

REQUEST FOR PROPOSAL (RFP)
ELECTRONIC PLATFORM FOR TRACKING LAB SPECIMEN REFERRAL IN KENYA

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1. BACKGROUND INFORMATION:

FIND, the global alliance for diagnostics, is dedicated to ensuring equitable access to reliable diagnosis worldwide. We collaborate with countries, communities, funders, decision-makers, healthcare providers, and developers to drive diagnostic innovation and integrate testing into sustainable health systems. Established in Geneva, Switzerland, in 2003, FIND operates regional hubs in Kenya, India, South Africa, Vietnam, and Indonesia.

The Ministry of Health (MOH) in Kenya has identified specimen referral systems (SRS) as one of the crucial enablers in enhancing patient care and optimization of laboratory diagnostic services. A digital system is needed to track performance of the SRS system.

FIND, with funding support from The Global Fund, is providing technical support to MoH to strengthen SRS by developing a comprehensive and digitalized integrated specimen referral curriculum and a digital solution to track performance, turnaround times, quality, cost-effectiveness of the SRS system, and its impact on improving diagnosis for the population.

To further our mission, FIND seeks proposals from qualified technology providers to develop an electronic platform for tracking laboratory specimen referrals. This platform aims to significantly enhance diagnostic service delivery by improving the accuracy, efficiency, and traceability of lab specimen referrals across multiple healthcare facilities in Kenya.

2. STATEMENT OF PURPOSE:

FIND is looking to procure the services of a software vendor to adapt an existing system or develop a new software system as described under the scope of work section and support the deployment of the system by MOH, with support from FIND.

The development of the digital solution includes designing and deploying a system accessible at various facility levels to streamline specimen referral activities such as data collection, tracking, communication, and reporting. Utilizing existing technologies such as remote login, barcode scanning, electronic forms, and data management software should be considered.

Key objectives include:

- Enhancing real-time tracking of specimens from collection to result reporting.
- Increasing accountability and transparency throughout the specimen referral process.
- To support secure data exchange between laboratories, healthcare facilities, and stakeholders.
- Providing comprehensive reporting and analytics capabilities.

3. SCOPE OF WORK AND DELIVERABLES:

The successful vendor will be responsible for:

- System design, development, testing, and deployment.
- Developing integration capabilities for data exchange with other systems in the eco-system such as Laboratory Information Systems (LIS), Electronic Medical Records (EMRs), and KHIS.
- Developing user-friendly interfaces accessible on web and mobile platforms.
- Ensuring compliance with relevant data protection and privacy regulations.
- Providing training, documentation, and support services.
- Developing reporting dashboards for analytics and performance monitoring.

The system will be developed in conformity with Kenya's national guidelines for integrated specimen referral systems and will address MOH's requirements for a digital SRS system.

The development process, the ownership and licensing models of the resulting products should promote, [FIND's Global Access Policy](#) and the [Principles for Digital Development](#) which FIND is an endorser. Further, the vendor should comply with [FIND's Privacy policy](#) and The vendor will make available the resulting artefacts (codebase, configuration, documentation) to MOH and FIND.

A consultative approach is envisioned, where FIND will manage relationships with stakeholders, provide technical expertise on SRS and diagnostics, provide timely feedback during system development, and support testing and training. The vendor will undertake software development activities. Hardware, infrastructure, and hosting environments will be provided to the vendor. The vendor is however expected to provide the recommended hardware and infrastructure specifications for the envisioned system in the proposal.

The vendor is required to monitor the system and provide post-deployment technical support for an estimated period of not less than 3 months, ensuring a smooth operationalization period. This support period is included in the project timeline.

The platform should include:

- Data security measure.
- Real-time tracking of the specimen movement from referring facility to the testing lab.
- Role-based access control for different user levels.
- Notification system (email, SMS, dashboards) for status updates.
- Offline data capture capability for remote sites with limited internet connectivity.
- Comprehensive audit trail and log management capabilities.
- Interoperability capability (middleware, APIs)

Please see the [attached high level requirements](#).

4. PERFORMANCE STANDARDS:

The Vendor must meet the following criteria:

- A minimum of 5 years of experience in development of robust software systems that:
 - Are web-based and mobile apps.
 - are secure and robust interoperable software systems.
 - have data visualization and analytics capabilities.
- Can set-up team and kick-off project implementation immediately after contract sign-off. An in-country technical team is highly preferred.
- Have worked in similar or related software systems for tracking, integration with barcode readers, GIS capabilities, etc.
- Have a deep understanding of the health systems and operating context in Kenya.
- Propose appropriate technologies to deliver affordable and scalable software system preferably based on open source.
- Propose a feasible and realistic methodology and work plan to deliver the scope of work as per the timelines.

