**REQUEST FOR PROPOSALS**

Title of Consulting Services:

Digital Health Platform System Development for

Project for Strengthening Government Capacity for Using Digital Technology and Data

Date: October 10, 2023

Japan International Cooperation Agency

Bhutan Office

# Section 1. Letter of Invitation

**Subject: Request for Proposal**

Reference Title: Project for Strengthening Government Capacity for Using Digital Technology and Data

Date: October 10, 2023

**Attention: Related Company and Agency**

The Japan International Cooperation Agency (JICA) Bhutan Office now invites proposals to provide the following consulting services: Project for Strengthening Government Capacity for Using Digital Technology and Data. More details of the services are provided in the Terms of Reference.

The RFP includes the following documents

Section 1 - Letter of Invitation (LOI)

Section 2 - Summary Sheet of the Instruction to Consultants

Section 3 - Instruction to Consultants (ITC)

Section 4 - Technical Proposal Forms

Section 5 - Financial Proposal Forms

Section 6 - Terms of Reference (TOR)

Section 7 - Standard Form of Contract (SFC) *(Lump-Sum)*

Sincerely,

**山田 智之**

Tomoyuki YAMADA

Chief Representative

JICA Bhutan Office

**Section 2. Summary Sheet of the Instructions to Consultants**

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| --- | --- |
| 1. **Name of the assignment** | Digital Health Platform System Development for Project for Strengthening Government Capacity for Using Digital Technology and Data. |
| 1. **Method of selection** | QBS (Quality Based Selection) |
| 1. **JICA’s officer in charge** | Yoshihiro IMOTO  JICA Bhutan Office  Address:  Japan International Cooperation Agency (JICA)  Bhutan Office  Level1, Royal Textile Academy (RTA), Chhubachhu  Post Box 217, Thimphu 11001  BHUTAN  Telephone: (975-2) 322030, 323218  E-mail: [Imoto.Yoshihiro@jica.go.jp](mailto:Imoto.Yoshihiro@jica.go.jp) |
| 1. **Pre-proposal conference** | A pre-proposal conference will be held: Yes No X |
| 1. **Type of contract** | Lump-sum |
| 1. **Estimated Budget** | Around 14,200,000BTN  Note: This is a reference price for the financial proposal. If the estimated price differs significantly, please review the specifications to ensure that the scope is accurate and that no unnecessary buffers have been added. |
| 1. **Deadline of request for clarification** | 9 calendar days before the Proposals’ submission deadline |
| 1. **Deadline of request for clarification** | **Date:** October 15th, 2023  **Time:** 9:00 AM (Bhutan time) |
| 1. **Expected date for Response to the Clarification** | **Date:** October 19th, 2023 |
| 1. **Proposal submission deadline** | **Date:** October 24th, 2023  **Time:** 1:00 PM (Bhutan time) |
| 1. **Proposal submission address** | same as the above **3. JICA’s officer in charge** |
| 1. **Presentation by bidder** | October 30th or 31st |
| 1. **Expected date for the negotiations** | November 6th -9th ,2023 |
| 1. **Expected date for the commencement of the Services** | November 15th, 2023 |

# Section 3. Instructions to Consultants

# General Provisions

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| 1. **Introduction** | * 1. Consultants are invited to submit a Technical Proposal together with a Financial Proposal for consulting services required for the assignment (hereinafter called the “Proposal”). The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Consultant.   2.2 JICA will timely provide, at no cost to the Consultants, the inputs, relevant project data, and reports required for the preparation of the Consultant’s Proposal as specified below:   * Requirement Definition Document * Vendor Evaluation Criteria * Other Supplementary Document(s) |

# Preparation of Proposals

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| 1. **General Considerations** | In preparing the Proposal, the Consultant is expected to examine the Request for Proposal (hereinafter called the “RFP”) in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal. |
| 1. **Cost of Preparation of Proposal** | The Consultant shall bear all costs associated with the preparation and submission of its Proposal, and JICA shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. JICA is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Consultant. |
| 1. **Language** | The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Consultant and JICA, shall be written in English. |
| 1. **Documents Comprising the Proposal** | The Proposal shall comprise the documents and forms listed below;  **1st Inner Envelope with the Technical Proposal:**   * + - * 1. TECH-1         2. TECH-2         3. TECH-3         4. TECH-4         5. TECH-5         6. TECH-6   **2nd Inner Envelope with the Financial Proposal:**  (1) FIN-1  (2) FIN-2 |
| 1. **Only One Proposal** | The Consultant (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture in another Proposal. |
| 1. **Proposal Validity** | Proposal must remain valid for 30calendar days after the Proposal submission deadline. |
| 1. **Clarification and Amendment of RFP** | The Consultant may request a clarification of any part of the RFP no later than 9:00AM, October 15th, 2023. Any request for clarification must be sent in writing, or by standard electronic means, which includes facsimile and email transmissions, to JICA’s address indicated in **Section 2. Summary Sheet of the Instruction to Consultants**. JICA will respond in writing, or by standard electronic means, and will send written copies of the response (including an explanation of the query but without identifying its source) to all shortlisted Consultants on or before October 19th, 2023*.* Should JICA deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure described below;   1. At any time before the proposal submission deadline, JICA may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be sent to all shortlisted Consultants and will be binding on them. The shortlisted Consultants shall acknowledge receipt of all amendments in writing. 2. If the amendment is substantial, JICA may extend the proposal submission deadline to give the shortlisted Consultants reasonable time to take an amendment into account in their Proposals. |
| 1. **Technical Proposal Format and Content** | 9.1 The Technical Proposal shall not include any financial information. A Technical Proposal containing financial details shall be declared non-responsive.  9.2 The Consultant is required to submit a Technical Proposal using the standard forms provided in **Section 4. Technical Proposal Forms**. |
| 1. **Financial Proposals** | 10.1 The Financial Proposal shall be prepared using the provided in **Section 5. Financial Proposal Forms**. It shall list all costs associated with the assignment, including (a) remuneration, (b) reimbursable expenses indicated in the Financial Proposal Forms.  10.2 The Consultant is responsible for meeting all tax liabilities arising out of the Contract.  10.3 The Consultant shall express the price for its Services in Bhutanese Ngultrum (BTN). |

