REQUEST FOR PROPOSALS (RFP)
#UKRSAFEMED101A

Name of the RFP	**Creation of the national automated information system "Management of balances of medicines, MD and supplementary products to them", eStock.**

"Management Sciences for Health, Inc." (MSH), implementing the USAID Safe, Affordable, and Effective Medicines for Ukrainians (SAFEMed) Project, invites you to submit a proposal following the requirements of this request.

Proposals must be received no later than the date and time listed in the table below:

Date of request for proposal:	May 13, 2022
Final date for submitting questions:	May 19, 2022, by 6:00 pm Kyiv time
Final date and time of submission of the proposal:	May 27, 2022, by 6:00 pm Kyiv time
Contact Information:	ua-safemed-procure@safemedua.org

Full description of needs / Terms of reference / Specifications

1. General information

MSH, an implementing partner of USAID technical assistance project SAFEMed, calls for the submission of quotes for creation of the national automated information system "Management of balances of medicines, MD and supplementary products to them", eStock.

As part of technical assistance, the USAID SAFEMed project supports the sustainable development of the State Enterprise “Medical Procurement of Ukraine” (SE MPU) to improve national procurement practices and improve public access to much needed medicines.

Every year, Ukraine allocates significant funds for the procurement of medicines, medical devices and supplementary products to them (hereinafter MD), which in many cases are vital for certain categories of patients.

Lack of effective monitoring and transparency of quantitative evaluation, planning, procurement, distribution, redistribution, and accounting of medical products leads to serious consequences at the level of healthcare facilities (hereinafter -the Facilities). A similar problem is observed at the regional level.

Another problem is the lack of a single transparent system for monitoring balances of medicine, which would be available to patients, healthcare facilities, healthcare system managers, would allow making informed decisions about the distribution and redistribution of medicine and MD balances to avoid shortages or accumulation in medical facilities of balances of medical goods, which for any reason cannot be used for its intended purpose.

In particular cases of unforeseen supply or absence of certain categories of medicines that were extremely necessary were registered. At the same time, this category of medicines could be found in large quantities or in excess in other regions or facilities with fewer patients.

Thus, while some regions may have a surplus of medicines with short shelf life, these medicines may simply not be available in other regions. At the same time, this problem can be solved through the introduction of effective monitoring. The concept of "effective monitoring" includes control over the balances and physical movement of medicines and MD according to the information received from medical facilities.
The procurement planning process is preceded by a process of collecting data on the demand for medicines in various regions. Most often, this data is recorded manually and stored on paper, which makes it very difficult to obtain it, which is necessary to quantitative estimation and plan the procurement of the right quantity of medicines.

Within the framework of further digital development of the healthcare sector, one of the tasks is to create the "Management of balances of medicines, MD and supplementary products" automated information system (hereinafter "eStock", the "System"), which will provide an opportunity to obtain operational and statistical data on available inventories of medicines and MD in Facilities. In line with the above, it is now necessary to standardize methods of planning and approving the demand for medicines and MD, obtain procurement information to improve process management, provide operational information and ensure equal access for patients to medicines, MD and supplementary products to them.

The ultimate goal of this project:
Create the national e-Stock electronic medicine and medical devices balance management system, which will allow standardization of methods of planning and approval of the demand, obtaining information on procurement of medicines, medical devices, and supplementary products to them by using modern methods of information exchange in order to increase information quality, speed of its receipt and processing, and making relevant decisions. The system implements centralized accounting of medicines and medical devices in the central database and is integrated with all medical information systems.

2. Description of services

The contractor is expected to provide services of development and implementation of eStock software during the implementation of defined stages of the project to achieve defined final goals and expected results. Services shall provide warranty technical support of the Systems that will be provided by the Contractor within one (1) year after commissioning of the system.

The detailed technical requirements and a list of services which will be used as a foundation for eStock system development and implementation are presented in **Appendix #3 "Technical specifications for the development of eStock".**

Period of provision of services: expected maximum term of 9 months.

