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Resilient nations.*

# **REQUEST FOR PROPOSAL**

## **Enhancement to the Online Passenger Locator Form**

RFP No.: RFPMUS2021-007

Project: Supporting an Inclusive and Multi-Sectoral Response to COVID-19  
and addressing its Socio-Economic Impact in the Republic of  
Mauritius

Country: Mauritius

Issued on: 12 August 2021

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## SECTION 1. LETTER OF INVITATION

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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):

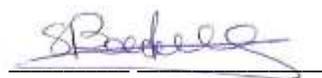
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
  - o Form A: Technical Proposal Submission Form
  - o Form B: Bidder Information Form
  - 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](mailto: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: Shakil Beedassy

Title: Environment Team Leader a.i.

Date: **August 12, 2021**

Approved by:



Name: Fatuma Musa

Title: Officer-In-Charge, UNDP Mauritius & Seychelles

Date: **August 12, 2021**

## SECTION 2. INSTRUCTION TO BIDDERS

<b>A. GENERAL PROVISIONS</b>	
<i>1. 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 <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a></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 (<a href="http://www.ungm.org">www.ungm.org</a>). 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>
<i>2. Fraud &amp; 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 <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</a></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 style="padding-left: 20px;">(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 style="padding-left: 20px;">(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 <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p>
<i>3. 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 international Organization. Vendors are therefore required to disclose to</p>

	<p>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"> <li>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;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul> <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"> <li>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</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul> <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>B. PREPARATION OF PROPOSALS</b>	
5. <i>General Considerations</i>	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in 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</p>

	Bidder must notify the UNDP
<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>	8.1 The Proposal shall comprise of the following documents: 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>	10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP. 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. 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 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.
<i>11. Financial Proposals</i>	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. 11.2 Any output and activities described in the Technical Proposal but not priced 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. 11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.
<i>12. Proposal Security</i>	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

	<p>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"> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or;</li> <li>b) In the event that the successful Bidder fails: <ul style="list-style-type: none"> <li>i. to sign the Contract after UNDP has issued an award; or</li> </ul> </li> </ul> <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>
<p>13. <i>Currencies</i></p>	<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"> <li>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</li> <li>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.</li> </ul>
<p>14. <i>Joint Venture, Consortium or Association</i></p>	<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 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</p>

	<p>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"> <li>a) Those that were undertaken together by the JV, Consortium or Association; and</li> <li>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</li> </ul> <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>
<p><i>15. Only One Proposal</i></p>	<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"> <li>f) they have at least one controlling partner, director or shareholder in common; or</li> <li>g) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>h) they have the same legal representative for purposes of this RFP; or</li> <li>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 about, or influence on the Proposal of, another Bidder regarding this RFP process;</li> <li>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</li> <li>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.</li> </ul>
<p><i>16. Proposal Validity Period</i></p>	<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</p>

	Personnel, the proposed rates and the total price.
<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 the amendment into their Proposals.</p>
<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</p>



<p><b>eTendering submission</b></p>	<p>different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.</p> <p>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> <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:</p> <p>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</p> <p>b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.</p> <p>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> <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: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/">http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/</a></p>
<p><i>23. Deadline for Submission of Proposals and Late Proposals</i></p>	<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>
<p><i>24. Withdrawal, Substitution, and Modification of Proposals</i></p>	<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</p>

	<p>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>
25. <i>Proposal Opening</i>	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.
<b>D. EVALUATION OF PROPOSALS</b>	
26. <i>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 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>
27. <i>Evaluation of Proposals</i>	<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> <ol style="list-style-type: none"> <li>a) Preliminary Examination</li> <li>b) Minimum Eligibility and Qualification (if pre-qualification is not done)</li> <li>c) Evaluation of Technical Proposals</li> <li>d) Evaluation of Financial Proposals</li> </ol>
28. <i>Preliminary Examination</i>	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.
29. <i>Evaluation of Eligibility and Qualification</i>	<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> <ol style="list-style-type: none"> <li>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;</li> <li>f) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> </ol>

	<ul style="list-style-type: none"> <li>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;</li> <li>h) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>i) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>j) They have a record of timely and satisfactory performance with their clients.</li> </ul>
<p>30. <i>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 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><b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p><b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> <p><b>Combined Score</b> = (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"> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>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;</li> <li>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;</li> <li>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;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul>
<p>32. <i>Clarification of Proposals</i></p>	<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>
<p>33. <i>Responsiveness of Proposal</i></p>	<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>
<p>34. <i>Nonconformities, Reparable Errors and Omissions</i></p>	<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</p>

	<p>arithmetical errors as follows:</p> <ul style="list-style-type: none"> <li>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 govern and the unit price shall be corrected;</li> <li>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</li> <li>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.</li> </ul> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
<b>E. AWARD OF CONTRACT</b>	
35. <i>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.
36. <i>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.
37. <i>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.
38. <i>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.
39. <i>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.
40. <i>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 <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
41. <i>Performance</i>	41.1 40.1 A performance security, if required in BDS, shall be provided in the

<p><i>Security</i></p>	<p>amount specified in BDS and form available at <a href="https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default">https://popp.undp.org/ layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&amp;action=default</a> 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>
<p>42. <i>Bank Guarantee for Advanced Payment</i></p>	<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 <a href="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&amp;action=default">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&amp;action=default</a></p>
<p>43. <i>Liquidated Damages</i></p>	<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>
<p>44. <i>Payment Provisions</i></p>	<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>
<p>45. <i>Vendor Protest</i></p>	<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: <a href="http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html">http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</a></p>
<p>46. <i>Other Provisions</i></p>	<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 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">ST/SGB/2006/15</a> <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a></p>

## SECTION 3. BID DATA SHEET

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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)	Not Allowed
3	20	Alternative Proposals	Shall not be considered
4	21	Pre-proposal conference	Will not be conducted
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"> <li>i. Bank Guarantee issued by a reputable Bank</li> <li>ii. Certified Check issued by a reputable Bank</li> <li>iii. Percentage of total payment held as retention money until Certificate of Final Completion.</li> </ul>

			<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	5 days before the submission deadline i.e. Friday <b>20 August 2021</b>
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Deepa Seeburn, Procurement Assistant E-mail address: <a href="mailto:procurement.mu@undp.org">procurement.mu@undp.org</a> with copy to <a href="mailto:deepa.seeburn@undp.org">deepa.seeburn@undp.org</a> and <a href="mailto:fatuma.musa@undp.org">fatuma.musa@undp.org</a>
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: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>  <u>Insert BU Code – MUS 10 and Event ID number –00000100084</u>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> <li>▪ Format: PDF files only</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP</li> <li>▪ Max. File Size per transmission: 35 MB</li> <li>▪ 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</li> </ul>

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>September 9, 2021</i>
19		Maximum expected duration of contract	3 months
20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP  <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services  <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
23		Other Information Related to the RFP	<b>Video Guide on How to register in the UNDP eTendering system as a Bidder Profile:</b>  <a href="https://www.youtube.com/watch?v=Trv1FX6reu8&amp;feature=youtu.be">https://www.youtube.com/watch?v=Trv1FX6reu8&amp;feature=youtu.be</a>  <b>Video Guide on How to Submit a Bid on eTendering :</b> <a href="https://www.youtube.com/watch?v=cy34AXsYMrC&amp;feature=youtu.be">https://www.youtube.com/watch?v=cy34AXsYMrC&amp;feature=youtu.be</a>

## 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

### 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
<b>ELIGIBILITY</b>		
<b>Legal Status</b>	Vendor is a legally registered entity.	Form B: Bidder Information Form
<b>Eligibility</b>	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
<b>Conflict of Interest</b>	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
<b>Bankruptcy</b>	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	
<b>QUALIFICATION</b>		
<b>History of Non-Performing Contracts<sup>1</sup></b>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
<b>Litigation History</b>	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
<b>Previous Experience</b>	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.	Form D: Qualification Form

<sup>1</sup> 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 appeal instances available to the Bidder have been exhausted.