# Submission, Opening and Evaluation

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| 1. **Submission, Sealing, and Marking of Proposals** | 11.1 The Consultant shall submit a signed and complete Proposal comprising the documents and forms in accordance with Clause 5 (Documents Comprising Proposal). The submission can be done by E-mail or by hand.  11.2 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialled by the person signing the Proposal.  **A. Submission of Proposal in hard copy:**  11.3 The signed Proposal shall be marked “Original”, and its copies marked “Copy” as appropriate. The number of copies is as stated below;  (1) **Technical Proposal:** one (1) original and 3 copies;  (2) **Financial Proposal:** one (1) original.  All copies shall be made from the signed original. If there are discrepancies between the original and the copies, the original shall prevail.  11.4 The original and all the copies of the Technical Proposal shall be placed inside of a sealed envelope clearly marked “**Technical Proposal**”, name of the Assignment, name and address of the Consultant, and with a warning “**Do Not Open until** 1:00 PM, Oct 27th, 2023.”  11.5 Similarly, the original Financial Proposal shall be placed inside of a sealed envelope clearly marked “**Financial Proposal**” followed by the name of the assignment, name and address of the Consultant, and with a warning “**Do Not Open With The Technical Proposal**.”  11.6 The sealed envelopes containing the Technical and Financial Proposals shall be placed into one outer envelope and sealed. This outer envelope shall bear the submission address, the name of the assignment, Consultant’s name and the address, and shall be clearly marked “**Do Not Open Before** 1:00 PM, Oct 27th, 2023”.  11.7 If the envelopes and packages with the Proposal are not sealed and marked as required, JICA will assume no responsibility for the misplacement, loss, or premature opening of the Proposal.  11.8 The Proposal must be sent to the address and received by JICA no later than the deadline indicated in **Section 2. Summary Sheet of the Instruction to Consultants**, or any extension to this deadline. Any Proposal received by JICA after the deadline may be declared late and rejected, and promptly returned unopened.  **B. Submission of the Proposal by e-mail:**  11.9 The signed Proposal shall be sent to the address JICA Bhutan Office contact person ([Imoto.Yoshihiro@jica.go.jp](mailto:Imoto.Yoshihiro@jica.go.jp)) in following three steps:  Step 1. Submission of Technical and Financial Proposal, in separate files in PDF format protected with a different password for each document.  In case the data size of the Proposals are large and E-mails are not being accepted, the Consultants may access to the below server and save the Proposals online.  Link:  <https://jica.gigapod.jp/g3e7e66420f6cba96d88876b5c48be6c10dea0f36>  ID: Vendor  Password: 82PNAiRp  (This ID has the right of upload only.)  Step 2. The consultant shall send a password for the Technical Proposal in a separate e-mail. The password only for the Technical Proposal shall be submitted.  Step 3. After the evaluation of the Technical Proposal, which is planned to be conducted on November 2nd, 2023, JICA will then request a password to access the Financial Proposal, only to the Consultant(s) that pass the technical phase.  11.10 The Proposal must be sent to the address and received by JICA no later than the deadline indicated in **Section 2. Summary Sheet of the Instruction to Consultants**, or any extension to this deadline. Any Proposal received by JICA after the deadline may be declared late and rejected, and promptly returned unopened. |
| 1. **Confidentiality** | From the time the Proposals are opened to the time the Contract is awarded, the Consultant should not contact JICA on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Consultants who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information. |
| 1. **Proposals Evaluation** | 13.1 The evaluators of the Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.  13.2 The Consultant is not permitted to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, JICA will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals. |
| 1. **Evaluation of Technical Proposals** | 14.1 JICA shall evaluate the Technical Proposals on the basis of their responsiveness to the TOR and the RFP, applying the evaluation criteria, sub-criteria, and point system described below;  I Consultant's general experience and competence in the field covered by the TOR: 10  II Adequacy of the proposed approach, methodology and work plan in responding to the TOR: 40  III Experience and records of the staff members to be assigned to the work: 50  a) Position 1: *Team* Leader 20  b) Position 2: *Database* Designer 15  c) Position 3: Developer 15  Total Points for Three Criteria: 100  14.2 Each responsive Proposal will be given a technical score (St). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the minimum technical score required to pass: 70 |
| 1. **Correction of Errors** | Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections are made to the Financial Proposal. |
| **a. Lump-Sum Contracts** | 15.2 If a Lump-sum Contract form is included in the RFP, the Consultant is deemed to have included all prices in the Financial Proposal, so neither arithmetical corrections nor price adjustments shall be made. |
| 1. **Taxes** | The JICA’s evaluation of the Consultant’s Financial Proposal shall include taxes and duties in Bhutan. |

# Negotiations and Award

|  |  |
| --- | --- |
| 1. **Negotiations** | The negotiations will be held shortly after notification to successful/unsuccessful consultant(s) with the successful Consultant’s representative(s).  **[Technical negotiations]**  17.1 The negotiations include discussions of the Terms of Reference (TOR), the proposed methodology, JICA’s inputs, the Conditions of the Contract, and finalizing the “Description of Services” part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract, in order that the quality of the final product, its price, or the relevance of the initial evaluation may not be affected.  **[Financial negotiations]**  17.2 The financial negotiations will reflect the agreed technical modifications in the cost of the services.  17.3 The financial negotiations will, as necessary, include remuneration rate and quantities of items of reimbursable expenses that may be increased or decreased from the relevant amounts shown in the Financial Proposal but without significant alterations. |
| 1. **Conclusion of Negotiations** | 18.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by JICA and the Consultant’s authorized representative.  18.2 If the negotiations fail, JICA shall terminate the negotiations informing the Consultant of the reasons for doing so and will invite the next-ranked Consultant to negotiate a Contract. |
| 1. **Award of Contract** | 19.1 After completing the negotiations JICA shall award the Contract to the selected Consultant and promptly notify the other shortlisted Consultants. Technical Proposals of those consultants who were unsuccessful shall be disposed or returned.  19.2 The Consultant is expected to commence the assignment on the date specified in **Section 2. Summary Sheet of the Instruction to Consultants**. |

# Section 4. Technical Proposal Forms

{Notes to Consultant shown in brackets { } throughout Section 4 provide guidance to the Consultant to prepare the Technical Proposal; they should not appear on the Proposals to be submitted.}

###### Checklist of Required Forms

|  |  |  |
| --- | --- | --- |
| **Form** | **Description** | **Page Limit** |
| TECH-1 | Technical Proposal Submission Form | N/A |
| TECH-2 | Consultant’s Organization and Experience  A. Consultant’s Organization  B. Consultant’s Experience | N/A |
| TECH-3 | Description of the Approach, Methodology, and Work Plan for Performing the Assignment | N/A |
| TECH-4 | Work Schedule and Planning for Deliverables | N/A |
| TECH-5 | Personnel Schedule | N/A |
| TECH-6 | Curriculum Vitae (CV) for Key Experts | N/A |

###### Form TECH-1

**Technical Proposal Submission Form**

{Location, Date}

To: Chief Representative

Japan International Agency (JICA) BhutanOffice

Dear Sirs:

We, the undersigned, offer to provide the consulting services for Digital Health Platform System Development for Project for Strengthening Government Capacity for Using Digital Technology and Data in accordance with your Request for Proposals dated September 28th, 2023 and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal sealed in a separate envelope.