TIMELINES:

The project will commence immediately upon contract signature and conclude at the end of Q4 2025 with regular check-ins with FIND. This timeline factors a minimum of 3 months for post deployment support. The current project timeline is as follows:

Activity	Due date
Publication of RFP	26 th Feb
Closing for submission of proposals	12 th March
Evaluation	13 th Mar – 18 th Mar
Communication on Award/s of Contract	19 th March
Contract negotiation and signature	19 th Mar – 25 th Mar
Development of the digital solution	26 th Mar – 15 th Aug
System testing and training	18 th Aug – 5 th Sept.
Deployment and post deployment support	8 th Sept – 31 st Dec

5. APPLICATION GUIDELINES:

1. Technical Proposal

This section should outline the applicant's approach, methodology, and execution plan. It must include:

- Understanding of the assignment: A description of how the Vendor perceives FIND's needs and the objectives of the project.
- Methodology & Work Plan: A detailed explanation of how the Vendor intends to conduct the Development, stakeholder engagement, training, deployment and support.
- Deliverables & Timeline: A clear breakdown of key deliverables and proposed timelines in alignment with FIND's schedule.
- Team Composition: Profiles of key personnel (if applicable), including roles and responsibilities.

2. Experience and References

- A summary of the Vendor's relevant experience in developing this software solution.
- At least three references from previous similar solutions, including contact details.

3. Financial Proposal

- A detailed breakdown of costs, including consultancy fees, travel expenses (if applicable), and any other associated costs.
- Payment schedule linked to deliverables/milestones.

Please direct your submissions and any questions to the following email: digitalhealth@finddx.org, before the submission deadline.

6. AWARD CONDITIONS:

Applicants/Bidders that are selected for final award are required to:

- Provide a proof of legal registration of the organization.
- Sign a declaration confirming no [Conflict of Interest](#).
- Be legally permitted to perform work in the country where the contract will be performed.
- Commit to and sign the [FIND Code of Conduct and Ethics](#).
- Sign the [Due Diligence Self declaration form](#).

7. EVALUATION AND AWARD PROCESS:

All submitted proposals will be evaluated based on a combination of technical merit, organizational experience, proposed methodology, and cost-effectiveness. The following criteria will be used to assess and score proposals:

Criteria	Weight (%)
Demonstrated expertise and experience	20%
Clarity and feasibility of the technical approach	25%
Quality of references provided	15%
Proposed timelines and adherence to project milestones	10%
Cost-effectiveness and value for money	30%
Total	100%

8. CONTRACTUAL TERMS AND CONDITIONS:

- The contract will be awarded to the successful bidder following the completion of the evaluation and selection process.
- The agreement shall become legally binding only upon both parties signing the contract.
- The Vendor must execute the services in accordance with the scope of work outlined in this RFP.
- The Vendor is responsible for ensuring high-quality performance, timely deliverables, and compliance with agreed methodologies.
- Payments will be linked to deliverables and will be made upon approval of completed milestones.
- FIND reserves the right to withhold payment if the Vendor fails to meet agreed-upon performance standards.
- All information received, created, or shared during the project will remain confidential and must not be disclosed to third parties without FIND's prior written consent.
- The Vendor must comply with applicable data protection laws and ensure the security of sensitive information.
- Any documents, reports, frameworks, tools, or methodologies developed as part of this contract will become the property of FIND.
- The consultant grants FIND unrestricted usage rights to all deliverables under this contract.

9. TERM OF CONTRACT:

- The contract will become effective upon signature by both parties and the issuance of a formal contract agreement by FIND. The Vendor is expected to begin work on the project immediately upon contract execution.
- In the event that additional time is required to complete the agreed scope due to justifiable reasons, the consultant may request an extension. Any extension must be formally approved by FIND in writing.

- FIND reserves the right to renew or extend the contract for additional phases of work if further engagement is necessary. Renewals will be based on the Vendor's performance, availability of funding, and evolving organisational needs.

10. CONFIDENTIALITY:

FIND considers any proposal received under the RFP as confidential. If required, FIND can sign a Confidentiality Disclosure Agreement (CDA) with interested Applicants/Bidders prior to proposal submission. FIND will not disclose the proposal to third parties without the prior written agreement of the proposal submitter. Review of proposals will be carried out by an internal FIND team as well as a team of external experts (which may or may not include members of FIND's independent Scientific Advisory Committee), all of whom are under confidentiality and are recused if found to have a potential conflict of interest (which they are obliged to disclose). Any specific questions concerning confidentiality should be addressed to the FIND team.

11. HOW TO APPLY:

- Please email the proposals in English, in pdf format or power point to the link at digitalhealth@finddx.org.
- It is recommended that the entire Proposal be consolidated into as few attachments as possible.
- All files must be free of viruses and not corrupted.
- The proposer should receive an email acknowledging receipt of the proposal
- Applications will be accepted and responded to expediently until March 12th, 2025.