Contract type: it will be a fixed-price contract with the deliverable basis payment scheme in UAH without VAT after completion of each implementation phase.

Implementation phases and timeframes

Stage 1 - General functionality and directories / **1-2 months** from signing the contract

1. Ensuring general functionality of the user interface:
   - 1.1. Page framework
   - 1.2. Error processing
   - 1.3. Localization
2. Design of the system:
   - 2.1. Set of basic elements and eStock logo
   - 2.2. Styles and formatting
   - 2.3. User guidelines
3. Directories:
   - 3.1. Nomenclature centralized budget programs
   - 3.2. State Register of Medicines and State Register of Medical Devices

Stage 2 - Management of organizations, users, and access to the System / **2-4 months** from signing the contract

1. User management:
   - 1.1. CRUD of Organizations
   - 1.2. CRUD of Users
   - 1.3. Joining / Approval of users to organizations
2. Role model of eStock / Organization / Scope
3. Service for ensuring user authentication using id.gov.ua.
4. Integration with USR

Stage 3 - Formation, adjustment and work with demand for medical goods (MG - medicines, medical devices and supplementary products to them) according to the nomenclature on the chain of Facilities, DOH, MOH according to budget period, program, area of treatment / **4-6 months** from signing the contract

1. Working with the registry of requisitions
2. Formation and editing of Facility requisition
3. Formation and editing of DOH requisition
4. Formation and editing of MOH requisition

Stage 4 - Approval of the demand for medical goods (MG - medicines, medical devices and supplementary products to them) according to the nomenclature on the chain of Facilities, DOH, MOH according to budget period, program, area of treatment / **6-8 months** from signing the contract

1. Calculation of the demand based on contextual information
2. Status model for determining the demand according to the Nomenclature
3. Formation of the composition of the conciliation commission
4. Approval/rejection of requisitions

Stage 5 - Verification of fulfilment of functional and non-functional requirements and documentation for the System / **7-9 months** from signing the contract

1. Collection and verification of implementation of all functional requirements.
2. Implementation and verification of implementation of the requirements of the following sections:
   - 2.1. Non-functional requirements
   - 2.2. Administrative infrastructure
3. Documentation on the System

Deliverables:

The following shall be the result of the current iteration of the development of Systems modules:

1. Basic modules of eStock systems are implemented:
   - 1.1. Management organizations and users, authorization, and authentication module.
   - 1.2. Role model of users with the possibility of delimitation of access rights
   - 1.3. Unified API for interaction with private Medical Information Systems and MedData system
   - 1.4. Directories module
   - 1.5. Nomenclature configuration module
   - 1.6. Digital signatures tools
2. Tools for submission, review, collection and approval of requisition forms for medicines and MD are implemented:
   - 2.1. Determining the demand by nomenclature, including calculations, adjustments, etc.
   - 2.2. Requisition forms from relevant facilities.
   - 2.3. Formation of Orders on approval of the demands.
   - 2.4. Professional reporting.
3. Integrations for exchange information with key state registers for the system: USR (register of legal entities), State Register of Medicines, State Register of Medical Devices, Nomenclatures.

3. Qualification requirements

To participate in this tender process, the bidder must comply with the following requirements:

- Legal Ukrainian registration.
- Experience of successful implementation of similar projects – not less than two.
- Validity of the proposal for 180 calendar days.
- Acceptable payment terms (payment on delivery without VAT during 10 bank days after each implementation stage).
- Compliance with Section 889 of the National Defense Authorization Act (NDAA) 2019 (Appendix #2).

4. Terms of payment and requirements for VAT exemption

The SAFEMed project is entitled to tax benefits and is exempt from VAT on goods (works, services) purchased in the customs territory of Ukraine, so payment for services is made without VAT. Applicants who are VAT payers must be ready, in case of acceptance of the tender offer, to go through the procedure of exemption from value-added tax (see "Requirements for exemption from VAT").