We hereby declare that:

(a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by JICA.

(b) Our Proposal shall be valid and remain binding upon us for the period of time specified in the Instructions to Consultants (ITC).

(c) Our Proposal is binding upon us and subject to any modifications resulting from the Contract negotiations.

We undertake, if our Proposal is accepted and the Contract is signed, to initiate the Services related to the assignment no later than the expected date for the commencement of the Services indicated in the Summary Sheet of the Instruction to Consultants.

We understand that you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory:

Name of Firm:

Address:

Contact information (phone and e-mail):

**Form TECH-2**

**Consultant’s Organization and Experience**

{Form TECH-2: a brief description of the Consultant’s organization and an outline of the recent experience of the Consultant that is most relevant to the assignment. In the case of a joint venture, information on similar assignments shall be provided for each partner. For each assignment, the outline should indicate the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Consultant), and the Consultant’s role/involvement.}

**A - Consultant’s Organization**

{Provide here a brief description of the background and organization of your company, and - in case of a joint venture - of each member for this assignment, including organizational chart, a list of Board of Directors, and beneficial ownership.}

**B - Consultant’s Experience**

{1. List only previous similar assignments successfully completed in the lastthree years.}

{2. List only those assignments for which the Consultant was legally contracted by JICA, RGOB, UN organizations and other similar organizations as a company or was one of the joint venture partners. Assignments completed by the Consultant’s individual experts working privately or through other consulting firms cannot be claimed as the relevant experience of the Consultant, or that of the Consultant’s partners or sub-consultants, but can be claimed by the experts themselves in their CVs. The Consultant should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by JICA.}

| **Duration** | **Assignment name & brief description of main deliverables/outputs** | **Name of Client & Country of Assignment** | **Approx. Contract value (in US$ equivalent) / Amount paid to your firm** | **Role on the Assignment** |
| --- | --- | --- | --- | --- |
| {e.g., Jan.2009– Apr.2010} | {e.g., “Improvement quality of...............”: designed master plan for rationalization of ........; } | {e.g., Ministry of ......, country} | {e.g., US$1 mill/US$0.5 mill} | {e.g., Lead partner in a JV A&B&C} |
| {e.g., Jan-May 2008} | {e.g., “Support to sub-national government.....” : drafted secondary level regulations on..............} | {e.g., municipality of........., country} | {e.g., US$0.2 mil/US$0.2 mil} | {e.g., sole Consultant} |

**Form TECH-3**

**Description of Approach, Methodology, and Work Plan for Performing the Assignment**

{Form TECH-3: a description of the approach, methodology, and work plan for performing the assignment}

{Suggested structure of your Technical Proposal}

1. ***Technical Approach, Methodology, and Organization of the Consultant’s team****.*

{Please explain your understanding of the objectives of the assignment as outlined in the Terms of Reference (TOR), the technical approach, and the methodology you would adopt for implementing the tasks to deliver the expected output(s); the degree of detail of such output; and describe the structure and composition of your team. Please do not repeat/copy the TOR in here.}

1. ***Work Plan and Staffing***.

{Please outline the plan for the implementation of the main activities/tasks of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by JICA), and tentative delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan and work schedule showing the assigned tasks for each expert. A list of the final documents (including reports) to be delivered as final output(s) should be included here. The work plan should be consistent with the FORM Tech-4 (Work Schedule).}

1. ***Comments (on the TOR and on counterpart staff and facilities)***

{Your suggestions should be concise and to the point, and incorporated in your Proposal. Please also include comments, if any, on counterpart staff and facilities to be provided by JICA. For example, administrative support, office space, local transportation, equipment, data, background reports, etc.}

**Form TECH-4: Work Schedule and Planning for Deliverables**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **N°** | **Activity** | **Months** | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | **.....** | **n** |
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1. List the deliverables with the breakdown for activities required to produce them and other benchmarks such as JICA’s approvals. For phased assignments, indicate the activities, delivery of reports, and benchmarks separately for each phase.

2. Duration of activities shall be indicated in a form of a bar chart.

3. Include a legend, if necessary, to help read the chart.

**Form TECH-5: Personnel Schedule**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **N°** | Name of Expert  / Position | Input of the Personnel | | | | | | | | | | | | | Total person-month input |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | n |
| EXPERT(S) | | | | | | | | | | | | | | | |
| 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 3 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| n |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | | | | | | | | | | | | | Sub-Total | |  |
| Other Personnel | | | | | | | | | | | | | | | |
| 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  | | | | | | | | | | | | | Sub-Total | |  |

1. For experts the input should be indicated individually; for other personnel it should be indicated individually, or, if appropriate, by category (e.g. economists, financial analysts, etc.).

2. Months are counted from the start of the assignment.

Full time input

Part time input

**Form TECH-6**

**CURRICULUM VITAE (CV) for Experts**

|  |  |
| --- | --- |
| **Position Title** | {e.g., TEAM LEADER} |
| **Name of Expert:** | {Insert full name} |
| **Date of Birth:** | {day/month/year} |
| **Country of Citizenship / Residence** |  |

**Education:** {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Certification: {Provide relevant certifications related to the following or equivalent if any:

* System Architect Examination
* Network Specialist Examination
* Database Specialist Examination
* Registered Information Security Specialist Examination
* Examinations for IT managers, such as Project Manager Examination
* Certification of Cloud Engineer (Equivalent to manager level) especially for AWS, or any other Global Standardized Cloud Certifications}

**Employment record relevant to the assignment:**

{Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

|  |  |  |  |
| --- | --- | --- | --- |
| **Period** | **Employing organization and your title/position.**  **Contact info for references** | **Country** | **Summary of activities performed relevant to the Assignment** |
| [e.g., May 2005-present] | [e.g., Ministry of ……, advisor/consultant to…  For references: Tel…………/e-mail……;  Mr. Hbbbbb, deputy minister] |  |  |
|  |  |  |  |
|  |  |  |  |

**Membership in Professional Associations and Publications:**

**Language Skills (indicate only languages in which you can work):**

**Expert’s contact information:** (e-mail, phone)

Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by JICA.

Name of Expert Signature Date{day/month/year}

Name of authorized Signature Date{day/month/year}

Representative of the Consultant

(the same who signs the Proposal)

# Section 5. Financial Proposal Forms

{*Notes to Consultant* shown in brackets { } provide guidance to the Consultant to prepare the Financial Proposals; they should not appear on the Financial Proposals to be submitted.}

Financial Proposal Forms shall be used for the preparation of the Financial Proposal according to the instructions provided in Section 2 and 3.

