

## Annex B

### TERMS OF REFERENCE

#### Assignment Summary:

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Duration:	Twelve months from January -December 2020
Location:	Tashkent, Uzbekistan
Estimated total budget:	
Grant reference:	SC160498
Relevant UNICEF outcome/output:	Outcome 3: By 2020 mothers and children, especially the most vulnerable, have access to quality healthcare services (individual and population based), including in emergencies. Output 3.1: By 2020, national authorities have increased capacity to formulate evidence-based regulatory framework and budgets for key maternal, newborn, child and adolescent health packages of interventions
Anticipated start Date:	January-February, 2020
Supervisor:	Chief of Child Health and Wellbeing Program

#### Title: Terms of references for selection of the company for development of intranet for immunization program

#### Background:

GAVI funded Health System Strengthening project is focused on development of sustainable fully functional cold chain system with trained staff. The building of the network is one of the major tasks which will allow increase effectiveness of communication and experience exchange among immunization program staff at all levels.

At this moment, all employees of the Ministry of Health have established electronic communication, however, limited access to global resources including webinars and on-line courses. National Immunization program comes out of GAVI and other donors' support at the end of 2020, which means that country should have stable and constant access to worldwide resources.

Therefore, it is important to build the intranet that will connect employees of immunization program to improve communication between different specialties and different levels, to have a common platform for information and knowledge exchange, discussion of future plans, development of joint actions, etc.

#### Objectives:

the main purpose of this project is to develop a web site which will store huge variety of tutorials, documents and audio-video files for the training and educational purposes. It should be dedicated to share knowledge between users. They will have quick and easy access to the resources. Instant messenger will be handy to communicate with each other. Online seminars will be provided via Webinars module.

#### Timeline & Deliverables:

<i>Module name</i>	<i>Module description</i>
<b>User management</b>	This module should cover new user registration, authorization and authentication procedures.

	<p>It should include following pages and functionalities:</p> <ol style="list-style-type: none"> <li>1. New user registration page.</li> <li>2. Update and delete pages for users.</li> <li>3. Sorting &amp; filtering options should be included.</li> <li>4. Users should be authorized by login and password. Password should be encrypted and stored in a database.</li> <li>5. Authorization roles should be divided into several categories.       <ol style="list-style-type: none"> <li>a. "Admin" - should have all the access.</li> <li>b. "Content editors" - members who will able to update the content in the system.</li> <li>c. "Ordinary users" - members who will consume the information in the system. They mostly will have a read only access.</li> <li>d. More user roles can be created during development period.</li> </ol> </li> </ol>
<p><b>Knowledge hub</b></p>	<p>The module should be responsible to serve as knowledge base and to provide gathered information to the users in structured and friendly mode. It will be dedicated to train users. They should have easy and quick access to the huge variety of documents, presentation and audio-video files. Information will be sorted by categories to be organized.</p> <p>List of categories:</p> <ol style="list-style-type: none"> <li>1. Startup trainings (how to use the system, safety instructions etc.)</li> <li>2. Self-Immunization</li> <li>3. Immunization Practices</li> <li>4. Others</li> </ol> <p>The module will consist of the following sub sections:</p> <ol style="list-style-type: none"> <li><b>1. Online documentation</b>        Structured collection of textual &amp; picture-based information. Tutorials. Content added by Content Editors or Administrators. WYSWYG editor can be used in order to simplify with creating new content.        Also, a simple HTML view option for Microsoft Office documents can be very handy in terms of client PC limitations. In this case, the users will be able to read the content of MS Word or MS Excel documents directly in a system without having Microsoft Office applications preinstalled.</li> <li><b>2. Media content</b>        Structured collection of video &amp; audio tutorials. Online tutorials and video courses. Content will be added by Content Editors or Administrators. A special media validation needs to be implemented in order to validate the size and formats of media files. Also, there should be a possibility to run media from external URLs.</li> <li><b>3. News section</b>        Includes static text information together with media content in order to present new achievements in vaccination or some simple news in this area.</li> </ol>

