



TOR: Request for Quotation (RFQ) to provide mHealth services in Eastern Cape and Mpumalanga

Purpose

The purpose of the Request for Quotations is to invite potential bidders to submit a proposal to provide mHealth platform to support adherence for patients with Drug Resistance TB in the OR Tambo, Eastern Cape and Ehlanzeni, Mpumalanga.

Background and Introduction

Tuberculosis (TB) remains a major public health crisis in sub-Saharan Africa despite declining global TB incidence rates. This is due to several reasons including unsuccessful treatment programmes, increasing economic deprivation and the emergence of drug resistant TB (DR-TB) (WHO, 2018). MDR TB comprises of 3% of new and retreatment TB cases in Africa. Approximately 5 to 10% of all MDR-TB cases are extensively-drug-resistant TB (XDR-TB).

AQUITY Innovations NPC has been appointed by the National Department of Health to serve as one of the GLOBAL FUND TB Sub-Recipients (SRs) in South Africa. The project has been contracted to provide a comprehensive package of care to address TB, TB/HIV, and DR TB, under the Global Fund Grant from 2019 to 2022 to the communities of OR Tambo, and Buffalo City Metro, Eastern Cape and Ehlanzeni, Mpumalanga. The goal of the grant is to assist the country to achieve TB elimination targets set out in the national strategic plan for HIV, TB, and STI 2017 - 2022.

AQUITY Innovations is interested in service providers that will be able to develop and/or adapt the AQUITY mHealth platform. The platform is currently used to screen people at risk for TB, link them to care, manage patients (through a patient management system) and generate reports. The platform also maps patient locations to generate hot spots and utilizes deep learning to predicate and quantify future hotspots.

The project is looking for a service provider who can adapt this system, with expected deployment (even phased within 2 months of contact sign) to send messages to assess adherence, and general wellbeing of DR-TB patients (to both feature and smart phones). Reporting should include behavioral features of patients, geographical mapping (hotspot prediction), and demographic characteristics so the project is able to identify patients at risk for missing treatment so resources can be allocated appropriately. The contract will be for 1 year, which will include development, management and maintenance.

ADMINISTRATIVE AND EVALUATION CRITERIA

1. MANDATORY ADMINISTRATIVE REQUIREMENTS

- 1.1 It is the responsibility of each service provider to ensure that complete documents are submitted on or before the closing date and time.
 - 1.1.1 The service provider must submit all required documents indicated hereunder:
 - 1.1.2 Declaration of Interest.
 - 1.1.3 Certified copy of registration certificate with CIPC or proof of ownership/shareholding.
- 1.2 **SARS Tax Clearance**
 - 1.2.1 The service provider must submit the valid SARS Tax Clearance Certificate for confirmation of Value Added Tax (VAT) registration and other Tax related matters. International companies to provide equivalent certification of compliance with country tax authority.
 - 1.2.2 Financial stability - stamped **original** bank rating letter with finance grading.
- 1.3 **Submission and Responsiveness**
 - 1.3.1 Service providers must submit two sets (one original signed copy, one electronic copy-PDF) of bid documents according to the instructions below:
 - 1.3.2 The signed original hard copy of the bid document will serve as the legal bid document.
 - 1.3.3 All pages in the bid submission must be initialed by the same person with black ink.



- 1.3.4 Where certified copies of documents are required, the person certifying such documents must not be associated with the bidder in any way.
- 1.3.5 The use of correction fluid is not acceptable. Any change/s must be clearly indicated and initialed.
- 1.3.6 All bid documents must be submitted on or before the closing time of the bid (date and hour specified in the bidding documents).
- 1.3.7 Incomplete bids will be deemed non-responsive.
- 1.3.8 Submission must be made by email to tenders@aquity.org by the 25th of September 2020 18:00hrs. Only electronic submission as indicated, will be accepted.

1.4 Authorization Declaration

- 1.4.1 All bidders must complete the "Authorization Declaration" in their letterhead for all relevant software.
- 1.4.2 Any bidder who is sourcing goods or services from a third party must complete the "Authorization Declaration" in full for all relevant software.
- 1.4.3 The purchaser reserves the right to verify any information supplied by the bidder in the Authorization Declaration and should the information be found to be false or incorrect, the purchaser will exercise any of the remedies available to it in the bid documents.
- 1.4.4 The bidder must ensure that all financial and supply arrangements for software have been mutually agreed upon between the bidder and the third party. **No** agreement between the bidder and the third party will be binding on the purchaser.
- 1.4.5 Failure to submit a duly completed and signed Authorization Declaration, with the required annexure(s), in accordance with the above provisions will invalidate the bid for such goods or services offered.

