STANDARD REQUEST
FOR EXPRESSION OF INTEREST

Consulting Services (Firms Selection)

for

Health and Wellbeing Screening System Development and Deployment

The PEMA Secretariat

2023

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REQUEST FOR EXPRESSION OF INTEREST

REoI No. : PEMA10001

Project Name: *Health and Wellbeing Screening System*

Procuring Agency: *The PEMA Secretariat*

Title of Consulting Services: *Health and Wellbeing Screening System development and deployment*

INVITATION FOR EXPRESSION OF INTEREST

Invitation Ref No: PEMA/ADM/10/2022-23/288, Date: 08/06/2023

The *PEMA Secretariat* invites expression of interest to provide the following consulting services:

Project Name: *Health and Wellbeing Screening System (HWSS).*

Assignment: *Development and deployment of a Health and Wellbeing Screening System for screening an individual based on the screening questionnaires which will be provided later to the selected firm.* More details on the services are provided in the Terms of Reference.

Project Timeline: *6 months from the date of award.*

A Consultant will be selected as per the procedures described in this REoI, in accordance with Procurement Rules and Regulations of the Royal Government of Bhutan

The EoIs are to be submitted at the latest by ***19th June 2023 at 5:00 PM.***
The procedural requirements for responding to this invitation are provided in the complete REoI document, which includes the following:

Section I - Instructions to Consultants

Section II - Standard Forms

Section III- Terms of Reference

Interested consultancy firm may submit an Expression of Interest (EoI) via email or in a sealed envelope clearly superscripted as Request for Expression of Interest for "*Development and deployment of Health and Wellbeing Screening System*" and may obtain further information about the services, procedures for submitting the EoI, etc. from the contact address given below.

Address for enquiry/submission:

Kinzang Dema
ICT Officer
The PEMA Secretariat
Email: kinzangdema@tech.gov.bt
Contact: 02 332862

Yours sincerely,

(Peldon Tshering)
   Head
 The PEMA

SECTION I: INSTRUCTIONS TO CONSULTANT

1. Scope of Assignment: The Employer has received a budget from **_UNICEF_** and intends to select a Consultant for the specific assignment as specified in the Terms of Reference in Section III.

2. Qualifications of the Consultant: Prospective Consultants shall demonstrate in their EoI that they meet the required qualifications and experiences and are fully capable of carrying out the assignment.

3. Conflict of Interest**:** The Consultant shall hold the Procuring Agency's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or its own corporate interests. For this purpose, the provisions of the Procurement Rules and Regulations on Conflict of Interest shall apply.

4. Unfair Advantage: If a Consultant could derive a unfair competitive advantage from having provided Consulting Services related to the assignment in question, the Procuring Agency shall make available to all Consultants together with this REoI all information that would in that respect give such Consultant any unfair competitive advantage over competing Consultants.

5. Preparation of EoI: EoI shall be typed or written in indelible ink in English language and shall be signed by the Consultant. Consultants are required to complete the following forms including supporting documents to substantiate the qualification and experience of the firm:
   Section I - Instructions to Consultants
   Section II - Standard Forms
   Section III- Terms of Reference

6. Submission of EoI: The prospective Consultant may deliver their EoI by hand, mail, or courier service to the address mentioned in the REoI.

7. The EoI shall be properly sealed in envelopes addressed to the Procuring Agency as mentioned in the REoI advertisement and bear the name & address of the Consultant as well as the name of the assignment.

8. The closing date for submission of EoI is *19th **June 2023 by 5:00 PM***. Any EoI received after the deadline for submission of EoI shall be declared late and returned unopened to the Consultant.

9. The EoI may be modified or substituted before the deadline for submission. The Procuring Agency may at its sole discretion, extend the deadline for submission of EoI.

10. At any time prior to the deadline for submission of EoI the Procuring Agency for any reason or on its own initiative may revise the REoI Document by issuing an addendum, which shall form an integral part of the Document.

