



Date: 17 June 2021

## REQUEST FOR QUOTATION

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

### **“Development of Tele-Health Application for Midwives’ Supervision and Coaching Mechanism”**

UNFPA requires the provision of development of Tele-Health Application for Midwives’ Supervision and Coaching Mechanism as a job aid tool to ensure that practicing midwives will be able to get coaching needed to maintain their competencies and also provide optimal care for women and girls they serve. The application is expected to consist of modules for midwifery services with sample videos with references to the latest evidence based practice. This is in collaboration with the Indonesian Midwives Association (Ikatan Bidan Indonesia - IBI).

This Request for Quotation is open to all legally-constituted companies that located in Indonesia (local companies) that can provide the requested services.

#### **I. About UNFPA**

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#)

#### **II. Service Requirements / Terms of Reference (TOR)**

##### **Background and Rationale**

Midwives are at the front line of sexual and reproductive health (SRH) care for women and girls, including their families. Particularly during the pandemic, midwives’ roles are more central to maintain the SRH services available and accessible to everyone in need.

The Indonesian midwives association (*Ikatan Bidan Indonesia* - IBI) with support from UNFPA and Global Affairs Canada (GAC) had piloted the supervision and coaching mechanism for midwives in their practice sites, namely: primary health centers (puskesmas), private practices, and hospitals. Supervision and coaching mechanism focus on a one-to-one relationship between the midwives receiving coaching or mentoring and the midwife supervisor which aims to improve the competency in midwifery skills as per standards. While the supervision and coaching mechanism ideally take place in person for a certain amount of time, it is inevitable that there must be alternatives for this methodology during the current Covid-19



pandemic situation. Utilization of a digital platform/telehealth which can maximize the use of the online platform combined with offline face-to-face activities can be the solution. This platform can also be beneficial for supervision and coaching activities in areas with geographical challenges or remote areas.

To address the need to adapt and utilize digital technology in health education, quality assurance and service deliveries, it is envisioned that the supervision and coaching mechanism to improve midwifery care in practice sites should be transformed to a digital platform. This is a job aid tool to ensure that practicing midwives will be able to get coaching needed to maintain their competencies and also provide optimal care for women and girls they serve. The application is expected to consist of modules for midwifery services with sample videos that were or will be developed by IBI's team and references to the latest evidence based practice.

During the covid-19 pandemic currently, the supervision and coaching programme cannot be implemented directly as previously in 2019. In 2020, the programme was postponed and this year, the programme will resume with a hybrid model and will be supported with the application that will be developed.

### **Purpose and Objectives**

1. To develop a tele-health system application in the form of (i) mobile apps and (ii) web based platforms including its (iii) documentation and technical guideline/manual for the users and (iv) system administrators.
2. To provide training for use of the application and technical backstopping (front and back end system training) during the trial period for application usage to support IBI's IT and core team.

### **Scope of the service**

The scope of work for the assignment will include:

1. The development and testing of a tele-health application/ digital platform (web based and android based) for midwives' supervision and coaching mechanism includes:
  - User requirements
  - System design (Use Case, Database, and Networking)
  - System development (Module system, Database, Networking, Dashboard, and Hosting)
  - Prototype and system testing
  - System Testing and Feedback
  - System Revised and Finalization
  - System Documentation and reporting
  - Accommodate reporting of system data processing results in the form of graphs, tables, diagrams etc.
  - Support maintenance includes fixing bugs in the system and provide backstopping to IBI's IT team before and after application is ready to be used
  - Application will be hosted by IBI and maintained by its IT team

2. To develop a user manual for the tele-health application and provide orientation for the practicing midwives (members of IBI)
  - User Requirement Specification: navigating to modules on types of reproductive health services with links to references, videos, modules on existing national guidelines, and relevant regulations.
  - Develop a user's manual for the application.
  - Provide technical support during the orientation sessions with IBI's members.
  - User: health providers at the health facilities.
3. To provide transfer of knowledge once the application is ready to the IBI's IT team
  - Provide technical support to IBI's IT team during the preparation of the orientation as well as during the orientation sessions and the post-orientation follow up to set up the application.
  - Develop an administrator's manual for the application.
  - Provide technical training to the IBI's IT team for future maintenance of the application.
  - Provide technical support during the trial period to support IBI's IT team

## Process

### Preparation and Inception

- Once selected, the institution will have a briefing meeting with teams from IBI and UNFPA. This meeting is expected to clarify technical terms of tools, systems used and developed, monitoring, timeline and deliverables.
- The institution will submit and present the inception report based on the briefing meeting.
- The institution will revise the inception report based on the inputs during the briefing.