	<i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i>	
<b>Financial Standing</b>	<p>Minimum average annual turnover of USD 500,000 for the last 3 years.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form

## Technical Evaluation Criteria

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	200
<b>Total</b>		<b>800</b>

## Detailed Technical Evaluation Criteria

Section 1. Expertise of Firm/ Organisation		Points obtainable
1.1	Must have at least 5 years of proven experience in the field of Laboratory Management Systems	100
1.2	Specific experience in carrying similar projects (Number of projects) <ul style="list-style-type: none"> <li>- At national level : 1-2 projects (50 points)</li> <li>- At national level : 3-5 projects (60 points)</li> <li>- At national level : More than 5 projects (75 points)</li> <li>- At least one project at regional /international level (25 points)</li> </ul>	100
1.3	Experience with Government processes, especially in the local context	50
1.4	Experience of working in Indian Ocean Island Countries or Small Island Developing States	50
<b>Total Section 1</b>		<b>300</b>

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Did the proposal address in sufficient detail the important aspects of LIMS 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 output/ Degree of detail of output	100
2.3	Workplan: Main activities of the assignment and its logical sequences and efficient implementation plan, milestones and delivery dates of the assignment	100
<b>Total Section 2</b>		<b>300</b>

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	<b>Key Expert 1: Team Leader</b>	100

<b>Section 3. Management Structure and Key Personnel</b>			<b>Points obtainable</b>
	Post graduate degree in IT/management or any other related field from a recognized university. Specialisations in MIS, Public Health system, laboratory systems and/or Project Management, will be an advantage	30	
	At least 8 years' relevant 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.	40	
	Experience in implementing at least 2 similar projects.	30	
3.2	<b>Key expert 2: Software developer</b>		50
	Education (university degree in Software Development or other closely related field)	20	
	At least 5 years of experience in software development for customisation of LIMS package or similar application/package	20	
	Experience in implementing at least 2 similar projects.	10	
3.3	<b>Key expert 3: System Engineer</b>		50
	A Degree in System Engineering or any other closely related field(s).	20	
	At least three (3) years working experience in: <ul style="list-style-type: none"> <li>○ Virtualisation environment</li> <li>○ Hypervisor/fail-over software</li> <li>○ Veritas Netbackup (installation, Configuration, Tuning, Replication, failover setup, troubleshooting tasks etc.)</li> <li>○ Antivirus Symantec ((installation, Configuration, Tuning, troubleshooting tasks etc.)</li> <li>○ RDBMS (installation, Configuration, Tuning, Replication, failover setup, troubleshooting tasks etc.).</li> <li>○ Network Administration (Monitoring software proposed, firewall configuration, Next Generation firewall configuration, tuning, troubleshooting tasks etc.)</li> <li>○ System administration (Installation, configuration and troubleshooting of servers, OS, Backup solutions among others)</li> </ul>	20	
	Experience in implementing at least 2 similar projects.	10	
<b>Total Section 3</b>			<b>200</b>

## SECTION 5. TERMS OF REFERENCE

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### 1. Background Information and Rationale, Project Description

Within the context of the COVID-19 pandemic, through the support of the UNDP in Mauritius, the Central Health Laboratory secured an Electronic Laboratory Information System (namely OpenELIS Global) for management of COVID tests in the country. The OpenELIS Global software is 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).

In April 2020, DIGI/I-TECH began advising the Central Health Laboratory on the configuration of OpenELIS and undertook limited work to develop several priority features within OpenELIS to optimize the system for laboratory needs and workflows in Mauritius. In its limited experience with OpenELIS implementation, the MOH noted an improved capacity to monitor and report on COVID-19 testing. The software was customised to provide for a flexible COVID-19 test catalogue; batch processing of bio-samples; and barcode generation for improved printing and reporting capabilities.

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.

In addition, specifically, for the purpose of the LIMS to be utilised at the Sir Seewoosagur Ramgoolam International Airport, flight and passenger details are required to be captured via a portal and integrated on the application to enable conducting of the COVID tests and contact tracing of passengers arriving in Mauritius. For the purpose of cross verification by CHL personnel, an online application (Online Passenger Locator Form) has been implemented for capturing of details by passengers prior to check-in at the departure airport as required by the authorities. This online application has been integrated with the LIMS to enable the tracking of passengers for testing and contact tracing in Mauritius upon their arrival. This online application should be enhanced and would be called Embarkation/ Disembarkation digital platform. This platform would host inter-alia :-

- Passenger details for COVID-19 Laboratory at the Airport
- Passenger details for PIO, Passport and Immigration Office

- Passenger details for health border control
  - The Health Border Control (current user manual at Appendix 10) has 13 offices around the island where each office shall access the details of each passenger online for disease monitoring. The health office would access the details of passenger for contact tracing and eventually sample of blood would be taken for testing at the Central Health Laboratory where after analysis of the sample the results should be entered in the LIMS application at CHL.

**The main initial requirements for the Embarkation/Disembarkation platform are as follows:**

- Forms provide validation for all mandatory fields marked with \*.
- Cancel, Save draft and Submit buttons available in the form.
- Multiple entries allowed. Validate mandatory field only if passenger has input companion.
- Ensured that the passenger ticks the disclaimer check box before committing the changes.
- On submit, pdf with barcodes/ QR code for passenger and the travel companions generated. Each barcode/ QR Code have a label displaying last name, first name, passport no (to ease the checking process at the level of the Passport and Immigration Office (PIO)).
- For the main passenger and family members, the OpenELIS database automatically creates orders and patient details for generation of barcodes for order and sample. In case one of the family members tries to fill another form, validation done to prevent him/her from submitting the form again. The barcode on the locator form a label i.e. name of passengers.
- Form is mobile responsive.
- Provision made for this form to only be submitted if travel date is within X days from date of submission of the form. The value X stored as a parameter. A note also added at the top of the form.
- After submission, an acknowledgment email generated for successful submission.
- Notification of patient (passenger result) by email and SMS. More specifically, passengers receive an SMS notification that report is available for online verification including a password allowing him/her to open the test report in his/her email by using the password sent in the SMS message. (Note: The Ministry of Health and Wellness is currently establishing a protocol for communication in case passengers are tested positive. The successful bidder will be informed accordingly.) The details of each passenger should be made accessible to laboratory only after the passenger has transited to the immigration or health border control.
- It should be noted that the SMS Gateway has been made available.
- New fields have been added to the current LIMS in terms of patient details in the health locator form such as date of travel, flight no, seat no, airline name, temporary address, emergency contact details.
- All travel companions (dependents) should be created as new patients.
- The system should be enhanced to make it more user friendly and more interactive.
- The Reporting module should be enhanced to make ad-hoc queries and statistics for the number of passengers who has arrived per day, by flight number etc.

### **For the back-end laboratory users at the airport:**

- A validation check is available to verify a patient passport number and other personal details using information highway (PIO). The system automatically highlights incorrect patient fields following validation from PIO (e.g. Surname, Name, Flight No, Seat No)
- Scanning the pre-printed barcode and barcode of the health locator form to link the patient with the order.
- Validation provided in case patient details does not exist in database. The Passport No/ National ID Card used as a unique key. The system caters for multiple passport no. The linking between the order and patient done within one click of button after the barcodes have been scanned
- A patient is linked to an order by searching a patient using passport no/ National ID Card or other personal details and scan a preprinted order

Details on the current LIMS system are available at Appendices 1-4.

## **2. Objective of the Assignment**

In view of the border opening planned for mid-October 2021, the UNDP Mauritius CO has been approached by the Ministry of Health and Wellness to contract one supplier for the enhancements of the Passenger Locator Form to an Embarkation/ Disembarkation digital platform. The current workflow process and sample report is available at Appendices 5 - 6.

## **3. Scope of Assignment**

The scope of the additional work pertains to development of additional features on the Embarkation/ Disembarkation digital platform comprising essentially:

- Enhancements of the security/ aesthetic features of the Passenger Locator Form (Appendices 8 -9)
- Development of the Health Module for Border Control:
  - A user manual is attached for the existing Visual Basis application.
  - 13 sanitary offices access the yellow form data from the system depending upon passenger addresses in Mauritius
  - Each country has specific prevailing diseases from where any passenger is coming. This data should be visible to backend users only.
  - Sanitary officers may visit each suspected passenger to take blood sample for testing at CHL.
  - CHL officer should have access to the health border system for inputting of results for various test.

Note: The successful bidder would be required to finalise the requirements for this module with the Client after the award of the contract.

