyond 9 years (40 points)</p>	75	
<p>Minimum of 2 years' experience in management / supervision of operations and support for large scale IT Systems</p> <p>Less than 2 years (0 points) 2 – 4 years (20 points) Beyond 4 years (30 points)</p>	75	
Total Section 3		400

Lot 2

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Expertise of Firm / Organisation	300
2.	Proposed Methodology, Approach and Implementation Plan	300
3.	Management Structure and Key Personnel	400
	Total	1000

Detailed Technical Evaluation Criteria

Section 1. Expertise of Firm / Organisation		Points obtainable
1.1	Must have at least 10 years of proven experience in the software development field.	100
	Below 10 years (0 points)	
	10 - 15 years (75 points)	
	Beyond 15 years (100 points)	
1.2	Specific experience in carrying at least 3 similar projects (providing software development and maintenance and technical support services) during the last 5 years. (Number of projects) <ul style="list-style-type: none"> - At national level : less than 3 projects (0 points) - At national level : 3-5 projects (100 points) - At national level : More than 5 projects (125 points) At least one project at regional /international level (25 points)	150
1.5	Experience with Government processes, especially in the local context	50
Total Section 1		300

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Did the proposal address in sufficient detail the important aspects of support services in terms of understanding the objectives of the assignment and interpretation of scope of tasks in line with the Terms of Reference.	100
2.2	Detailed Methodology for carrying out the activities and obtaining the	100

	expected output/ Degree of detail of output	
2.3	Workplan: Main activities of the assignment and its logical sequences and efficient implementation plan, milestones and delivery dates of the assignment	100
Total Section 2		300

Section 3. Management Structure and Key Personnel			Points obtainable
3.2	Key Expert 1: Team Leader Support		100
	<ul style="list-style-type: none"> A Degree in the field of ICT or in a field related to the scope of the assignment. Postgraduate Qualifications / Professional Certifications in the field of Project Management, Service Management or any other related field would be an advantage. <p>Below Bachelor's Degree (0 points) Bachelor's degree (20 points) Above Bachelor's degree (25 points) Professional Certifications in the field of Project Management, Service Management or any other related field would be an advantage. (5 points)</p>	30	
	<p>Minimum of 7 years' experience in the field of Software / Product development</p> <p>Less than 7 years (0 points) 7 – 9 years (30 points) Beyond 9 years (40 points)</p>	40	
	<p>Minimum of 2 years' experience in management / supervision of operations and support for large scale IT Systems</p> <p>Less than 2 years (0 points) 2 – 4 years (20 points) Beyond 4 years (30 points)</p>	30	
3.3	Key expert 2: Technology Expert 1		150

Section 3. Management Structure and Key Personnel		Points obtainable
<ul style="list-style-type: none"> A degree in Information System or Software engineering or closely related field(s). Professional Certifications in the technologies used in the project would be an advantage <p>Below Bachelor's Degree (0 points) Bachelor's degree (20 points) Above Bachelor's degree (25 points) Professional Certifications in the technologies used in the project (5 points)</p>	30	
<p>At least 5 years' experience in Software Development and Database Administration</p> <p>Less than 5 years (0 points) 5 – 8 years (50 points) Beyond 8 years (60 points)</p>	60	
<ul style="list-style-type: none"> At least three (3) years working experience in Core Technologies (required) <ul style="list-style-type: none"> LINUX system administration Java Spring PostgreSQL React Hibernate JPA (abstraction layer of Hibernate) Tomcat Docker JavaScript/jQuery JSPs Apache tiles Liquibase Maven Experience in the following would be an advantage <ul style="list-style-type: none"> FHIR SSL certificates Jasper Reports Some knowledge of data visualization (e.g., PHP, highcharts, PowerBI, BigQuery, Tableau) Perl Python <p>Less than 3 years (0 points) 3 – 5 years (40 points) Beyond 5 years (50 points) Additional Experience (FHIR, SSL, etc...) (10 points)</p>	60	

Section 3. Management Structure and Key Personnel			Points obtainable
3.4	Key expert 3: Technology Expert 2 <ul style="list-style-type: none"> A degree in Information System or Software engineering or closely related field(s). Professional Certifications in the technologies used in the project would be an advantage <p>Below Bachelor's Degree (0 points) Bachelor's degree (20 points) Above Bachelor's degree (25 points) Professional Certifications in the technologies used in the project (5 points)</p>	30	150
	<p>Minimum of 5 years' experience in the field of Software Development, Network, Hardware and System Administration.</p> <p>Less than 5 years (0 points) 5 – 8 years (50 points) Beyond 8 years (60 points)</p>	60	
	<ul style="list-style-type: none"> At least three (3) years working experience in Core Technologies (required) <ul style="list-style-type: none"> Java, PHP and other Open Source technologies, Apache Tomcat, Tomcat Docker Jasper Reports (this is core but can be learned) JavaScript/jQuery JSPs Apache tiles Experience in the following would be an advantage Web Services and Digital Signature would be an advantage <p>Less than 3 years (0 points) 3 – 5 years (40 points) Beyond 5 years (50 points) Additional Experience (Web Services and Digital Signature (10 points)</p>	60	
Total Section 3			400

SECTION 5. TERMS OF REFERENCE

Lot 1: Provision of Digital Economy Advisory Services

1.1 Background Information and Rationale, Project Description

Mauritius remains vulnerable to environmental and other shocks. Given its positioning as a Small Island Developing State, Mauritius is highly susceptible to several environmental, health and socio-economic shocks, at the local, regional, or global scale. The country is facing the debilitating socioeconomic impact of the covid-19 crisis and the recent oil spill that have reversed its hitherto impressive economic and human development gains. Within this context, the United Nations Development Programme Country Office (UNDP CO) in Mauritius is implementing several projects for a comprehensive support towards an Inclusive and Multi-Sectoral Response to COVID-19 and the after effect of the Wakashio Oil Spill. The following projects as listed below aim to provide short term, medium term and long-term assistance to the Government of Mauritius in the wake of health systems, social protection and socio-economic impacts of the COVID 19 pandemic and the Wakashio Disaster:

- 1) "Supporting an Inclusive and Multi-Sectoral Response to COVID-19 and Addressing its Socio-Economic Impact in the Republic of Mauritius. (Prevention, Response and Early recovery Project (PREP))- JSB 1.0" which is ongoing;
- 2) "Strengthened Resilience through Digital Transformation and Capacity Development- JSB 2.0" project starting in 2021 for a duration on 1 year"; and
- 3) "Strengthened Resilience through Digitalization and Community Engagement- COVID 2.0" which will start implementation in 2021 for a duration of 1 year.

Given the need to strengthen our national institutions to provide targeted support to the community, the above projects have a strong bearing on digital transformation, resilient Health Systems, inclusive and multisectoral crisis management and response, socio economic recovery and achieving social inclusion.

The above projects are implemented under the Direct Implementation Modality (DIM) project modality and involves executing partners in the Republic of Mauritius (National Assembly, Ministry Of Health And Wellness, Ministry Of Public Service, Administrative And Institutional Reforms, Ministry Of Ministry Of Blue Economy, Marine Resources, Fisheries And Shipping, amongst others). Some of the assignment under the project have started in 2020 and will run over a period of 12 months.

Thus, the UNDP CO is looking for a reputed Project Management firm to provide the services of an experienced team with a strong background in digital advisory services. The team will shoulder the responsibility for the overall day-to-day management of the various digital assignments under the above 3 projects, including the mobilization of all project inputs, supervision over project staff, consultants and sub-contractors for the portfolio (non-exhaustive) listed below:

- Establishment of a Business Continuity Model for the Government of Mauritius
- Preparation of an E-Business Plan for harnessing IT to enhance the operations of Statistics Mauritius
- Implementation of a Comprehensive Public Laboratory Management System for Ministry of Health and Wellness and the Airport COVID Laboratory Information System (software and hardware)
- Setting up of a Business Intelligence Platform for the SADC Region
- Development and implementation of an e-Commerce Marketplace Platform for the agricultural sector
- Online Parliament System for the National Assembly
- Implementation of E Business Plan for the Statistics Mauritius
- Collaborative Platform and Sandbox Framework for the Ministry of Public Service, Administrative and Institutional Reforms
- Implementation of Electronic Document Management System in selected Ministries/ institutions
- Implementation and upgrade of Vessel Monitoring System and fishermen database

The team shall consist at minimum of a Project Manager/ Team Leader and a Project Associate. The Project Manager/ Team Leader shall have an IT profile combined with project managerial skills. The Project Associate shall be of lesser experience but be able to deputize for the Team Leader.