**FIN-1 Financial Proposal Submission Form**

**FIN-2 Breakdown of Remuneration, Reimbursable Expenses and Indirect Local Tax Estimates**

**Form FIN-1**

**Financial Proposal Submission Form**

{Location, Date}

To: Chief Representative

JICA BhutanOffice

Dear Sirs:

We, the undersigned, offer to provide the consulting services for Digital Health Platform System Development Project for Strengthening Government Capacity for Using Digital Technology and Datain accordance with your Request for Proposal dated October 10th, 2023and our Technical Proposal.

Our attached Financial Proposal is for the amount of {indicate the corresponding to the amount(s) currency} {Insert amount(s) in words and figures}, including of all indirect local taxes.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand that you are not bound to accept any Proposal that you receive.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}:

Name and Title of Signatory:

Name of Firm:

Address:

Contact information (phone and e-mail):

**Form FIN-2**

**Breakdown of Remuneration, Reimbursable Expenses and Indirect Local Tax Estimates**

{When used for Lump-sum Contract assignment, information to be provided in this Form shall only be used, if needed, to establish payments to the Consultant for possible additional services requested by the Client. This form shall not be used as a basis for payments under Lump-sum Contracts.}

**Total Costs of (1), (2) and (3) : *{insert: total estimate cost}***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Remuneration** | | | | | |
| No. | *Name* | *Position* | *Person-month Remuneration Rate* | *Time input in person/month* | *Cost* |
|  | **1) Experts** |  |  |  |  |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
|  | **2) Other Personnel** |  |  |  |  |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| **Total of (1)** | | | | |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Reimbursable Items** | | | | | |
|  | *Type of Reimbursable expenses* | *Unit* | *Unit Cost* | *Quantity* | *Cost* |
| 1 | {e.g., Per diem allowances} | {Day} |  |  |  |
| 2 | {e.g., national air travel} | {Trip} |  |  |  |
| 3 | {e.g., rent-a-car} | {Day} |  |  |  |
| 4 | {e.g., reproduction of reports} |  |  |  |  |
| 5 | {e.g., office rent} |  |  |  |  |
| 6 | {e.g., office supplies} |  |  |  |  |
| 7 | {e.g., support staff/secretary} |  |  |  |  |
| 8 | {e.g., seminars/workshops} |  |  |  |  |
| **Total of (2)** | | | | |  |

|  |  |
| --- | --- |
| **Total Costs of (1)+(2)** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Indirect Local Tax Estimates** | | | |
| 1 | {insert type of tax. e.g., VAT or sales tax} |  | |
| 2 | {e.g., income tax on non-resident experts} |  | |
| 3 | {insert type of tax} |  | |
| 4 | {insert type of tax} |  | |
| **Total Estimate for Indirect Local Tax (3)** | | |  |

# Section 6. Terms of Reference (TOR)

***Digital Health Platform System Development for Project for Strengthening Government Capacity for Using Digital Technology and Data***

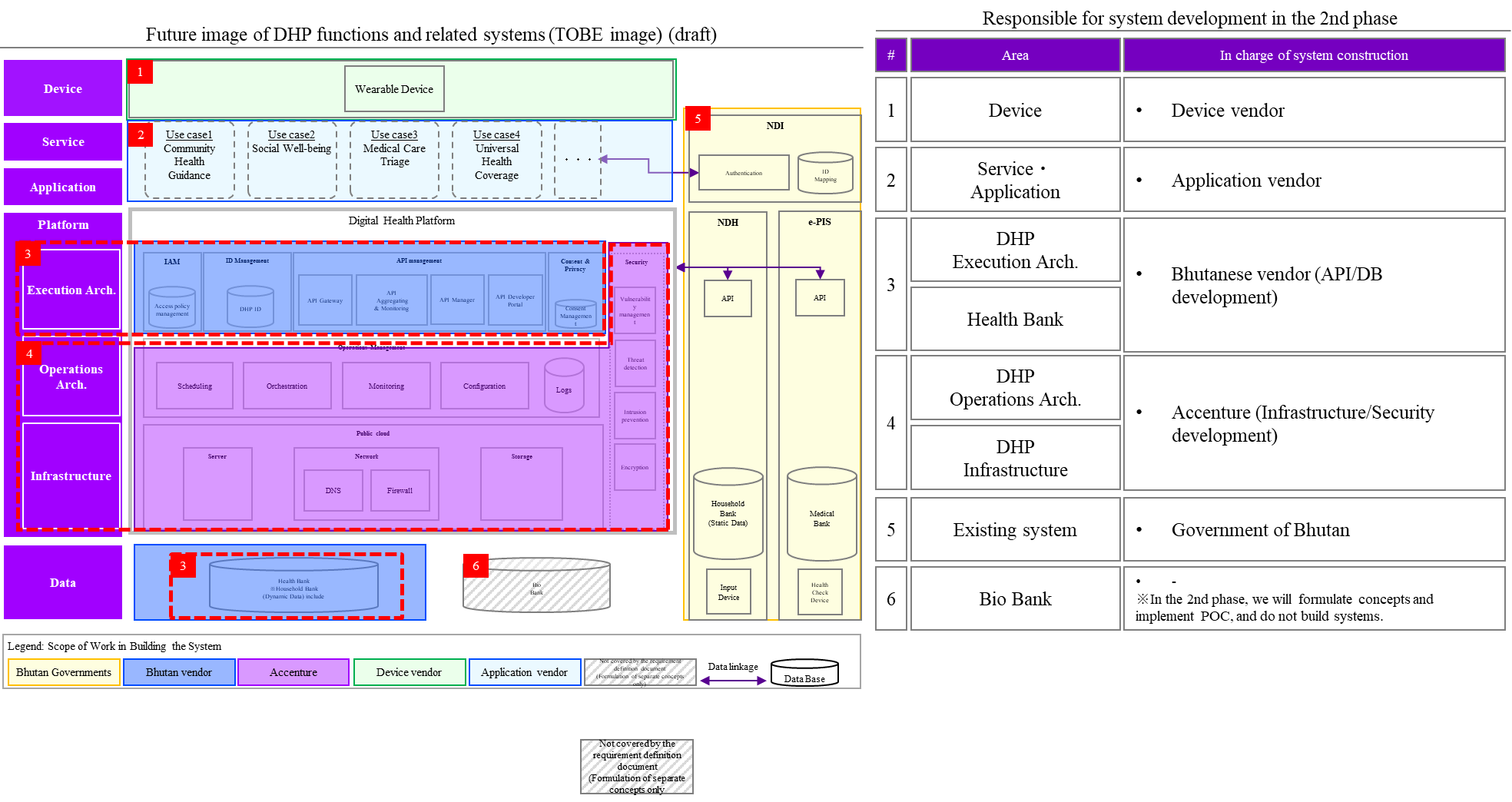
1. **Background**

JICA has been discussing with the Bhutanese government the possibility of utilizing digital technology and data in the healthcare sector, one of the nine components of GNH, through the "Information Collection and Verification Study on Digital Promotion Policy Support" (hereinafter referred to as the "Priority Survey") and other activities. Specifically, the government of Bhutan expressed its desire to improve the quality of medical care by providing accurate, evidence-based treatment, and to promote private-sector healthcare-related industries and create job opportunities through the sharing of medical and health data (hereafter, "health data" unless otherwise specified) by creating an environment that promotes integrated management and utilization of such data.

