

Request for Proposal/Terms of Reference

Assignment:	Development and operationalization of Nigerian Government's OpenLMIS system to be used as a warehouse management system for three national-level vaccine hubs
Purpose	Enable sound national-level vaccine warehouse management through development of fit for purpose warehouse management leveraging the Nigerian Government's existing OpenLMIS system
Estimated budget:	\$1.00
Budget Source:	SC220577
Locations:	Three national-level vaccine hubs – Abuja, Kano and Lagos
Total Contract Duration:	21 months
Start date:	TBD
End date:	TBD
Reporting to:	UNICEF Nigeria Country Office Health Section

1. Justification and background

The three-hub project is a national initiative led by the National Primary Health Care Development Agency (NPHCDA) to improve the immunization supply chain network and storage capacity in Nigeria. The National Strategic Cold Store in Abuja has thus far served as the country's only hub for receiving about 250 shipments of vaccines per annum. As assessed by experts from the NPHCDA, UNICEF and other partners, the country needs both rehabilitation of existing spaces and construction of new storage capacity to cope with increasing demand for vaccines. After the remodel of the National Strategic Cold Store (NSCS) and the construction of two new hubs in Lagos and Kano, the combined capacity is expected to accommodate vaccine volumes needed for Nigeria's children through 2035. This expansion of storage space across geographical locations in Nigeria will require the development and use of a robust warehouse management system capable of providing up-to-date information that can be used for decision-making both at the hub and NPHCDA management level.

2. Objectives and scope of work

The objective of this project is to improve vaccine management and availability across Nigeria by developing a comprehensive warehouse management system, leveraging the Government's vaccine management software OpenLMIS. The successful vendor will work with the NPHCDA and UNICEF to further collect requirements, map business processes, define system needs, develop the warehouse management capacity of the Government's OpenLMIS system. The scope includes provision of training and support to the NPHCDA.

3. Deliverables, performance indicators, implementation schedule and payment schedule

Deliverables	Performance indicator	Implementation schedule	Payment schedule
Deliverable 1: Work with the NPHCDA and UNICEF to map business processes, collect requirements and define system needs, which are aligned with 2023 target software standards, and develop and finalize a detailed plan of action for how and when each system requirement will be developed and operationalized, which will be submitted to UNICEF. High-level requirements are listed below.	Completion of deliverable 1	Start of contract + 2 months	30% of contract value
Deliverable 2: Develop a 2023 target software standards-compliant warehouse management system within the Government's OpenLMIS system, including software and hardware, in line with agreed phased timelines for each system requirement and operationalize in partnership with NPHCDA staff responsible for warehouse management.	Completion of deliverable 2	Completion of deliverable 1 + 7 months	50% of contract value
Deliverable 3: Provide training and support to the NPHCDA on using and maintaining the system (including provision of user manuals and SOPs)	Completion of deliverable 3	Completion of deliverable 2 + 2 months	10% of contract value
Deliverable 4: Provide troubleshooting support to the NPHCDA on the system for a period of 1 year after the deployment and ensure success.	Completion of deliverable 3	Completion of deliverable 2 + 12 months	10% of contract value

High-level system requirements:

General Requirements	Requirements in Detail	Priority (1-5)
Product Tracking	Support batch/lot serial number scanning/barcoding, including interoperability with TRVST for RI vaccines	1
Inventory Management	Track stock levels at each BIN location, organize storage locations based on temperature zones, implement FIFO/FEFO	2
Order Management	Order processing, automatically generated picking and packing lists based on FEFO, including system validations of entered data to check for mandatory fields and data integrity	1
Compliance Support	Document processes, create daily, weekly, monthly compliance reports	3
Temperature Monitoring	Integrate with cold chain monitoring devices for real time monitoring and alerts	2
Alert/Notification	Alerts for temperature issues and inventory management (Minimum stock levels, stock outs, product expiration)	4
Reporting and Analytics (Dashboard)	KPIs for processes in the warehouse (receiving, put-away, storage, picking, packing, dispatch, cycle counting) – better decision-making capabilities	2
Security and Access Control	User Authorization, data encryption, role-based access control	1