11. Evaluation: The Consultants shall be evaluated on the following criteria:

Sl.No	Criteria	Points
1	**General experience of the firm**	**30**
	1.1. Good business history(Financial Status)/working history/firm CV	10
	1.2. Validations for having general experience of the firm especially in software or relevant works	5
	1.3. No. of years with working experiences on related or relevant projects	15
2	**Relevant experience of the firm that best fits with proposed assignment**	**30**
	2.1. Have working experience in similar projects or related to Health projects for less than or equal to 2 years	5
	2.2. Have working experience in similar projects or related to Health projects for more than 2 years	10
	2.3. Have experience in statistical comprehension projects such as the use of statistical methods in the projects and etc.	3
	2.4. Indication of having system development laboratory/ office space and other resources which are required for the projects	12
3	**Relevant experience of Firm's professional staff (including external professionals to be hired for the proposed assignment) in reference to the proposed assignment**	**40**
	3.1. Meets the minimum indicated experience requirements of the firm's professional staffing	5
	3.2. If the experience requirements are more than what was indicated for the minimum requirements	15
	3.3. If the staffing consists of UI/UX designer or GUI designer	5
	3.4. If the database expert/developer has more than 5 years of working experience	3
	3.5. If the developer has more than 3 years of working experience	2
	3.6. If all the staffing indicated has required accreditation or validation	5
	3.7. Organization and staff patterns/allocations	5
	Total	**100**

12. Immediately after the closing date and time for submission, the Procuring Agency shall open all EoI documents, including any substitutions accompanied by a properly authorized substitution notice.

13. Following the opening of the EoI, and until the RFP is issued; no Consultant shall make any unsolicited communication to the Procuring Agency. Such an attempt to influence the Procuring Agency in its decisions on the examination, evaluation, and comparison of the EoI may result in the rejection of the EoI.

14. EoIs shall be evaluated based on the criteria outlined under clause 11. Request for Proposal (RFP) documents shall be issued to the shortlisted consultants only.

SECTION II: STANDARD FORMS

Form 1: Sample letter of Expression of Interest
Form 2: Firm Information Sheet
Form 3: General Experience of the Firm during the Last 5 (five) calendar Years
Form 4: Relevant Experience of the Firm during the Last 5 (five) calendar Years
Form 5: Relevant Experience of the Firm's Professional Staff
Form 6: Relevant Experience of the External Professional Staff available to the Firm

Form 1: Sample Expression of Interest (EOI) for Consultancy services

Date:..............................

To
The Head
The PEMA

Subject: **Expression of Interest (EOI) for the Consultancy Service of Health and Wellbeing Screening System Development and Deployment**

Dear Sir/Madam,

This is in response to your public notice published in *[…………..insert name of paper/ website…………………..]* on *[……insert date…………..]*, inviting expression of interest for *[insert description of Consulting services]*. We hereby submit our expression of interest and have attached the necessary information according to the standard forms.

The information furnished by us in this expression of interest is correct to the best of our knowledge. Based on this information, we understand you would be able to evaluate our proposals in order to shortlist for the above-mentioned assignment. We, however, understand that the Procuring Agency reserves the right to decide whether or not to shortlist our firm without disclosing the reason whatsoever.

Sincerely yours,

On behalf of the firm:

Signature: ………………….

Name of signatory:
Designation:
Company Seal

Form 2: Firm Information Sheet

2.1. Consulting Services Data

Name of the consulting services	
Brief Description of the Assignment	

2.2. (a) Consulting Firm Information

Name of the consulting firm:	Country of Registration:
Name of the owner:	Day, month & Year of Establishment:
Name of Authorized Representative (*if applicable*):	Position/Designation:
Contact Person details: Name, Designation, email, and phone number	

[Attach valid Trade License /Registration certificate]

2.2. (b) Associations (Joint Venture or Sub-consultancy)

Name of the consulting firm	Country of Registration	Joint Venture (JV) or Sub-consultant	Name of Owner/ Authorized representative	Position/Designation

[Attach Certificate of Registration of the lead member, Certificate of Registration of the JV member (for each member) Certificate of Registration of the Sub-Consultant (for each sub-consultant), Letter of Association/letter of Intent to form JV/Association]