Based on this, the Bhutanese government has expressed its desire to solve health issues such as the prevention of non-communicable diseases, which have been on the increase in recent years, and to reduce bloated medical costs by creating an environment that promotes integrated management and utilization of health data, as well as to promote innovation in health-related services to create new economic opportunities, and to link these to the improvement of GNH The project was requested with the aim of linking these efforts to the improvement of GNH. This project aims to improve and expand the quality of healthcare services in Bhutan based on the concept of a data utilization infrastructure, and to promote industrial development through the accumulation of an environment that encourages integrated management and data utilization of healthcare and health data, and the study of government and private sector services that make use of such data. This will contribute to the improvement of the quality and expansion of healthcare services and the promotion of industry based on the concept of data utilization infrastructure, thereby contributing to the improvement of the level of Gross National Happiness

1. **Objective(s) of the Assignment**

**To develop Digital Health Platform（DHP） System. *Please refer to “Requirement Definition Document”***

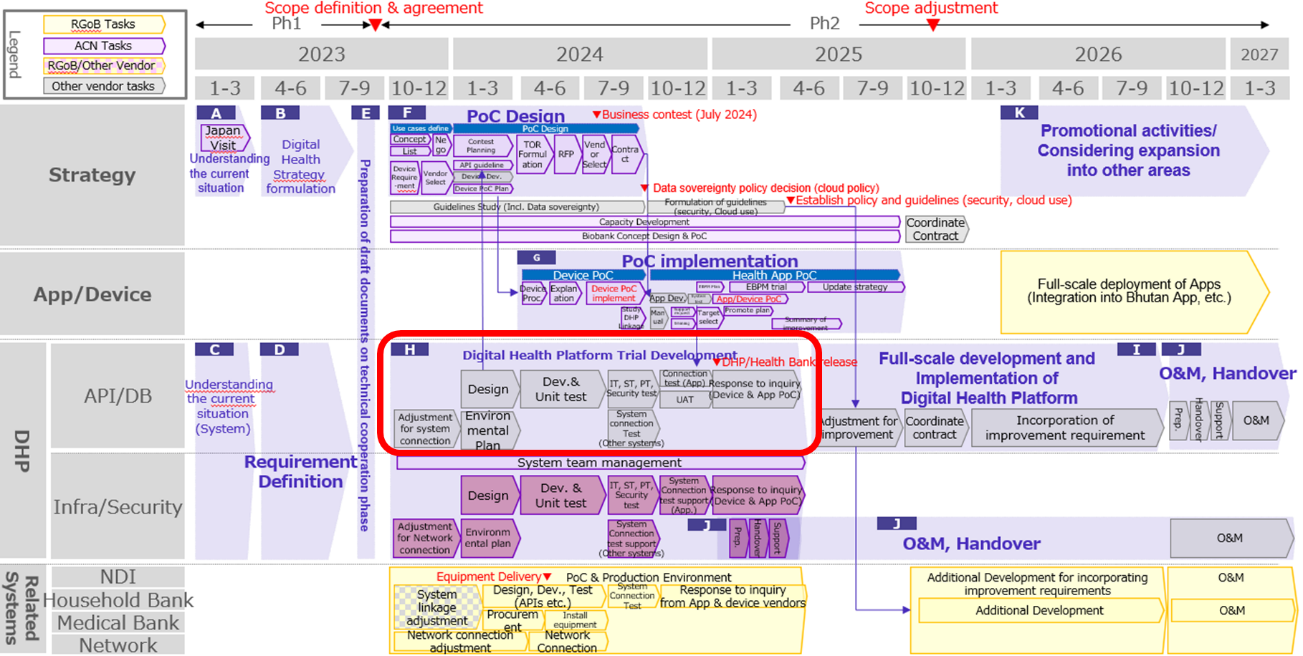
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1. **Scope of Services, Tasks (Components) and Expected Deliverables**

***Contract duration: November 15th 2023- May 31, 2025***

*After the PoC phase, for the DHP API/DB, area of “Full-scale development and Implementation of Digital Health Platform”, tasks such as   
adjustment for improvement, coordinate contract, incorporation of improvement requirement will be a different contract. Depending on the result of the PoC, the company that did PoC could be selected for that section.*

*Project Schedule：*



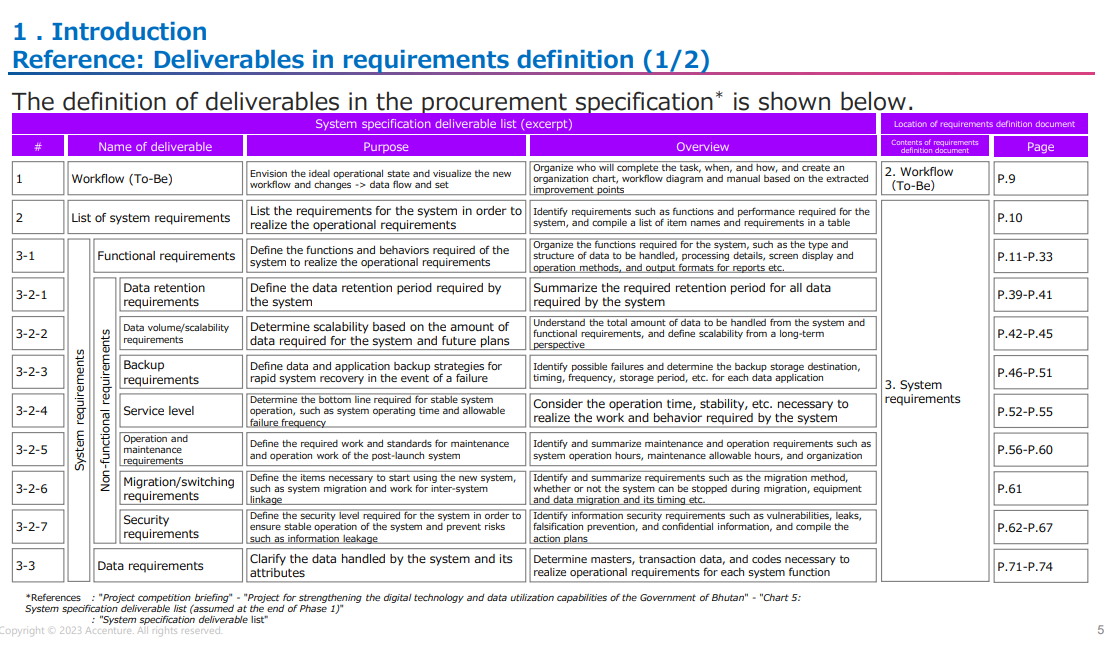
**Responsibility is the above DHP section “API/DB” and parts until May 31, 2025.**