Mobile application	Enable entries, ordering, receipt, dashboard, and other feasible operations	2
Returns, loss adjustment and redistribution management	Manage returns from lower stores, automated loss, and adjustment tools	1
Offline capabilities	System provides offline capabilities to perform basic operations such as receiving and syncs with the main database when the device is connected back online. Offline activities will go through a validation for error/mismatch/duplications.	1

Timely and quality completion of the assignment is of utmost importance to UNICEF. As such, the detailed plan of action to be submitted as part of deliverable 1 will be agreed/approved by UNICEF and form part of the agreement signed with the successful bidder. Implementation timelines may require review due to factors outside the contractor's control. If a review is required, the corresponding justification and supporting documentation should be provided by the contractor. UNICEF has the final decision to update/revise the implementation schedule(s), in consultation with the NPHCDA. Penalties for delays in execution and finalization that have not been agreed with UNICEF will be strictly enforced as per the general terms and conditions.

4. Supervision and monitoring

The vendor will be monitored by UNICEF Nigeria's Health team and NPHCDA for the duration of the project. Implementation of the project shall be led by a Project Manager employed by the contractor, who will be fully responsible for timely and quality execution of the project. The Manager is responsible for managing the overall execution of the project, including but not limited to:

- Documenting and reporting on the progress of works on progress to UNICEF and the NPHCDA
- Monitoring/managing project implementation and applying corrective and preventive actions to ensure quality work and timely execution on site
- Ensuring adequate provision of all required hardware and software to enable successful completion of the project
- Ensuring occupational health and environmental safety of all staff
- Ensuring quality control of works, including testing, to ensure desired results are achieved

5. Desired qualifications, specialized knowledge, or experience

The applicant must be a company authorized to operate in Nigeria and have valid corporate registrations, permits etc to carry out the required activities in accordance with current laws and codes. Applicants must provide all the details of the company's legal registration and permits as part of the technical proposal. The contractor will have modern communication facilities, such as phone and email. The vendor must detail all COVID-19 measures that it will employ throughout its work. The contractor must have a minimum of 10 years of proven experience working with the Government of Nigeria in vaccine management.

Each bidder is expected to prove that it possesses the capacity to successfully execute the project. This includes providing all necessary tools, instruments, equipment and materials as well as skilled, to complete the project. Contractors that can demonstrate a good understanding of the work that needs to be done, including knowledge of the Nigerian context and OpenLMIS will be given preference.

6. Proposal evaluation criteria and weighting

- 6.1. Proposal evaluation: Bids shall be evaluated based on technical criteria as detailed in the table overleaf and financial offers. Evaluations shall be weighted as 70% technical + 30% financial = 100% total. A technically qualified prospective bidder must have a minimum technical score of 49 points. Bids that score below 49 points in the technical component shall not be considered. Technical and financial bids must be submitted separately to ngrsupply@unicef.org on or before the deadline as defined in the Request for Proposal document.
- 6.2. Technical proposal: The technical proposal should be submitted separately from the financial proposal and in accordance with the Technical Reply Sheet to the e-mail ngrsupply@unicef.org and shall include all the documents highlighted in this ToR.
- 6.3. Financial proposal: No price information shall be contained in the technical proposal. The financial offer should be stamped, signed and submitted in a separate email with the email's subject highlighted in the RFP. The contractor's price proposal shall include all prices associated with the assignment, including remuneration for personnel and travel expenses. All activities and items described in the Bills of Quantities shall be assumed to be included in the rates of each unit item offered in the Financial Proposal. The prospective bidders must populate the soft copies of the Bills of Quantities provided. Bids shall remain valid for 90 days from the bid opening date. The price offering sheet template (found in the annexes) should be completed and submitted with the financial proposal.