The Project Manager/Team Leader will report to the UNDP CO, in close consultation with the host institution for all the project's substantive and administrative issues. From the strategic point of view of the project, the Project Manager/ Team Leader will report on a periodic basis to the Project Board and other governance structures (current and future). Generally, the Project Manager will be responsible for meeting government obligations under the project under the DIM Modality. He/she will perform a liaison role with the Government, UNDP and other UN Agencies, NGOs and project partners, and maintain close collaboration with any donor agencies providing co-financing.

Summary of Key Functions

- Implementation of the Project Strategies and Objectives.
- Management of the Project including reporting on project results and outcomes.
- Coordination with the Project Board and other stakeholders.
- Provision of top-quality policy advice services to the Government and facilitation of knowledge building and management.
- Supervision of Project Personnel and other service providers.

1.2 Detailed scope

The activities/tasks expected from the Project Manager / Team Leader and Project Associate

include:

- ❑ Ensuring **implementation of project strategies and objectives** focusing on achievement of the following results:
 - Supervise and coordinate the production of project outputs, as per the project document;
 - Mobilize all project inputs in accordance with UNDP procedures for nationally executed projects;
 - Ensure the timely and effective implementation of all components of the project through proper monitoring and evaluation of the project for timely project re-adjustment;
 - Coordinate the recruitment and selection of project personnel/service providers;
 - Scrutinise and review all the deliverables of the projects including deliverables of the various project personnel recruited under this project;
 - Carry regular, announced and unannounced inspections of all sites concerned with the project;
- ❑ Ensuring effective **management of the Project** for proper implementation as per the Project document achieving the following:
 - Prepare and revise project work and financial plans, as required by UNDP and donor agencies, and support the operational and financial planning processes;
 - Oversee and ensure timely submission of the Inception Report, Combined Project Implementation Review/Annual Project Report, Technical reports, quarterly financial reports, and other reports as may be required by UNDP, Government of Japan and other oversight agencies;
 - Contribute to the preparation and implementation of progress reports, and monitor all project activities, budgets and financial expenditures;
 - Assist in the preparation of payments requests for operational expenses, salaries, insurances etc. as well as follow up on timely disbursements by the UNDP CO;
 - Maintain project correspondence and communication;
 - Assist in logistical organisation of meetings, training and workshops;
 - Prepare agendas, make necessary arrangement for the Project Board and project meetings and other internal and external meetings related to the project and write the minutes of those meetings accordingly;
 - Maintain a proper inventory of all project's equipment.
- ❑ Ensuring coordination with **Project Board and other stakeholders** focusing on achievement of the following results:
 - Liaise with UNDP, relevant government agencies, and all project partners, including donor organizations and NGOs for effective coordination of all project activities;
 - Disseminate project reports and respond to queries from concerned stakeholders;
 - Report progress of project to the Project Board Meetings and ensure the fulfilment of Project Board directives.
- ❑ Ensuring **provision of top-quality advisory services and facilitation of knowledge building and management** focusing on achievement of the following results:

- Promote knowledge management, document best practices and lessons learned from project implementation, and facilitate dissemination in appropriate format to relevant stakeholders;
 - Ensure strategic partnership by liaising with project partners, donor organisations, NGO's and other stakeholders for effective implementation and coordination of project activities;
 - Support liaison with key partner institutions engaged in complementary national programs and initiatives.
- Ensuring through the **supervision of the Project Personnel and service providers** that the various components of the projects are properly being undertaken:
- Supervise and coordinate the work of all project staff, consultants and sub-contractors;
 - Facilitate administrative backstopping (support) to project staff, consultants and sub-contractors and to training activities supported under the project;
 - Advise all project counterparts on applicable administrative procedures and ensure their proper implementation;
 - Provide support and technical assistance to all project staff, consultants and sub-contractors as and when required through substantive analysis and inputs.

1.3 Duty Station

The personnel assigned by the service provider should be locally based in Mauritius and could be required to be at the different Ministries/institutions identified for these assignments or work from home, owing to social distancing / lockdown requirements. In the latter case, they should be reachable by phone/email/video conference throughout the entire contract duration. The service provider should note that official hours of work are from 8:45 a.m. to 4:00 p.m. **However, the service provider may be required to work outside official hours including weekends and public holidays to monitor critical application, database and other issues with Government counterparts and implementers.**

1.4 Governance and Accountability

The service provider appointed for this assignment will report to and will be supervised by Mr Satyajeet Ramchurn, Head of Environment Unit, UNDP Mauritius Country Office and any other UNDP personnel delegated by him, as well as Government counterparts.

All deliverables shall be in English and submitted in appropriate format, in MS Word and in PDF as per requirement of the Client to the following address:

Mr Satyajeet Ramchurn, Head of Environment Unit, UNDP Mauritius CO at satyajeet.ramchurn@undp.org.

There shall be no security restrictions on printing/editing in the deliverables. The service provider will have to submit all the deliverables where applicable, in draft form (in soft format - MS Word) in the first instance and should thereafter incorporate any comments the stakeholders may submit, prior to their finalisation. Draft reports and documentation would have to be submitted at least 2 weeks before the final reports/documentation are due so that ample time is available for review. Payment will be made only on the final deliverables, and these final deliverables should be to the satisfaction of the UNDP Country Office.

The Head of Environment Unit will be responsible for further distribution. The deliverables should be of high quality in form and substance and with appropriate professional presentation. The consultant should fully comply with the requirements of UNDP in terms of content and presentation and respect UNDP visibility guidelines, since unsatisfactory performance may result in termination of contract.

All project implementation documents such as progress reports, draft project documents, templates, preliminary and intermediate designs, layouts, specification documents etc. shall be submitted in editable Microsoft Office Word Version and editable PDF Version, and in hard copies (4 copies) in a scale to be agreed with all stakeholders and in soft copy. The soft copy should not be secured with password(s) to allow printing or copy and paste of extract from the reports.

1.5 Approach and Methodology

The bidder should submit a detailed project methodology and approach in their submission for the implementation of the project in line with the prescribed scope and objectives as well as based on acceptable international best practices.

The bidder should also provide a project implementation schedule to carry out this project aligning with the various milestones/deliverables identified further below. This projects schedule shall indicate the detailed sequence of activities that will be undertaken by the bidder and their corresponding timing.

1.6 Project Documentation

The service provider is expected to submit the following documentation during the course of the contract:

- 1) Notes of Meeting for all project meetings attended
- 2) Monthly status reports per project summarizing:
 - Achievements in the past month in terms of narratives and KPIs
 - Reported risks and resolutions

- Status of completion of tasks in the scope of work, resolution of issues/bugs versus reported and expansion of knowledge base database for that particular period
 - Financial status
 - Any suggestions/recommendations for the effective continuation of the project
 - Proposed activities for the coming month
- 3) Progress Report per project every three months comprising among others:
- Summary of achievements in the past 3 months in terms of narratives and KPIs
 - Report on details of risks, incidents, problems, classification, severity
 - Status of completion of tasks in the scope of work, resolution of issues/bugs versus reported and expansion of knowledge base database for that particular period
 - Financial status
 - Pending items for that particular period and action plan with timeframes to resolve pending items
- 4) Project Closure Report 3 months before the end of the project comprising among others:
- Project information (Project title, approved amount, duration etc)
 - Executive summary
 - Achievements in a result-based approach in comparison to the output stated in the project document
 - Actions taken on visibility and communication
 - Partnership and collaboration
 - Challenges, lessons learned and recommendations
 - Financial Report section

1.7 Deliverables and Schedules/Expected Outputs

The service provider should provide high quality services to the UNDP and MOH/CHL. They will prepare necessary deliverables, to be sent to the UNDP Head of Environment Unit and MOH/CHL. All deliverables shall be paid only after approval by the Project Steering Committee (PSC), comprising stakeholders from government counterparts and UNDP among others, which has been set up for the implementation of this project.