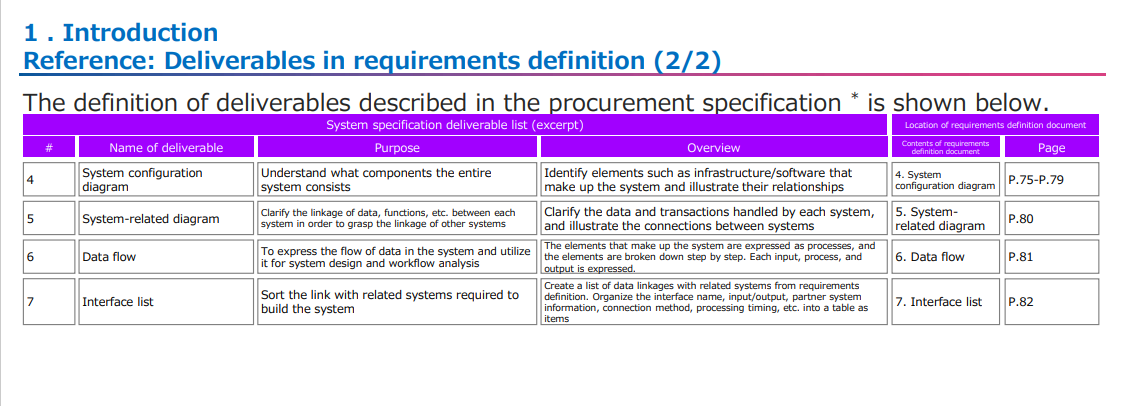
**In addition, DHP section Infra/Security part will be also handed over from Accenture to this contacted company in April to May 2025.**

*The entire project schedule is outlined here, with the sections requiring Vendor responsibility specifically highlighted in Sections “H, I, J”. The details are as follows:*

*Requirement Deliverables*

The deliverables in requirements definition are created based on the previous tasks of "Digital Health Strategy Development" and "Understanding the Current Status (system)”. The information necessary for the design and development of the subsequent phase is described. The deliverables in requirements definition are shown on the “Requirement Definition Document”

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***Requirement Deliverables: Consent Management***

In the context of platform’s execution architecture, a crucial aspect that also requires attention is the Consent Management Database. This component is fundamental for tracking and managing user consent within the future implementation of the Citizen Health Application.

On the application layer of the platform, during user registration, users will be prompted to give Consent for both Primary and Secondary Use of their data. Consent for Primary use is mandatory as it involves storing user’s health data for primary care purpose. For Secondary Use, users will be prompted to provide opt-in consent to share specific data types—health bank, medical bank, household bank, and biobank—as well as indicate the permitted stakeholders who will have access to this data. Users will also have the option to modify their preferences or opt-out via their settings in the application.

It is essential to factor the Consent Management Database during the platform setup phase. Thus, a fully functional Consent Management Database with mechanisms as outlined within the “Requirement Definition Document” must be adhered accordingly.

**Task：**

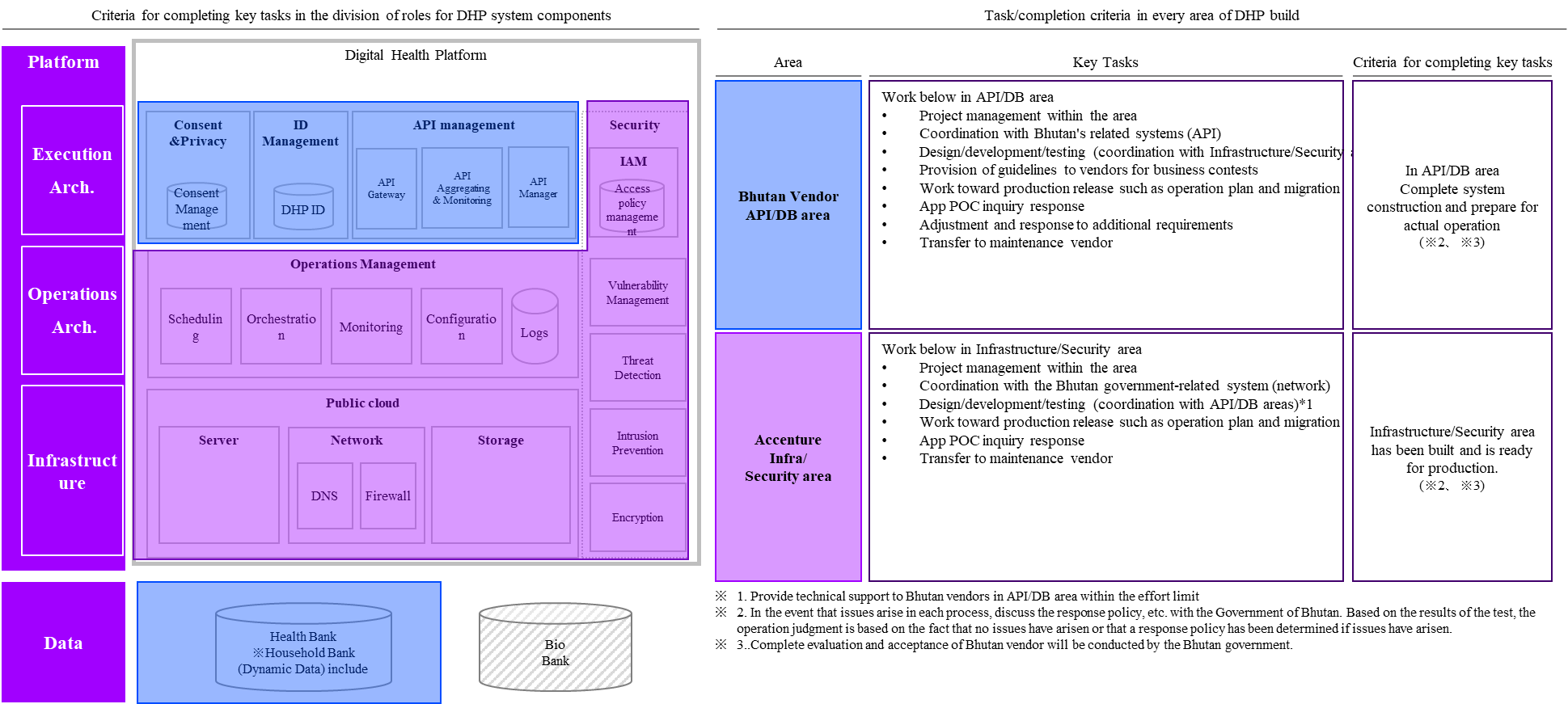
Task/completion criteria for each area of DHP build are assumed as follows.