- PIO (Passport & Immigration office) Module
  - Officers should access the data from the listed fields
- Development of appropriate seamlessly embedded, on-demand reporting and data visualization. Additionally, the proposed system should allow for matrix reporting e.g.

generate a report with a combination of work sheet notes, tests performed and results obtained automatically. However, the successful bidder should finalise query, statistical and matrix reporting requirements with CHL after the award of the project. The successful bidder would be required to finalise the requirements for the reporting module with the Client after the award of the contract.

Details on current system is available here: [Download – OpenELIS Global \(openelis-global.org\)](http://openelis-global.org)

### **3.1 Remote Access**

The successful bidder would be allowed to remotely access the servers for carrying out development, testing and maintenance on the proposed system. The MOH and GOC would grant Remote VPN Access to the successful bidder only on request and once the exercise is completed the access would be closed. The successful bidder should ensure that all requests are planned and communicated to the staff of MOH and GOC in advance.

### **3.2 General Note**

- Any other item necessary for the proper functioning of the proposed System must be quoted for by the bidders inclusive of installation and commissioning and should be accompanied with detailed justifications supported with documentary evidence wherever applicable.
- Full documentation/manual and original copies of each and every quoted system components are to be provided by the bidder. License for each copy of software (if applicable) must be provided.
- It is the responsibility of the successful bidder to make the whole system operational and they will have to work in collaboration with staff of the MOH, Central Informatics Bureau (CIB), GOC, IT Security Unit (ITSU), Central Information Systems Division (CISD), ATOL and other relevant stakeholders for making the project a success.

### **3.3 Administration Module**

The web application should also consist of an Administration Module that would allow authorized users/administrators of the LIMS only to perform system management tasks, configuration of test parameters for different blood samples and user management.

The administration module should support the following non-exhaustive list of functions:

### **3.4 User Management**

- 1) Administration of Access Control Lists, i.e., mapping of access levels with registers, functionalities, menus and reports.
- 2) Administration of user groups including addition/removal of users to User groups.
- 3) Configuration of application and system parameters and other settings.
- 4) Configuration of analyzers, bar code generation

### **3.5 Documentation and Licenses**

The successful bidder should provide separate user manuals and/or guides covering all the components and functionalities of the proposed System that address the needs of end users and administrators.

Bidders should provide latest version of all software proposed including full documentation (technical & user manuals in hard copy & soft copy) at the time of delivery.

Bidders must include any costs associated with the licensing policy and provide adequate number of licenses for the software proposed (as appropriate) and must explain clearly its licensing policy.

### **3.6 Interoperation Principles**

There are a number of major interoperation principles and attributes required from the user perspective to enable both efficiency and productivity. These principles are as follows:

- No duplication of input
- Seamless transition between the different application modules
- Common single approach to the authorisation of user access throughout the proposed System
- Multi user
- Configuration of hardware and software parameters should not be hard coded for more flexibility and less interventions from the developer thus minimising downtime

### **3.7 User Interface**

User interface is the combination of menus, screen design, keyboard commands, and online help, which creates the way a user interacts with a computer. The following are key attributes that the user interface should have:

- Common (generic), consistent, customisable and easy to use "Windows" or GUI based user interface (mouse and icon or "point and click" driven interface).
- User friendly data entry capabilities enabling a minimum of keystrokes for data capture and use of alternate data entry technologies (including barcode readers, optical scanning devices).
- Definition of validated fields to enable appropriate range checking on data entered.
- Common or consistent approaches to task selection.
- Easy consistent access to context sensitive help.
- Common User Interface for all applications (consistency of keystroke mapping, screen layouts etc.).
- Reports printable on screen, printer and file.
- Lists and look-ups to ease data entry.
- Basic search, sort and filter facilities to the user when information is presented in the form of a table.
- Editable master lists or codes.

### **3.8 Printing Guidelines**

Screen or report print-outs should adhere to the following non-exhaustive guidelines *unless stated otherwise by the client*:

- Online version of reports should be designed such that same can be printed without the need to be reformatted
- All regional hospitals would print patients' laboratory reports to a line printer. The LIMS application should be configured with the existing line printers at the hospitals and peripheral laboratory
- Reports should be designed such that they fit on A4 size pages and line printers when printed
- Contents displayed on report print-outs should not be truncated
- The application window frame should not be visible in the print-out in case of screen print-out
- Header of print-outs should contain the title of the report as well as date and time of printing among others
- Footer should contain page numbering
- The selection criteria or filters (if available) should be mentioned after the title in case of report printing.

### **3.9 List Guidelines**

Search Result list or user interface containing lists of records in the proposed application should adhere to the following non-exhaustive guidelines *unless stated otherwise by the client*:

- Facility to export lists to a flat file, e.g. File with comma-separated values (.csv) among others
- Results lists should be sortable by each column
- Allow user to select number of records to be shown in the results list
- Results lists should support pagination in case records will be shown in multiple pages.

### **3.10 System Performance or Reliability**

System performance is a key consideration. On a reasonably fast bandwidth, all applications must ensure fast (sub-second) response to user-initiated transactions. The following should also be catered for, wherever applicable:

- Proposed System should support concurrent use and be scalable with increasing workload
- Functional components must be highly reliable with appropriate fault tolerance, data integrity, automated recovery and error-handling capabilities to minimise any unscheduled system downtime
- Systems maintenance functions must be highly automated and enable any required periodic scheduled downtime for system maintenance to be minimal and able to be scheduled at user-defined times
- Web pages should be loaded within 2 seconds
- All search functionalities need to show results within 5 seconds
- Any Submit need to complete in less than 5 seconds
- All navigation from one screen to another should be seamless – sub-second response is required.

### **3.11 Review of Operational Procedures**

The successful bidder will be required to work in collaboration with the client to review operational procedures and document the new procedures. This activity is scheduled together with the preparation of Software Requirements Specifications (SRS). The successful bidder will have to develop the associated Standard Operating Procedures (SOPs) and related manuals. All trainings will have to include the relevant SOP manual wherever applicable.

It will be the responsibility of the successful bidder to ensure that all the operational procedures are implemented in the proposed application.

### **3.12 Training and Capacity Building**

Bidders will have to dispense training so that there is appropriate and adequate technology transfer that would make end-users fully conversant with the proposed application. The methodology that MOH would employ is **"Train the Trainer"** approach.

The successful bidder must propose a detailed training plan and methodology to cover the training requirements.

The trainings must be planned in batches and must adapt the online web-based trainings tools & knowledge transfers. Not more than 100 staff members are expected to be trained at the various airport departments.

All training should be held at a site to be determined by the client. Different types of trainings should be provided as outlined in the following sub sections.

The successful bidder shall also be responsible to re-train the users and trainers whenever changes are made in the software.

The successful bidder shall provide hardcopy of the training material to all the users participating in the Training and softcopy of the training material shall be made available.

The successful bidder may be required to provide necessary trainings and eventually implement online training modules (Video Tutorials/Computer Based Tutorials), which should be accessible to authorised users. The successful bidder shall also provide handholding support to new users in familiarising with the system.

### **3.13 Training For System Administrators on Application Software**

Training on application software for system administrators should consist of the following:

- Installation and configuration of the software
- Database Administration tasks
- Tuning
- Troubleshooting

The training on application software for system administrators should be dispensed to some 10 officers for the various identified sites.

### 3.14 Pre-UAT Training

Prior to User Acceptance Testing (UAT), the successful bidder should provide pre-UAT training to all the users who have been selected by the client for carrying out the UAT exercise. The Pre-UAT training should ensure that the users are trained on the following:

- How to proceed with the testing of their respective modules/screens/functionalities.
- How to log/report issues found during UAT.

The successful bidder should carry out a demonstration of the complete application to the trainees at the start of the Pre-UAT training.

### 3.15 Notes on Training

1. Bidder should include in its proposal any other relevant training that may be required for the benefit of users with proper justifications.
2. Due to possible turnover among technical support staff and among officers and due to the need to determine in due course on-going management responsibilities for the Passenger Locator Form Application, bidders should also specify how they would offer training in an on-going fashion through training manuals, guidance manuals, "how-to" guides, online training videos, help pages, electronic slide presentations and/or other similar methods.
3. The selected bidder will be expected to develop all relevant training materials adapted to the local context that can subsequently be reused by Government.
4. The practical aspects of how to deliver the training in order to minimise disruption to work can best be determined by the client.
5. The following information is to be provided:
  - cost of training
  - details of courses to be provided
  - number of training sessions
  - duration of each training session
  - site where training will be conducted
  - experience of trainers

***All necessary documentation must be available at the start of the course and comprehensive training material will have to be provided to the staff being trained. The client reserves the right to reproduce the training materials for subsequent in-house training of other staff.***

## **3.16 Miscellaneous**

### **3.16.1 Data Migration Plan**

The Airport Laboratory currently has a legacy system of existing data that would need to be migrated into new database of the proposed solution.

