

**REQUEST FOR PROPOSAL (RFP)
ZAMBIA SOFTWARE PARTNER**

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1. LIST OF ACRONYMS AND DEFINITIONS:

AMR Anti-Microbial Resistance
AMS Anti-Microbial Stewardship
AMU Anti-Microbial Use
AMC Anti-Microbial Consumption
GLASS Global Antimicrobial Resistance and Use Surveillance System
RFP Request for Proposals
OHAMRS One health AMR surveillance system
WHO World Health Organization

2. BACKGROUND INFORMATION:

FIND is looking to contract an experienced software firm to support in developing the one health AMR surveillance system (a digital health system). This is a co-creation initiative where the selected firm will work collaboratively with FINDs technical team and relevant government units. The firm should be able to quickly mobilize their team and commence the works immediately in order meet the deadlines.

FIND is accelerating equitable access to reliable diagnosis around the world. We are working to close critical testing gaps that leave people at risk from preventable and treatable illnesses, enable effective disease surveillance, and build sustainable, resilient health systems. In partnership with WHO, other global health agencies and the G20/G7, we are driving progress towards global health security and universal health coverage. We are a WHO Collaborating Centre for Laboratory Strengthening and Diagnostic Technology Evaluation. For more information, please visit www.finddx.org

3. STATEMENT OF PURPOSE:

FIND is looking to contract an experienced software firm to support in developing the one health AMR surveillance system (a digital health system). This is a co-creation initiative where the selected firm will work collaboratively with FINDs technical team and relevant government units. The firm should be able to quickly mobilize their team and commence the works immediately in order meet the deadlines.

4. SCOPE OF WORK AND DELIVERABLES:

The firm will provide:

a: Planning and monitoring:

- Prepare a workplan indicating timelines for deliverables and any dependencies and risks.
- Attend and participate in regular check-in (weekly) meetings.
- Prepare and submit monthly project progress report.
- Prepare consolidated final project report.

b: Requirement analysis, Setup and solution design

- Prepare and configure the provided server for OHAMRS implementation and provide concise documentation of the configuration.
- Review the solution design above and suggest the appropriate components middleware, staging area and to implement them. (some foundational work started on staging area).
- Set up DHIS2 and configure appropriate data model for AMR data for human and animal health sectors and other such as AMU, as they become available

c: Integration, data analysis, visualization

- Develop data ingestion, transformation, and loading routines from staging central repository to DHIS2 using scalable, customizable middleware.
- Develop information products (dashboards, tables, reports) in the DHIS2 to spur data use as per the requirements specifications and guidance from AMRCC. **We will share some key data elements and visualizations required.**
- Develop GLASS report in line with current requirements for WHO GLASS-AMR reporting. Refer to the guide [9789240076600-eng.pdf \(who.int\)](#)

d: Documentation, Testing, Training and support

- Undertake testing of system and resolve bugs and issues.
- Develop training, user, and technical guides and technical documentations as needed.
- Conduct training of trainers and any bugs and gaps discovered during this stage.
- Providing post deployment support by addressing feedback and bugs reported from users.

Deliverables:

1. Monthly project progress reports detailing activity implementation progress against targets.
2. Functional OHAMRS that collates, analyses, and presents AMR surveillance, AMU*, AMC* data as per the requirements specifications.
3. Software artefacts (code base, configs, etc.) of the functional OHAMRS.
4. Training of trainers on the use and maintenance of the OHAMRS evidenced by a training report.
5. System documentation including user guides; training materials; job aids; data dictionaries; system customizations, integrations and configurations documentation; and deployment, troubleshooting and maintenance manuals.
6. Sustainability guide detailing technical guidance on sustainability and optimal use of the OHAMRS.
7. A final report detailing the work performed, the deliverables, the outcomes, lessons learned and recommendations for future enhancements of the digital tool.

5. PERFORMANCE STANDARDS:

Applicants are expected to follow all policy and guidelines as specified by FIND as well as comply to any local policy and financial requirements.

6. APPLICATION GUIDELINES:

Applicants are to provide their proposals (in word.docx format) including three (3) sections that cover:

- i) company information
- ii) a technical proposal outlining how they would provide such services and
- iii) a financial response.

Within section (i) applicants shall detail company name, address, legal registration status and contact person. There will be no need for company experience in this section. Individuals should not respond to this RFP.

Within section (ii) This section needs to have three (3) subsections

- include information about the company including company background, professional experience in providing services stipulated in the RFP.
- A proposed methodology and workplan to perform the intended contract. Include a discussion on the chosen tools for delivering the work AND a discussion on methodology of accessing Zambia stakeholders.

- Key experts, their role, qualifications, and competence for the assignment. Essentially the human resources they will be able to allocate to support the services (number of staff, their roles and responsibilities). Attaching CV/resumes will be an added advantage.