After the detailed planning phase, tasks that cross over among stakeholders, including testing, are to be promoted by dividing them as shown in the table below for each process. While the division of roles is assumed, the details will be discussed and agreed upon by the sub-committees in the project.

For the output sample checking. Responsibility for completion evaluation is the Government of Bhutan.

The development of the Execution Architecture and Health Bank shall be carried out by the Bhutanese Vendor, and the Accenture shall provide technical and practical coordination support to promote the study. It is agreed that the Government of Bhutan will make the acceptance decision for the system to be developed by the Bhutanese Vendor, and Accenture will check samples to see if the system reflects the requirement definition within the scope of technical coordination support, and share the contents with the Government of Bhutan as necessary. If necessary, the consultant will share the contents with the Bhutanese government side.

The payment is made upon acceptance of the Bhutanese government.



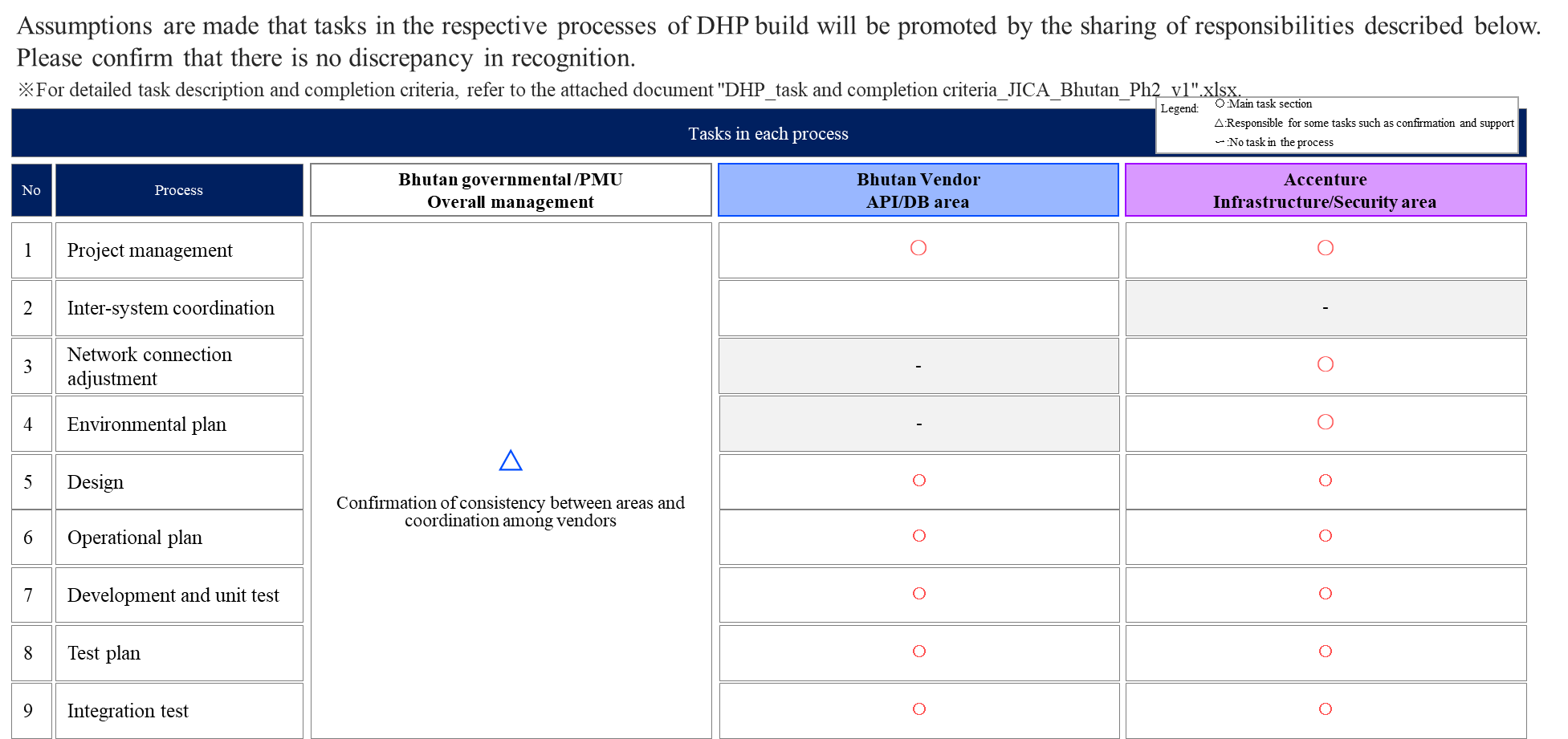
Details：

Assumptions are made that tasks in the respective processes of DHP build will be promoted by the sharing of responsibilities described below.

Please check the row of “Bhutan vendor API/BD area” for the responsibility.

The duration cover is form #1-#17 and #21-#23 for this contract.

Accenture will handover to the selected vendor for the handover for “Infrastructure/ Security area” once its completed the PoC phase.







***Requirements of outputs:***

* #1 Project Management

This is expected to be reported on weekly basis from 2023/11/15-2025/05/31

* + *Overall schedule*
  + *Team / responsibility chart*
  + *Progress check sheet*
* #4 Environmental Plan (main role by Accenture so following will be provided but expect Bhutan vendor to follow)
  + *System integration flow*
  + *Sequence diagram*
  + *System integration design*
  + *Database design*
  + *Application architecture specification*
* ***#5 Design***

***Due：*** **2024/03/31**

* + *API Usage Guidelines*
  + *Operational Definitions*
* ***#6 Operational plan***

***Due: 2024/07/31***

* + *Source code*
  + *Application Development Standards*
  + *Testing Approach*
* ***#7 Development and unit test***

***Due: 2024/03/31***

* + *sample test data*
* ***#8 Test plan***

***Due: 2024/03/31***

* + *Test schedule*
  + *Test data*
* ***#9 Integration test , #10 System test***

***Due: 2024/08/31***

* + *Test Scenarios*
  + *Test scripts*
* ***#11Performance Test,***

***Due: 2024/10/31***

* + *Test Scenarios*
  + *Test scripts*
* ***#12 Security Test***

***Due: 2024/10/31***

* + *Test Scenarios*
  + *Test scripts*
  + *Regression testing result*
* ***#13 Inter-System Linkage Test (related system)***

***Due: 2024/10/31***

* + *Test Scenarios*
  + *Test scripts*
* ***#14 Inter-System Linkage Test (APP)***