	<p>News are added by Content Editors or Administrators. A special publishing mechanism will allow to work on the content without making it public to the users.</p> <p><b>4. Tip management</b>        The list of predefined tips randomly displayed to the users in order to increase in-depth understanding of learning materials and also to keep the learning process fun. Tips are predefined by Content Editors or Administrators. Tips can appear as popup box in a predefined place on the screen.</p> <p><b>5. Blogging functionality</b>        Blogging allows users with in-depth knowledge to share the information between others using special personal blog pages. Readers will be able to comment on these blogs. Commenting functionality may need to be developed depending on priority of this feature.        A special publishing mechanism will allow to work on the content without making its draft version public to the users.</p>
<p><b>Instant messenger</b></p>	<p>The module builds internal messaging system. It helps users to communicate with each other via sending instant text messages. A special popup box or window can be used here in order to make the Messenger available anywhere in the system.</p> <p>Also, "My Contacts" functionality need to be implemented in the system in order to allow users to communicate with each other using Messenger.</p>
<p><b>Webinars</b></p>	<p>This module is dedicated to organizing online seminars. It will be used to connect with audiences for training and educational purposes. Attendees should be able to hear the lecture, see the slides, communicate with each other through the voice or chat in real time.</p> <p>As there are lots of ready to use 3<sup>rd</sup> party services, the one with the most suitable criteria needs to be filtered during development. The main filtering criteria points are:</p> <ol style="list-style-type: none"> <li>a. Open Source or free of charge.</li> <li>b. Commercial, however offers free version with limited features.</li> <li>c. Provides API for most convenient integration. This is required for enabling smooth communication between the system and external 3<sup>rd</sup> party webinar service.</li> </ol> <p>Here is the list of most popular and professional 3<sup>rd</sup> party webinar solutions to consider for integration:</p> <ol style="list-style-type: none"> <li>a. <b>YouTube Live</b> (Free of charge. However, webinar speaker won't be able to see or hear the audience while presenting a webinar. The audience does have the ability to type in and submit questions to the speaker during the live session).</li> </ol>

	<ol style="list-style-type: none"> <li>1. <b>Zoom</b> (Free of charge, but limited. Host up to 100 participants, Unlimited 1 to 1 meetings, 40 mins limit on group meetings, Unlimited number of meetings)</li> <li>2. <b>Google Hangouts on Air</b> (Same condition as for YouTube Live).</li> <li>3. <b>Skype Group Call</b> (Free of charge but limited. Up to 50 people can participate for free). Requires skype accounts pre-registered for each participant.</li> <li>4. <b>Facebook Live</b>. (Free of charge but requires Facebook accounts pre-registered for each participants).</li> </ol> <p>External link option(iframe) or 3rd party API service needs to be used here for allowing system users to interact with 3<sup>rd</sup> party webinar service.</p>
<b>Personal knowledge testing functionality</b>	This module is responsible to provide mini examination for users using some predefined questions/answers list. Each user can run a quick test using one or more predefined testing cases. Testing cases are defined by Content editors or by Administrators.
<b>Search engine</b>	Data search functionality which needs to cover all modules. Archive data search needs to be considered as well.
<b>Mobile version</b>	Web site should be adjustable and flexible on mobile devices via modern browsers.
<b>Backend administration</b>	<p>Functionalities include:</p> <ol style="list-style-type: none"> <li>1. Scheduled tasks controlling page. This page will allow to work with scheduled task, run them immediately or freeze for some period. This page is available to administrators only and hidden from ordinary users.</li> <li>2. Archive and Data cleansing. The functionality to work with old data and data cleansing mechanism (scheduled task based).</li> <li>3. Implementation of informational and error logs.</li> <li>4. System settings.</li> </ol>

### Additional work

<b>Custom design &amp; UI</b>	Apply simple and user-friendly backend styled design to the system. Mostly open source 3 <sup>rd</sup> party design will be used.
<b>Testing</b>	Testing the system modules. Integrational or functional testing should be provided.
<b>Deployment</b>	Server environment setup - prepare hosting via installing all pre-requisite components and applications. Deploying application to a web server should occur in this stage.
<b>Fixes &amp; amends</b>	Fixes will be defined while working in testing/production domains. Amends will be applied for any found issues.

### Methodology/Activities:

Type	Name	Edition	Price	Resource
Framework	Ready to use CMS Platform		Free	<a href="https://dotnet.microsoft.com/download">https://dotnet.microsoft.com/download</a>
Programming language	C#/PHP		Free	
Web technology	ASP.NET/PHP		Free	
UI components	HTML, CSS, Bootstrap, JavaScript, jQuery			
Design pattern	MVC		Free	<a href="https://dotnet.microsoft.com/apps/aspnet/mvc">https://dotnet.microsoft.com/apps/aspnet/mvc</a>
Database server	SQL Server 2017/MySQL	Developer	Free	<a href="https://www.microsoft.com/en-us/sql-server/sql-server-downloads">https://www.microsoft.com/en-us/sql-server/sql-server-downloads</a>
Integrated development environment	Visual Studio 2017/2019	Community	Free	<a href="https://visualstudio.microsoft.com/vs/community/">https://visualstudio.microsoft.com/vs/community/</a>
Project management tool	Trello		Free	<a href="https://trello.com/">https://trello.com/</a>
Project repository	GitHub		Free	<a href="https://github.com/">https://github.com/</a>

### Content Management System approach

As an alternative option for "building from scratch", the system can be built upon already existing on the market Content Management Systems. The decision to select a specific CMS will be made during development time.