Some of the key steps to be taken for data migration are given below: -

- Extraction of data from the source legacy system
- Cleansing of data (elimination of duplicate records, standardisation of database structure across all sites)
- Transforming data to the format required by the new proposed system
- Loading data into the new proposed system
- Preservation of data integrity during migration.

### **3.16.2 Data Cleansing**

The successful bidder should work in collaboration with the present supplier to understand the whole setup and also devise a plan to clean existing data in the database.

### **3.16.3 Presentation of Application system prototype**

After award of the project, the successful bidder will hold working sessions with the users to study their requirements in detail and then come up with a SRS document. The successful bidder will be required to make prototype presentations of the application system before finalising the SRS with the users. The purpose of the prototype presentations is to trigger discussions with, and give visibility to, all parties involved in the project.

### **3.16.4 Software Development Methodology**

In case the application software requires customisation or any form of software development, bidders are required to explain the Software Development Methodology to be employed. This includes an outline of all the standards, the design, development, testing and implementation approach. Bidders should abide by all the conditions stipulated in the Software Development Agreement (SDA) downloadable at <http://cib.govmu.org> unless specifically waived by the client. For instance, bidders will have to submit Software Requirements Specifications and Software Design Description documents after award of contract as per format given in the Software Development Agreement.

### **3.16.5 Testing and Test Data**

The successful bidder should ensure a smooth implementation of the proposed system.

It is expected that, prior to the start of UAT, the successful bidder would have carried out full-fledged testing (unit testing, integration and system testing) to ensure all bugs have been resolved in all the environments (production and test) of the servers and verified that the system is fully operational.

They should submit the test plans and set of test data that would have been used to test all the functionalities of the system to client. The set of test data must include all possible scenarios required to test the system fully on the test environment of the proposed system. For each identified scenario, the expected results should be clearly defined and accompanied with test results. The same tests could be repeated by the client as part of user acceptance testing.

Bidder should recommend profiles of users that would be needed to conduct acceptance of the system. Following the recommended profiles, a team of users would be chosen by the client to conduct user acceptance testing of the system.

### **3.16.6 Project Management Plan**

Bidders will also submit a Project Management Plan describing, among other things, the methods to carry out overall management and co-ordination responsibilities if awarded the contract, and the human and other resources the bidders propose to use. The plan must include a detailed implementation schedule in a Gantt chart, showing the tasks, estimated duration, sequence, interrelationship of all key activities and resource assigned needed to complete the contract. The successful bidder should implement a proper reporting mechanism such that the client can be kept informed of the problems and status of any issues on a regular basis.

### **3.17 Rate for Application Modifications, Enhancements and/or Development**

Bidders should abide by the conditions stipulated in Section 4.0 – *Upgrades, Updates, Modifications and Enhancements (Normal software maintenance)* of Schedule II of the "Application Software Maintenance Agreement (ASMA) for application systems installed on or after May 2006" (downloadable at <http://cib.govmu.org>).

This cost will be used as a basis for entrusting any additional work regarding Modifications, Enhancements and/or Development to applications software and will be fixed for the first 5 years.

### **3.18 Support Service**

The MOH will contribute towards support for successful achievement of the project goals, including: Staff time from local counterparts for hands-on work in development, implementation, and maintenance of passenger locator form.; Costs of hardware and telecommunications infrastructure for deployment; Costs of server administration and cloud hosting (if applicable); Costs of hosting trainings; License fees (if applicable) for software linked to LIMS in order to fulfil MOH project objectives. The successful bidder is expected to monitor and advise on the deployment of the LIMS and to work with MOH to identify advanced support requests, resolve bugs as they arise, and make any security upgrades as vulnerabilities are published.

### **3.19 IT Security Considerations**

The successful bidder is expected during the course of this project to undertake the following:

- Provide a solution that will allow protection of data against unauthorised access and accidental loss. The solution proposed should also maintain the confidentiality, availability and integrity of data within the application system.
- Provide an IT Risk Assessment document for the system proposed. An initial draft of the document should be submitted for review to the User representatives prior to the Testing stage of the project.

The IT Risk Assessment document should include amongst others the following:

- A description of the system and its architecture, detailing any links to existing IT systems.
- A structured escalation process workflow (call tree) that lists persons, roles and/or organisations to be contacted as a part of a notification/activation procedure to detect and assess damage, and to activate recovery procedures. Roles and responsibilities of all the various stakeholders involved in the call tree should be clearly defined.
- Listing of all critical components of the system (e.g. LIMS server, web server, database server, reporting server, monitoring server, RADIUS or TACACS server, networking device including Top of the Rack switch, storage systems including tape library, telecommunications line etc.) which may cause the non-availability of the system.
- List the relevant threats for each of the critical components identified above and their potential impact
- All data transit (e.g. web service to copy details to OpenELIS Database) including replication to GOC servers should be encrypted

For each of the identified threats, the following should be elaborated:

- The outage time taking into consideration any existing agreements (e.g. Warranty and/or Maintenance Contracts)
- Recovery procedures that need to be followed if the threat identified occurs and any remedial measures

Note: The various elements of the IT Risk Assessment document can be presented as per table at Appendix 7.

### **3.20 Independent IT Security Audit**

The Purchaser will appoint an independent auditor for conducting an IT Security Audit exercise prior to the solution implemented going live at each phase of the project.

The successful bidder will be required to provide all relevant information that would be required for the conduct of the IT Security Audit exercise.

The successful bidder will be required to implement the recommendations of the IT Security Audit exercise prior to the solution going live at no additional cost.

## **4 Technical Tables**

Complete column '**Compliance of Specification Offered**' with the specification of the supplies offered as per Appendix 9. Also, state "comply" or "not comply" and give details of any non-compliance to the specification required. Attach detailed technical literature if required.

## **5 Approach and Methodology**

The Contractor should submit a detailed methodology and approach in his/her submission for the implementation of the project in line with the prescribed scope and objectives and based on acceptable international best practices. The Contractor should also provide a project implementation schedule to carry out this project aligning with the various milestones identified below. In addition, the project schedule shall indicate the detailed sequence of activities that will be undertaken and their corresponding timing. The Contractor will prepare all of the reports and deliverables to the highest standard as required, stating all actions taken during the assignment. Reports shall be submitted after each deliverable achieved according to the agreed schedule.

### **5.1 Project Implementation Plan**

#### **5.1.1 Implementation Approach**

In order to ensure adoption of the best practices in implementation of the project, the bidder is expected to propose the most appropriate methodology to ensure that all development work will be completed within the set deadline.

The project is expected to be completed by end of November 2021 (estimated 2 months after award of contract to the successful bidder). Bidders are requested to submit their proposed implementation plan to meet the deadline. Any deviation should be clearly explained for consideration, otherwise the proposal might be rejected.

## **6 Deliverables and Schedules/Expected Outputs**

The successful bidder should provide high quality services to the UNDP. They will prepare necessary deliverables, to be sent to the UNDP Environment Team Leader, a.i. All deliverables shall be paid only after approval by the Project Steering Committee (PSC), comprising stakeholders from UNDP, various Ministries, and other institutions, which has been set up for the implementation of this project.

The successful bidder will have to submit regular progress reports summarizing the achievements in the previous period, progress in the overall programme, any suggestions/recommendations for the effective continuation of the project and proposed activities for the coming months. The outputs, sequence of work and the corresponding target delivery are as follows:

## Schedule for Deliverables

Deliverables	Suggested Schedule
Project Workplan	September -2021
Implementation of LIMS OpenELIS Global v2.1 Covid "module" at Sir Seewoosagur Ramgoolam International Airport	September-2021
Interfacing with existing systems	September-2021
Training and Capacity Building	October -2021
Hand-holding	October -November 2021
Migration of Data	As and when required
Data cleansing	As and when required
IT Security Audit	As and when required
Documentation (System Technical Guideline, API, etc.)	As and when required

Notes:

- Payments are directly linked to deliverables.
- Deliverables including software versions and reports must be submitted in an editable draft version in Word, Excel or other format (for comments) and then final version, following relevant user acceptance testing and incorporation of all comments and suggestions from relevant stakeholders.
- Consultants may also be requested to present the full scope of findings and recommendations to the PSC and relevant stakeholders.
- 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.