2. SPECIAL CONDITIONS

- 2.1.1 The Purchaser reserves the right to award according to the most economical service option submitted. The contractor is under no obligation to accept the lowest or any quote.
- 2.1.2 The Purchaser reserves the right to stop the contract partly or, temporarily or indefinitely, in which event neither claim nor liability whatsoever shall lie against the contractor either due to non-compliance, non-performance, by the service provider.
- 2.1.3 The Purchaser reserves the right to not make an award.
- 2.1.4 The Purchaser reserves the right to conduct price negotiations, where deemed necessary.
- 2.1.5 All service providers are bound to protect the confidentiality of all data (including the protection of personal information) and information gathered and accessed through the work on assignment. Information and data received and accessed through this project may only be used to meet the objectives outlined in these specifications
- 2.1.6 The Purchaser reserves the right to request any relevant documentation at any stage of procurement.
- 2.1.7 All records, data and information relating to the programme are owned by the contractor and remain the intellectual property of the contractor and as such must be treated as confidential by the service provider.
- 2.1.8 At the end of the contract period, the service provider shall make available to contractor a record of all the data and information relating to the contractor to enable the new service provider to sufficiently and properly take on that data and information in a manner which would enable the new service provider to commence delivering services to the purchaser.
- 2.1.9 The Purchaser reserves the right to conduct service provider due diligence prior to final award or at any time during the contract period. This may include site visits.
- 2.1.10 The bidder must ensure the correctness and validity of the quote. All price(s) and quantities quoted are at the bidder's risk. The prices quoted shall be "firm prices" and shall remain valid for the procurement period. Non-firm prices (including rates of foreign exchange variations) will not be accepted.
- 2.1.11 No late bids will be accepted.
- 2.1.12 No fronting is acceptable in this tender.



3. BID EVALUATION CRITERIA

EVALUATION PHASE 1: MANDATORY REQUIREMENTS:

Bidders' must submit all required documents indicated hereunder with the bid documents at the closing date and time of the bid. During this evaluation phase, bidder's responses will be evaluated based on the documents submitted under mandatory requirements. This phase is not scored and bidders who fail to comply with all the mandatory criteria will be disqualified.

The purchaser reserves the right to award in situation where service delivery may be affected negatively.

3.1. PREVIOUS EXPERIENCE AND CAPABILITIES-RELATED REQUIREMENTS (40%):

1	Demonstrated experience in developing mHealth solutions, as well as developing and or implementing artificial intelligence solutions.
Substantive documentation supplied.	Provide company profile showing at least 2 years' experience and at least 2 reference letters for work done

3.2 COMPETENCY AND SKILLS (40%):

2	Proposal demonstrating understanding of South African health context, as well as how proposed solution will address current need.
Substantiate or provide relevant document	Provide at least 5-page proposal illustrating how solution will function to address the DR TB adherence challenges

3.3 FINANCIAL CAPABILITY (20%):

3	Provide Original Bank Letter, Auditor Confirmation Letter, and recent Audited Financial Statements, SARS Clearance,
Substantiate or provide relevant document	Provide Original Bank Rating confirming financial capability from registered Financial Institution (Bank Letter must be stamped by the bank after the bid advert date) as well as audited financial statements.



THE SCORING CRITERIA FOR EVALUATION OF FUNCTIONALITY

SCORE	CLASSIFICATION	DEFINITION
0	No response (complete non-compliance)	No response at all or insufficient information provided in the response such that the solution is totally unassessable and/or incomprehensible
1	Unsatisfactory response (potential for some compliance but very major areas of weakness)	Substantially unacceptable submission which fails in several significant areas to set out a solution that addresses and meets the requirements: little or no detail may (and, where evidence is required or necessary, no evidence) have been provided to support and demonstrate that the service provider will be able to provide the services and/or considerable reservations as to the service provider proposals in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements Would represent a very high-risk solution for the AQUITY.
2	Partially acceptable response (one or more areas of major weakness)	Weak submission which does not set out a solution that fully addresses and meets the requirements: response may be basic/ minimal with little or no detail (and, where evidence is required or necessary, with insufficient evidence) provided to support the solution and demonstrate that the service provider will be able to provide the services and/or some reservations as to the service providers solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements May represent a high-risk solution for AQUITY.

SCORE	CLASSIFICATION	DEFINITION
3	Satisfactory and acceptable response (substantial compliance with no major concerns)	Submission sets out a solution that largely addresses and meets the requirements, with some detail (or, where evidence is required or necessary, some relevant evidence) provided to support the solution; minor reservations or weakness in a few areas of the solution in respect of relevant ability, understanding, expertise, skills and/or resources to deliver the requirements Medium, acceptable risk solution to AQUITY.
4	Fully satisfactory /very good response (fully compliant with requirements).	Submission sets out a robust solution that fully addresses and meets the requirements, with full details (and, where evidence is required or necessary, full and relevant evidence) provided to support the solution; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources to deliver the requirements Low/no risk solution for AQUITY.
5	Outstanding response (fully compliant, with some areas exceeding requirements)	Submission sets out a robust solution and, in addition, provides or proposes additional value and/or elements of the solution which exceed the requirements in substance and outcomes in a manner acceptable to the Department; provides full confidence as to the relevant ability, understanding, expertise, skills and/or resources not only to deliver the requirements, but also exceed it as described Low/no risk solution for the AQUITY.