2.3. Core Area of expertise of the firm *[Provide a brief Description]*

2.4. Company Profile *[Provide a brief Description]*

2.5. Available Equipment *[where applicable]*

Provide list of equipment owned by the firm and relevant for the assignment

Form 3: General Experience of the Firm during the Last 5 (five) Calendar Years

Sl. No	Name of the assignment	Name of the client	Address of the client	Duration of the assignment			Total Cost of the assignment Nu.	Remarks
				From (Date)	To (Date)	Total (Months)		

Form 4: Relevant Experience of the Firm during the Last 5 calendar Years

Sl. No	Name of the assignment	Name of the client	Address of the client	Duration of the assignment			Total Cost of the assignment Nu.	Remarks
				From (Date)	To (Date)	Total (Months)		

Form 5: Relevant Experience of the Firm's Professional Staff

Sl. No	Name of the Staff	Qualification	Total Years of experience	Relevant experience					
				Name of assignment	Client	Position	Duration		
							From (Date)	To (Date)	Duration (Months)

Form 6: Relevant Experience of the External Professional Staff available to the Firm

Sl. No	Name of the Staff	Qualification	Total Years of experience	Relevant experience			Duration		
				Name of assignment	Client	Position	From (Date)	To (Date)	Duration (Months)

SECTION III: TERMS OF REFERENCE

1. Background

The PEMA is the Nodal Agency for Mental Health In Bhutan, formed under the guidance of Her Majesty The Gyaltsuen. The PEMA Secretariat under The PEMA shall consolidate, coordinate, collaborate, monitor, and enhance services, and work towards building a society that promotes and supports the well-being of all Bhutanese. The PEMA Secretariat also provides the following The PEMA services:

    1.1. Response Services

    1.2. Restorative and Rehabilitation Services

These services are the constituent of Mental Health Services. However, to evaluate whether the services provided are effective and qualitative and to monitor the status of aftercare services, we needed data to carry out these assessments. The data available and maintained by different CSOs and MoH covers only a partial aspect of The PEMA services and is not readily accessible to the authorized and implementing agencies for them to make good decisions and frame policies related to Mental Health Services.

Therefore, based on these observations, The PEMA Secretariat decided to develop and maintain a Health and Wellbeing Screening System (HWSS) with funding support from UNICEF.

2. Objective

The HWSS is a system for well-being screening and management of these screened data for further case referral and monitoring purposes. HWSS's data will also be used as a data source for report generation and decision-making. The objectives of HWSS are to:

    2.1. To promote physical health, mental health, and wellbeing through early identification and intervention services in schools and communities.

    2.2. To institute early identification mechanisms using standard screening tools and establish a robust treatment services and referral ecosystem.

The HWSS will cover both physical and mental health screening components and will be based on questionnaires that will be shared later with the selected vendor. Through the system, the user must be able to create different types of screening questionnaires and these screened data will be used for referral, monitoring, and report generation purposes.

3. Overall Task

The scope of the HWSS shall include the following but not limited to:

3.1. System Requirements Research & Integration

HWSS will be operating based on the common data-sharing mechanism with the ICT systems of MoE and other relevant agencies. Therefore, the selected vendor must research and develop the following to meet the HWSS requirements:

    3.1.1. Study the ICT systems of MoE especially the EMIS and other relevant agencies as per the directives received from The PEMA Secretariat. [Integration with EMIS and others using API]

3.1.2. Prepare Final Software Requirement Specifications (SRS) or Functional Specifications (FS) document and Software Design Document (SDD)

3.2. Development

The selected vendor is to use open source resources at the most and in case of use of licensed resources during the system development process. The vendor is to submit justification and cost of resources used to The PEMA Secretariat team for evaluation and referencing. The cost of procuring these third-party resources is to be borne by the vendor. All the resources used during the project must be in the latest version, must strictly conform to what has been indicated in the SRS & SDD document and the use of obsolete resources will not be considered.

3.2.1. Use of Development Language

The preferred core development language for system development is JAVA. However, the vendor may submit their proposal provided it is used widely and not obsolete. Therefore, the vendor must use those frameworks/stack which uses JAVA languages or any others.

