

Request for Proposals

RFP # RFP-TO2-01-2022 Amendment 2

For the provision of

PPMRm Support and Maintenance

Contracting Entity:

Chemonics International Inc.

1275 New Jersey Avenue SE, Suite 200

Washington, DC 20003-5115

Funded by:

United States Agency for International Development (USAID)

Funded under:

Global Health Supply Chain Program-Procurement and Supply Management  
(GHSC-PSM)

Prime Contract Number AID-OAA-I-15-00004; AID-OAA-TO-15-00009

**\*\*\*\*\* ETHICAL AND BUSINESS CONDUCT REQUIREMENTS \*\*\*\*\***

Chemonics is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit. Chemonics expects suppliers to comply with our Standards of Business Conduct, available at <https://www.chemonics.com/our-approach/standards-business-conduct/>.

Chemonics does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both USAID and the Office of the Inspector General.

Employees and agents of Chemonics are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to USAID and the Office of the Inspector General. In addition, Chemonics will inform USAID and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value or compensation to obtain business.

Offerors responding to this RFP must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Chemonics or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Chemonics' prohibitions against fraud, bribery and kickbacks.

Please contact [PSMProgramMgmtOps@chemonics.com](mailto:PSMProgramMgmtOps@chemonics.com) with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to Chemonics at to [BusinessConduct@chemonics.com](mailto:BusinessConduct@chemonics.com) or by phone/Skype at 888.955.6881.

The purpose of this amendment is to incorporate revisions to the solicitation (changes are described in the attached document), and to request clarification, due to the passage of time.

Offerors are responsible for ensuring proposals are received by PSM Program Management Operations [PSMProgramMgmtOps@chemonics.com](mailto:PSMProgramMgmtOps@chemonics.com) by Tuesday, December 20, 2022, 5:30 PM ET. Failure to comply with the submission date and time will deem any submission afterward "late", rendering the changes unacceptable and it will not be further reviewed or evaluated. Faxed proposals are not acceptable, nor will they be reviewed or evaluated.

**THE RFP-TO2-01-2022 REQUEST FOR PROPOSALS (RFP) IS FURTHER AMENDED AS FOLLOWS:**

1. Section I.2 Chronological List of Proposal Events

**Delete in its entirety and replace it with the following:**

I.2. Chronological List of Proposal events.

The following calendar summarizes important dates in the solicitation process. Offerors must strictly follow these deadlines.

RFP published	December 1, 2022
Deadline for written questions	December 7, 2022
Answers provided to questions/clarifications	December 14, 2022
Proposal due date	December 20, 2022
Anticipated date for top bidders in Competitive Range to return signed non-disclosure agreement	December 27, 2022
Anticipated Competitive Range Proposal due date	December 30, 2022
Subcontract award (estimated)	January 11, 2023

The dates above may be modified at the sole discretion of Chemonics. Any changes will be published in an amendment to this RFP.

**Written Questions and Clarifications.** All questions or clarifications regarding this RFP must be in writing and submitted to Natacia Mpanga, PSMProgramMgmtOps@chemonics.com, no later than 5:30 pm EST on December 7, 2022. Questions and requests for clarification, and the responses thereto, will be circulated to all RFP recipients who have indicated an interest in this RFP.

Only written answers from Chemonics will be considered official and carry weight in the RFP process and subsequent evaluation. Any answers received outside the official channel, whether received verbally or in writing, from employees or representatives of Chemonics International, the GHSC-PSM project, or any other party, will not be considered official responses regarding this RFP.

**Proposal Submission Date.** All proposals must be received by the date and time and complying with the instructions as provided in Section I.3.

**Oral Presentations.** Chemonics reserves the option to have select offerors participate in oral presentations with the technical evaluation committee. Interviews may consist of oral presentations of offerors' proposed activities and approaches. Offerors should be prepared to give presentations to the technical evaluation committee within 2 days of receiving notification.

**Subcontract Award (estimated).** Chemonics will select the proposal that offers the best value based upon the evaluation criteria stated in this RFP.