The outputs, sequence of work and the corresponding target delivery are as follows: -

SN	Deliverable	Tentative date	Fee (%)
1	Inception Report	5 days	10%
2	Monthly status reports per project	28 th of each month	5%
3	Monthly status reports per project	28 th of each month	5%
4	Monthly status reports per project	28 th of each month	5%
5	Quarterly Progress Report		5%
6	Monthly status reports per project	28 th of each month	5%
7	Monthly status reports per project	28 th of each month	5%
8	Monthly status reports per project	28 th of each month	5%
9	Quarterly Progress Report		5%
10	Monthly status reports per project	28 th of each month	5%
11	Monthly status reports per project	28 th of each month	5%
12	Monthly status reports per project	28 th of each month	5%
13	Quarterly Progress Report		5%
14	Monthly status reports per project	28 th of each month	5%
15	Monthly status reports per project	28 th of each month	5%
16	Monthly status reports per project	28 th of each month	5%
17	Quarterly Progress Report		5%
18	Project Closure Report	3 months before the end of the project	10%

Notes to the above:

- Payments are directly linked to deliverables.
- Price proposed must be in an all-inclusive fee, supported by a breakdown of costs.
- Contract price is fixed for the duration of the project.
- All deliverables must be submitted in an editable draft version in Word, Excel or other as well as a PDF version (for comments) and then final version, following incorporation of all comments and suggestions by the PSC.
- Contract signature does not warrant any advance payment.

1.8 Professional Qualifications of the Successful Contractor and its key personnel

Firm's General Experience

The service provider to be awarded the contract would be expected to have at least **10 years** of experience in the Project Management for software development field.

The service provider should have experience in carrying at least 5 similar projects (providing digital advisory services) during the last 5 years. **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**

Key Expert 1 – Project Manager/Team Leader

Education

- Post graduate degree in IT/management or any other related field from a recognized university.
- Specialisation in MIS, e-Government and/or Project Management, will be an advantage.
- Project Management Professional Certification or equivalent, will be an advantage.

Experience

- Has previous experience implementing at least ten (10) similar Open-Source systems using current technology.
- Has at least ten (10) years of experience in terms of project planning, development and review, resource planning, role and responsibility definition, coordination across multiple teams, project risk analysis and mitigation techniques related to MIS/IT projects, among others.

Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.

Skills and competencies

- Strong Project Management skills
- Strong leadership and planning skills.
- Strong understanding of needs and issues of institutions.
- Strong analytical skills.

Language

- Excellent written and spoken French and English is required. Report writing skills is a must.

Key Expert 2 – Project Associate

Education

- A Degree in the field of ICT or in a field related to the scope of the assignment.
- Postgraduate Qualifications / Professional Certifications in the field of Project Management, Service Management or any other related field would be an advantage.

Experience

- Minimum of 7 years' experience in the field of Software / Product development

- Minimum of 2 years' experience in management / supervision of operations and support for large scale IT Systems

Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.

Skills and competencies:

- Strong leadership and planning skills.
- Strong understanding of needs and issues of non-profit companies.
- Strong analytical skills.

Language

- Excellent written and spoken French and English is required. Report writing skills is a must.

1.9 Price and Schedule of Payments

The financial offer should be quoted as a lump sum amount, all-inclusive (professional fee, insurance, all travel costs (local/ international including quarantine fees, per diem, etc.). In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the service provider wish to travel on a higher class they should do so using their own resources.

Payments would be effected based on deliverables as per above.

Lot 2: Provision of local support services to the Laboratory Information Management System implemented by the Central Health Laboratory of Mauritius

2.1 Background Information and Rationale, Project Description

Health Laboratory Services are an essential component of the Ministry of Health and Wellness (MOH) of the Republic of Mauritius. Laboratory services are responsible for the screening of diseases; diagnosis of diseases in patients and monitoring their treatment; carrying out investigation for public health purposes; and conducting laboratory-based research activities and training of medical and paramedical students. In the light of the COVID-19 pandemic, the MOH felt the need to scale up its capacity to process a large number of tests on a daily basis and to provide a timely and effective reporting capability across all COVID hospitals and quarantine centres in the country. Within this context, through the support of the UNDP in Mauritius, the Central Health Laboratory secured an Electronic Laboratory Information System (namely OpenELIS Global), freely downloaded from the UNDP Global Centre for Technology, Innovation and Sustainable Development in Singapore.

In this context and in line with the E-Health objectives of the MOH, it was recommended to extend the OpenELIS features and the implementation environment to a National Laboratory System for the support of billing, laboratory supply chain management, health system monitoring, evaluation, data analysis, and reporting needs. Given the flexibility and stability of the software, it was deemed feasible to extend upon its initial work in implementing OpenELIS within its primary national reference laboratory to regional hospital laboratories and by networking instances of OpenELIS through a centralized data warehouse, so that the system appropriately serves the national laboratory reference network in the country for overall health system strengthening.

2.2 Comprehensive Public Laboratory Management System

Since October 2020, the DIGI/I-TECH, within the within the University of Washington (UW), Department of Global Health has started the phased implementation of a Comprehensive Public Laboratory Management System for the MOH with the support of UNDP. The implementation plan is as per Appendix 2.

In the first phase, the MOH has already rolled out the OpenELIS LIMS at Victoria Hospital and setup a new COVID19 laboratory at SSR international Airport. The high-level architecture diagram is provided at Appendix 3. As a next step, the MOH intends to scale up the LIMS by deploying to other regional hospitals to improve the efficiency and hence strengthen the Health Management System in dealing with a large number of tests on a daily basis and thus improve the reporting capability of their services. The list of locations where LIMS would be deployed is provided at Appendix 3.

Due to travel restrictions, the DIGI-UW's team is currently providing their services and supporting the Central Health Laboratory remotely. There is a significant time difference between Mauritius and DIGI-UW's team location (12 hours) resulting in minimum support available during normal

working hours in Mauritius. Due to the time difference, there is also considerable amount of turnaround time between when an issue is reported, analysed, and feedback is obtained. Moreover, there is limited technical knowledge within Government who can provide such services to the CHL during normal office hours.

Given the LIMS is being scaled into a National LIMS which would be deployed in 12 locations in Mauritius and Rodrigues as well as in the five flu clinics, technical support during office hours becomes quintessential as the number of users and tests would increase along with the complexity of the project.

2.3 Local Support

To ensure the LIMS is sustainable for the CHL, support via a local service provider is needed to provide timely deployment, user support, troubleshooting and resolution of issues during laboratory working hours.

It is foreseen that the local support services would ensure the following:

- Faster issue resolution with lower dependency on offshore (DIGI-UW) resources
- Better engagement and enhanced communication with key laboratory users
- Leveraging advantage of differential time zones for issue resolution
- Addressing simple workarounds or queries directly by onsite team

The UNDP Mauritius/ Seychelles CO will contract one service provider which is locally based in Mauritius for provision of onsite support services for a period of 12 months to the CHL on the National Laboratory Information Management System (LIMS) using the OpenELIS Global platform.

2.4 Scope

As part of its scope, the service provider should provide the following services locally:

1. Software and Hardware Deployment, Maintenance, and Security
 - I. Install OpenELIS software on newly acquired equipment (servers) at each site
 - II. Install, configure and fine-tune Operating Systems, application server, database servers and different packages on the servers at each site
 - III. Schedule and install updates/new releases/patches of the software
 - IV. Deploy, test, report and track issues after DIGI-UW has uploaded the new version/s at GOC/ISP infrastructure
 - V. Promote deployments to different environments at GOC, ISP data centre and regional hospitals
 - VI. Deploy hardware, software, and technical support for the LIMS to Area Health Centres and Community Health Centres
 - VII. Ensure data from all sites are flowing in the consolidated server at the GOC (Open Health Information Mediator (OpenHIM))

- VIII. Monitoring GINS network connectivity at each site in collaboration with Government Online Centre (GOC) and ISP Data Centre
 - IX. Ensure continuous operation/monitoring of servers and services at each site including but not limited to:
 - a. SMS service
 - b. Email service
 - c. Services on servers which LIMS and related components are dependent upon
 - d. Port accessibility
 - e. Monitoring of servers at each site
 - X. Provide backup services and system recovery in case of system crash or failure and service interruption at each site
 - XI. Ensure that system optimization tasks are regularly carried out by the DIGI-UW team and should include, among others, a general fine-tuning of the application, logs, database and disk space. This exercise shall be followed by an optimization report submitted to MoHW/CHL
 - XII. Service Level Management and reporting
 - XIII. Any other administration and support activities for the proper functioning, operations and management of the complete solution
 - XIV. Provide recommendations and technical specifications for software, hardware, networking and security components that will be required for the proper functioning of the eco-system
 - XV. Provide recommendations on the security aspects of the system and ensure that they are successfully implemented
 - XVI. Assessment of all potential risks and threats with recommendations for mitigating them with appropriate controls in order to implement IT security requirements
 - XVII. Work closely with relevant stakeholders including other vendors of the Government of Mauritius for the proper functioning of the system
 - XVIII. Any other related activity to make the whole ecosystem fully operational
2. Help Desk and User Support
- I. Support the implementation of the LIMS Help Desk by providing end user and implementation support of the LIMS
 - II. Acts as a single point of contact for the OpenELIS issues and operate as a helpdesk, on-call and remote support and services
 - III. Help the DIGI-UW team to design and implement an appropriate Incident Management system
 - IV. Provide support to users in capturing errors and screening the issues by assigning severity levels in application using an incident management system
 - V. Conduct root cause analysis of software errors and bugs
 - VI. Perform defect and problem prevention on a regular basis to reduce recurrence of incidents
 - VII. Troubleshoot bugs and issues encountered by users
 - VIII. Resolve issues through Incident Management System