For the further technical details please see Annex A for further specifications.

Within section (iii) a financial response detailing any fee breakdown. Including, but not limited to:

- professional fees,
- taxes and
- any other charges

However, applications that do not adhere to these sections will not be penalised. Ultimately, especially with section ii, the application should attempt to address all areas of the evaluation criteria (section 9).

7. AWARD CONDITIONS (EXCLUSION CRITERIA):

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

- Be legally permitted to perform work in Zambia.
- Commit to and follow FIND Global Access Policy and FIND Code of Conduct and Ethics.

8. HOW TO APPLY

The application shall be sent by email to at amr-rfp@finddx.org within two weeks of the RFP publication date, unless otherwise agreed in writing.

9. EVALUATION AND AWARD PROCESS:

No	Criteria	Score
1	Experience of the applicant relevant to the assignment and demonstration of successful execution of projects of similar nature.	10%
2	Extent to which the applicant demonstrates a strong understanding of the health system and operating context in Low-Middle Income Countries.	10%
3	Proximity of the team to Zambia for regular interactions with stakeholders and usually on short notice through-out the project period.	15%
4	Adequacy, quality and feasibility of the proposed methodology and work plan to deliver the scope of work and deliverables.	15%
5	Key experts, their role, qualifications, and competence for the assignment.	25%
6	Appropriateness of proposed technologies to deliver affordable and scalable digital solution, preferably based on open-source tool.	25%

10. CONTRACTUAL TERMS AND CONDITIONS:

FIND will use a commercial level contractual mechanism including standard Terms and Conditions.

11. TERM OF CONTRACT:

The contract will start as soon as 1st November 2025 and end in September 2025. However, most of the deliverables should be complete by June 2025.

12. 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.

13. TIMELINES:

The table below outlines the timelines for the publication and closing of the RFP and indicative dates for the subsequent process and ensuing contract. The target is to have the platform ready for use by end of February 2025, trainings done during March 2025, and use of the system in production starting April 2025

	Activity	Expected date
1	Publication of RFP	26 Sept 2024
2	Closing for submission of written queries	03 Oct 2024
3	Closing of RFP	10 Oct 2024
4	Communication on Award/s of Contract	14 Oct 2024
5	Contract/s signed with selected Contractors	28 Oct 2024
6	Commencement of works	1 Nov 2024
7	Requirements review, consultations, and solution design with stakeholders	15 Dec 2024
8	First showcase - Development, testing and quality assurance	01 Feb 2025
9	End user training	01 Mar 2025
10	Deployment and user support for routine use	01 Apr 2025
11	Final reports with recommendations	15 Sep 2025

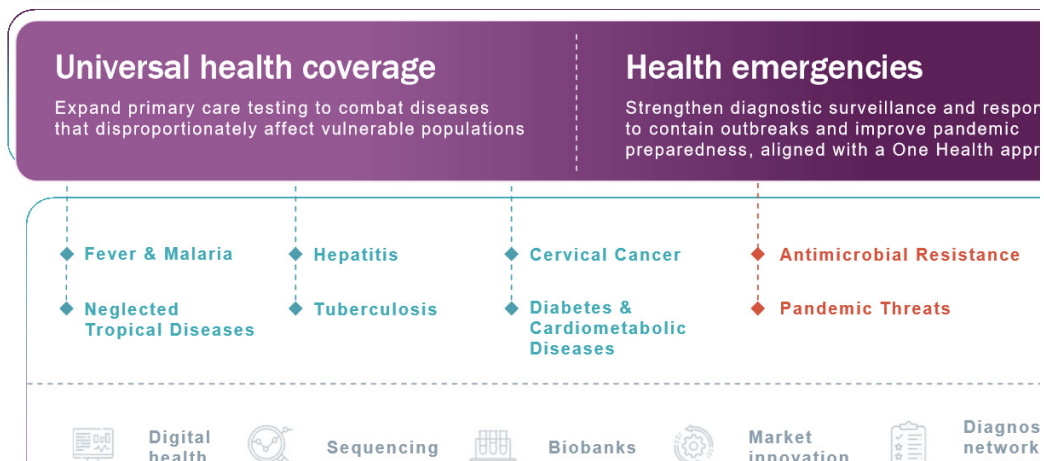
14. QUESTIONS AND COMMUNICATIONS PROTOCOL:

Please email questions to: amr-rfp@finddx.org. Questions will be accepted until 3rd October 2024. Submitted questions (and corresponding answers) will be made available to all applicants.

