

**Request for Proposals: Consolidation and expansion of the electronic NCD reporting system**  
**Bid Reference: RFP/WHO VNM/DC-HE 035**

**Questions from Bidders**

as of 20 September 2022

No.	Question	Response
1	Could you please provide details on your current system metadata? How many programs? Event-based? Tracker-based? Dashboards? Datasets? Are they available somewhere for review?	<p>System metadata</p> <ul style="list-style-type: none"> <li>• Tracker-based: 5</li> <li>• Event-based: 1</li> <li>• Data sets: 15</li> <li>• Data elements: 137</li> <li>• Organisation units: 15,000</li> <li>• Indicators: 218</li> <li>• Pivot tables: 113</li> <li>• Dashboards: 563</li> <li>• User groups: 38</li> </ul> <p>There is no instance for review because the system has been officially in operation.</p>
2	Could you please provide some details on the amount of data that you expect the server to receive?	The data of the system is 1 million TEI and it is expected to go up to 5-10 million TEI in 1-2 years (each TEI has 1 event/month)
3	Could you please describe a bit the infrastructure of your DHIS2 servers? which operating systems? where is the hosting happening? resources? DHIS2 version? JDK version? Postgresql version? Is there a UAT server and PROD server?	<p>4 Servers ((16 vcpu; 16 gb ram; 300 gb HDD SAN 10 krpm)/ server):</p> <p>3 Tomcat Web Application; 1 Database</p> <p>Operating systems: Ubuntu server 20.04.2 LTS</p> <p>DHIS2 Version: 2.35.6</p> <p>Database: PostgreSQL 10.7</p> <p>Java: 1.8.0_292</p>
4	Could you please describe the hierarchy of users that are accessing the system and the permissions each user role would require?	<p>User roles:</p> <ul style="list-style-type: none"> <li>- Facility (Commune Health Station) users: Enter data, view reports, analyze &amp; visualize CHS data</li> <li>- District users: Enter data, view reports, approve commune/district data, analyze &amp; visualize commune/district route data, synchronize data</li> <li>- Province users: Import data, view reports, approve CHS/ province data, analyze &amp; visualize commune / district data, synchronize data</li> <li>- National users: View reports, approve data, analyze &amp; visualize nationwide data</li> </ul>
5	Do you have at this stage, identified some performance issues that you can mention?	Some current system issues include not being able to run DHIS2's continuous analytics feature, slow speed of report loading when the number of events is large, Dashboard Performance issues.
6	Could you please specify which is the desired DHIS2 version? 2.37? 2.38? Will you be waiting for 2.39?	We propose to update DHIS2 version 2.38
7	On the analytics needs of NCD health program, could you please describe these needs?	Improve Performance of Dashboards using program indicators, support real-time data viewing, improve loading speed of standard reports. Converting tracker data to aggregate data model.
8	Is there any data dictionary containing the indicators you would like to create that you could share?	Please see attached file for list of indicators (but some of them will be added, not all)
9	Is there any existing metadata package that you have developed in the past that you can share?	At this stage we are unable to share any metadata packages
10	Could you please describe the number and expected functionality of the standard reports the contractor would have to develop?	We're expected to add 5-10 standard reports. Standard reports will include excel file export features, printing, integration of approval features in aggregate reports, and synchronization of aggregated data from the NCD system to the aggregate statistical reporting systems.
11	Could you please specify the number of dashboards and their complexity the contractor would have to develop?	Expect to create 5-10 more dashboards to support data quality checking, including custom dashboard app
12	Could you describe which data type is expected to be exchanged? (Tracker, Event, Datasets)	Integrate tracker data from other medical examination and treatment management softwares.
13	Could you describe, if any, the current monitoring system that the servers have? Is there any load balancing implemented?	Using Prometheus + Grafana to monitor server resources, jvm, postgresql. Load Balancing not yet done.
14	Do you have any approximation of the number of people that would require training and their current level of knowledge of the system?	Training for about 10 staff of EHA on installing DHIS2 infrastructure, deploying DHIS2 system, maintaining system operation, mining and analyzing data.
15	Is there any activity that cannot be executed remotely? Looking at your ToRs, looks like traveling from/to Ha Noi is mandatory. Is there a possibility of implementing the work without needing to travel?	The contractor will survey the current DHIS2 infrastructure, work with stakeholders on the data transmission, and do on-site training for EHA staff, so most of the activities must be done in Hanoi.
16	For the maintenance which SLA are you expecting to have? Apart from pure system-level issues resolution and some metadata fixes, what other type of maintenance are you expecting to include in the maintenance support for 6 months?	The contractor will assist in handling problems that arise when the system expands. Ensure data transmission/communication with other systems.
17	Could you explain the existing format for the data living in the currently identified external sources?	Regarding this, the contractor will work with related parties to survey the whole system after signing the contract.