### Tele-health application development

- The institution will develop the tele-health application with close communication and collaboration with IBI's and UNFPA's teams.
- The institution will be provided with the modules that will be digitalized and relevant documents as necessary.
- The institution will report regularly, on bi-weekly interval, on the progress of the development and provide feedback to questions and queries from the IBI's and UNFPA's teams.
- The institution will provide the beta-version/ demo version of the applications for IBI's members and conduct the testing/ trial.
- The institution will have to respond to the feedback and needs of the users (IBI's members) based on the trial and improve the application for better user experiences.
- The institution will develop a user's and administrator's manual for the applications.
- Once the application is ready to be launched, the institution will provide technical support for the orientation of the tele-health application (pre-, during and post-orientation).
- The institution will transfer the system and provide technical coaching, including a written administrator manual, to the IBI's IT team for future maintenance.



- The institution will support the maintenance for at least 6 months after the final application is launched and support fixing system bugs, ensure smooth operations of the application for both end user (IBI’s members) and the main server (IBI’s IT team).

**Deliverables**

The institution will submit:

- Inception consisting of the work plan and outline of the application
- Tele-health application in the form of:
  - Web based system
  - Mobile apps
  - Dashboard system
  - System documentation
  - User’s manual
  - Administrator’s manual

Costs associated to the hosting (Google Cloud Platform instance) will be borne by IBI.

**Indicative time frames**

The engagement shall commence immediately upon awarding of contract with a duration of twelve months. Payment will be made upon the completion and submission of deliverables.

No	Activities and Deliverables	Timeline*	Payment
1	Prototype or demo version of the tele-health application system	Q3 2021	30%
2	Final version of the tele-health system and its documentation, including manual user’s and system administrator	Q4 2021	60%
3	Support and Maintenance (6 months after system installed)	Q2 (End of June) 2022	10%

*\*to be further discussed and agreed during briefing meeting*

**Qualifications, Background and Experience**

The institution is required to have the following qualifications:

- At least three (3) years of professional experience in software development, including application.
- Sample work of past software development must be attached for reference.
- Experienced in working on health-related topic software is desirable.
- Experienced in working with government agencies, NGOs, and private sectors is an advantage.



### III. Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	<i>Ms. Ira Novita</i>
Email address of contact person:	<i>indn.bids@unfpa.org</i>

Questions will be answered in writing.

### IV. Content of quotations

Quotations should be submitted in a single e-mail whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in accordance with the requirements outlined in the service requirements / TOR.
- b) Minimum 2 sample works of past software development, including application
- c) Price quotation, to be submitted strictly in accordance with the price quotation form.
- d) Copy of legal documents (establishment in Indonesia).

The above (a), (b) and (c) must be signed by the bidding company's relevant authority.  
All of the above must be submitted in PDF format.

### V. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by e-mail to [indn.bids@unfpa.org](mailto:indn.bids@unfpa.org) no later than: **Thursday, July 8<sup>th</sup> 2021 at 23:59 Jakarta Time<sup>1</sup>**.

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **Request for Quotation - Provision of Development of Tele-Health Application**. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- The total e-mail size may not exceed **20 MB (including e-mail body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

### VI. Overview of Evaluation Process

The proposals will be evaluated by an ad-hoc evaluation panel based on their responsiveness to the service requirements/TOR listed in Section II and in accordance with the evaluation criteria below:

1. All documents set forth in Section IV received by the deadline
2. Technical and financial proposal will be evaluated based on their responsiveness to the service requirements/TOR listed in Section II and in accordance with the evaluation criteria below:

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<sup>1</sup> <http://www.timeanddate.com/worldclock/city.html?n=69>



Criteria	[A] Maximum Points	[B] Points attained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
I. Project Management <ul style="list-style-type: none"> <li>Staffing, including proposed members of the team</li> <li>Availability to handle project and finish on schedule to be agreed upon</li> <li>Curriculum Vitae of the Technical Project Lead</li> </ul>	100		15%	
II. Technical Expertise <ul style="list-style-type: none"> <li>Experience in developing and producing similar products</li> <li>Proven expertise in software development (number of clients, products, etc.)</li> </ul>	100		30%	
III. Approach in methodology <ul style="list-style-type: none"> <li>Likelihood of achieving expected outputs within the given timeframe and budget</li> <li>Appropriateness of approaches and strategies to deliver expected outputs</li> <li>Overall clarity of proposal</li> </ul>	100		25%	
<i>Grand Total All Criteria</i>			70%	70

