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**Request for Proposals**

RFP Title: Data storage and processing services in the form of a cloud (virtual) data center that is required to host a medical information system for the Community Action for HIV Control project.

RFP No: RFP-4056-2021-3

Date of Issuance: December 28, 2021

Due Date for Questions: January 6, 2022

Response to Questions: January 12, 2022

Closing Date: January 18, 2022

Estimated Award Date: January 24, 2022

# **Request for Proposal (RFP) for Data storage and processing services in the form of a cloud (virtual) data center that is required to host a medical information system for the Community Action for HIV Control project.**

1. BACKGROUND

Pact is an International NGO with offices throughout the world with a mission to enable systematic solutions that allow those who are poor and marginalized to earn a dignified living, be healthy and take part in the benefits that nature provides. Pact accomplishes this by strengthening local capacity, forging effective governance systems and transforming markets into a force for development.

Pact Inc. is implementing a USAID-funded project Community Action for HIV Control. The project goal is to accelerate Ukraine’s efforts to achieve HIV epidemic control by 2030 by improved prevention, testing and linkage to care among key and priority populations. Pact is inviting qualified Vendors to submit their proposals for provision of cloud (virtual) data center for hosting of medical information system SyrEx, which is necessary for the implementation of the monitoring system for the "Community Action for HIV Control" project. As the result of this tender, Pact will select a vendor to provide an active cloud (virtual) secure and upgradeable data center with powerful CPU and large memory that can accommodate medical information system and able to cater users to ensure 24x7 accessibility for the period of 12 months.

All requests and clarifications are sent in writing. Please refrain from making phone calls and personal visits.

SCOPE OF WORK

1. Place of Performance

All services required under this solicitation will be performed in Ukraine.

1. Period of Performance

The services required under this solicitation will be delivered for a period of 12 (twelve) months from the date of award.

1. Scope of Work

The below contains the technical requirements of the services. Vendors are requested to provide proposals containing the information below on official letterhead or official proposal format.

D. Technical Specifications:

The proposal is evaluated as to how well it addresses the solution based on the requirements of the RFP. To be considered for this award, an offeror’s proposal should meet the following minimal technical requirements:

1. Cloud (virtual) data center specification as follows:
   1. At least 12 virtual processors (vCPU) with a frequency of at least 2.3 Ghz
   2. At least 64 GB of virtual RAM (vRAM)
   3. Virtual disk, up to 64,000 IOPS, at least 500 GB
   4. Internet from 100 Mbps and faster
   5. Virtual router
   6. Pre-installed Windows server operating system
   7. Support for modern databases. Licensing MSSQL can be considered as one of the requirements.
2. Serving cloud (virtual) data center shall be for at least 50 concurrent users, when generating complex reports
3. Cloud (virtual) data center uptime shall be 99.5%, except for advance notification of server maintenance and updates rollout
   1. Costumer shall have access to the following:
      1. System availability reports
      2. Storage status
      3. Other status related to system activity
      4. Remote administrative access to the server for the client-side administrator
4. Privacy and data security compliance to ISO 27001, PCI DSS, IIPS certification and requirements of technical protection of information confirmed by the State Service of Special Communication and Information Protection of Ukraine
   1. Network protection against DDoS Attacks
   2. Site-to-Site VPN
5. Provision of Back-up Services and System Recovery
   1. Automated and Periodic system back-ups
   2. Back-up on demand by the Costumer
   3. Secured back-up in another place (on a separate server)
   4. Service provider shall conduct system recovery or reinstallation in case of system crash or failure
6. Provision of Helpdesk and Support
   1. 24/7 availability of technical and user support
   2. 24/7 administrator help desk
7. The Service Provider as a legal entity must be certified to use the hypervisor when building cloud services. Also, among the staff of the cloud provider should be those certified by the vendor to work with its software
8. The Service Provider shall have at least 2 years of relevant experience providing services to either government or nonprofit healthcare organizations
9. The Service Provider shall provide the cloud (virtual) data center for the test period with the possibility of configuration changes based on the results of testing
10. The Service Provider shall be ready to provide the ability to change the server configuration at the request of the client during operation
11. The Service Provider shall be ready to provide services during the entire implementation of the project (at least 5 years), including the annual renewal of the contract and monthly payment under the contract
12. Provision of additional related tools, service and features may be proposed as options by the supplier/contractor/service provider and shall be subject for evaluation as to its advantage to the Customer

E. Prohibited Technology:

1. In compliance with FAR 52.204-25 “Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment” Offerors must not provide any goods and/or services that utilize telecommunications and video surveillance products from the following companies: Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company, or any subsidiary or affiliate thereof.
2. SUBMISSION INSTRUCTIONS
3. Submission of Questions: All questions or clarifications regarding this RFP must be in writing and submitted to [procurement.cahc@pactworld.org](mailto:procurement.cahc@pactworld.org) no later than 18.00 pm hours on January 6, 2022. Questions and requests for clarification, and the responses thereto, will be circulated to all RFP recipients who have indicated an interest in this RFP.
4. Technical Proposal

The technical proposal in response to this solicitation must address how the offeror intends to carry out the statement of work. It should also contain a clear understanding of the work to be undertaken and the responsibilities of all parties involved. Please note that technical proposals will be evaluated based on the evaluation criteria set forth in Section III. Offerors shall provide all documentation in English. The technical proposal should be in font size 12, Times New Roman, single spacing. Please note that technical and cost applications should be separate files.