- a. Provide second level support by resolving issues/bugs by doing basic configuration in the application, data fix or suggesting workarounds
 - b. Suggest code changes for issues/bugs that require intervention of DIGI-UW
- IX. Generate ad-hoc reports for users by querying the database
- X. Support users to generate reports from dashboard and/or through the Business Intelligence tool (e.g. existing Jasper Reports server)
- 3. Software Maintenance, enhancements and requirements gathering
 - I. Work with DIGI-UW staff to become familiar with the software development practices and codebase of OpenELIS
 - II. Assist DIGI-UW in development of enhancements and releases and as well as in specific areas like requirement specification, technical design and testing
 - III. Assist in the development of interactive dashboards using appropriate technology utilized by the DIGI-UW developers
 - IV. Facilitate/Gather requirements gathering onsite and act as liaison between users and DIGI-UW's team
 - V. Carry out data capture and migration in respect of the backlog (estimated 15,000 entries) as smoothly as possible.
 - VI. Contribute code to features and bug fixes for OpenELIS (labeling changes, analyzer interface, etc.)
 - VII. Perform preventive maintenance including root cause analysis of recurring issues
 - VIII. Perform perfective maintenance including bug fixes, performance tuning among others
- 4. Testing and Training
 - I. Conduct first level of testing to ensure all features and screens are working and are accessible before acceptance testing of release by users
 - II. Document, report and track issues found during testing
 - III. Assist in user acceptance testing
 - IV. Facilitate and assist in user trainings
- 5. Participate actively in maintaining and adding to existing knowledge base in terms of documentation of each component and aspect of the project, including but not limited to:
 - I. Infrastructure diagram, Port Matrices, network topology among others
 - II. Technical SOPs and knowledge base documentation for installing, maintaining and supporting OpenELIS Global
 - III. Test plans with test cases, Test data, Expected results and Test results, IT Risk Assessment, detailed work plan, Quality Control and Assurance process.
 - IV. All fixes, remedial and preventive actions, interventions and enhancements.
 - V. Deployment documentations and technical guidelines.
 - VI. User manuals, User training guides and other comprehensive training materials.
 - VII. Project Management, Reporting and Monitoring activities such as Project Status Reports, Monthly Progress Reports and Risks and Mitigation Plans

6. Knowledge Transfer

The service provider should carry out a hand holding or knowledge transfer exercise to existing CISC team or CHL appointed staff over a fixed period of time after the award of contract.

In case of termination, abandonment, breach of the Contract or in case maintenance services will no longer be required from the local support team, the latter would be responsible for handing over to, the Ministry or any entity authorized by the Ministry, the complete know-how, documentation records, software logs, updated source codes and all such relevant items that may be necessary for the transition process.

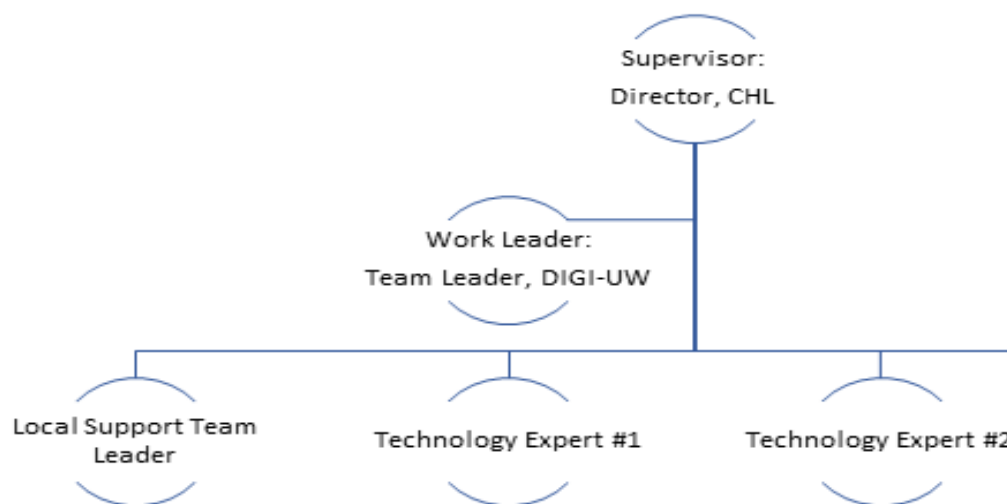
The Ministry reserves the rights to re-use and/or modify any work that has been executed during the contract by the local support team.

The team will be required to work in close collaboration with stakeholders such as UNDP, Ministry of Health & Wellness, Central Informatics Bureau (CIB), Central Information Systems Division (CISC), the Government Online Centre (GOC), Mauritius Telecom, COVID Lab staff at SSR Airport, ATOL and any other existing service providers and any other party during the support for the smooth running of the National LIMS.

2.5 Working Arrangement

The local support team would report to the Central Health Laboratory Director on a daily basis.

Daily or weekly assignments will be coordinated with the DIGI-UW team, especially regarding issue resolution, user support and training, and deployment activities. The local support team and the DIGI-UW team will coordinate issue resolution through a ticketing system. The DIGI-UW team will also serve as the primary point of contact for any technical guidance and support required by the local support team. The DIGI-UW team will provide regular feedback to the CHL leadership team regarding the job performance of the local support team and its members.



CHL	DIGI-UW
<ul style="list-style-type: none"> - Supervise and assess performance - Conduct human resources tasks (e.g. official approval of leave requests, salary discussions, etc.) 	<ul style="list-style-type: none"> - Assign project-related tasks - Host daily status report of issues and assigned tasks - Provide technical guidance and capacity building - Contribute to periodic performance review

The local support team would be required to report directly to the Director of the Central Health Laboratory (CHL) and attend meeting on a daily basis through virtual conferences, Skype, Slack, telephone etc. with the DIGI-UW team for any urgent issues. Due to the twelve (12) hours' time difference, it is proposed that at least (1) one-hour overlapping time with US team would be more efficient and effective for the performance of each team. This would ensure remove any barrier to effective communication for problem solving.

The availability of the local support team should therefore be split into two shifts as per the following proposed daily working schedule. The team leader should ensure the working arrangement is followed on a daily basis and coordinate the support activities of its staff including a debriefing session with its own staff between shifts.

Working schedule:

Mauritius-based support team GMT +4		DIGI-UW OpenELIS team GMT -7	
14 March – 7 November 2021 NOTE: The time difference will change to exactly 12 hours from 7 November 2021 to 13 March 2022 due to the end of Daylight Savings Time in the Pacific Time Zone. Seattle, USA will be in GMT -8. That means 9h00 Mauritius = 21h00 Seattle.			
9h00	Daily Team Knowledge Transfer	22h00	Daily Team Knowledge Transfer
10h00	Shift 1	23h00	Off Duty
11h00	Shift 1	0h00	Off Duty
12h00	Shift 1	01h00	Off Duty
13h00	Shift 1	02h00	Off Duty
14h00	Shift 1	03h00	Off Duty
15h00	Shift 1	04h00	Off Duty
16h00	Shift 1 and Shift 2 (internal debriefing session)	05h00	Off Duty
17h00	Shift 2	06h00	Off Duty/ Limited availability by appointment
18h00	Shift 2	07h00	Limited availability
19h00	Shift 2	08h00	Limited availability
20h00	Shift 2	09h00	Available
21h00	Daily Team Call	10h00	Daily Team Call
22h00	Shift 2	11h00	Available
23h00	Shift 2	12h00	Available
0h00	Off Duty	13h00	Available
01h00	Off Duty	14h00	Available
02h00	Off Duty	15h00	Available
03h00	Off Duty	16h00	Available
04h00	Off Duty	17h00	Off Duty
05h00	Off Duty	18h00	Off Duty
06h00	Off Duty	19h00	Off Duty
07h00	Off Duty	20h00	Off Duty/ Limited availability by appointment
08h00	Off Duty	21h00	Off Duty/ Limited availability by appointment

Note:

In view of ensuring high quality, efficient and effective support services, it is the responsibility of the service provider to proactively engage with DIGI-UW during the

knowledge transfer sessions so that they acquire the necessary knowledge. In the absence of any prior-documentation on the system, components or processes (e.g. installation procedures), given the Open-source nature of OpenELIS, the service provider is expected to do its own research e.g. through code and application walkthroughs, etc. with due care and add to the existing knowledge base.