3.2.2. Required Technology Stack

Component	Platforms/ Software
Application	Latest frameworks using JAVA applications, PHP applications, or any other equivalent applications
Database	MariaDB/Postgresql/Mysql (Latest stable version with LTS)
Operating Systems:	Ubuntu (The latest stable version with LTS)
Web-Server	Nginx (Latest stable version)
Source control	Git (Latest stable version)

However, the vendor may submit their proposal provided it is used widely and not obsolete.
3.2.3. HWSS Framework

The HWSS Framework must be developed for different web and mobile interfaces such that for web-based applications it shall be responsive and mobile friendly. Only certain modules will be incorporated as mobile applications (Android & iPhone) -" cross-platform". However, the HWSS Framework requirements may change during the execution of works.

3.3. Data Migration and Records

The data migration works are not foreseen for this project, however, the vendor must plan accordingly for this work if required. The HWSS will be using APIs to collect and share data from the ICT systems of different agencies. The data recorded and maintained manually by the agencies will be entered manually into the HWSS for the first instances. Therefore, the vendor must include these activities in their project proposal and must ensure whatever data migrated or entered in the HWSS is successful.

3.4. Confidentiality of Data

The vendor will be dealing with the mental health information of an individual. And in order to ensure the full privacy and confidentiality of an individual, the vendor is mandated to comply and agree to the confidentiality of data and must agree to sign **Non-Disclosure Agreement.**

3.5. Conformity to Standards

The vendor is to strictly adhere to the following standards and policies during the system development process but not limited to:

- e-Government Interoperability Framework;
- Data Interoperability Standards;
- e-Government policy;
- Information Management and Security Policy of Royal Government of Bhutan;
- OIDC Oth2 authentication;

3.6. Testing and User Acceptance Testing Exercise

The PEMA Secretariat team will conduct user acceptance testing (UAT) before the system is handed over to The PEMA Secretariat. The vendor with the team must do the following for system testing:

I. Prepare a testing plan, and test documents and also conduct performance tests for every developed system module and its functional parts, etc.

II. The testing plan must align with the project and system deliverables timeline of this project. Testing shall be conducted at the end of every deliverable timeline.

III. Conduct load performance testing and submit the test reports to the team.

IV. UAT must be conducted in the staging environment on The PEMA Secretariat premises.

V. The team must have access to track the testing progress of the project. The vendor may use project management tools such as Asana or any relevant ones to do the same.

VI. Specialists or experts will be involved to do code-level acceptance testing so as to ensure the system meets the requirements.

VII. Compile and submit reports of all the testing conducted to the team.

3.7. User and Technical Training of Trainers

The vendor must submit a detailed plan to provide training and knowledge of transfer as per the directives of The PEMA Secretariat team.

3.8. Infrastructure Requirements

The HWSS must be operational on the existing infrastructure of relevant agencies and that of the Government Data Center (GDC) also. However, the vendor may apprise The PEMA Secretariat if there is a requirement for new hardware materials provided The PEMA Secretariat team finds it necessary for this project.

3.9. Warranty Support and Maintenance Stage

The vendor must submit a detailed service level agreement (SLA) on the maintenance and support and must include the following listed requirements for SLA:

i. *Maintenance and Support Services*
ii. *Infrastructure Cost and Change Management*

The cost of infrastructure such as software or hardware used/procured/damaged during the system development process shall be borne by the vendor. All these infrastructure warranty periods must be included in the warranty

plan. As for the change management, the vendor must provide post-implementation support under **Change Request Contract (CRC)** for 5 years from the date of system acceptance by The PEMA Secretariat team.

iii.   Warranty and Post-Warranty Service Package Plan

The warranty period for maintenance and support must be free for 1 year which will start after the successful launch of the project and the post-warranty period will be considered only after the end of the warranty period. These plans must lay out detailed warranty support for software and hardware resources also.