## 7 Governance and Accountability

The contractor appointed will report to and will be supervised by Mr Shakil Beedassy, Environment Team Leader, a.i. UNDP Mauritius Country Office and any other UNDP personnel delegated by him, and Government counterparts who will be identified.

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

Mr Shakil Beedassy, UNDP Mauritius CO at [shakil.beedassy@undp.org](mailto:shakil.beedassy@undp.org).

There shall be no security restrictions on printing/editing in the deliverables. The consultancy firm 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/ documentations 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 Environment Team Leader or assigned Project Manager will be responsible for further distribution. The deliverables should be of high quality in form and substance and with appropriate professional presentation. The consultancy firm 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 other 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 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.

The stakeholders will review all outputs/deliverables and their comments shall be communicated to the consultants within 5 days of submission of the output/deliverable. The consultants will then have to consider and incorporate the comments within a period of 2 weeks from the date of receipt of comments. The consultants will have to provide for justifications when comments are not incorporated in the output/deliverable.

## **8 Facilities to be provided by UNDP**

UNDP may act as facilitator between Government entities and the consultancy firm 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 consultancy firm. In case workshops/training sessions must be organised, all costs will be borne by UNDP. No additional costs to those in the financial proposal would be borne by the UNDP.

## **9 Expertise of the Consulting Firm/Organisation**

The required expertise is as shown in Table 2 below and may be local or international. In case of an international team, it is mandatory to have a local person as coordinator for the assignment.

**Table 2: Estimated person months for each area of expertise**

<b>No</b>	<b>Expert</b>	<b>Number of person months</b>
1	Team Leader (1)	1
2	Software developer (2)	2
3	Technical Staff for system administration (1)	2
<b>Total</b>		<b>5</b>

## **10 Duty Station**

During the field-based part of the assignment, the consultant may be based at the different Ministries/ institutions identified for this assignment or home based, owing to social distancing requirements. In the latter case, they should be reachable by phone/ email/ video conference throughout the entire contract duration.

## 11 Professional Qualifications of the Successful Contractor and its key personnel

The required eligibility criteria for the Contractor's personnel are as follows:

2. Key Expert 1: Team Leader
  - Post graduate degree in IT/management or any other related field from a recognized university. Specialisations in MIS, Public Health system, laboratory systems and/or Project Management, will be an advantage.
  - At least 8 years' relevant 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.
  - Experience in implementing at least 2 similar projects.
  - Strong leadership and planning skills.
  - Strong understanding of IT needs and issues of institutions.
  - Strong analytical skills.
  - Excellent written and spoken English is required.
3. Key Expert 2: Software developer:
  - Education (university degree in Software Development or other closely related field)
  - At least 5 years of experience in software development for customisation of LIMS package or similar application/package
  - Experience in implementing at least 2 similar projects.
  - Strong leadership and planning skills.
  - Strong understanding of IT needs and issues of institutions.
  - Strong analytical skills.
  - Excellent written and spoken English is required.
4. Key Expert 3: Technical Staff for system administration
  - A Degree in System Engineering or any other closely related field(s).
  - At least three (3) years working experience in:
    - Virtualisation environment
    - Hypervisor/fail-over software
    - Veritas Netbackup (installation, Configuration, Tuning, Replication, failover setup, troubleshooting tasks etc.)
    - Antivirus Sysmanteq (installation, Configuration, Tuning, troubleshooting tasks etc.)
    - RDBMS (installation, Configuration, Tuning, Replication, failover setup, troubleshooting tasks etc.).
    - Network Administration (Monitoring software proposed, firewall configuration, Next Generation firewall configuration, tuning, troubleshooting tasks etc.)
    - System administration (Installation, configuration and troubleshooting of servers, OS, Backup solutions among others)
  - Experience in implementing at least 2 similar projects.
  - Strong leadership and planning skills.
  - Strong understanding of IT needs and issues of institutions.
  - Strong analytical skills.
  - Excellent written and spoken English is required.

## **12 Price and Schedule of Payments**

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

## SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

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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:

<b>Have you duly completed all the Returnable Bidding Forms?</b>	
▪ 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"/>
<b>Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?</b>	<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:	<b>RFPMUS2021-007</b>		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. **RFPMUS2021-007** 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

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

# FORM C: JOINT VENTURE/ CONSORTIUM/ ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	<b>RFPMUS2021-007</b>		

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 <i>(address, telephone numbers, fax numbers, e-mail address)</i>	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

<b>Name of leading partner</b> (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:	<b>RFPMUS2021-007</b>		

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

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

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:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) 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:	<b>RFPMUS2021-007</b>		

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	<i>[SUMMARIZE COLLEGE/UNIVERSITY AND OTHER SPECIALIZED EDUCATION OF PERSONNEL MEMBER, GIVING NAMES OF SCHOOLS, DATES ATTENDED, AND DEGREES/QUALIFICATIONS OBTAINED.]</i> [INSERT] _____
PROFESSIONAL CERTIFICATIONS	<i>[PROVIDE DETAILS OF PROFESSIONAL CERTIFICATIONS RELEVANT TO THE SCOPE OF SERVICES]</i> ▪ NAME OF INSTITUTION: [INSERT] ▪ DATE OF CERTIFICATION: [INSERT]
EMPLOYMENT RECORD/ EXPERIENCE	<i>[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.]</i> [INSERT] _____
REFERENCES	<i>[PROVIDE NAMES, ADDRESSES, PHONE AND EMAIL CONTACT INFORMATION FOR TWO (2) REFERENCES]</i> 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:	<b>RFPMUS2021-007</b>		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. **RFPMUS2021-007** 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:	<b>RFPMUS2021-007</b>		

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)
<b>Professional Fees</b> (from Table 2)	
<b>Other Costs</b> (from Table 3)	
<b>Total Amount of Financial Proposal</b>	

**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				
<b>Subtotal Professional Fees:</b>				

**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)				
<b>Subtotal Other Costs:</b>				

**Table 4: Breakdown of Price per Deliverable/Activity**

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

## 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](https://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 OF LIMS

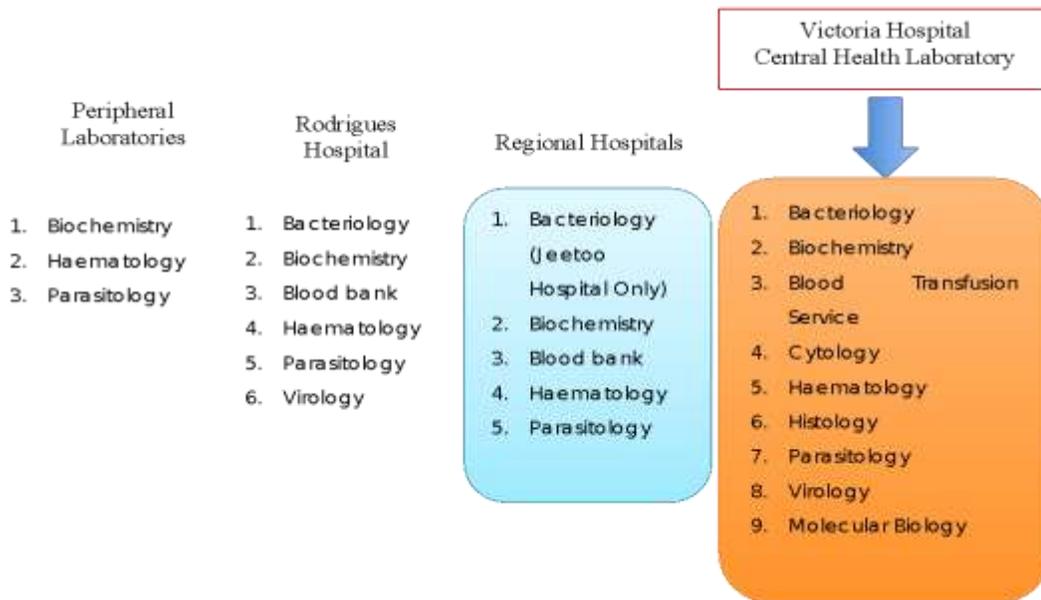
Note: The following implementation plan and some of the deliverables are currently ongoing and we are sharing this only for informative purpose only. It may be changed without prior notice at the discretion of the MOH/CHL.