SAFEMed project address	17 Reitarska street, 5th floor, office 23, Kyiv 01030, Ukraine
Payment terms	**Bank transfer without VAT. Payment during 10 business days from the date of invoice and provision of services. Payment after implementation of each phase.**
Requirements for exemption from VAT	The Safe, Affordable and Effective Medicines for Ukrainians (Safe and Affordable Medicines) - SAFEMed project is an international technical assistance project implemented in Ukraine with the financial support of the United States Agency for International Development (USAID), Agreement No. AID-121-C -17-00004, following the Agreement

	between the Government of Ukraine and the Government of the United States of America on humanitarian and technical and economic cooperation of May 7, 1992 (hereinafter - the "Agreement"). The project purchases goods, works and services from the Tender Winner following the above Agreement and the Procedure for Attracting, Using and Monitoring International Technical Assistance, approved by the Resolution of the Cabinet of Ministers of Ukraine of February 15, 2002, N 153 (153-2002-п) "On creation of a unified system for attracting, using and monitoring international technical assistance". The cost of such goods, works and services is exempt from value-added tax. Procurement of goods, works and services is carried out at the expense of the international technical assistance project and corresponds to the category (type) of goods, works and services specified in the procurement plan. The winner will be provided with a package of documents for exemption from VAT, namely: 1. Copy of the registration card of the Project, within which the purchase of goods, works, services are provided, certified by the seal of the Project. 2. Copy of the procurement plan, certified by the seal of the Project. 3. Copy of the contract for the provision of services, certified by the signature and seal of the Project. The SAFEMed Project Accountant upon request can provide additional clarifications on the VAT exemption procedure.

5. Submission of proposals

To participate in the tender, please submit your proposal in electronic form to the address: ua-safemed-procure@safemedua.org until **May 27, 2022, by 6:00 pm local time**. The copies of the documents provided must be legible and of good quality. The participant is responsible for the accuracy of the information provided in his price offer.

All questions and clarifications related to this request for proposals should be sent to: ua-safemed-procure@safemedua.org

6. Content of the proposal

Proposals submitted must be valid for consideration for at least 180 calendar days.

Proposals should be submitted by two separate files with the following information:

1. Technical Proposal.
2. Cost Proposal.

Proposals should be submitted in English. Registration documentation does not require translation and should be submitted in the origin language.

7.1. Technical Proposal

7.1.1. Required copies of documents under the qualification requirements:

- Registration documents of a legal entity.
- Confirmation of compliance with qualification requirements (Appendix #1).
- Confirmation of Compliance with Section 889 of the U.S. Federal Law on National Defense Appropriations 2019 (Appendix #2). A signed copy must be included in the package of documents submitted for the tender.

7.1.2. Full contact information of the offeror:

- Legal name, physical and legal addresses.
- VAT payer registration number, EDRPOU identification code.
- Contact details for explanations and clarifications.

7.1.3 Company's capacity and experience:

- Information on successful implementation of similar projects - not less than two (examples of Transfer and Acceptance Certificates).
- CV of the proposed team for project implementation.
- Feedbacks from current/former clients (at least 3 reference letters from companies, institutions).

The following shall be significant additional advantage:

- Experience of working with government projects, which completed with the acceptance of the project (examples of Transfer and Acceptance Certificates).
- Experience of project implementation in the field of supply chain management.
- Experience of project implementation in the field of procurement.
- Experience of project implementation in the field of eHealth.

7.1.4. Technical Proposal

The company must also develop and propose a document that will describe how the company plans to implement the system. The technical proposal should include:

- Solution description: description tool at the discretion of the company, from text description and UML diagrams to system mockups.
- Technology description at the more detailed level: frameworks, libraries, etc.
- Solution architecture.

7.1.5. Project Proposal

- Development methodology.
- Project implementation schedule.

7.2. Cost Proposal

Information on the total cost of services following the scope of work and technical specifications:

- Overall summary budget.
- Budget with detailed breakdown into stages of the project implementation.

The proposed budget should include all expenses and other related costs that may arise during the performance of the contract, including the purchase of the necessary licenses, etc.

Prices must be offered in USD without VAT.