2.6 Duty Station

The personnel assigned by the service provider should be locally based in Mauritius and would be required to work **onsite** at the Central Health Laboratory as well as perform interventions at all the locations (Appendix 2) where the OpenELIS is being deployed. The service provider could work from home, owing to social distancing / lockdown requirements. In the latter case, they should be reachable by phone/email/video conference throughout the entire contract duration. The service provider should note that official hours of work are from 8:45 a.m. to 4:00 p.m. (Shift 1) and 4:00 p.m. to midnight (Shift 2) during weekdays. **However, the team is required to work outside official hours including weekends and public holidays to resolve critical application, database and networking issues together with CISD and GOC teams within a reasonable timeframe so as to minimize system downtime and service interruption.**

2.7 Governance and Accountability

The service provider appointed for this assignment will report to and will be supervised by Mr Satyajeet Ramchurn, Head of Environment Unit, UNDP Mauritius Country Office and any other UNDP personnel delegated by him, as well as Government counterparts from CHL (refer to working arrangement section above).

All deliverables shall be in English and submitted in appropriate format, in MS Word and in PDF as per requirement of the Client to the following address:

Mr Satyajeet Ramchurn, Head of Environment Unit, UNDP Mauritius CO at satyajeet.ramchurn@undp.org.

There shall be no security restrictions on printing/editing in the deliverables. The service provider will have to submit all the deliverables where applicable, in draft form (in soft format - MS Word) in the first instance and should thereafter incorporate any comments the stakeholders may submit, prior to their finalisation. Draft reports and documentation would have to be submitted at least 2 weeks before the final reports/documentation are due so that ample time is available for review. Payment will be made only on the final deliverables, and these final deliverables should be to the satisfaction of the UNDP Country Office.

The Head of Environment Unit will be responsible for further distribution. The deliverables should be of high quality in form and substance and with appropriate professional presentation. The consultant should fully comply with the requirements of UNDP in terms of content and

presentation and respect UNDP visibility guidelines, since unsatisfactory performance may result in termination of contract.

All project implementation documents such as progress reports, draft project documents, templates, preliminary and intermediate designs, layouts, specification documents etc. shall be submitted in editable Microsoft Office Word Version and editable PDF Version, and in hard copies (4 copies) in a scale to be agreed with all stakeholders and in soft copy. The soft copy should not be secured with password(s) to allow printing or copy and paste of extract from the reports.

2.8 Approach and Methodology

The bidder should submit a detailed project methodology and approach in their submission for the implementation of the project in line with the prescribed scope and objectives as well as based on acceptable international best practices

The bidder should also provide a project implementation schedule to carry out this project aligning with the various milestones/deliverables identified further below. This projects schedule shall indicate the detailed sequence of activities that will be undertaken by the bidder and their corresponding timing.

2.9 Project Documentation

The service provider is expected to submit the following documentation during the course of the project through the Project Manager/Team Leader (under Part A):

- 5) An inception report consisting of the following: -
 - A detailed Gantt chart showing milestones/major deliverables and highlighting the critical path as well as the duration for the assignment, including expected completion date(s).
 - All mechanisms e.g. Incident Tracking tool, server monitoring tool among others that would be put in place
 - Any other relevant section(s), document(s), process(es), literature and reference.

The report should also be presented to MOH/CHL and DIGI-UW to ensure alignment with user expectations.

- 6) System Appreciation Document of the whole LIMS and architecture supported by a presentation by the local support staff to the MOH/CHL and DIGI-UW. The System Appreciation Document should include documentation that describes, from a support standpoint:
 - a. what the system does in terms of its functional features,
 - b. how it achieves those features in terms of its architecture and design,
 - c. what are the elements that would require daily intervention/monitoring e.g. batch/cron jobs,
 - d. how to troubleshoot the system in case of crashes, errors etc. e.g. logging

mechanisms

- 7) Weekly status reports on project activities (from start of assignment until project completion).
- 8) Monthly status reports summarizing:
 - Achievements in the past month in terms of KPIs
 - Report on details of incidents and problems, their classification, severity, open and close times
 - Evidence of defect and problem prevention activities, actions taken and impact of actions
 - Evidence of improvement to the Knowledge Base
 - Status of completion of tasks in the scope of work, resolution of issues/bugs versus reported and expansion of knowledge base database for that particular period; and
 - Any suggestions/recommendations for the effective continuation of the project; and
 - Proposed activities for the coming month.
 - The status reports should include all areas of the Project.
- 9) Progress Report every three months comprising among others:
 - Summary of achievements in the past 3 months in terms of KPIs
 - Report on details of incidents, problems, classification, severity, open and close times
 - Evidence of defect and problem prevention activities, actions taken and impact of actions
 - Evidence of improvement to the Knowledge Base
 - Status of completion of tasks in the scope of work, resolution of issues/bugs versus reported and expansion of knowledge base database for that particular period; and
 - Pending items for that particular period and action plan with timeframes to resolve pending items
- 10) Full knowledge transfer on all support activities provided during the one-year contract supported by submission of 3 SSD hard disk drives (1 Government, 1 UNDP, 1 backup) containing full documentation in terms of guides, Standard Operation Procedures, access to systems, credentials, documentation records, software logs, updated source codes and all such relevant items that may be necessary for the transition process.

2.10 Deliverables and Schedules/Expected Outputs

The service provider should provide high quality services to the UNDP and MOH/CHL. They will prepare necessary deliverables, to be sent to the UNDP Head of Environment Unit and MOH/CHL. All deliverables shall be paid only after approval by the Project Steering Committee (PSC), comprising stakeholders from MOH/CHL, CIB, UNDP among others, which has been set up for the implementation of this project.

The outputs, sequence of work and the corresponding target delivery are as follows: -

SN	Deliverable	Tentative date (T=Contract Start Date)	Fee (%)
1	Inception Report covering the whole assignment	T+2 weeks	10%
2	Approved System Appreciation Document of the whole LIMS and architecture and presentation	T+6 weeks	15%
3	Approved Quarterly Progress Report 1 along with all the weekly reports for the quarter	T+12 weeks	15%
4	Approved Quarterly Progress Report 2 along with all the weekly reports for the period	T+24 weeks	15%
5	Approved Quarterly Progress Report 3 along with all the weekly reports for the quarter	T+36 weeks	15%
6	Approved Quarterly Progress Report 4 along with all the weekly reports for the quarter	T+48 weeks	15%
7	Full knowledge transfer on all support activities and submission of 3 SSD hard disk drives containing full documentation	T+52 weeks	15%
Total			100%

Notes:

- **Bidders must abide to the above implementation schedule**
- Payments are directly linked to deliverables.
- All reports must be submitted in an editable draft version in Word, Excel or other as well as a PDF version (for comments) and then final version, following incorporation of all comments and suggestions by the PSC before payment is effected.
- Price proposed must be in an all-inclusive fee, supported by a breakdown of costs.
- Contract price is fixed for the duration of the project.
- Contract signature does not warrant any advance payment.

2.11 Facilities to be provided by UNDP

The UNDP may act as facilitator between Government entities and the service provider for the organisation of meetings and site visits. All transportation costs and administrative costs related to the execution of the assignment are to be borne by the service provider. In case workshops/training sessions have to be organised, all costs will be borne by UNDP. No additional costs to those in the financial proposal would be borne by the UNDP.

2.12 Expected duration of the contract/assignment

The duration of the contract will be 12 months. The Client will review all outputs/deliverables and their comments shall be communicated to the service provider within 14 days of submission of the output/deliverable. The service provider will then have to consider and incorporate the

comments within a period of 2 weeks from the date of receipt of comments. The service provider will have to provide for justifications when comments are not incorporated in the output/deliverable.

2.13 Professional Qualifications of the Successful Contractor and its key personnel

Firm's General Experience

The service provider to be awarded the contract would be expected to have at least **10 years** of experience in the software development field.

The service provider should have experience in carrying at least 3 similar projects (providing software development and maintenance and technical support services) during the last 5 years. **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**

Experience with Government processes, especially in the local context, would be an advantage.

Key expert qualifications and competence for assignment

The proposed local support team shall comprise a minimum of **three (3) key experts** under the supervision of the Project Manager - Digital Advisory Service (as per Lot 1). Each key expert should be clearly designated.