***Due: 2024/12/31***

* + *Test Scenarios*
  + *Test scripts*
* ***#15 User acceptance test***

***Due: 2024/12/31***

* + *User acceptance test result*
* ***#16 Release and deployment***
  + *Release and deployment result*
* ***#17 Response to inquiries during the app PoC***
  + *Record of Response to inquiries during the app PoC*
* ***Final report/Handover documentation***

***Due 2025/05/30 (draft is due 2025/03/31)***

* + ***Design: Update documents***
    - *API Usage Guidelines*
    - *Operational Definitions*
  + ***Operation plan: Update documents***
    - *Update Source code*
    - *Update Application Development Standards*
    - *Update Testing Approach*
  + ***Testing Approach & Result***
    - ***Construction/Unit testing***
    - *Result of*
      * *#9* ***Integration test***
      * *#10* ***System test***
      * *#11Performance Test*
      * *#12 Security Test*
      * *#13 Inter-System Linkage Test (related system),*
      * *#14 Inter-System Linkage Test (APP)*
  + ***Suggestion Improvement Requirements Intake Adjustment***

***\*Design based on the results of updated requirements definition after PoC and data sovereignty policy***

**API/DB overall schedule：**

|  |  |  |
| --- | --- | --- |
| Process | Schedule | Task Overview |
| Project Management | 2023.11-2025.05 | * Manage and update and check progress with each development. * Create timeline * Manage output |
| Adjust for System Connection | 2023.11 - 12 | * Request for information sharing for system linage between DHP (Cloud) and related Systems (On-Prem) , and confirmation of response schedule |
| Environmental Plan | 2024.01 - 03 | * Design functions such as API/DB based on **requirements definition document** |
| **Design**  **★Milestone** | **2024.03** | * Provide API-related design documents required for building applications and devices * **Create API usage guidelines** * Create an inquiry plan for API/DB in application vendor PoC Implementation * **Operational plan: define procedures for monitoring and maintenance of functions such as API and DB after operations** |
| Operational plan | 2024.04 - 7 | * Build functions such as API/DB based on the design Confirm the operation of functions such as API/DB by unit test Organize various subsequent test approaches |
| Integration Test, System Test, Performance Test, Security Test | 2024.07 - 10 | * Provide test plan, integration test plan * Provide sample test data * Create test scenarios and scripts related to functions such as API/DB based on requirements definition documents * Confirmed operation of API/DB functions according to test scenarios and scripts * If vulnerabilities are detected, modify the API, DB, etc. functions and conduct regression testing. |
| System Testing | 2024.08 – 10 | * Create test scenarios and scripts related to data linkage between systems (vs. related systems) based on requirements definition documents and design documents * Confirmed operation of API/DB functions according to test scenarios and scripts |
| **System Connection Test (*(related system and APP)*** | 2024.11 – 12 | * Create test scenarios and scripts related to data linkage between systems (apps) based on requirement definition documents and design documents * Confirmed operation of API/DB functions according to test scenarios and scripts |
| **Response to Inquiries** | 2025.01 – 05 | * App PoC support (inquiries, response to failures) |
| **Handover** | 2025.05 | * *Create Final report/Handover documentation* |

1. ***Team Composition & Qualification Requirements for the Experts (and any other requirements which will be used for evaluating the Experts)***

**Table 1: Required Qualification & Experiences**

|  |  |  |
| --- | --- | --- |
| **Team Composition** | **Required Qualification & Experiences** | **Expected Role in the Consultancy(local)** |
| Team Leader  (1 representative) | * Minimum of Diploma in IT or equivalent * Minimum of 7 years of relevant experience in **leading** the software/system development. | **Team Leader** for the consultancy will be responsible for coordinating all the tasks of assignment and at the same time provide the required expertise on software/system development. |
| Database Designer  (1 representatives from the team members ) | * Minimum of Diploma in IT or equivalent * Minimum of 7 years of working experience in designing database for software/system; | The **database designer** is responsible for defining the detailed **database design**, including tables, indexes, views, triggers, stored procedures etc. |
| Developer  (1 representative from the team members) | * Minimum of Diploma in IT or equivalent * Minimum of 5 years of working experience in developing software/system; | The role of a **developer** is to identify, design, develop, install and test a system based on client’s requirement. |

1. **Reporting Requirements and Time Schedule for Deliverables**

Milestone report requirement and payment:

**Following must be accepted by the Government of Bhutan as they will check the quality. Only when accepted and approved its considered done and applicable for payment.**

1. **Payment Conditions**
2. Advance payment

* **Price: Overall 30% of the total budget**
* Date: around December 2023
* Output requirement

The contact discussion will be head, so approved following documents

* + Content
    - Proposal
    - Final Activity plan
    - Final estimation
  + Submission form:
    - electronic submission (3 copies on CD ROM)
  + Bank Guarantee:
    - Bank Guarantee for the same amount to be advanced paid is required.

1. **Partial payment (Upon completion of 50% of the work)**

* **Price: Overall 30% of the total budget**
* Date: around end of August 2024

Based on submission and approval from Bhutan government on following **output, due July 31, 2024**

* Output requirement
  + Content
    - #4 Design output
      * API Usage Guidelines
      * Operational Definitions
    - #6 Operational plan
      * Source code
      * Application Development Standards
      * Testing Approach
  + Submission form:
    - electronic submission (3 copies on CD ROM)

1. **Final payment**

* **Price: 40% of the total budget**
* Date: around end of June to early July 2025

Based on submission and approval from Bhutan government on following **output, draft is due March 31, 2025 and finial version due May 30, 2025.**

* Output requirement
  + Content
    - Final report/Handover documentation
      * **Design: Update documents**
        + API Usage Guidelines
        + Operational Definitions
      * **Operation plan: Update documents**
        + Update Source code
        + Update Application Development Standards
        + Update Testing Approach
      * **Testing Approach & Result**
      * **Construction/Unit testing**

Result of

* + - * + #9 Integration Test
        + #10 System Test
        + #11Performance Test
        + #12 Security Test
        + #11 Inter-System Linkage Test (related system),
        + #14 Inter-System Linkage Test (APP)
      * **Suggestion Improvement Requirements Intake Adjustment**
  + Submission form:
    - electronic submission (3 copies on CD ROM)

1. **JICA’s Input and Counterpart Personnel**

*Consultant (Accenture) –* Accenture shall provide technical and practical coordination support to promote the study. It is agreed that the Government of Bhutan will make the acceptance decision for the system to be developed by the Bhutanese Vendor, and Accenture will check samples to see if the system reflects the requirement definition within the scope of technical coordination support, and share the contents with the Government of Bhutan as necessary. If necessary, the consultant will share the contents with the Bhutanese government side.