8. Evaluation criteria

Technical and cost proposals will be evaluated according to the following criteria:

Evaluation criteria	Maximum possible points
Compliance with qualification requirements	
- Legal Ukrainian registration. - Experience of successful implementation of similar projects – not less than two. - Validity of the proposal for 180 calendar days. - Acceptable payment terms (payment on delivery without VAT during 10 bank days after each implementation stage). - Compliance with Section 889 of the National Defense Authorization Act (NDAA) 2019.	YES / NO If there is at least one "NO" answer, the tender offer will be rejected
A. Assessment of the company's ability and experience	
- Experience in implementing similar projects - Qualification of the proposed team for project implementation - Positive feedbacks from current/previous clients - Existing experience of working with government projects - Existing experience of project implementation in the field of supply chain management - Existing experience of project implementation in the field eHealth - Existing experience of project implementation in the field of procurement	**25**
B. Assessment of the company's Technical Proposal	
- Completeness - Clearness - Compliance with functional requirements - Compliance with non-functional requirements - IT security	**25**
C. Assessment of the Project Proposal	
- Realistic cost of the project (realistic distribution of roles and time, estimating the cost of different modules in relation to their complexity, etc.) - Development methodology - Calendar plan	**15**
D. Cost of services	
Costing realism and best value principle	**35**
Maximum Total Score	**100**

9. Work Product/Intellectual Property Requirements

Any materials, data or work that are transferred under this project in the process of its implementation shall be considered confidential. The Contractor has no right to transfer any information to third parties without receipt of the preliminary approval by the persons authorized by the SAFEMed project.

"Work Product" shall consist of all deliverables and other data, information, designs, know-how, software, inventions, and other material and intellectual property in all media and forms now known or hereafter developed or prepared in the course of, or resulting from, the performance of services. The service provider acknowledges that:

1. MSH, or such party as MSH may designate, shall retain all title to and all rights in any Work Product provided by the Vendor.
2. Work Product shall be the sole and exclusive royalty-free property of MSH, or any party that MSH designates, and shall be deemed to be a "work made for hire" in the course of services' performance. This shall include intellectual property not first developed in the course of, or resulting from the service performance, but which is incorporated in any deliverable provided by the Vendor to MSH.
3. If title to any Work Product may not, by operation of law, vest in MSH all title to and rights and interest therein are hereby irrevocably assigned by the Vendor to MSH, or such party as MSH may designate.
4. The Vendor agrees to take all such other actions as may be reasonably requested by MSH to carry into effect the provisions of the Work Product/intellectual property requirement, including, without limitation, the execution of assignments, copyright registrations, and patent applications.

When conducting tenders/competitions, the SAFEMed Project, implemented in Ukraine by MSH, works on the principle of "value for money", so none of the criteria is preferable. All price proposals will be considered and evaluated according to a set of criteria.

Tender proposals submitted after the specified time, or those that contain incomplete information, may be rejected.

SAFEMed reserves the right to reject tender proposal if:
- the bidder does not meet the qualification requirements set out in the tender documentation;
- the bidder provided false information and information regarding the requirements of the tender documentation;
- the tender offer does not meet the conditions of the tender documentation;
- technological stack does not meet technical requirements;
- technical proposal does not meet the technical requirements;
- the participant indicated an abnormally low price;
- the participant is a state institution (organization, enterprise, etc.) of Ukraine.

A request for a commercial offer does not in any way oblige SAFEMed to enter any contract. SAFEMed reserves the right to purchase any or all ordered services, change their number if necessary, or cancel them altogether. The intention to purchase a service/product is official only upon receipt of a written order from SAFEMed. SAFEMed will not reimburse the company for the preparation of the commercial offer.

SAFEMed Procurement staff is prohibited from making any requests or accepting commission offers related to the order placed; SAFEMed has a procedure for tracking such payments. Please do not offer or pay such commissions, as this may result in the rejection of your commercial offer. If any SAFEMed representative requests such payments, please notify auditcommittee@msh.org