The team should be available full time (on site or offsite) during the whole duration of the project and work exclusively on it to ensure smooth and proper and timely implementation of the project. The team must be proficient in English.

The minimum qualifications of the key experts required for the assignment are as follows:

Key Expert 1 – Team Leader Support

Education

- A Degree in the field of ICT or in a field related to the scope of the assignment.
- Postgraduate Qualifications / Professional Certifications in the field of Project Management, Service Management or any other related field would be an advantage.

Experience

- Minimum of 7 years' experience in the field of Software / Product development

- Minimum of 2 years' experience in management / supervision of operations and support for large scale IT Systems

Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.

Skills and competencies:

- Strong leadership and planning skills.
- Strong understanding of needs and issues of non-profit companies.
- Strong analytical skills.

Language

- Excellent written and spoken French and English is required. Report writing skills is a must.

Key Expert 1 – Technology Expert 1

Education

- A degree in Information System or Software engineering or closely related field(s).
- Professional Certifications in the technologies used in the project would be an advantage

Experience

- At least 5 years' experience in Software Development and Database Administration.
- At least three (3) years working experience in Core Technologies (required)
 - LINUX system administration
 - Java Spring
 - PostgreSQL
 - React
 - Hibernate
 - JPA (abstraction layer of Hibernate)
 - Tomcat
 - Docker
 - JavaScript/jQuery
 - JSPs
 - Apache tiles
 - Liquibase
 - Maven
- Experience in the following would be an advantage
 - FHIR
 - SSL certificates
 - Jasper Reports
 - Some knowledge of data visualization (e.g., PHP, highcharts, PowerBI, BigQuery, Tableau)
 - Perl
 - Python

Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.

Language

- Excellent written and spoken English is required

Key Expert 2 – Technology Expert 2

Education

- A degree in Information System or Software engineering or closely related field(s).
- Professional Certifications in the technologies used in the project would be an advantage

Experience

- Minimum of 5 years' experience in the field of Software Development, Network, Hardware and System Administration.
- At least three (3) years working experience in
 - Java,
 - PHP and other Open Source technologies,
 - Apache Tomcat, Tomcat
 - Docker
 - Jasper Reports (this is core but can be learned)
 - JavaScript/jQuery
 - JSPs
 - Apache tiles
- Experience in the following would be an advantage
 - Web Services and Digital Signature would be an advantage

Language

- Excellent written and spoken English is required

Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.

Although 3 profiles are presented, the assignment may be completed by more than 3 personnel. Hence, it is acceptable that 1 person does not fulfill the requirements of 1 or more of the expertise listed above. In presenting the proposal, the bidders should indicate clearly the proposed experts for each of the required positions, and how they meet the criteria listed above. Bidders should also state clearly for which positions the personnel are being proposed.

2.14 Price and Schedule of Payments

The financial offer should be quoted as a lump sum amount, all-inclusive (professional fee, insurance, all travel costs (local and international), per diem, etc.). In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the service provider wish to travel on a higher class they should do so using their own resources.

Payments would be effected based on deliverables as per above.

The bidder should also quote for local support for a period of 5 additional years (Cost for Year 2 to Year 5 must not be part of the total cost quoted). The contract of the selected service provider may be renewed by the Government of Mauritius upon satisfactory performance and availability of funds.

APPENDIX 1: OPENELIS LABORATORY MANAGEMENT INFORMATION SYSTEM (LIMS)

The OpenELIS Global software is a free and an open enterprise-level Laboratory Information System built on open-source, web-based technologies for public health laboratories. The software serves as both an effective laboratory software solution and business process framework. It supports the effective functioning of public health laboratories for best laboratory practice and accreditation. The leading organisation which supports the OpenELIS Global codebase is the Digital Initiatives Group (DIGI) at the International Training and Education Center for Health (I-TECH), based within the University of Washington's Department of Global Health (Seattle, WA USA).

The University of Washington (UW) has led the development of this tool and implemented numerous laboratory informatics projects involving OpenELIS in Haiti, Cote d'Ivoire, Kenya, Mozambique, Cameroon, Namibia, and Vietnam. The Digital Initiatives Group at I-TECH, UW (DIGI) leads this project in Seattle, Washington, USA.

OpenELIS is built on modern frameworks and is expected to significantly improve resources which enable health sector personnel to efficiently deploy, adopt, and customize the features. This software has been certified for use on US Government, and other high-security networks.

The OpenELIS LIMS has the following features currently deployed or in development:

- FHIR (Fast Healthcare Interoperability Resources) R4 based API for electronic test orders and results reporting. More details at docs.openelis-global.org
- Support for electronic signatures for lab reporting
- OpenELIS Global is now in full compliance with the WHO's Stepwise Laboratory Quality Improvement Process Towards Accreditation (SLIPTA)
- Support for COVID testing
 - Built an Airport Passenger public health screening form
- Preprinted barcodes – Added the ability to create pre-printed barcoded labels for sample collection
- Enhanced search functionality which can perform partial matches and be connected to a demographics server to import search results.
- One button validation – Added the option to validate all tests within normal ranges with one click on the validation screen
- Sample nature (ante-mortem, post-mortem or environmental) to sample information
- ASTM Analyzer interfaces
 - Enhanced analyzer connection functionality to complement the existing flat file import capability.
- Electronic Referrals Functionality
- New accession number format

- Custom pre-printed barcode accession number formatting
 - Allows use of a custom prefix for preprinted barcodes.
- Links to the SORMAS disease outbreak management system
- Patient History features - showing the historical results for a patient
- Links for the consolidated server to PowerBI
- Enhanced Microbiology feature set (specific requirements in progress)
- Enhanced TB Feature set (specific requirements in progress)
- GUI Testing Algorithms management
- Turnaround Time report
- Mauritius Consolidated Server
 - Links labs (using OpenELIS) to labs (using OpenELIS) allowing for remote order entry by clinicians and labs as well as direct transmission of results into the LIMS.
- Dashboard within OE for Lab Managers, Technicians, Etc.

Bidders are strongly encouraged to visit the following website for more information such as source code, technical documentation, online demo among others on the OpenELIS Global website, <http://openelis-global.org>.

APPENDIX 2: IMPLEMENTATION PLAN

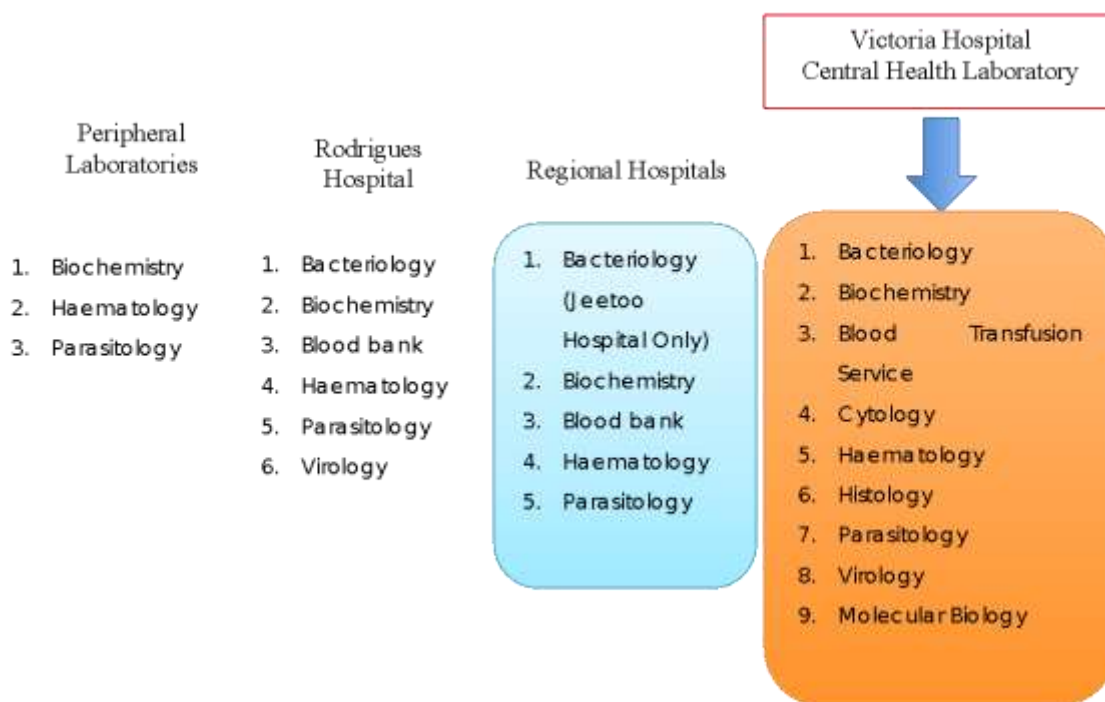
Note: The following implementation plan is tentative and is provided for informative purpose only. It may be changed without prior notice at the discretion of the MOH/CHL.