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)	Q1 2022/ Q2 2022
9.	Interfacing with existing Blood bank system, eIMS, HRMIS, and eHealth (part 2)	
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 Pamplousse
- (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

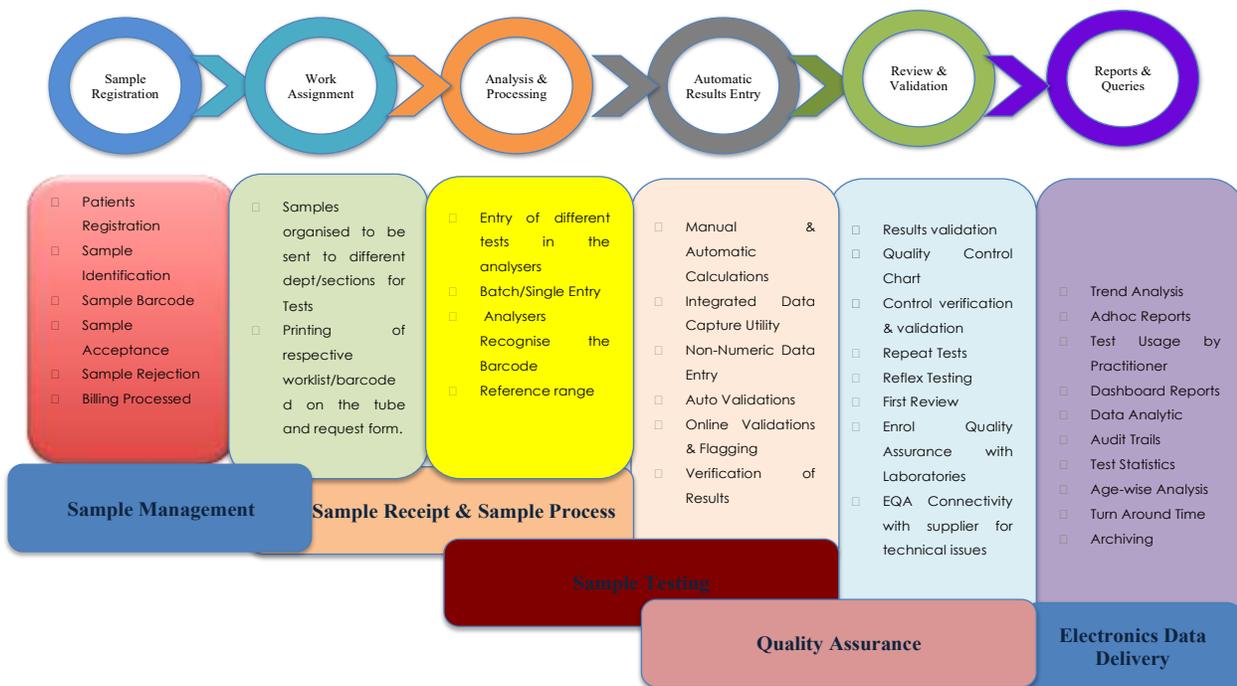
- (xi) Mahebourg Hospital
- (xii) **Rodrigues** Queen Elizabeth Hospital
- (xiii) SSR International Airport Laboratory

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.

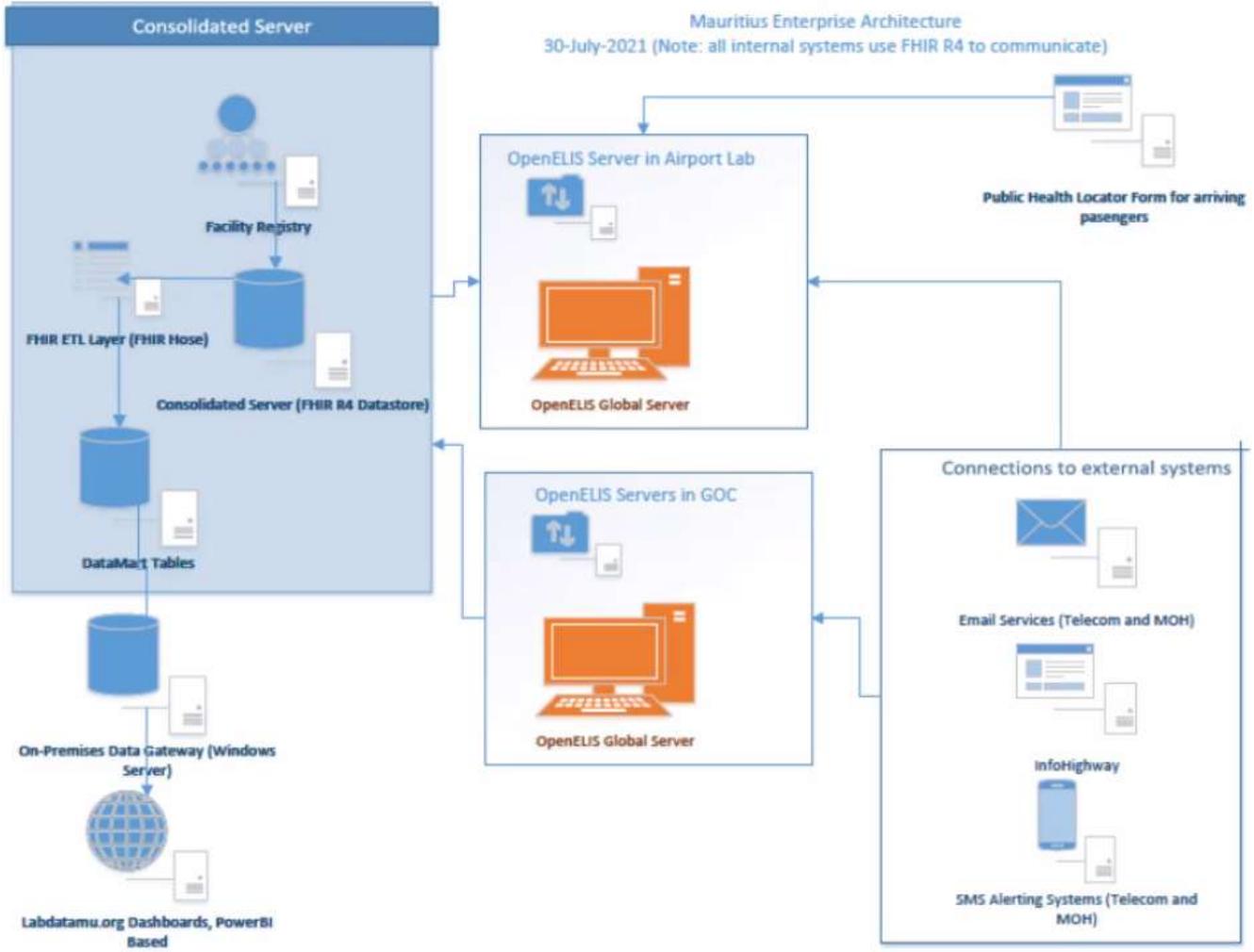
The GOC will have a BI server which will connect to the consolidated server for reporting and business intelligence reporting. The diagram below provides an overview of the whole set-up for the National and Passenger LIMS for the Government of Mauritius.

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.

