

Corus International REQUEST FOR QUOTES (RFQ)

RFQ #:	FY21-157-USA-143 Data Management System
Purpose:	Core Data Management Systems- HQ and Field Operations
Issue Date:	May 5 th , 2021
Closing Date:	Extended- June 8th, 2021, 12:00 PM EST
Anticipated Award Date:	June 18th, 2021
Anticipated Award Type:	Fixed Price & Fixed Quantity Contract

INTRODUCTION

In collaboration with Corus International, MOMENTUM Integrated Health Resilience (MIHR) is part of the USAID MOMENTUM suite of programs that aim to accelerate reductions in maternal, newborn and child mortality and morbidity in high-burden countries by increasing commitment and capacity to provide high-quality, integrated health care. MIHR seeks to improve access to and availability of high-quality maternal, newborn and child health services, voluntary family planning and reproductive health in fragile and conflict-affected settings. This project will enhance coordination between development and humanitarian actors and strengthen the resilience of individuals, families, and communities to live a healthy and productive life.

MIHR seeks a data management platform that serves as the core Monitoring & Evaluation system for the whole MIHR project, both HQ and Country-level. The system acts as a data entry and ingestion, storage, analysis and reporting system for routine reports, including donor reports. The system is expected to act as the core M&E system for both country and HQ. There is extensive overlap in indicators across countries and HQ, yet each country has some custom indicators to their specific workplan. Therefore, each country and HQ should have their own space within the system to build and manage their own system.

Simultaneously, HQ will oversee the whole system, access all country buy-ins, and have the ability to roll up indicators from the countries for further reporting and data sharing. This platform must be robust, flexible, easily configurable, and secure. Also, ground realities in implementing countries demand that the system work fully offline for an individual country, from data entry to analysis to visualization and report generation

MIHR presently has 6 country buy -ins that will use the system, but the project is expected to expand into new countries. It is expected that the vendor will support the development, launch, hosting and maintenance of the M&E system across the life of the project.

RFQ

Corus/Momentum invites qualified suppliers to submit offers in accordance with the requirements and specifications listed in this document. Quotes must be received by Corus no later than the Date and Time indicated in the above table. Refer to Vehicle Technical Specification on table provided below.

Work Objectives	
Item	Platform Technical Specifications
1	<p>1. Create a digital platform for MIHR’s M&E system. It is intended to input, ingest, store, organize and analyze data for creation of reports and information products that are crucial for its MIHR’s reporting requirements and project performance management.</p> <p>2. Develop training and documentation for the MIHR staff to build MIHR staff capacity on development and utilization of the system</p> <p>3. Modify system to meet country program and core needs, adding new information and indicators as project evolves.</p> <p>4. Manage maintenance, updates and expansion to the digital platform, as required through the life of the project. This should include help desk, updates and other support for smooth operations.</p> <p>Included below is the description of system requirements. These are initial requirements, which will be finalized with the offeror. As noted, the system is intended to manage both country and core reporting indicators and reporting requirements. The description below lists the intended architecture and the requirements for data entry, data management, data security, interoperability and analysis.</p> <p>The MIS will require the following: MIS Architecture:</p> <ul style="list-style-type: none"> ● Accommodate MERL reporting for a complex USAID-funded agreement with multiple countries, different reporting requirements, indicators and time-frames. ● Accommodate a design that is composed of separate project spaces for each country buy-in and for the HQ Core: <ul style="list-style-type: none"> ○ <i>Country Buy-In Space:</i> Each country has their own MERL space, which is accessible to only the country office and HQ through user

permissions and will be used and maintained as the main MERL reporting system for the country office. In this MERL space:

- The country can build their own indicators and forms and define their own data streams for their country-specific reporting.
- Indicators developed by each country will be a mixture of global MIHR indicators and country-specific indicators
- Each country will be able to store the raw data utilized for the creation of indicators.
- *HQ's MERL space:* The HQ core will have its own space for core-level indicators while still having access to each country space.
 - HQ MERL space can access all Country MERL spaces to roll up indicators for global reporting and for greater analysis across countries.
 - MIHR HQ-specific MERL space for developing and tracking HQ-level and global indicators that are not related to country ones.
 - HQ MERL space for creating and transmitting global reports for
- Function in low-bandwidth settings, including upload of data and production of information products (reports, pivot tables, dashboards, etc)
- Ease of use to develop new data entry forms, tables, and indicators for flexible system to meet MIHR 's evolving requirements at both the country and HQ-level.
- Ability to integrate and use external secondary data tables in system for defining underlying variables for linking data with and across countries , like geographic information, master facility list, occupation list, etc.
- Architecture that allows country buy-ins to utilize the system as their main tool for data management for country-related
- Accommodate multiple languages including English and French
- Ability to create custom reminders (email, text, messages, etc.) to be sent out different users. Reminders can either be mass or targeted based upon some criteria. System should be able to automate mass and targeted reminders.
- Amendable system that can be modified either by MIHR HQ and MIHR country buy ins. Ability to modify and amend system to capture or integrate new information and create new indicators and reports

Data Entry:

- Allow for data uploads wherever activities are taking place globally, and for data to be instantly viewable globally (with adjustable user permissions)

- Data entry available both on computer and on Android mobile devices. Offline data entry on both computer and mobile devices with data upload and merger once the computer or device is connected.
- Allow for input and saving of both quantitative data and qualitative data
- Easy to use and intuitive data entry screens with data validation rules for data quality
- API Integration to MIHR data collection system for country and global reporting purposes and advanced analysis.
- Allows bulk upload of data from machine-readable formats, such as CSV, XML, and human-readable formats, like JSON

Data Management:

- Automated data checks, verification and cleaning upon upload or entry of data. This includes outlier analysis and pinpointing, where specific values can be verified, changed or removed.
- Combine data from variety of sources, data streams and programs based upon common variables for storage and easy management for reporting and triangulation of data.
- Automated routine data manipulation, which includes recoding, creating new variables and creating scales and sub-scales, for creation of routine variables and routine reports.

Data Security

- Secure, offline data storage in mobile device prior to synchronization
- Encrypted transmission from mobile device to data base
- Secure and encrypted data storage that clearly meets health data standards (HIPAA, GDPR, etc.), including automated and clearly detailed back-ups
- Customizable levels of access for all users from data collectors to data users to analysts to systems administrator (hierarchical permissions)
- Must meet security standards to collect and store PII and PHI
- Clear, complete audit trail / revision history that tracks changes made along with users making changes.

Analysis

- Aggregate data across several components and/or countries for the same indicators (to be determined), strategic objectives
- Disaggregate indicators by sex, gender, age, geographic areas, and other categories, which will vary by indicator
- Run queries and custom reports by country/time periods/funding stream/sector or topic
- Modify or add fixed tables and graphs
- Create data visualizations that each user can customize and share with respective clients from global stakeholders, to ministries of health, USAID,

	<p>and others as needed. This includes GIS maps along with charts and graphs.</p> <p>Interoperability & Outputs</p> <ul style="list-style-type: none"> ● Proven ability to integrate with other software, such as mobile data collection, GIS mapping, and visualization. ● Produce outputs (e.g., tables, text and graphs) exportable to other editable formats, such as Excel, Word, PNG, or PDF ● Export data to non-proprietary, machine-readable formats (e.g., CSV or XML) for upload into portals like MOMENTUM Knowledge Accelerator and USAID’s Development Data Library 	
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Evaluation Criteria:

Bids which achieve the highest score out of 100 points will be considered for an award:	Weighting % (Total 100)
<p>Technical Approach, Methodology and Implementation plan</p> <ul style="list-style-type: none"> ● System meets specified requirements ● Comprehensiveness, clarity and appropriateness of proposed activity ● Detailed implementation plan for design, testing and launch of the system ● Proposed timelines are realistic and include all proposed elements of activity ● Project management plan including launch, roll out and training plan ● Technical approach specifies functions and access required per user group as requested. ● Value-added features, functionality and capabilities, the proposed system may offer in addition to the key requirements ● Clear description of proposed approach for responsive maintenance, upgrading, trouble-shooting and ongoing technical support during performance period 	40 %
<p>Capabilities and Past Performance</p> <ul style="list-style-type: none"> ● Organizational, financial and technical capabilities and resources to develop and deploy the requested system ● Previous successful experience designing, developing and implementing similar systems ● Previous successful experience providing user support, system upgrades, and maintenance ● Proposed staff qualifications and experience in digital Monitoring & Evaluation systems, as demonstrated by proposed staff CVs 	40%