3.10.   Backup & Recovery

The vendor must submit a detailed backup and recovery plan in compliance with the existing infrastructure of GDC. No data should be lost in the event of system failure. In case of system failure, recovery of data will be the responsibility of the vendor. The vendor must also ensure that adequate training is provided to the System Administrator so that The PEMA Secretariat team can handle the backup and recovery issues in-house after the expiry of the warranty period.

3.11.   Patent and Copyrights

The vendor must strictly conform to the following Patent and Copyright of the project:

I.   Ownership of Source Code and Other Intellectual Property

The PEMA Secretariat will be the sole proprietor of the Source Code and all the Intellectual Property associated with the system. They have the right to access and utilize the resources as per their requirement.

II. Infringement of Patents and Copyrights

The PEMA Secretariat understands that any resources used or procured for this project by the vendor are not infringing on any Patent and Copyright claims of a third party. In case of any infringement reported, the vendor shall be held the sole responsible person.

4. HWSS Developmental Task, Proposed Methodology, and Timeline

The duration of the project is 6 months from the date of award. The vendor with The PEMA Secretariat team must follow a combination of SCRUM, RAD Methodology and DevOps to complete the following tasks:

TASK TYPE	DESCRIPTION	TIMELINE (Total Weeks)
Initiation of system analysis and mapping of HWSS	The vendor to deploy IT professional to study the system requirements, design relationship and prepare to develop the HWSS	1 Week
Complete the Developmental Task of HWSS's Access Management Module	All the modules have its subactivity and therefore, the timeline is inclusive of all these	1.2 Weeks
Complete Developmental Task of HWSS's Screening Module		3 Weeks
Complete Developmental Task of HWSS's Measurement Module		4 Weeks
Complete Developmental Task of HWSS's Report Generation Module		2 Weeks
Complete Developmental Task of HWSS's Monitoring Module		2 Weeks
Complete Developmental Task of HWSS's User Interface and Others		2 Weeks
Testing of HWSS	The PEMA Secretariat Team shall carry out the testing of HWSS Stages as per the Testing Schedule submitted by the vendor	1.2 Weeks (Inclusive of all the testing stages)
Weekly discussion meeting	The vendor's developer team with The PEMA Secretariat team shall meet weekly to discuss progress, plan, and resolve issues	2.6 Weeks (Total days of the meeting conducted)
Final Developmental Task	Any bugs found during the HWSS development must be resolved	1 Week (Inclusive of all the HWSS stages troubleshooting)

Knowledge Transfer & Training of Master Trainers	The vendor must ensure knowledge transfer is conducted smoothly with transparency and training of master trainers are trained accordingly	4 Weeks (inclusive of periodic knowledge transfer activities and ToT)
System rollout of HWSS with user training	System rollout of HWSS with user training by the vendor team with The PEMA Secretariat team	1 Week
Handing Taking of HWSS	Handing taking of HWSS after fulfilling all the requirements placed by The PEMA Secretariat Team	1 Week
Total Tentative Timeline		**26 Weeks**

5. Deliverables

The PEMA Secretariat requires the following from the vendor but are not limited to:

1. Submit Software Requirement Specification Document (High-level SRS and Low-level SRS) and tentative testing timeline before the initiation of development works.
2. After the submission of SRS, the vendor must submit the detailed database structure designs and layouts before the initiation of development works.
3. Software Design Document (SDD).
4. Working and testing software with source code.
5. Migrated systems deployed at GDC or any hosting environment, if any with appropriate server/node architecture.
6. User and administrator manuals for the system including online help.
7. Setup and release notes for each new release.
8. Test Cases and Reports.
9. All database scripts.
10. Training of trainers documents.
11. Any other relevant documents, supporting software, etc mentioned above and fall under the purview of this project's scope.

6.   Team Composition and Qualification Requirement

The PEMA Secretariat team consists of the following members:

- Ms. Kinzang Dema, ICTO, The PEMA Secretariat- Project Manager
- The PEMA Secretariat Staff
- ICT Pool Team

The selected vendor to liaise with the above-mentioned team at all times as per the schedules of HWSS developmental task.