* 1. **Proposal Cover Sheet**. The first page of the proposal must use the Proposal Cover sheet as per Attachment 1. This section does not count against the page limit above.
  2. **Capability Statement**: Provide a short description of offeror’s capabilities that qualify the organization to be chosen to conduct the scope of work. This should be one (1) page. In an annex to the technical proposal, you should provide a copy of registration or incorporation in the public registry, or equivalent document from the government office where the offeror is registered, copy of company tax registration, or equivalent document (if available), and copy of trade license, or

equivalent document (if available).

* 1. **Technical Approach**: The technical approach should state clearly the offeror’s understanding of the requirements in Section II as well as the proposed approach to accomplish the contract objectives and achieve results. Offerors should keep in mind the geography of the place of performance and any travel that may be required to accomplish the work. Clarity, completeness, and directness are imperative. Elaborate formats are not desirable.
  2. **Management and Staffing Plan**. Please describe how proposed staff will work collaboratively to achieve the offeror’s proposed technical approach to the scope of work. The offeror should include a management and staffing plan including both key and non-key personnel for activities along with details on the roles and responsibilities of the staff.
  3. **Past Performance**. Describe the organization’s previous experience within the technical area for projects of the same or similar scope and size. Offerors must include details demonstrating their experience and technical ability, including those of proposed consortium members, in implementing the technical approach/ methodology.
  4. **References**. Offeror shall list at least three major contracts its company has held over the past five (5) years for the same or similar work. This section should be one (1) page. Provide the following information for each contract:

1. Customer's name, address, and telephone numbers of customer's lead contact and technical personnel;
2. Contract number and type;
3. Date of the contract, place(s) of performance, and delivery dates or period of performance;
4. Contract size and dollar value;
5. Brief description of the work, including responsibilities;
6. Comparability to the work required under this solicitation;
7. Brief discussion of any technical problems and their resolutions;
8. Brief discussion of any terminations (partial or complete) and the type (convenience or default) as well as any show cause notices or cure notices (provide explanatory details).
9. Cost Proposal

Cost proposals will be evaluated separately from technical proposals. The cost proposal shall include a detailed budget that reflects clearly the costs necessary to implement the proposed contract and must include all taxes that are required to provide the services requested. Costs should be represented in Ukrainian Hryvnia (UAH). No profit, fees, taxes, or additional costs can be added after award. The cost proposal must be valid for at least 90 days. The cost proposal should indicate the cost of services both per month, and per year (12 months).

* 1. **Proposal Cover Sheet.** The first page of the proposal must use the Proposal Cover sheet as per Attachment 1. This section does not count against the page limit above.
  2. **Summary Budget.** The offeror should present a summary budget by line item. Please use the attached template.
  3. **Detailed Budget.** In the detailed budget, the offeror should include a breakdown of line items that they believe are realistic and reasonable for the work in accordance with the technical requirements outlined in Section II. Offerors must show unit prices, quantities, and total price.
  4. **Budget Notes:** The Budget Notes should thoroughly explain the estimating methodology used to calculate the budget and any assumptions that may be made by the offeror over and above the ones stated in this RFP that had a material effect on the resulting proposed cost. Offerors must clearly explain the basis of costs, meaning why and how Offerors are costing out certain figures for item or service, to establish reasonableness of costs. The notes should include a clear and thorough explanation for each budgeted line item, reflecting the rationale for the quantity required. If a proposed benefit (e.g., local fringe) is an all-inclusive rate, notes must specify what benefits are included in the proposed rates.
  5. **Supporting Documentation:** Additional supporting budget documentation (as necessary), including travel quotations, historical cost information, profit/fee policy, etc. to substantiate all proposed costs. A copy of the latest NICRA or audited indirect costs must be included if the offeror has one.

Pact may require additional, more detailed budget information prior to issuing a subcontract.