Proposed Costs	Weighting %
<ul style="list-style-type: none"> • Reasonableness of proposed budget based on scope of activities proposed. • Completeness of cost proposal (summary budget, detailed budget, and budget notes included). • Price within planned price range • Clarity of future maintenance and additional features/functionality costs for adequate budgeting 	20%

Work Plan

Fulfillment of the agreement should take on four stages: (1) Design, (2) Development and Testing, (3) Launch, and (4) Maintenance and Revision.

Design:

- Develop a detailed implementation plan for the design, testing and launch of the system with time frame that is agreed upon between MOMENTUM IHR and Offeror
- Work with MOMENTUM IHR to map out and clarify the MIHR global and country level information needs and exchanges:
- Develop mock-ups with potential options for data entry screens, and data upload, review and verification processes and tables and visualizations, as appropriate.

Development & testing:

- Build digital M&E system for MIHR that is securely hosted by the offeror
- Set up data entry screens and bulk uploader functionality for various indicators
- Set up routine data processing functions for reporting functions, from data entry to cleaning to routine report generation
- Set up reports areas for routine reports, including machine-readable reports for data sharing to USAID and MOMENTUM MKA
- Develop section for custom tables and custom reports
- Ensure interoperations between MIHR mobile data collection system and data visualization system.
- Create test user accounts, with varying permission levels for these and other user profiles as required. Users profiles will be at both HQ and country buy-in level:
 - MIHR Administrator
 - MIHR HQ
 - HQ MIHR MERL Staff
 - HQ MIHR Technical Staff and Management
 - MIHR Field
 - Field MIHR MERL Staff
 - Field MIHR Technical Staff and Management

- USAID and External Stakeholders
- Other User roles (if necessary)
- Multiple stress test of system’s various functionality, operations, and data exchange along with problem fixing prior to launch
- Incorporate revisions and feedback before system launch

Launch

- Provide initial training for MIHR staff. It is likely that the training will be both remote and across several different time zones to ensure country offices can participate. Training likely in both English and French.
- Launch system, both at HQ and at country level.
- Day to day support on initial launch.
- Establish help desk support to troubleshoot problems that arise after the launch
- Collect data and user feedback for system improvement and upgrades.
- Develop user manual in an easy-to-use and understandable format that can be used to onboard new staff. Manual in English and French, at minimum.

Maintenance and Revision:

- Add and modify content and indicators, as field programs and HQ requirements evolve
- Provide ongoing technical support to troubleshoot any issues with data integrity, fix bugs related to functionality
- Clear SoPs and roll out for version release and updates, including a process for monitoring system uptake at country level.
- Ensure generally smooth operations and scheduled routine maintenance.
- Regular contact between offeror and MIHR team for ongoing support, feedback and

Deliverables

The table below presents the minimum tasks expected, deliverables required, and an expected schedule for delivery (including due dates). Offeror is requested to propose a payment schedule as part of their cost proposal. Task Deliverable Description

In addition to the general deliverables listed, it is expected that throughout the process, there will be planned frequent routine meetings. These will occur at least weekly during the design, development & testing, and launch phases and at least monthly thereafter. Ad-hoc meetings may be necessary depending on the challenges, obstacles or opportunities faced.

