



## **REQUEST FOR PROPOSALS (RFP)**

**DEVELOPMENT OF A DATA PORTAL**

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## **Executive summary**

FIND, the global alliance for diagnostics, has opened this limited Request for Proposals (RFP) for submission of proposals for the **development of an external-facing platform** that will serve to **provides comprehensive and reliable information on diagnostics** to FIND's key stakeholders, and to facilitate collaboration with academic partners in LMICs.

This statement of work covered in this RFP is linked to a project that is currently underway at FIND, which aims at strengthening FIND's internal data architecture, and streamlining and centralization of data operations within the organization, which will enable more effective data-driven decision making across the organization, particularly related to research on COVID-19 and pandemic preparedness.

The successful Applicant would be expected to **commit to supplying an affordable and scalable solution, preferably based on open-source platforms.**

## Background Information

The COVID-19 pandemic has presented an immense challenge to Low- and Middle-Income-Countries (LMICs) which have struggled not only to obtain diagnostic tests but also to deliver them equitably across the population. To understand their testing needs and coverage, crucial metrics are required to initiate a proper care-cascade. FIND has a project underway that seeks to strengthen its internal data architecture, and to streamline and centralize data operations, which will enable more effective data-driven decision making across the organization. In order to better meet the broader requirements described above, we are now looking to **build on an external-facing platform** that can be used to provide **comprehensive and reliable information on diagnostics** to key stakeholders, and to facilitate collaboration with academic and corporate partners in LMICs, which is the subject of this limited RFP. The platform will also serve to provide information on FIND's progress towards its strategy and related key indicators.

FIND is looking for a partner that fully understands our short-term and long-term goals, and is proactive and flexible to build a solution that can accommodate our evolving needs.

## Statement of Purpose

### CURRENT CONTEXT OF DATA USE

#### Audience

We are a not-for-profit organization operating globally with sites in Switzerland, India, South Africa, Kenya, and Viet Nam, with a wide-range, multi-lingual audience.

Our key audiences include:

- Health specialists in low- and middle-income countries (LMICs) and high-income countries (HICs) looking for information on available diagnostic testing and surveillance technology, partnership, guidance, and funding support
- Policy makers looking for information on testing strategies, or for support to strengthen diagnostic testing within their health systems
- Scientists working on diagnostic technologies, interested in scientific progress within the areas of our work, including published articles co-developed (or not) by FIND staff/consultants/stakeholders
- Private sector R&D or delivery/access partners who may want to co-develop a product with us or seek market insights
- Not-for-profit healthcare partners, national and international NGOs who partner or may want to partner with us on activities related to evidence generation, health policy, advocacy and improving delivery and access to quality testing
- Specialists looking to collaborate with FIND (individuals or companies)
- Donors who want to be informed on the impact of our work and to understand the work supported
- Media, interested to hear FIND's perspective as a key opinion leader and political leader in global health as well as retrieve information to present to their audiences
- General public interested in the diseases and how to test for them
- Civil societies and advocacy groups demanding action from political leaders, governments and donors backed up by data

#### Use of data and needs

The importance and attention to diagnostics has increased enormously due to the COVID-19 pandemic, highlighting the importance of access to curated, timely and detailed information. FIND operates with data across all its core departments (Technology & Development, Access, Medical Affairs, and Impact) and its key cross-functional and support units (Data Science, Digital Health, Resource Mobilization, Business Intelligence, Project Management Office, Clinical Research, Finance, and others).

The data with which we operate and communicate range across a wide spectrum, and include (but are not limited to) applications in the following areas:

- Clinical data (from trials to generate or support evidence related to diagnostics and their use)
- Genomic sequencing
- Uptake and use of diagnostics (in countries and/or specific locations)
- Market intelligence (diagnostic needs in countries/settings, either via real data or modeling)
- Business intelligence (information on existing technologies, pipelines)
- Modeling (to support policies, uptake, investments)
- Testing policies and algorithms in countries
- Technology landscapes
- Digital health technologies
- Optimization of diagnostic resources and networks
- Internal data (grant management, finance, HR, tracking of KPIs, log-frames, reports of activities, etc.)