Item	Technical evaluation criteria	Max points
1	Overall response	<u>10</u>
	Understanding of the assignment by the bidder and alignment of the proposal submitted with the RFP ToR	
	• Completeness of response	5
	• Overall alignment between RFP ToR and proposal	5
2	Company and key personnel	<u>30</u>
	• Range and depth of organizational experience with similar projects	
	• Samples of previous related work	10
	• Number of customers, size of projects, number of staff per project	5
	• Key personnel: relevant experience, expertise and qualifications of the proposed team for the assignment	5
3	Proposed methodology and approach	<u>30</u>
	• Work plan showing detailed sampling methods and project implementation timelines	15
	• Technologies used and innovative approach	5
	• Project management, monitoring and quality assurance process	10
Total technical score		70
Total financial score		30
Combined technical and financial score		100

7. Additional considerations

- 7.1. Child Safeguarding and Protection from Sexual Exploitation and Abuse policies: All personnel working directly or indirectly on this construction must adhere to the Child Safeguarding policy and Protection from Sexual Exploitation and Abuse policy which state:
- Personnel is Prohibited from engaging a child as a household servant: CF/EXD/2016-006 (Child Safeguarding Policy). Personnel is prohibited from economically exploiting

children or engaging them in work that is likely to interfere with their education or otherwise negatively affect their development.

- Personnel is Prohibited from sexually exploiting a child, such as by procuring sexual favours from him/her or engaging in acts associated with child sexual abuse.
- Personnel is prohibited from deliberately exposing a child to sexual activity or material, for purposes related to the sexual gratification of an adult.

These policies will be understood and signed before commencing the contract.

- 7.2. Child labour: UNICEF has zero tolerance for child labour, and this should not be condoned by the contractor.
- 7.3. Protection from sexual exploitation and sexual abuse: Consistent with the UN Secretary General's Bulletin related to "Special measures for protection from sexual exploitation and sexual abuse" (ST/SGB/2003/13), entities and individuals entering into cooperative agreements with an agency of the United Nations are obligated to "take preventative measures against sexual exploitation or abuse, to investigate allegations thereof, or to take corrective action when sexual exploitation or sexual abuse has occurred." Failure to do so "shall constitute grounds for termination of any cooperative arrangement with the United Nations." The Contractor is expected to have in place explicit policies related to the prevention of sexual exploitation and abuse of beneficiaries, including the commitment to the IASC 6 Core Standards (IASC/2002) and the investigation of such cases. Where the contractor does not have enough capacity for the investigation of such cases, it should request the support of UNICEF. Any individual may report reasonable suspicion of sexual exploitation or abuse of beneficiaries to UNICEF if the complainant so prefers.
- 7.4. Confidential nature of documents: All documents and other data compiled by or received under this Contract shall be the property of UNICEF, shall be treated as confidential and shall be delivered only to the UN authorised officials on completion of work under this Contract. The vendor may not communicate any information known to it because of its association with UNICEF which has not been made public except with the authorisation of the UNICEF; nor shall the vendor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract with UNICEF.
- 7.5. Copyright, patents and other proprietary rights: UNICEF shall be entitled to all intellectual property and other proprietary rights, including but not limited to patents, copyrights, and trademarks concerning documents and other materials which directly relate to or are prepared or collected in consequence or during the execution of the project. At UNICEF's request, the vendor shall take all necessary steps, execute all the required documents, and generally assist in securing such proprietary rights and transferring them to UNICEF in compliance with the requirements of the applicable law.

8. Conditions

- 8.1. The contractor's fee shall be inclusive of all office administrative costs
- 8.2. The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment. The contractor's fee shall be inclusive of all office admin costs.
- 8.3. The contractor's fee should be inclusive of all travel cost
- 8.4. Please also see UNICEF's Standard Terms and Conditions attached

Instructions to bidders;

1. Proposals should be made separately: Technical and Financial. Technical should not have financial information as such technical proposal will be disqualified.
2. All completed proposals should be submitted to this email address: ngrsupply@unicef.org with the RFP reference number: 9185996. Your proposals will not be considered nor opened on failure to quote the RFP number on your forwarding email as subject matter
3. Deadline for submission is **30th October 2023**
4. Financial proposal that includes a brief cover letter with summary of cost on letter-headed paper with contact details of the company and duly signed with a detailed breakdown of cost as an attachment is mandatory. Ensure both Technical and Financial proposals has the contact details of the company i.e functional phone number and email

Note: The deadline for submission of proposal is **30th October 2023; 12.30pm**

Annexes

- I. UNICEF Standard Contractual Terms and Conditions**
- II. 2023 target software standards**



Updated GAVI
TSS_v2.5.6 July 2023.p