S.No	Major Deliverable	Estimated Timeframe
1.	Development milestone: OpenELIS Global v.2.3 (part 2: development, testing, release)	Q1 2021 / Q2 2021
2.	Implementation of OpenELIS Global v.2.3 at CHL, Airport Lab, 5 regional hospital flu clinics (Victoria Hospital, Jeetoo Hospital, J Nehru Hospital, Flacq Hospital, SSR Hospital) and Queen Elizabeth Hospital-Rodrigues	
3.	Development milestone: OpenELIS Global v. 2.4 Biochemistry/ Serology/ Hematology Modules	Q2 2021
4.	Implementation of LIMS OpenELIS Global v.2.4 at CHL, 5 regional hospitals (Victoria Hospital, Jeetoo Hospital, J Nehru Hospital, Flacq Hospital, SSR Hospital) and Queen Elizabeth Hospital-Rodrigues	Q3 2021
5.	Training and Capacity Building – Part 2	
6.	Development milestone: OpenELIS Global v. 2.5 Microbiology Module	Q4 2021/Q1 2022
7.	Implementation of LIMS OpenELIS Global v.2.5 at CHL, 5 regional hospitals (Victoria Hospital, Jeetoo Hospital, J Nehru Hospital, Flacq Hospital, SSR Hospital) and Queen Elizabeth Hospital-Rodrigues	
8.	Interfacing with existing Blood bank system, eIMS, HRMIS, and eHealth (part 1)	
9.	Interfacing with existing Blood bank system, eIMS, HRMIS, and eHealth (part 2)	Q1 2022/ Q2 2022
10.	Development milestone: OpenELIS Global v. 2.6 at Souillac Hospital, Moka Eye Hospital, New ENT Hospital (Vacoas), Brown Sequard Hospital (Beau Bassin), Cancer Hospital (Phoenix)	
11.	Training and Capacity Building – Part 3	
12.	Documentation (System Technical Guideline, API, etc.)	

APPENDIX 3: NATIONAL LABORATORY INFORMATION MANAGEMENT SYSTEM ARCHITECTURE

Laboratory Services

Laboratory services are responsible for the screening of diseases; diagnosis of diseases in patients and monitoring their treatment; carrying out investigation for public health purposes; and conducting laboratory-based research activities and training of medical and paramedical students. The services provided by the Central Health Laboratory, Regional Laboratories and Peripheral Laboratories are illustrated below:



National Laboratory Information Management System: -

This project is being implemented in all COVID-19 testing centres (Flu Clinics), regional hospitals, specialized hospitals, Community health center, Area health center as well as the SSR International Airport. The site locations are as follows:

- (i) JHN Hospital Rose belle
- (ii) Victoria Hospital Candos
- (iii) SSR Hospital Pamplémousse
- (iv) Flacq Hospital Flacq
- (v) ENT Hospital Vacoas
- (vi) Jeetoo Hospital Port Louis
- (vii) Cancer Hospital Phoenix
- (viii) Moka Eye Hospital Moka

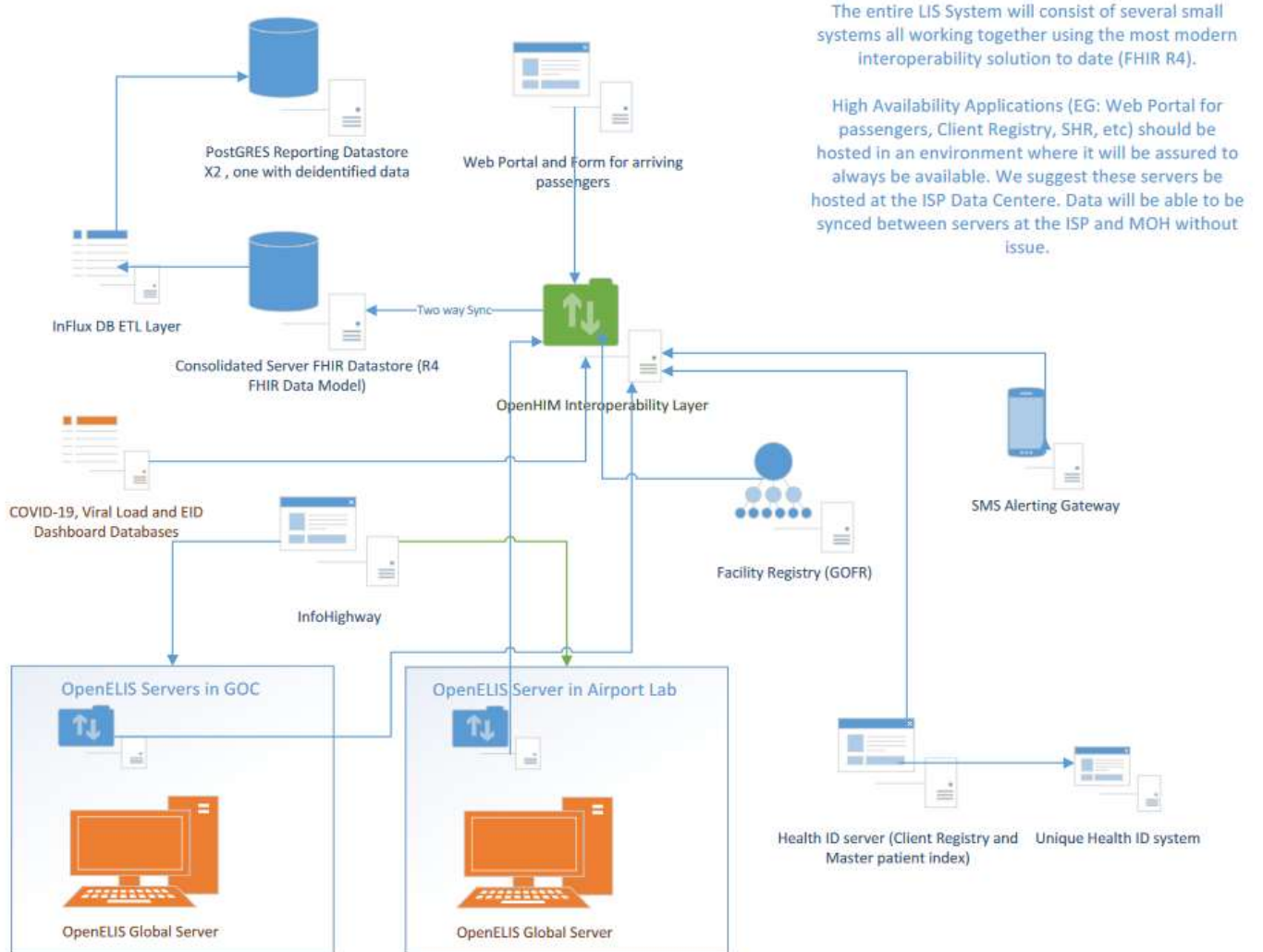
- (ix) Brown sequard Hospital Beau-Bassin
- (x) Souillac Hospital Souillac
- (xi) Mahebourg Hospital
- (xii) **Rodrigues** Queen Elizabeth Hospital
- (xiii) SSR International Airport Laboratory

With the exception of SSR international Airport Laboratory, each site will have one server hosting one instance of the Open-ELIS. The Airport laboratory has a different setup which is shown further below. However, data from all these sites will be replicated to the consolidated server at GOC.

The GOC will have a BI server which will connect to the consolidated server for reporting and business intelligence reporting. The diagram below provides an overview of the whole set-up for the National and Passenger LIMS for the Government of Mauritius.

The interoperability has been implemented using the Open Health Information Mediator (OpenHIM) open-source software. OpenHIM is a middleware component designed to ease interoperability between disparate information systems. It provides secure communications and data governance as well as support for routing, orchestrating and translating requests as they flow between systems. Connecting health systems simply, securely and safely.