FIND manages a series of well-curated data dashboards, available through the main website, which provide scientific and technical information. Data constitute a fundamental resource for our communications, and the data science unit works closely with the communications team to provide the support needed. These initiatives are however mostly conceived as stand-alone products rather than being part of an overarching ecosystem. We are currently performing a user journey survey in collaboration with our current digital communications partner. The results of the survey will be used to form the basis of user requirements for the data portal design, to streamline and adapt to the needs of the users of FIND on-line platforms. The above are to be addressed in this RFP which will investigate creating a FIND data portal, a platform to centralize data access and visualization.

The limitations of a non-centralized live source of data are currently being addressed by the definition and implementation of data governance and data architecture, which have been the topic of the RFP in this series.

## FIND DATA STRATEGY

The FIND data strategy highlights as its aim the importance of providing multiple diagnostic stakeholders with the information they need for data-driven decision-making across the full value chain.

We envisage a cycle of information that leverages the value of data, starting from an acquisition phase to inform and get informed on the use and needs of diagnostics, policies, diseases, etc. to allow understanding of current gaps and progress towards global targets, to drive the implementation of new tools, algorithms, policies, access strategies whose impact will be measured and re-injected in the cycle.

We envision the following two elements to be key strategic components of the project:

## DATA GOVERNANCE AND ARCHITECTURE (underway)

A currently ongoing project is looking at a systematic revision of internal and external data sources, processes, use and consumption across the organization, to propose an innovative architecture (e.g., data mesh, data lake) supported by a governance to allow to inject heterogeneous data sources (internal and external) into a common system, standardizing the formats whenever possible, making the relevant data available to the entire organization (“democratization”), and therefore used to drive measurement of performance and strategic decisions. The internal systems are mostly based on a combination of tools implemented in MS Azure, Databricks, PowerBI, as well as Salesforce and R and Shiny for analytics.

## DATA PORTAL (this RFP)

The FIND data portal will have a dual scope; to provide information on diagnostics but also key organizational indicators that inform on performance against strategic goals.

The external facing interface will provide an open space on diagnostics advocacy by offering curated, reliable information on diagnostics (e.g., diagnostic test performance, use, policies, needs), with intended users ranging from researchers to private sector, press, policy makers, civil societies, donors, not for profit organizations, government bodies.

The internal facing interface will allow FIND units to get insights on processes through performance indicators, some of which could also be of public interest and featured in the external interface.

Some of the elements already are in place and can be found on FIND's website and on the DxConnect suite of tools ([virtual biobank](#), [marketplace](#)), however, the overall coherence and harmonization of standards is a key element of the overall vision.

### Scope of Work and Activities

The scope of this RFP is the data portal component of the strategy outlined in the previous section. We are looking for a partner to support us on the following activities:

- Conceptualize a data portal based on user-centric thematic principles, and align it with the ongoing user journey survey results for the on-line communication platforms
- Design a data portal that will align with the FIND data architecture design (part of the data architecture RFP and under development, mostly based on Microsoft Azure services).
- Design an interface that can handle dynamic content visualization (specified by user) and other forms of multimedia and text (e.g., search functionality with NLP technology), with highly interactive and customizable features that can be embedded in other applications or websites.
- Design a solution that supports a wide variety of file and data formats with the use of open standards by the FIND data governance, to serve multiple users and choices of software that will constitute the data consumers.
- Propose scalable integration solutions with the underlying data sources, accommodating for seamless and secure data transition from the data architecture platform, ensuring data are up-to-date, authoritative, and reliable.
- Implement the proposed solution for external use in a phased approach
- Propose a plan for the long-term maintenance, support, and future development of the implemented data portal

The **budget envelope (maximum)** available for the work is \$250,000.00 (two hundred and fifty thousand United States dollars), and there will be only one award made against this RFP.