**Workflow for registration of patients, sample registration with barcodes, work assignment to various department, analysis and processing of samples for each patient, automatic results entry from laboratory equipment, review and approval of results (quality control) and finally reports generation and queries.**



## APPENDIX 4: OpenELIS Global Architecture Diagram for National LIMS

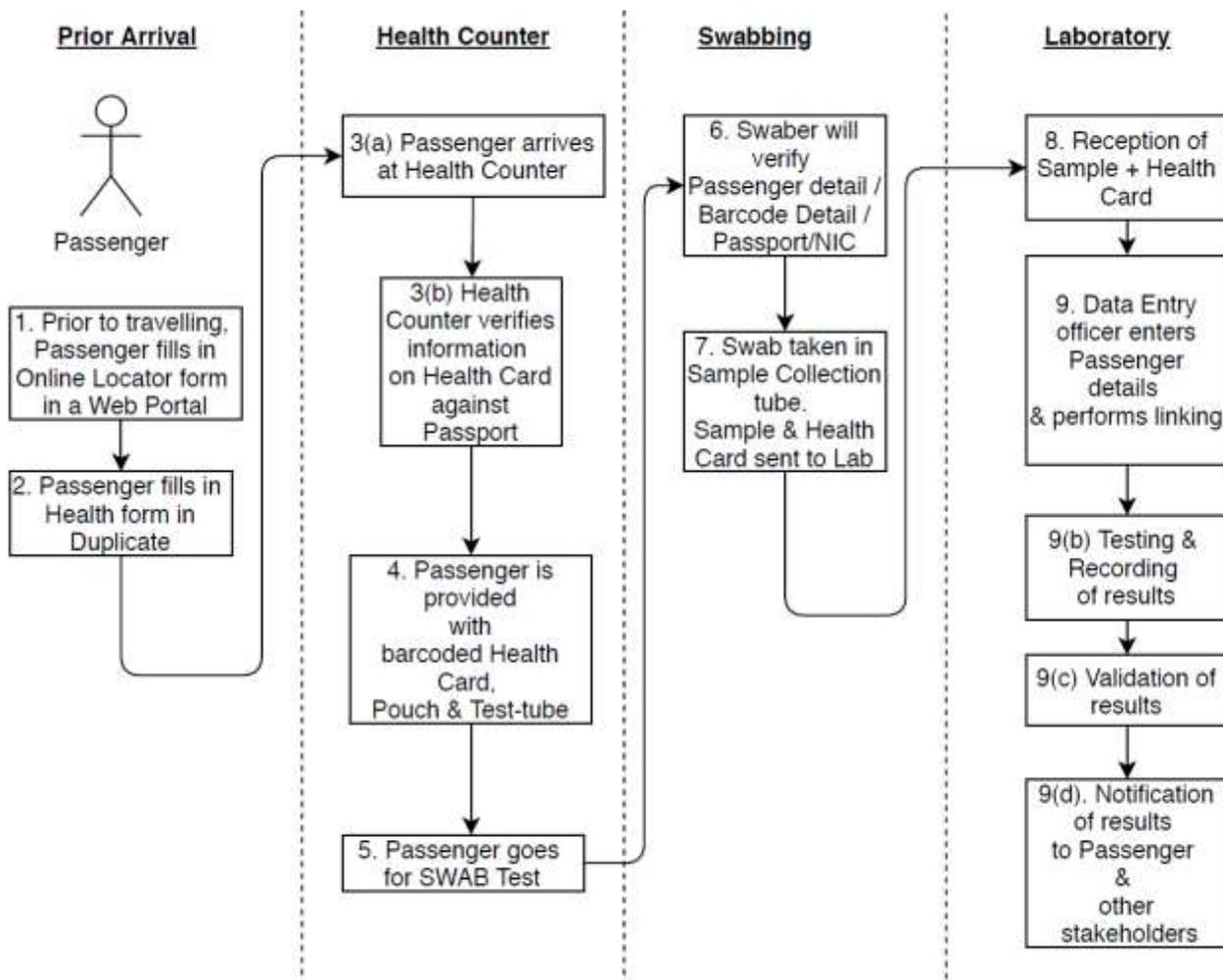


## APPENDIX 5: Airport Health Laboratory (AHL) passengers LIMS

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 16.04 LTS
Web Server 2 for Locator Form	4	16 GB	/= 50 GB /data = 50 GB	Ubuntu 16.04 LTS
LIMS Production Server 1	4	16 GB	/= 50 GB /data = 250 GB	Ubuntu 16.04 LTS
LIMS Production Server 2	4	16 GB	/= 50 GB /data = 250 GB	Ubuntu 16.04 LTS
Load Balancer	4	16 GB	/= 50 GB /data = 250 GB	Ubuntu 16.04 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.

## APPENDIX 6: Passenger Locator Form

<b>Traveller</b>			
Passenger Type:			
<b>Personal Information</b>			
Title:	Last (Family) Name: M	First (Given) Name:	Middle Initial:
Sex: MALE	Date Of Birth:	Nationality: Mauritius	Passport Number:
<b>Health Information</b>			
Proposed Length of Stay in Mauritius (days):	Countries visited during last 6 months:	Port Of Embarkation:	
<b>Are you suffering from?</b>			
Fever:	Sore Throat:	Joint Pain:	Cough:
Breathing Difficulties:	Rash:		
<b>Other Health Questions:</b>			
Have you tested positive for Covid-19 before?			
<b>Flight Information</b>			
Airline:	Flight:	Seat:	Date Of Arrival: 2021-07-21
<b>Contact Info</b>			
Purpose of Visit:	Mobile Phone:	Fixed Phone:	Email Address:
<b>Permanent Address</b>			
Number and Street:	Apartment Number:	City:	State/Province:
Country: Mauritius	Zip/Postal Code:		
<b>Temporary Address</b>			
Hotel Name:	Number and Street:	Apartment Number:	
<b>Emergency Contact</b>			
Last (Family) Name:	First (Given) Name:	Address: Mare	Country: Mauritius
Mobile Phone:			

Passenger

Service Identifier: 0cd2acee-c705-4eba-9157-3477304bc918



## APPENDIX 7: IT Risk Assessment document

#	Critical Components	Threats	Potential Impact	Recovery Procedures	
				Outage Time	Procedures
	LIMS Server/ Application server	Application Failure	Disruption of service	[x] hours as per existing agreement	Supplier to troubleshoot and identify cause of problem Initiate action for fixing the issue
		Hardware Failure	Server down, users of the system are unable to connect to the system	[Y] hours as per existing agreement	Supplier to bring new server Restoration exercise need to be carried out Testing of new server Bring application up for users to start working
		Operating systems failure			
		Power Failure			
		Unauthorised Access			
	Database Server	...			
	Web Server	...			
	Reporting server	...			
	Monitoring Server	...			
	RADIUS or TACACS server				
	Switch	...			
	Tape Library	...			
	Telecommunications line	...			

## APPENDIX 8: Embarkation/ Disembarkation Digital Platform

Item	COVID-19 Passenger Declaration form	Health Declaration form (Yellow Form)	Public Health Passenger Locator Form	Disembarkation Card	Online Digital Passenger Locator Form	Remarks (MOHW) for Online Digital PLF	Health Department Module	Passport & Immigration office Module	COVID Laboratory Module
Surname	✓	✓	✓	✓	✓	Ok			
Name	✓	✓	✓	✓	✓	Ok			
Middle initial			✓	✓	✓	Ok			
Title			✓	✓	✓	Ok			
Nationality		✓		✓	✓	Ok			
Country of Birth				✓	TBI	Ok			
Date of Birth	✓			✓	✓	Ok			
Passport No / NID	✓	✓		✓	✓	Ok			
Date of Expiry (Passport)				✓	TBI	Ok			
Country of Issue (Passport)				✓	TBI	Ok			
Permanent Address / Country of Residence	✓	✓	✓	✓	✓	Ok			
Address in Mauritius		✓	✓	✓	✓	Ok			
Apartment Number			✓	✓	✓	Ok			
City			✓	✓	✓	Ok			
Temporary Address (Hotel)			✓	✓	✓	Ok			
Mobile		✓	✓		✓	Ok			
Fixed Phone			✓		✓	Ok			

Item	COVID-19 Passenger Declaration form	Health Declaration form (Yellow Form)	Public Health Passenger Locator Form	Disembarkation Card	Online Digital Passenger Locator Form	Remarks (MOHW) for Online Digital PLF	Health Department Module	Passport & Immigration office Module	COVID Laboratory Module
Business Phone No			✓		TBI	Ok			
Profession				✓	TBI	Ok			
Emergency Contact information			✓		✓	Ok			
Email		✓	✓		✓	Ok			
Resident / Non – Resident		✓			✓	Ok			
Tel. No. in Mauritius		✓	✓		✓	Ok			
Port of embarkation/origin	✓	✓		✓	✓	Ok			
Purpose of Visit				✓	✓	Ok			
Length of stay in Mauritius		✓		✓	✓	Ok			
Countries visited/Transited during last 6 months/14 days (2 separate fields)	✓	✓		✓	✓	Ok			
Airline Name			✓		✓	Ok			
Flight No (Arrival/Departure)		✓	✓	✓	✓	Ok			
Seat No		✓	✓		✓	Ok			
Date of (Arrival/ Departure)		✓	✓		✓	Ok			
		✓		✓	✓	To merge:			