OpenELIS Global Architecture Diagram for National LIMS

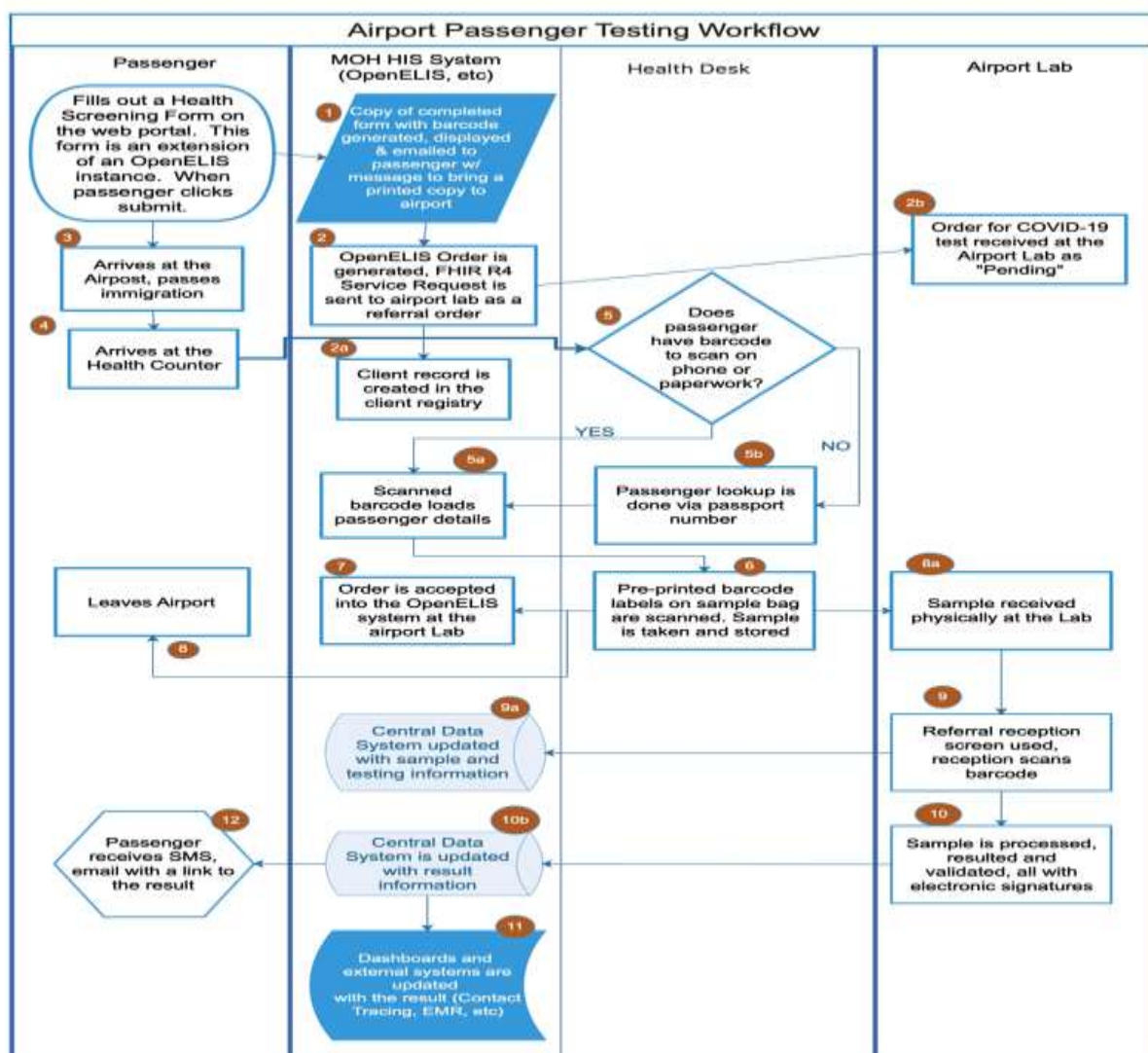


Airport Health Laboratory (AHL) passengers LIMS

The AHL passenger LIMS is hosted in the Data Center of Mauritius Telecom (ISP) and is connected via a separate line to the GINS infrastructure. Incoming passengers need to fill an online locator form in the following web site <https://safemauritius.govmu.org> to register a Covid-19 test at SSR International Airport. The test would be registered in OpenELIS instance at SSR Airport through the online locator form.

Workflow:

The workflow for registration of a test in Open ELIS is depicted in the diagram below.



Flexible Computing Infrastructure setup

The ISP has supplied and installed 5 Virtual Machines at its data centre for the Airport Health Laboratory LIMS as follows:

Hostname	CPU core	Memory	Storage	OS
Web Server 1 for Locator Form	4	16 GB	/= 50 GB /data = 50 GB	Ubuntu 16.0.4 LTS
Web Server 2 for Locator Form	4	16 GB	/= 50 GB /data = 50 GB	Ubuntu 16.0.4 LTS
LIMS Production Server 1	4	16 GB	/= 50 GB /data = 250 GB	Ubuntu 16.0.4 LTS
LIMS Production Server 2	4	16 GB	/= 50 GB /data = 250 GB	Ubuntu 16.0.4 LTS
Load Balancer	4	16 GB	/= 50 GB /data = 250 GB	Ubuntu 16.0.4 LTS

Connectivity Services

The connectivity services include:

- Connectivity from GOC (Government Online Centre) to RHDC
- Connectivity from SSR Airport to RHDC
- Internet and SSL VPN Connections at RHDC
- VDOM Fortinet
- SMS Gateway

Related Services

Backup facilities have been configured successfully.

Note: The above diagrams and setup are provided for informative purpose only and may change without prior notice at the discretion of the MOH/CHL.

SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

Technical Proposal Envelope:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal Envelope

(Must be submitted in a separate sealed envelope/password protected email)

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form	<input type="checkbox"/>

FORM A: TECHNICAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFPMUS2021-004		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. RFPMUS2021-004 and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we *embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.*

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

FORM B: BIDDER INFORMATION FORM

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Contact person UNDP may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured ▪ Certificate of Incorporation/ Business Registration ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Trade name registration papers, if applicable ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country ▪ Power of Attorney

FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFPMUS2021-004		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture **OR** ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

FORM D: QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFPMUS2021-004		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

FORM E: FORMAT OF TECHNICAL PROPOSAL

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFPMUS2021-004		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.
- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

Format for CV of Proposed Key Personnel

NAME OF PERSONNEL	[INSERT]
POSITION FOR THIS ASSIGNMENT	[INSERT]
NATIONALITY	[INSERT]
LANGUAGE PROFICIENCY	[INSERT]
EDUCATION/ QUALIFICATIONS	[SUMMARIZE COLLEGE/UNIVERSITY AND OTHER SPECIALIZED EDUCATION OF PERSONNEL MEMBER, GIVING NAMES OF SCHOOLS, DATES ATTENDED, AND DEGREES/QUALIFICATIONS OBTAINED.]

	[INSERT]
PROFESSIONAL CERTIFICATIONS	<p>[PROVIDE DETAILS OF PROFESSIONAL CERTIFICATIONS RELEVANT TO THE SCOPE OF SERVICES]</p> <hr/> <ul style="list-style-type: none"> ▪ NAME OF INSTITUTION: [INSERT] ▪ DATE OF CERTIFICATION: [INSERT]
EMPLOYMENT RECORD/ EXPERIENCE	<p>[LIST ALL POSITIONS HELD BY PERSONNEL (STARTING WITH PRESENT POSITION, LIST IN REVERSE ORDER), GIVING DATES, NAMES OF EMPLOYING ORGANIZATION, TITLE OF POSITION HELD AND LOCATION OF EMPLOYMENT. FOR EXPERIENCE IN LAST FIVE YEARS, DETAIL THE TYPE OF ACTIVITIES PERFORMED, DEGREE OF RESPONSIBILITIES, LOCATION OF ASSIGNMENTS AND ANY OTHER INFORMATION OR PROFESSIONAL EXPERIENCE CONSIDERED PERTINENT FOR THIS ASSIGNMENT.]</p> <hr/> <p>[INSERT]</p>

REFERENCES

[PROVIDE NAMES, ADDRESSES, PHONE AND EMAIL CONTACT INFORMATION FOR TWO (2) REFERENCES]

REFERENCE 1:

[INSERT]

REFERENCE 2:

[INSERT]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

FORM F: FINANCIAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: _____
Title: _____
Date: _____
Signature: _____

[Stamp with official stamp of the Bidder]

FORM G: FINANCIAL PROPOSAL FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFPMUS2021-004		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

Currency of the proposal: [Insert Currency]

Table 1: Summary of Overall Prices

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		A	B	C=A+B
In-Country				
Home Based				
Subtotal Professional Fees:				

Table 3: Breakdown of Other Costs

Description	UOM	Quantity	Unit Price	Total Amount
International flights	Trip			

Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
Subtotal Other Costs:				

Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	Time (person days)	Professional Fees	Other Costs	Total
Deliverable 1				
Deliverable 2				
Deliverable 3				
.....				