The following scoring scale will be used to ensure objective evaluation:

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Partially meets the requirements	1 – 69
Does not meet the requirements or no information provided to assess compliance with the requirements	0



### Financial Evaluation

Price quotes will be evaluated only for bidders who obtained total technical score minimum 49 (70% of 70). Price quotes will be evaluated based on their responsiveness to the price quotation form. The maximum number of points for the price quote is 30, which will be allocated to the lowest total price provided in the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

$$\text{Financial score} = \frac{\text{Lowest quote (IDR)}}{\text{Quote being scored (IDR)}} \times 30 \text{ (Maximum score)}$$

### Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

$$\text{Total score} = \text{Technical score} + \text{Financial score}$$

### VII. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a contract to the Bidder that quote the lowest-priced most technically acceptable offer, who obtain the highest total score.

### VIII. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of Contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

### IX. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

### X. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's Policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with



investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

**XI. Zero Tolerance**

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

**XII. RFQ Protest**

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Representative, Ms. Anjali Sen at [indonesia.office@unfpa.org](mailto:indonesia.office@unfpa.org). Should the supplier be unsatisfied with the reply provided by the UNFPA Representative, the supplier may contact the Chief, Procurement Services Branch at [procurement@unfpa.org](mailto:procurement@unfpa.org).

**XIII. Disclaimer**

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).



## PRICE QUOTATION FORM

<b>Name of Bidder:</b>	
<b>Date of the quotation:</b>	Click here to enter a date.
<b>Currency of quotation:</b>	IDR
<b>Validity of quotation:</b> <i>(The quotation must be valid for a period of at least 3 months after the RFQ submission deadline)</i>	

- The bidder is expected to submit realistic and competitive itemized cost estimates in undertaking the project.
- The Price Quotation must provide a detailed cost breakdown for each item. The components comprising the total price must provide sufficient detail to allow UNFPA to determine compliance of offer with requirements as per Terms of Reference of this RFQ. The Bidder shall include a complete breakdown of the cost elements associated with each line item and those costs associated with any proposed subcontract/sub-awards (separate breakdown) for the duration of the contract.
- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.
- The format provided shall be used as a model in preparing the Price Quotation. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.
- In case of discrepancy between unit price and total price, the lower price shall prevail and the higher price shall be corrected. If the Bidder does not accept the correction of errors, its Proposal will be rejected.

**TABLE 1: Price:**

Item	Description	Unit	Qty	Unit cost (IDR)	Total (IDR)
<b>1. System design and development</b>					
	Consultant (team) for design and development of a tele-health application	Team	[insert Qty]	[insert unit cost]	[insert total cost]
<b>2. Development of user manual and orientation for the practicing midwives</b>					
	Consultant fee for development of (a) user manual; (b) administrator manual materials and modules; (c) reviewer.	Person	[insert Qty]	[insert unit cost]	[insert total cost]
	Consultative meeting for the documents development	Package	[insert Qty]	[insert unit cost]	[insert total cost]
<b>3. Orientation provision for the practicing midwives</b>					
	Orientation and training for midwives across Indonesia	Package	[insert Qty]	[insert unit cost]	[insert total cost]
<b>4. Provide technical support and maintenance to IBI's IT team</b>					
	Technical Assistance for support and maintenance	Package	[insert Qty]	[insert unit cost]	[insert total cost]



	Refreshment training for IT team	Package	[insert Qty]	[insert unit cost]	[insert total cost]
<b>Total</b>					[insert total cost]

**TABLE 2: Offer to Comply with Other Conditions and Related Requirements**

Other Information pertaining to our Quotation are as follows:	Your Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls. indicate counter proposal</i>
Validity of Quotation is at least 3 months after the RFQ submission deadline	[insert answer]	[insert answer]	[insert answer]
All Provisions of the UNFPA General Terms and Conditions	[insert answer]	[insert answer]	[insert answer]

*Vendor's Comments:*  
 [insert comments if any]

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/IDN/RFQ/21/011 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

[insert name, title, signature and company's seal/stamp]	[insert date and place]
Name and title	Date and place



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E-mail: [ind.bids@unfpa.org](mailto:ind.bids@unfpa.org)  
Website: [indonesia.unfpa.org](http://indonesia.unfpa.org)

**ANNEX 1:**  
**General Conditions of Contracts:**  
**De Minimis Contracts**

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)