1. Certifications**:** Offerors responding to this RFP must include the following disclosures and certifications as part of the proposal submission in an annex to the cost proposal.
2. Disclose any close, familial, or financial relationships with Pact or project staff. For example, if an offeror’s cousin is employed by the project, the offeror must state this.
3. Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror’s father owns a company that is submitting another proposal, the offeror must state this.
4. Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
5. Certify that all information in the proposal and all supporting documentation are authentic and accurate.
6. Submission of Proposals**:** The deadline for submission of proposals is January 18, 2022. Submissions must be forwarded in electronic format only (either PDF or Microsoft Word and Excel) to [procurement.cahc@pactworld.org](mailto:procurement.cahc@pactworld.org). Offeror’s proposals should not contain any unnecessary promotional material or elaborate presentation formats (black and white is preferred). Offerors must not submit zipped files. Those pages requiring original manual signatures should be scanned and sent in PDF format as an email attachment. The technical proposal and cost proposal must be kept separate from each other. Please reference the RFP Number and RFP Name in the e-mail subject line. Offerors are responsible for ensuring that their offers are received in accordance with the instructions stated herein. Late offers may be considered at the discretion of Pact. Pact cannot guarantee that late offers will be considered.
7. EVALUATION CRITERIA
8. Review Process. Pact will establish a selection committee that includes representatives from various company departments and external professionals if necessary. All technical reviewers will be subjected to a screening process to eliminate any conflict of interest. Evaluation will be based on the criteria set forth in Section B. Evaluation Criteria.
9. Evaluation Criteria. The award will be decided on Best Overall Value as determined by a Selection Committee on the basis of the criteria set forth below, as demonstrated in the Offeror’s proposal. Only proposals conforming to the solicitation requirements will be considered. This RFP will use the tradeoff process to determine best value. That means that each proposal will be evaluated and scored against the evaluation criteria and expectations below, which are stated in the table below. Cost proposals are not assigned points, but for overall evaluation purposes of this RFP, technical evaluation factors other than cost, when combined, are considered more important than cost factors. If technical scores are determined to be equal or nearly equal, cost will become the determining factor.

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| **Evaluation Criteria** | **Expectations** | **Score** |
| Technical Approach | • Description of approach to ensuring that the requirements of this RFP are met;  • Description of how cloud (virtual) data center meets the technical requirements for high-quality operation of the medical information system. This should include a detailed information on: vCPU, vRAM, virtual disk, backup and pre-installed services required. | 30 |
| Service and support provided | • Detailed description of the service and support provided to ensure uninterrupted operation of the cloud (virtual) data center. The Offeror should include the information on uptime, and customer reviews (number of positive/negative) | 25 |
| Data Security | • Demonstrated compliance with privacy and data security requirements, including availability of certified information security tools that confirm their compliance with cybersecurity standards, including legislation in Ukraine (ISO, IIPS or other certification) | 25 |
| Past experience | • Demonstrated experience providing providing data storage and processing services to government or nonprofit healthcare organizations  • Demonstrated experience providing services to international non-government organizations or companies that are VAT exempt. | 20 |
| **TOTAL AVAILABLE POINTS** | | 100 |

1. TERMS AND CONDITIONS
2. Disclaimers

* Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time
* Pact may reject any or all proposals received.
* Issuance of solicitation does not constitute award commitment by Pact.
* Pact reserves the right to disqualify any application based on applicant’s failure to follow solicitation instructions.
* Pact will not compensate applicants for their response to the solicitation.
* Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
* Pact may choose to award only part of the scope of work in the solicitation or to issue multiple awards the scope of work.
* Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
* Pact may contact offerors to confirm contact person, address, and that the proposal was submitted for this solicitation.
* Pact may contact listed past performance references without notice to the offeror. Pact also reserves the right to contact other past performance information sources that the offeror did not list in the proposal.
* By submitting a proposal, the offeror confirms they understand the terms and conditions.
* Information pertaining to and obtained from the Offeror as a result of participation in this solicitation is confidential. The offeror consents to the disclosure of the documents submitted by the offeror to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.

B. Attachments

Attachment 1: Proposal Cover Sheet

Attachment 1: Proposal Cover Sheet

***Instructions:*** *Please fill in the information requested highlighted in yellow below. This page should be the first page in your Technical Proposal Submission and in your Cost Proposal Submission.*

|  |  |  |
| --- | --- | --- |
| **Project RFP No.:** | | **RFP Number** |
| **RFP Title:** | | **The title of the activity of the RFP** |
| **Submission Date:** | | **Month/Day/Year -Time AM/PM – Time Zone** |
| **Internal Proposal Number** | | **(for vendor use if applicable)** |
| **Anticipated Performance Start Date** | | **Month/Day/Year** |
| **Offeror Contact information** | **Name** | **Insert here** |
| **Title** | **Insert here** |
| **Email** | **Insert here** |
| **Phone** | **Insert here** |
| **Address** | **Insert here** |
| **DUNS #** | **Insert here** |
| **Type of Entity** | **Insert here** |
| **Persons authorized to negotiate for Offeror** | | **Insert Name, title, and contact information** |
| **Total Pages submitted (include all annexes)** | | **Insert total pages here** |
| **Offeror Agreement** | | |
| By signing this document, Offeror hereby certifies to the accuracy and completeness of all pricing information, technical data, delivery dates, representations and certifications included in their offer as well the acceptance of all of the terms and conditions set forth in the RFP/Solicitation. The Offeror confirms that all prices and delivery dates shall be valid for a period of ninety (90) days following the anticipated performance start date stated above, unless otherwise clearly specified by Offeror. | | |
| **Signature:** | | |
| **Name and Title:** | | |
| **Date:** | | |