Here is the list of recommended CMS options:

CMS Name	Platform	License	Web site	Comments
mojoPortal	ASP.NET	Free (Open source) with options for paid add-ons	<a href="http://www.mojoportal.com/">http://www.mojoportal.com/</a>	
Drupal	PHP	Free	<a href="https://www.drupal.org/">https://www.drupal.org/</a>	
Kentico CMS	ASP.NET	Free (Need link and logo on your website) and Paid (\$3,499 – \$59,999)	<a href="http://www.kentico.com/">http://www.kentico.com/</a>	
Umbraco	ASP.NET	Free (Open source) with options for paid support and add-ons	<a href="http://umbraco.com/">http://umbraco.com/</a>	
Sitefinity	.NET and Angular	Paid (Starting at \$2,999 for Standard edition)	<a href="http://www.sitefinity.com/">http://www.sitefinity.com/</a>	Recommended

Django CMS	Python	Free (Open source)	<a href="https://www.django-cms.org/en/">https://www.django-cms.org/en/</a>	
Samepage	Online	Need to contact sales department	<a href="https://www.samepage.io/">https://www.samepage.io/</a>	
eXo platform	Java EE	Open source, \$5 / engaged user / month	<a href="https://www.exoplatform.com/">https://www.exoplatform.com/</a>	

### Timeline & Milestones

Prototype on preferred CMS	1,5 months
Phase 1 1. User management 2. Knowledge hub 3. Instant messenger	2 months
Phase 2 5. Webinars 6. Personal knowledge testing functionality 7. Search engine 8. Mobile version 9. Backend administration	2 months
Additional work Custom design & UI Testing Deployment Fixes & amends	1 month
Training & maintenance	5,5 months
<b>Total</b>	<b>12 months</b>

### Management:

The Consultant will work under direct supervision of Child Health and Wellbeing Programme Chief and in close collaboration with Immunization Officer and IT Specialist as well as with identified national partners. UNICEF has right to appoint the independent IT specialist for quality monitoring and project implementation.

### Resource requirements and payments:

This assignment will be funded through GAVI HSS funds (SC 160498).

### Submission of Proposals:

Interested bidders are requested to submit both technical and financial proposals in two separate sealed envelopes. The technical and financial proposals will be assessed separately. 70 % of the score will be assigned to the technical proposal and 30% to the financial proposals.

### Technical Proposal shall include the following:

1. A short (maximum 2-page summary) of the research activities the contractor has undertaken to date, with the links to the reports of the completed studies etc.;
2. CVs of all key staff who will be engaged in the monitoring, coordination, design, data collection and analysis processes;
3. Letters of recommendations from previous customers (minimum three);
4. Copy of the License/Registration.

***Financial Proposal shall include the following:***

Budget estimates for development of intranet for immunization program.

**Required Qualifications and Areas of Expertise or Selection of Technical Evaluation Criteria:**

1. Mandatory Criteria

The Mandatory Criteria is Pass / Fail. If the bidder does not meet any of the requirements below, they shall be automatically disqualified.

- Mandatory minimum 3 years of experience in the field of design, development and implementation of complex software solutions for public authorities;
- Successful experience as prime contractor in execution of at least two successful projects (contracts) of a complexity comparable to proposed contract within the last 4 (four) years, where the beneficiaries of the projects are public authorities;
- The Tenderer shall provide at least 1 (one) customer signed project reference of successfully implemented ICT projects designed for central public authorities.
- Development of any web application which will store different types of documents and audio-video files. Ability to demonstrate the software that was successfully deployed in any country is an asset for the tenderer.
- Joint ventures (JV) must satisfy collectively all of the above-mentioned qualification criteria, for which purpose the relevant figures for each of the partners shall be added to arrive at the joint venture's total capacity:
  - The lead partner of the JV shall demonstrate that he acted as a main Contractor on project of similar magnitude;
  - The lead partner shall meet at least sixty (60%) percent of the minimum qualifying criteria for general experience and financial position required above
  - Other partners shall meet at least twenty (20%) percent of the minimum qualifying criteria for general experience and financial position required above
- The tenderer and each partner in case of JV shall demonstrate his strong financial position and long-term profitability by providing audited balance sheets and profit and loss statements for the last two years.
- Must have a Project manager with Agile development methodology experience. Knowledge of Jira or Trello is preferable
- Company should have their own devices (see below table for developer's minimal computer requirements), equipment and other licenses in order to develop the successful project.