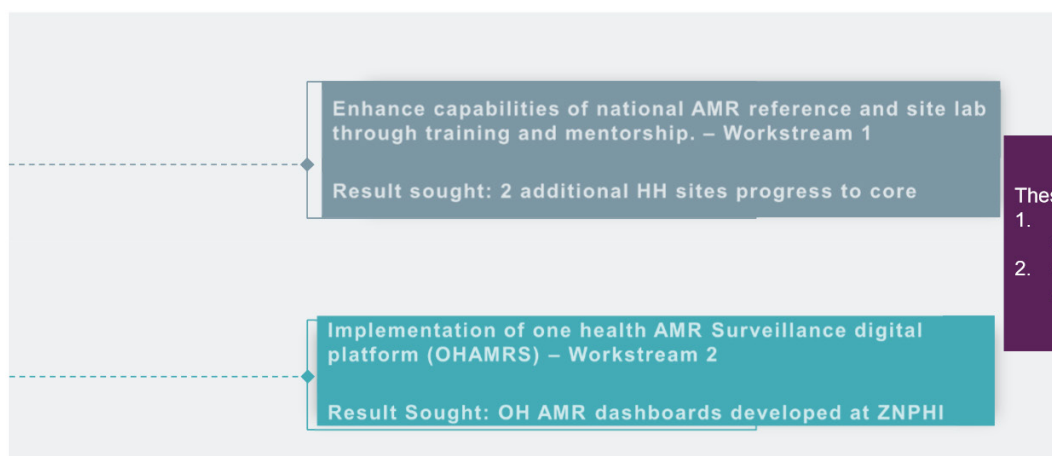
15. APPENDIX/ICES: RELEVANT PROJECT SLIDES

OUR GOAL: TRANSFORM TESTING TO ACCELERATE GLOBAL EFFORTS TOW
UNIVERSAL HEALTH COVERAGE & HEALTH EMERGENCY R

GOALS



INTRODUCTION FIND'S SCOPE OF WORK IN ZAMBIA



FIND'S SCOPE OF WORK IN ZAMBIA IMPLEMENTATION OF ONE HEALTH AMR SURVEILLANCE DIGITAL PLATFORM

Objective:

To improve, operationalize, and assess the one health AMR surveillance system

Overall gap:

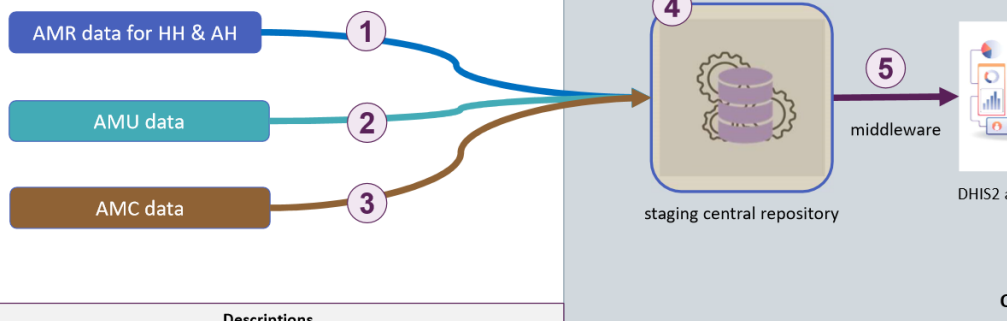
Lack of reusable digital tool for interconnecting data systems from different health sectors makes the collection, analysis, and use of AMR data for surveillance ineffective

Overall approach (MIME):

1. **Map** the data sources, data systems, and user needs to inform the design and implementation of OH AMR platform in Zambia.
2. **Implement** OHAMRS by collating data from diverse data sources into an extensible analytical platform for data analysis and visualization through interoperable source digital tools.
3. **Monitor** and support, in collaboration with country grantee +stakeholders, surveillance sites to ensure timely submission of quality AMR data to OHAMRS
4. **Evaluate** to assess the level of utilization and acceptance of the OHAMRS

ONE HEALTH AMR SURVEILLANCE SYSTEM ENVISIONED SOLUTION DESIGN

Data Generation Local Sites



Descriptions

- 1: Users export AMR data from WHONET at each surveillance sites and submits that file to the staging area on regular (monthly basis).
2. Designated person submits AMU data available in Excel, CSV format to staging area on regular basis (twice a year).
3. Designated person submits AMC data available in Excel, CSV format to staging area on regular basis (twice a year).

ONE HEALTH AMR SURVEILLANCE SYSTEM - ZAMBIA

DELIVERABLES

Stage	Deliverable
Planning and monitoring	Detailed work plan and progress report
Requirements, analysis, setup and design	Solution design document and setup configuration document
Development, Integration, visualization and reports.	Regular progress reports, data & indicator dictionary, release notes, version 1
Documentation, testing and training, Support.	System documentation, training report, cases and report.
Project closure	Project report including recommendations to sustain the system