## 2. Section I.7. Instructions for the Preparation of the Proposal

**Delete in its entirety and replace it with the following:**

### 1. Cover Letter

The offeror shall use the cover letter provided in Annex 1 of this RFP, which confirms organizational information and consent to the validity of this proposal.

### 2. Technical Proposal

The technical proposal shall comprise the parts below. Please note that the proposal must be responsive to the detailed information set out in Section II of this RFP, which provides the background, states the scope of work, describes the deliverables, and provides a deliverables schedule.

- Part 1: Technical Approach, Methodology and Detailed Work Plan. This part shall be between 3 and 5 pages long but may not exceed 5 pages.

Offerors must clearly describe how they will meet the objectives of the SOW as described in Section II below. Offers should submit a high-level project schedule and the activities required to compete the SOW.

Offers should also submit a service level agreement explaining the anticipated response time and working hours for the user support requests. This will not count against the page limit.

- Part 2: Management, Key Personnel, and Staffing Plan. This part shall be between 2 and 5 pages long but may not exceed 5 pages. CVs for key personnel may be included in an annex to the technical proposal and will not count against the page limit.

Offerors shall propose key personnel position(s) (no more than five) and the team structure necessary for the implementation of the scope of work. The subcontractor shall detail the qualifications and years of experience, and responsibilities in the implementation of the SOW.

At least one key personnel position shall meet the following qualifications:

- A minimum of five years of software design, development and implementation experience, including hands-on development experience using C#, asp.net-core, Xamarin, telegram-bot, botframework, or similar applications.
- Experience in database design and optimization.
- Experience with AWS and/or Azura cloud hosting, support, and management, or experience with similar platforms.
- Experience providing user support and system maintenance to ensure operational continuity.

The allocated personnel will be considered essential to the work being performed thereunder. Prior to replacing any of the specified individuals, the Subcontractor must immediately notify Chemonics reasonably in advance and must submit written justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on the program. No

diversion or replacement of such personnel shall be made by the Subcontractor without the prior written approval of Chemonics and USAID (through Chemonics) if required. The listing of key personnel may, with the consent of the contracting parties, be amended from time to time during this Subcontract to add, change, or delete personnel and positions, as appropriate. Chemonics may request the replacement of Subcontractor personnel at its sole discretion.

- Part 3: Corporate Capabilities, Experience, and Past Performance. This part shall be between 2 and 3 pages long but may not exceed 3 pages.

Part 3 must include a description of the company and organization, with appropriate reference to any parent company and subsidiaries. Offerors must include details demonstrating their experience and technical ability in implementing the technical approach/methodology and the detailed work plan.

Additionally, offerors must include three past performance references of similar work (under contracts or subcontracts) previously implemented as well as contact information for the companies for which such work was completed. Contact information must include at a minimum: name of point of contact who can speak to the offeror's performance, name and address of the company for which the work was performed, and email and phone number of the point of contact. Chemonics reserves the right to check additional references not provided by an offeror.

### 3. Cost Proposal

The cost proposal is used to determine which proposals represent the best value and serves as a basis of negotiation before award of a subcontract.

The price of the subcontract to be awarded will be an all-inclusive fixed price. Nevertheless, for the purpose of the proposal, offerors must provide a detailed budget showing major line items as well as a budget narrative. Please refer to Annex 2 for detailed instructions and a sample cost structure.

No profit, fees, taxes, or additional costs may be added after award.

### 3. Section I.9 Negotiations

**Delete in its entirety and replace with the following:**

Best offer proposals are requested. It is anticipated that a subcontract will be awarded solely on the basis of the original offers received. However, Chemonics reserves the right to conduct discussions, negotiations and/or request clarifications prior to awarding a subcontract. Furthermore, Chemonics reserves the right to conduct a competitive range and to limit the number of offerors in the competitive range to permit an efficient evaluation environment among the most highly-rated proposals. The top bidders will be invited to a competitive range and asked to sign a non-disclosure agreement. As part of the competitive range, the top bidders will be provided with documentation on the current hosting of the website, temporary access for two days to the test environment, and a video of the front-end of the website. The top bidders will have an opportunity to submit revised proposals based on the information provided during the competitive range. Highest-rated offerors,

as determined by the technical evaluation committee, may be asked to submit their best prices or technical responses during a competitive range. At the sole discretion of Chemonics, offerors may be requested to conduct oral presentations. If deemed an opportunity, Chemonics reserves the right to make separate awards per component or to make no award at all.