## **Application Guidelines**

Interested Applicants are to prepare a submission document in English and formatted in Microsoft Word, Microsoft PowerPoint, html or pdf that is organized under the following structure:

- Executive summary
- Applicant profile
- Proposed general approach and project plan
- Envisaged technology solution
- Related experience (previous work, examples, portfolio, etc.)
- Team composition (roles, experience, technical skills)
- Budget (including breakdown of costs for the following categories: development, systems, project management, support)
- Proposed way of collaborating

## **Profile and qualifications**

FIND expects the selected applicant to bring demonstrated expertise in the following areas:

Critical:

- Expertise and proven experience in information design and data visualization, targeting specific audiences.
- Expertise in data and knowledge management, necessary to gather business needs and requirements and proceed with design decision making.
- Demonstrated experience in design and implementation of a data portal and underlying technology stack.
- Expertise on data integration and implementation of interoperable systems.
- Experience providing strategic insights to inform decision-makers through data dashboards.
- Expertise on data analytics and visualization platforms, BI tools (EMS PowerBI strongly recommended, other options to be considered), programming languages (e.g., Python, R, Markdown and Shiny, Julia) and frameworks (e.g., React, Angular, Vue, Svelte), data exploration and visualization techniques, data visualization software (Flourish).
- Sound foundation on software engineering methodologies and design (i.e., Agile, DataOps, software architecture, service-oriented architecture, versioning, CI/CD).
- Open Frameworks (i.e., Apache Spark, Hadoop, Hive, MapReduce, Kafka)
- Extensive knowledge of cloud hosting platforms, with expertise in implementation and maintenance.

Desirable:

- Prior exposure to global health stakeholders, understanding of data availability and communication platforms.
- Expertise with development of organizational data governance and standards.
- Prior experience with development of web-based applications used in low connectivity settings.

## Delivery timelines

The expectation is that this RFP will enable implementation of an initial pilot of the data portal by May 31<sup>st</sup>, 2023 focusing on a selection of key areas and activities to be agreed with the provider. Extension of the platform to the broader scope of FIND's operation should be rolled out in the coming months.

The indicative timelines for the delivery of the project are the following:

Project delivery:

- Contract start: 1<sup>st</sup> February 2023
- Design and Discovery phase: 1<sup>st</sup> February – 15<sup>th</sup> March 2023
- Implementation of data portal: 15<sup>th</sup> March – 15<sup>th</sup> May 2023
- First launch of pilot data portal: 31<sup>st</sup> May 2023
- Full-scale roll-out of data portal: 1<sup>st</sup> September 2023

## Award Conditions (Exclusion Criteria):

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

- Be legally permitted to perform work in the country where the contract will be performed.
- Commit to and follow [FIND Global Access Policy](#) and [FIND Code of Conduct and Ethics](#).
- Be able to meet all conditions described in Appendix A to this RFP

## How to apply

If you are interested, please send your proposal to [stefano.ongarello@finddx.org](mailto:stefano.ongarello@finddx.org) by 13.00 CET (Central European Time) on January 13<sup>th</sup>, 2022.

Selection of the applications will be based upon separate assessments of the offers. FIND reserves the right to request further information throughout the RFP process. Any question or clarifications regarding this limited Request for Proposal (RFP) should be submitted in writing via e-mail to [stefano.ongarello@finddx.org](mailto:stefano.ongarello@finddx.org) prior to the closing date.

## Evaluation criteria

To ensure consideration for this RFP, your offer should be complete and include all the following criteria:

For individual consultants:

- **Resume/CV and cover letter:** Bidders will be evaluated on their qualifications, capability, and capacity, including history of their work.
- **Financial proposal:** Bidders will be evaluated on the quality of the financial proposal for this RFP as well as the transparency and breakdown of all financial elements comprising the final bid. Bidders should provide as much information as possible to explain the proposed budget.

For consultancy agencies:

- **Experience, capability & capacity:** Bidders will be evaluated on their qualifications, capability, and capacity, including history of their work pertaining to the curation and management of content through an e-commerce platform.
- **Financial proposal:** Bidders will be evaluated on the quality of the financial proposal for this RFP as well as the transparency and breakdown of all financial elements comprising the final bid. Bidders should provide as much information as possible to explain the proposed budget.

- **Proposed team members:** Bidders will be evaluated on the quality of the team member that will work on the RFP. Bidders are asked to submit description of skills and expertise of the proposed team members, detailing how their background and experience will be of benefit for this work.

