

Dec 18

VillageReach Participants: Sierra, Rebecca

Others: Christ Wright (UNDP), Gene Trousil, Craig Drown, Dhanushka Kavindu, Diane Reynolds, Ed Monchen, Gary ____, Gene Trousil (Vitalliance), Hemaka Wijegunasekara, Ishara Sendapperuma, Landry Medegan, Nalaka ____, Per Kronslev, Priyanga Karunanayaka, Sitheni ____, Wolf Michalsen (Field Intelligence), Zafar Yuldashev

Review of pdf doc

Administrative/Operational:

- LTAs will be 3 years with possible extension of 1-2 years
- Bid in USD
- Can ask for any clarifications up until 5 days before deadline
- Submission by e-Tendering system; due time is in EST (8am New York Time)
- e-Tendering will also contain Q&A . No need to register in UNGM as well
- By 'accepting' the bid you will get automatic updates via the eTendering system. Make sure you do this
- 5-7LTAs will be established for different Lots
 - If you dont Accept the General UNDP Terms & Conditions requirements you will be disqualified; also must accept special
- They will send an additional Excel document for us to report on procurement items?
- CVs should be provided in format they provide (pg 45) and should be signed by the person
- How were the list of countries decided?
 - Zim and Malawi, Indonesia & India are already implementing; and others are indicating an interest to UNDP
 - Value of LTAs are not expected to exceed beyond 25 million
- What is UNDPs role in helping the country decide which system to use? UNDP can offer clarity to countries, give them info about cost of solutions/cost of ownership. UNDP is not driving the decision, but facilitating joint decision-making

Technical Explanations

- National Perpetual license- want to see 1- time fees for ; they also want to see how much it would cost to get a global license for UNDP
- Warranty period of 5 years is expected for software
 - Lots:
 - Lot 1:Saas, tiered pricing; they will evaluate based on price per health facility
 - Those offering the lowest price will get more awards
 - Lot 2: Perpetual license would be a flat fee- lump sum covering unlimited number of users

Price Schedule

- Make sure to put the price per facility (they will multiply it by 100)
- Single national professional licsnse is the big lump sum (500k-1million) the next figure will not be assessed its just for their information to consider a global license
- Daily rate of staff will not be assessed, it will be used to inform LTAs for reference

- Other costs rate card; they want details on how much time it will cost, and whose time it will take (project architect 2 days, etc.)

-

Eligibility

- Show registered business
- Form D (hopefully Sierra can provide this info)

Financial:

- Financial ratio minimum should be 1
- Payment terms get outlined during contracting
- Fees are outlined for each Lot, and the bidders will be partially chosen based off the lowest fees (sounds like we could win part of this but not all of this)
- Form C should be filled in if we are submitting as a joint venture
- Use unit prices in the Price Schedule
- Lot 1 includes health facilities + storage facilities etc
- Lot 2 should be outlined as flat fees
- Personnel should use daily rates (will not be assessed, will be used in the LTA as reference)

Q&A Portion of the call

Is mobile application required to cover all levels of the health system? Answer: The expectation at higher levels would be to use desktop version, mobile just at last mile

What about a windows based offline app that can be run on a tablet? Chris: There is reason to consider tablets over phones based on the screen size. Make it clear in your technical application why you go with a tablet

Finance module/general ledger is not required but ability to manage pricing information in the supply chain is desirable

Do you require a back office admin module? A: No

Do we need to handle patient records? A: No need to handle patient data in this bid.

Do we need to do demos? NO

What is meant by lowest price?

- For SaaS we are asking for tiered pricing; including total cost of ownership (inclusive of training, professional fees, etc.) . No specific implementation costs because those will vary a lot by country
- Perpetual license is flat fee inclusive of everything; no additional fees. Unlimited number of users and facilities. Include warranty for 5 years and include ALL costs

- Addition of technical features for specific TOR is of course additional country-specific costs

Do we need to include implementation costs separately?

- Certainly these will vary a lot by country
- Will use known costs only

Example: One mandatory feature is to have a chat feature built into the app. Currently nobody is compliant with this mandatory requirement.

- If we find that most technologies are not compliant then they realize that their understanding of the market is wrong; they will adjust their expectations.
- If there are any mandatory features that are misaligned with what the market can offer then we need to know about that
- If there is any mandatory feature that we cannot comply with we can write to them and inform

...Assumption is that the applicant will meet minimum software requirements. If you know you will need to develop more features you should include this in the pricing, but not expecting this to be known at the bidding stage. **For Lot 1 and 2 we are expected to already have built into the software;** they will use the Other Costs Rate Card section to use in the subsequent bidding processes to give countries options

Form D, Financial Standing - "Current Ratio" I understand as Net Profit as percentage of Revenue? Is that correct?

- Ask Finance :P There is a common formula for this (non-profit might not have this)
- Nonprofits can instead send audited financial statements for the last 3 years

Please clarify the level 3 report requirement with the perpetual license option: presume that level 3 support is primarily there to meet the warranty

We are being asked to state whether our applications fully meet the requirements or how much it will cost to make it fully meet them but the requirements are vague (a single line only for each one). The UNDP's understanding of what a requirement means might be quite different from a bidder's. Will that cause a problem later if we say we fully meet the requirement but it turns out we don't meet it in the way UNDP expects? If you think there is any chance of a misunderstanding please communicate that so its clear

This document does not mention Level 1 or 2 support, but often the biggest costs related to Level 1 and 2 support- it does not because that would be part of an implementation contract, so that would be part of the TA of an implementation

In the SaaS vendors are responsible for historical data migration- this is a huge cost. This is an implementation cost; we are just asking for go-live running costs. This is an eventual expectation but dont include that cost

When it comes to the countries... It sounds like you are seeing who meets the tech requirements and then you'll go with the lowest price of those. Is that correct?

- On the technical piece, if one is obviously ahead of others then that will be more important than the price. If this is not the case and the tech pieces are about equal, the price will be considered a lot more.

When are the country-specific TORs expected? Expecting to issue global LTAs by Feb, they are already getting demand from several countries and issue TORs in 2021. Lots of desire for track and trace given this past year so we expect demand to only rise

It sounds like your desire to have everyone compliant, and said they expect 5-7 LTAs; each lot will be assessed separately. Some companies might not have SaaS solution or only perpetual license; it might be that some of you only have 2 lots and some of you only get one Lot.