## 2. Technical Evaluation

All applicants shall possess the following qualifications and meet the requirements indicated on **Annex A. Criteria for technical evaluation.**

The following requirements will be an asset:

- It will be considered as a strong asset if the Tenderer has a local office or at least a consortium partner or subcontractor or a representative in Uzbekistan;
- Passion to build web application based on above requirements.
- Hands on experience with Microsoft technologies, specifically in ASP.NET MVC & MS SQL Server. Technical knowledge of other databases is also welcome.

All offers should pass technical evaluation based on criteria (see Annex A) after which, successful companies will go through financial evaluation. Sum of two evaluations will be considered as the final one with prevailing of technical assessment rate. The 1000 point from Technical evaluation matrix will be allocated as 70 %. The minimum passing score for technical evaluation are 700 points or 49 % respectively.

## 3. Financial Evaluation

The total number of points allocated for the financial evaluation is 30 points. A full score will be given to the bidder quoting for the lowest price in his/her financial proposal that is opened and compared to the other technically compliant bidders who passed the technical evaluation. All other financial proposals will receive points in reverse proportion to the lowest price submitted; e.g.:

$$\text{Score for price proposal} = \frac{\text{Maximum score for financial proposal (30)} * \text{Price of lowest priced proposal for Bidder X}}{\text{Price of proposal X}}$$

## Instructions to Bidders

### Overview of the Bidding Process

The bidding procedure shall comprise of three stages:

- I. Request for Proposal
- II. Evaluation of the RFPs
- III. Award of Contracts

Proposals must be submitted in a securely sealed envelope containing two sealed envelopes:

Outer Envelope (see below)

- Inner Envelope: Technical Proposal, Name of the Company, and RFP number
- Inner Envelope: Financial Proposal, Name of the Company, and RFP number
- The outer Envelope shall be addressed as follows:



UNICEF Uzbekistan

Attn:

Postal Address: 16 Rashidov street, 100029, Tashkent

RFP Number:

Due: xxx

### **Procedures and Working Conditions**

The company is expected to work in close cooperation with the UNICEF and MOH. All travel expenses occurred during consultancy should be considered as a part of consultancy fee and no additional payment from UNICEF is expected. UNICEF undertakes no liability for taxes, duty or other contribution payable by the consultant on payments made under this contract.

### **Reservations**

UNICEF reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if deliverable(s) incomplete, not finalized or for failure to meet deadlines. UNICEF will reserve copy right of all developed materials and own primary data collected through this assignment. The materials cannot be published or disseminated without prior written permission of UNICEF. UNICEF will be free to adapt and modify them in the future. The contractor must respect the confidentiality of the information handled during the assignment. Documents and information provided must be used only for the tasks related to these terms of reference.

### **Submission**

Legal entities interested in participating in the tender must submit a technical and financial proposals and containing the following:

- Detailed description of the enterprise (experience, human resources, specialized management and technical capacities, etc.);
- Copy of registration documents;
- Certificate confirming that the company has no arrears to the budget;
- The portfolio of the company showing similar projects;
- References of beneficiaries of the company for the last 3 years;
- CVs of key personnel involved in the project;
- Brief description of similar information solutions or ICT solutions in the area of health;
- Detailed technical description of the proposed software solution, including hardware operational restrictions, estimation of activities and their duration;
- Guarantee period and technical assistance period;
- Detailed financial proposal;
- Other relevant documents.

Required documents that must be submitted to establish qualification of Proposers (in "certified true copy" only). Tax registration/payment certificate issued by the Tax authorities evidencing that the Bidder is updated with its tax payment obligations, or certificate of tax exemption, if any such privilege is enjoyed by

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the Bidder. Official Letter of Appointment as a local representative, if the Bidder is submitting a Bid on behalf of an entity located outside Uzbekistan. Quality certificate (e.g., ISO 9001:2008, CMMI level 3, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if any. Latest audited financial statement (income statement and balance sheet) including auditor's report for the past 3 years. List of bank references (name of the bank, location, contact person and contact details). All information regarding any past and current litigation during the last three (3) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amount involved, and the final resolution if already concluded.

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