Deliverable	Proposed Time
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Design Phase	
Detailed scoping and implementation plan for design to launch phase	
Develop Mock up for different components (data entry, review and verification, tables and visualizations, etc.)	
Development & Testing	
Develop and test the test version of the MERL system, both at HQ and Country level.	
Write User Acceptance Test report on feedback and corrections to the system	
Launch	
Training of MIHR users	
Maintenance	
Support Materials developed. This includes system documentation and SoPs and onboarding materials.	
Maintenance of system, including help desk and routine updates	

To be considered, quotes must be valid for at least 60 days and must include all the following:

Submit your offer via email to: CGivens@corusinternational.org

- Complete vendor contact information – including vendors physical address and full legal name.
- The price offered for the needed goods and/or services, including associated costs such as shipping or installation.
- Current contact information for at least 3 past customer references.
- Current business documents (legal registration, recent audit report, etc. as applicable) are required for fresh vendors and those who did not do any business with Corus International/IMA World health during past one year.
- Current wire transfer payment instructions (Bank name and address, Routing/ABA/Swift Code, Account number, etc. as applicable)

➤ *Quotes submitted after the deadline has passed or that do not include all of the information requested may be rejected.*

- *By responding with a quote you are accepting the requirements as outlined above, including any delivery requirements and payment terms*
- *This RFQ is non-binding and in no way obligates Momentum/ Corus to award any contract. Momentum/ Corus reserves the right to purchase any or all of the items requested, to adjust quantities if necessary, or to make no purchase. Firm commitment to purchase is not established until a written order is issued by Momentum/Corus. Momentum/Corus will not pay for a vendor's quote preparation costs.*
- *Momentum/Corus procurement staff are instructed not to request or accept any commission relating to this order, and Corus has procedures in place to detect such payments. Please do not offer or pay any such commission, as this could result in your quotation being rejected. Please report any Momentum/Corus representative asking for such a payment to the following email address: procurement@corusinternational.org*

ATTACHMENT A. VENDOR CERTIFICATION

CHECK HERE IF NON-US BUSINESS PROCEED TO ATTACHMENT B

CHECK HERE IF PROCUREMENT IS ABOVE \$30,000 (USG Contracts) and \$25,000 (USG Cooperative Agreements and Grants) AND COMPLETE QUESTIONS 10 AND 11.

The NAICS code for this procurement is 423110, and the size standard is 100 employees. For the purposes of this procurement, a small business is one that has 100 employees or less.

VENDOR NAME:

1. Vendor is or is not a U.S. based small business? (If “no” – go to question 9, and answer question 9. If “yes” – continue with question 2.)
2. At least 51% of your company is owned by (or is more than 51% of the stock owned by) one or more veterans, AND are the management and daily operations controlled by one or more veterans? YES NO
3. At least 51% of your company is owned by (or is more than 51% of the stock owned by) one or more minority, AND are the management and daily operations controlled by one or more minority? YES NO
4. At least 51% of your company is owned by (or is more than 51% of the stock owned by) one or more service-disabled veterans, AND are the management and daily operations controlled by one or more service-disabled veterans? YES NO
5. At least 51% of your company is owned by (or is more than 51% of the stock owned by) one or more minority, AND are the management and daily operations controlled by one or more minority? YES NO
6. At least 51% of your company is owned by (or is more than 51% of the stock owned by) one or more women, AND are the management and daily operations controlled by one or more women? YES NO

7. Is your company a SBA certified small, disadvantaged business? YES NO
8. Is your company a SBA certified HUBZone small business concern? YES NO
9. Are you, is your company, or any one of its principal officers presently debarred, suspended, proposed for debarment, or declared ineligible for the award of contracts by any Federal Agency? YES NO
10. What is your company's DUNS#: _____?
11. When does your SAM (System for Award Management) registration expire: _____?

ATTACHMENT B. QUOTE COVER SHEET

Vendor Name: _____

Physical address: _____

City, State, Zip: _____

Primary Contact: _____

Tel: _____

Fax: _____

Email: _____

Name of Authorized Official to Sign Contract: _____

Title of Authorized Official: _____

Certification: I certify that information provided is true and correct. The offer is valid for a minimum of 60 days.

Signature: _____

Date: _____

ATTACHMENT C. PAST PERFORMANCE

Complete the table below. Please include contact information for past customers that can provide professional references for your organization.

VENDOR NAME: _____

#	Reference Contact Name	Organization Name	Telephone	Email	Date Services Performed	Type of Services Performed