6.1.   Experience Requirement

The project development team must be fully dedicated to this project and must stay until the completion of the project. The project team must be familiar with all the system requirements, technology stack, etc required by this project. The PEMA Secretariat requirements from the development team are as follows:

SN	Designation	Years of working experience	Minimum. Nos
1	Business/Enterprise/System Analyst	At least 5 years of work experience in the same field.	1
2	Team Project Manager	At least 3 years of work experience in the same field.	1
3	Database Expert/Developer	At least 4-5 years of work experience in the same field.	1
4	Quality Assurance Expert/Developer	At least 4- 5 years of work experience in the same field.	1
5	Developers	At least 3-5 years of work experience in the same field.	4
6	Documentation	At least 2 years of work experience in the same field.	1
7	Infrastructure Development Expert	At least 3 years of work experience in the same field.	1
Total nos of staff required			**10**

Note: For sn. 1- 4, the vendor may hire international experts. For the remaining, it must be Bhutanese only.

6.2. Minimum Requirements For The Bidder

The PEMA Secretariat shall select only those who fulfill the following requirements:

1. Must have a valid license to carry out software development works or relevant in Bhutan.
2. The bidder must have adequate experience and technical manpower to complete the project.
3. The bidder must base their station at Thimphu only.
4. The bidder must submit the original CV with a photograph of all the team members for this project. This will be later verified by the client during evaluation as well as during the execution of the project.

5. The bidder must comply with the minimum requirements for the System Development Laboratory such as

    a. There should be at least one server for the design and development of the system.

    b. The lab should have around 10 client machines with genuine operating systems and necessary application software installed.

    c. The lab must be properly networked with internet facilities.

    d. The lab must be spacious enough for the project team to work, discuss and solve problems.

    e. The vendor should also provide 2-3 machines for The PEMA Secretariat team so that they can be fully involved in the development processes.

6. The quality of work must be the first priority.

7. Systematic management of works with The PEMA Secretariat team pertaining to all the activities covered under the scope of this project.

8. The developer team indicated under the project development team must have good statistical knowledge which is needed for this project.

9. The consultant should be able to communicate either in Dzongkha or in English with the Client. The reporting documents should be prepared in the English language.

7. Collaboration, Partnerships with Foreign Firms & Subcontracting

The PEMA Secretariat encourages the vendor to collaborate with reputed international firms confined to resource sharing and transfer of technology only. Therefore, the vendor is to strictly adhere to the following terms and conditions:

1. The vendors who wish to enter partnerships with foreign firms must ensure proper transfer of technology to the extent of building the local capacity for the long-term sustainability of the local vendor. Project-based tie-ups and short-term partnerships are not encouraged because it doesn't ensure the long-term sustainability of the project. The partnership should last at least till the end of the 1-year warranty.

2. A vendor, who wishes to terminate partnerships with foreign firms due to unavoidable circumstances, must ensure that there is competent local capacity already built so that the development of the system including the change management is not hampered.

3. The local vendor, who wishes to partner with foreign firms, must have adequate local staff, as indicated under staffing requirements so that there is a better transfer of experiences, knowledge & technology. This is to enhance the capacity & competitiveness of the local firms, who can partake in similar projects in the future without partnerships.

4. Presence of local staff as key members of the project team is a necessary condition to accept the proposal for evaluation.

5. The selected vendor shall not subcontract the awarded work partly or in full to any National/International Firms. This clause nullifies all the clauses pertaining to subcontracting that contradict this one, in any part of the document.

8. **Payment Schedule**

The HWSS Project will be a lumpsum contract and the payment will be made based on the progress and completion of the HWSS developmental task.

9. **Presentation by The PEMA Secretariat**

The bidders can approach The PEMA Secretariat if required for further clarification on the requirements during office hours at **02332862 or email at kinzangdema@tech.gov.bt**. This will help the bidders to prevent cost escalation and work out reasonable cost estimations for this project. We would like to request the bidders to understand our requirements totally through this means of communication. The PEMA Secretariat shall not be held responsible for the escalation of implementation costs incurred by the wrong estimation done by the vendor owing to an inadequate understanding of the requirements.