Item	COVID-19 Passenger Declaration form	Health Declaration form (Yellow Form)	Public Health Passenger Locator Form	Disembarkation Card	Online Digital Passenger Locator Form	Remarks (MOHW) for Online Digital PLF	Health Department Module	Passport & Immigration office Module	COVID Laboratory Module
<i>History of Fever for the past 14 days</i>	✓					History of fever (past 14 days)			
		✓			✓	To merge: History of fever (past 14 days)			
<i>History of Cough for the past 14 days</i>	✓					History of cough (past 14 days)			
Sore Throat		✓			✓	Ok			
<i>History of Breathing Difficulties for the past 14 days</i>		✓			✓	To merge: History of breathing difficulties (past 14 days)			
	✓								
Joint Pain		✓			✓	Ok			
Rash		✓			✓	Ok			
Loss of sense of taste or smell	✓				TBI	Ok			
Possible contact with COVID-19 patient (14 days)	✓				TBI	Ok			
Positive COVID-19 test in last 5-7 days	✓				✓	Ok			
Date of test									

Item	COVID-19 Passenger Declaration form	Health Declaration form (Yellow Form)	Public Health Passenger Locator Form	Disembarkation Card	Online Digital Passenger Locator Form	Remarks (MOHW) for Online Digital PLF	Health Department Module	Passport & Immigration office Module	COVID Laboratory Module
Name of Laboratory where PCR test has been conducted/Country									
Vaccination Status Eligible/Not Eligible					TBI	Ok			
Reasons for Non-Eligibility									
Name of Vaccine					TBI	Ok			
Date of First Dose					TBI	Ok			
Date of Second Dose					TBI	Ok			
Travel Companions (family)			✓		✓	Ok			
Travel companions (non-family)			✓		✓	Ok			

\*TBI → To Be Included

**Key:**

Health Declaration form →

Disembarkation Card →

COVID Lab →



## APPENDIX 9: Enhancements to the Passenger Locator Form

#	Issue	Recommendation on enhancements to the initial Requirement	Compliance of Specification Offered	Details of non-compliance if applicable
1	<p>Airport OpenElis is still running in a test environment. The system cannot be considered to be live as it contains both actual incoming passenger data and dummy test data today.</p> <p>Airport OpenElis Test Certificate PDF Report still has a header with logos of Ministry of Health not pertaining to the Govt of Mauritius</p>	<ol style="list-style-type: none"> <li>1. Test and production databases should be separated. A clean production database should be setup and valid data entered to date should be migrated to this clean database.</li> <li>2. Logos should be replaced with appropriate Mauritius Ministry of Health and Wellness logo</li> </ol>		
	To provide a screen to swabbers to update type of swab being taken at the Airport.			
2	Integration with the Analysers: Not done	<p>Integrate Airport OpenElis with the Analysers to:</p> <ol style="list-style-type: none"> <li>1. Generate batch of barcodes for samples to be tested and push relevant information to the analysers</li> <li>2. Import test results, including analysis data, from the analysers, and automatically interpret results as positive, negative or repeat.</li> </ol>		
3	Data privacy			
3.1	<p>Today, Airport Lab staff have:</p> <ul style="list-style-type: none"> <li>• Unlimited access to personal data of passengers</li> <li>• Unlimited access to NIC No, Name, Date of Birth, Address, etc. of all Mauritian citizens in Open Elis, whether the latter are travelling or not.</li> </ul> <p>Since all passengers will be identified by a QR Code once the Online Passenger Locator form will go live,</p>	<ol style="list-style-type: none"> <li>1. Access to personal data of passengers should be limited to a need-to-know basis as per DPA and GDPR laws and regulations.</li> <li>2. NIC database integration with Airport OpenElis should be disabled. If this is not possible, the</li> </ol>		

#	Issue	Recommendation on enhancements to the initial Requirement	Compliance of Specification Offered	Details of non-compliance if applicable
	Airport Lab staff do not need access to the NIC database.	personal data of Mauritian citizens should be safeguarded with proper audit trail and exception reports for NIC searches that do not pertain to tested passengers		
3.2	<p>Since MOHW is the Data Controller and ATOL a processor, Airport lab staff should be able to view/input the following minimal set of data only:</p> <p>a. Day 0,7 and 14 tests for passengers:</p> <ul style="list-style-type: none"> <li>• QR code</li> <li>• First Name</li> <li>• Flight No.</li> <li>• Date of test</li> <li>• Day 0/7/14</li> <li>• Quarantine/ Resort</li> <li>• Resident/ Non Resident</li> </ul> <p>Note: today, flight no. is not available in Airport Open Elis and Quarantine/Resort data is stored in Address field.</p> <p>b. Mass Testing for residents:</p> <p>Today, mass testing data cannot be input in Airport OpenElis as the NIC No. field is mandatory but not always available on the laboratory request forms.</p>	<ol style="list-style-type: none"> <li>1. Push passenger data to Airport Open Elis from the online Passenger Locator Form only after the passenger has been swabbed at the airport and his/her QR code is scanned.</li> <li>2. Flight no., Quarantine/Resort and Resident/Non-Resident, Day 0/7/14 fields should be included in Airport Open Elis.</li> <li>3. Personal data from the online Passenger Locator Form that are of no use to the Airport Lab should not be pushed to Airport OpenElis or should not be visible/ accessible in Airport OpenElis, e.g NIC No., Passport No, Residential Address, etc.</li> <li>4. Printed Online Passenger Locator Form must comprise of two parts: Part1/Page 1 with all details submitted by the Passenger and Part2/Page2 with 3 sections each containing the QR code and minimal data set only and the Day no (0/7/14)</li> </ol>		

#	Issue	Recommendation on enhancements to the initial Requirement	Compliance of Specification Offered	Details of non-compliance if applicable
		<p>5. Only Part 2 form data should be inserted in the passenger's swab sample pouch which is sent to the Airport Lab. This applies for Day 0, 7 and 14.</p> <p>6. The requirements for Day 7 and Day 14 as well as mass testing should be gathered and analysed and necessary changes brought to the Airport OpenElis. A meeting should be held with the Airport Lab team to discuss requirements.</p>		
3.3	Personal data should not be kept in the system indefinitely.	Implement mechanism for automatic archiving and deletion of personal data from all relevant databases and servers after the established archiving and retention period. The archiving and retention periods should be a parameter which can be updated as necessary.		
4	There are gaps between barcodes when printing different batches	Resolve software bug		
5	There is not report in Airport OpenElis for reconciliation of passengers per flight per day 0/7/14	<p>1. Create periodic report summarising no. of resident and non-resident passengers tested positive/negative per flight and/or per Day 0/7/14 and/or Quarantine/Resort</p> <p>2. Study requirements for mass testing and create periodic report summarising no. of</p>		

#	Issue	Recommendation on enhancements to the initial Requirement	Compliance of Specification Offered	Details of non-compliance if applicable
		persons tested positive/negative per Quarantine/Resort		
6	4.2.5 the communication of the test results to the passengers" Airport OpenELis is not in line with the above as test results would be sent to passengers' email address of phone automatically when the Airport Lab validates the test results	<p>a) There should be a control in Airport Open Elis that prevents Airport Lab staff from accidentally sending the positive results to passengers</p> <p>b) The email address to have been validated in the Online Passenger Locator Form using OTP</p> <p>c) Airport Open Elis to generate a PCR test certificate in password protected PDF format which can be attached to the test results sent to the passenger via email.</p> <p>d) The current PCR Test Certificate report in Airport Open Elis which has the wrong logo and contains no signature needs to be reviewed with the Airport Lab Manager</p>	Email OTP will be implemented	
7	<p>There are no admin options for customising Airport Open Elis: e.g</p> <ul style="list-style-type: none"> <li>• Reports</li> <li>• Whether test results should be sent by e-mail/SMS to passengers or to another site</li> <li>• Message format for the email/sms message to be sent to passengers</li> </ul>			

## **APPENDIX 10 : User Manual for Birder Control Health System**

Hereby attached as a separate document.