#### 4. Section II.1 Scope of Work

**Delete in its entirety and replace with the following:**

The successful offeror shall provide user support, development and implementation of enhancements and change requests, monitoring and manage the uptime of hardware and network services. The successful offeror shall work closely with the GHSC-PSM TO2 project team to perform the following activities in accordance with the approved contract.

Under this scope of work, the subcontractor shall:

- a. Provide operational support to users of the PPMRm;
- b. Participate in regular (likely weekly) system status review meetings with project team;
- c. Monitor and maintain the system, including AWS and database backup and restore functions;
- d. Analyze issue reported and resolve bugs;
- e. Review enhancements and change requests proposed by the project team and other users, and provide design analysis to the project team for concurrence prior to development.
- f. Support User Acceptance Testing (UAT) with the project team and USAID to ensure all requirements have been addressed prior to deploying to the production environment;
- g. Create scripts for migrating historical data, and execute the scripts to migrate historical data to the system; and
- h. Develop the following documents (using existing template that includes some draft content): 1) system design document; 2) the system operation and maintenance document.

#### 5. Section II.4 Deliverables

**Delete in its entirety and replace with the following:**

The successful offeror shall deliver to Chemonics the following deliverables, in accordance with the schedule set forth in II.4 below.

Deliverable No. 1: Scripts for migrating historical data into the PPMRm.

Deliverable No. 2: January monthly project status report, including, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 3 pages).

Deliverable No. 3: February monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages).

Deliverable No. 4: March monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages).

Deliverable No. 5: April monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages).

Deliverable No. 6: Draft PPMRm system design document.

Deliverable No. 7: Draft PPMRm system operation and maintenance document.

Deliverable No. 8: May monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan.

Deliverable No. 9: June monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages).

Deliverable No. 10: July monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages).

Deliverable No. 11: August monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages).

Deliverable No. 12: Final PPMRm system design document.

Deliverable No. 13: Final PPMRm system operation and maintenance document.

Deliverable No. 14: Latest version of PPMRm source code and letter confirming that the system is operational.

## 6. II.5 Deliverables Schedule

### Delete in its entirety and replace with the following:

The successful offeror shall submit the deliverables described above in accordance with the following deliverables schedule:

Deliverable Number	Deliverable Name	Due Date
1	Scripts for migrating historical data into the PPMRm	January 20, 2023 (Note: Due date may be revised depending on when the subcontract is finalized.)
2	January monthly project status report, including, pending actions, achievements,	January 27, 2023

	and upcoming action plan (based on template provided by project team of approximately 3 pages).	
3	February monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages)	February 24, 2023
4	March monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages)	March 29, 2023
5	April monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages)	April 26, 2023
6	Draft PPMRm system design document	May 5, 2023
7	Draft PPMRm system operation and maintenance document	May 5, 2023
8	May monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages)	May 29, 2023
9	June monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages)	June 28, 2023
10	July monthly project status report, including fixes implemented, bugs resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages)	July 27, 2023
11	August monthly project status report, including fixes implemented, bugs	August 29, 2023



	resolved, enhancements developed and deployed, pending actions, achievements, and upcoming action plan (based on template provided by project team of approximately 4 pages)	
12	Final PPMRm system design document	September 8, 2023
13	Final PPMRm system operation and maintenance document	September 8, 2023
14	Latest version of PPMRm source code and letter confirming that the system is operational	September 8, 2023

\*Deliverable numbers and names refer to those fully described in II.3 above.