#### 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 which may or may not include external experts, 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.



## About FIND

FIND ([www.finddx.org](http://www.finddx.org)), the global alliance for diagnostics, seeks to ensure equitable access to reliable diagnosis around the world. We connect countries and communities, funders, decision-makers, healthcare providers and developers to spur diagnostic innovation and make testing an integral part of sustainable, resilient health systems.

We are working to save 1 million lives through accessible, quality diagnosis, and save US\$1 billion in healthcare costs to patients and health systems.

We are co-convenor of the Access to COVID-19 Tools (ACT) Accelerator diagnostics pillar, and a WHO Collaborating Centre for Laboratory Strengthening and Diagnostic Technology Evaluation.

We are headquartered in Geneva, Switzerland, with offices in India, Kenya, South Africa, and Viet Nam. We have active collaborations with more than 200 partners, including research institutes, academia, health ministries, disease control programmes, commercial partners, the World Health Organization, bilateral and multilateral organizations, and clinical trial sites.

Our work spans disease programmes and technical disciplines, in a matrix structure.

Our **disease programmes** sit within the two pillars of our 2021 strategy:

Global Health Security:

- Pandemic threats (including COVID-19 and other SARS viruses, Ebola, Marburg, Zika, Monkeypox etc.)
- Antimicrobial resistance

Universal health coverage:

- Fever, malaria, and general infectious diseases
- Hepatitis
- Neglected tropical diseases
- Tuberculosis
- Non-communicable diseases
- Women's health

Potential other areas of work are being defined, in both infectious and non-communicable diseases.

Our **technical disciplines** are organized across the diagnostic value chain:

- Technology & development
- Medical affairs
- Access
- Impact

Our 2021 strategy is available at the following link:

[https://www.finddx.org/wp-content/uploads/2021/05/FIND-strategy-2021\\_FINAL.pdf](https://www.finddx.org/wp-content/uploads/2021/05/FIND-strategy-2021_FINAL.pdf)

## Appendix A

### Eligibility and Compliance Criteria

Applicants/Bidders shall not be awarded a financed Contract if, on the date of submission of their Application/Offer or on the intended date of Award of Contract, they meet any of the following conditions: bankruptcy; sanctioning (using sanctions lists from the UN, EU, Switzerland, and any other FIND donor country); financial irregularities; breach of contract; World Bank exclusions (or by any other multilateral development bank); and/or misrepresentation.

### **Conflict of Interest:**

Applicants/Bidders will also be disqualified if they:

- are an affiliate of FIND (i.e. country offices)
- have a business or a family relationship with FIND staff involved in the procurement processes, or in the supervision of the resulting Contract
- are controlled by or are under common control of another Applicant or Bidder
- receive from or grant subsidies directly or indirectly to another Applicant or Bidder
- have the same legal representative as another Applicant or Bidder
- maintain direct or indirect contacts with another Applicant or Bidder that afford access to information contained in the respective Applications or Offers, allowing them to influence either the submissions or FIND's decisions
- in the case of Consulting Services:
  - are engaged in a Consulting Services activity which, by its nature, may conflict with the assignment that they would carry out for FIND
  - were directly involved in drawing up the ToR or other relevant information for the Tender Process. This shall not apply to consultants who have produced preparatory studies for the project or who were involved in a preceding project phase, insofar as the information they prepared, especially feasibility studies, was made available to all Applicants/Bidders and the preparation of the ToR was not part of the activity
  - were during the last 12 months prior to publication of the Tender Process indirectly or directly linked to the project in question through employment as a staff member or advisor to FIND and are or were able in this connection to influence the Award of Contract.
- in the case of a Tender Processes for Non-Consulting Services:
  - prepared or have been associated with a consultant who prepared specifications, calculations and other documentation for the Tender Process;
  - have been recruited or are proposed to be recruited, themselves or any of their affiliates, to carry out the Contract
  - are state-owned entities, which are not able to provide evidence that i) they are legally and financially autonomous and that ii) they operate under commercial laws and regulations