

9/22/21

Request for Proposal (RFP)

Subject RFP #:	Field/217781/MERL Platform/ Fixed Price Contract 2021	
RFP Issue Date:	9/28/2021	
Terms of Reference / Specifications:	Included in the RFP	
Project	Keneya Sinsi Wale/USAID Agreement No: 72068820CA0000	
The Company	Palladium International, LLC	
Country of Performance	Mali	
Closing Date and Time	October 18, 2021, at 5pm (+0 UTC) Bamako, Mali	
Contact Person	Nouhoum Oumar Maiga	
Details for Submission	Mlhss.procurement@thepalladiumgroup.com	

Thank you for your interest in the above procurement. As implementer for the Project, Palladium invites you to submit a proposal for the terms of reference below. Your proposal must remain valid for 60 calendar days after the proposal deadline.

Please submit your proposal in accordance with the Details for Submission above by the Closing Date and Time. This RFP in no way obligates Palladium to award a contract nor does it commit Palladium to pay any cost incurred in the preparation and submission of a proposal. Palladium bears no responsibility for data errors resulting from transmission or conversion processes.

I look forward to your response. If you have any queries, please do not hesitate to contact me via e-mail at mlhss.procurement@thepalladiumgroup.com.

Yours sincerely,

Nouhoum Oumar Maiga Procurement Manager



Terms and conditions

1. Proposal Conditions

By submitting a proposal, potential suppliers are bound by these terms and conditions. Potential suppliers must submit offers with all details provided in English and with prices quoted in a single currency.

2. Proposal Lodgement

The Company may grant extensions to the Closing Time at its discretion. The Company will not consider any quotes received after the Closing Time specified in the RFP unless the Company determines to do so otherwise at its sole discretion.

3. Evaluation

The Company may review all proposal to confirm compliance with this RFP and to determine the best proposal in the circumstances.

4. Alterations

The Company may decline to consider a proposal in which there are alterations, erasures, illegibility, ambiguity, or incomplete details.

5. The Company's Rights

The Company may, at its discretion, discontinue the RFP; decline to accept any proposal; terminate, extend or vary its selection process; decline to issue any contract; seek information or negotiate with any potential supplier that has not been invited to submit a proposal; satisfy its requirement separately from the RFP process; terminate negotiations at any time and commence negotiations with any other potential supplier; evaluate proposals as the Company sees appropriate (including with reference to information provided by the prospective supplier or from a third party); and negotiate with any one or more potential suppliers.

6. Amendments and Queries

The Company may amend or clarify any aspect of the RFP prior to the RFP Closing Time by issuing an amendment to the RFP in the same manner as the original RFP was distributed. Such amendments or clarifications will, as far as is practicable be issued simultaneously to all parties. Any queries regarding this RFP should be directed to the Contact Person identified on the cover page of this RFP.

7. Clarification

The Company may, at any time prior to execution of a contract, seek clarification or additional information from, and enter into discussions and negotiations with, any or all potential suppliers in relation to their proposals. In doing so, the Company will not allow any potential supplier to substantially tailor or amend their proposal.

8. Confidentiality

In their proposal, potential suppliers must identify any aspects of their proposal that they consider should be kept confidential, with reasons. Potential suppliers should note that the Company will only agree to treat information as confidential in cases that it considers appropriate. In the absence of such an agreement, potential suppliers acknowledge that the Company has the right to disclose the information contained in their proposal.

The potential supplier acknowledges that in the course of this RFP, it may become acquainted with or have access to the Company's Confidential Information (including the existence and terms of this RFP and the TOR). It agrees to maintain the confidence of the Confidential Information and to prevent its unauthorised disclosure to any other person. If the potential supplier is required to disclose Confidential Information due to a relevant law or legal proceedings, it will provide reasonable notice of such disclosure to the Company. The parties agree that this obligation applies during the RFP and after the completion of the process.

9. Alternatives

Potential suppliers may submit proposals for alternative methods of addressing the Company's requirement described in the RFP where the option to do so was stated in the RFP or agreed in writing with the Company prior to the RFP Closing Time. Potential suppliers are responsible for providing a sufficient level of detail about the alternative solution to enable its evaluation.

10.Reference Material

If the RFP references any other materials including, but not limited to, reports, plans, drawings, samples or other reference material, the potential supplier is responsible for obtaining the referenced material and considering it in framing their proposal. And provide it to the Company upon request.

11.Price/Cost Basis

Prices or costs quoted must show the tax exclusive price, the tax component, and the tax inclusive price. The contract price, which must include any and all taxes, supplier charges and costs, will be the maximum price payable by the Company for the Goods and/or Services.

12. Financial information

If requested by the Company, potential suppliers must be able to demonstrate their financial stability and ability to remain viable as a provider of the Goods and/or Services over the term of any agreement. If requested by the Company, the potential supplier must promptly provide the Company with such information or documentation as the Company reasonably requires to evaluate the potential supplier's financial stability.

13.Referees

The Company reserves the right to contact the potential supplier's referees, or any other person, directly and without notifying the potential supplier.

14.Conflict of interest

Potential suppliers must notify the Company immediately if any actual, potential, or perceived conflict of interest arises (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised, whether due to a financial or personal interest (including those of family members) in the procurement or the Company).

15.Inconsistencies

If there is inconsistency between any of the parts of the RFP, the following order of precedence shall apply:

- (a) these Terms and Conditions;
- (b) the first page of this RFP; and
- (c) the Schedule

so that the provision in the higher ranked document will prevail to the extent of the inconsistency.

16. Collusion and Unlawful Inducements

Potential suppliers and their officers, employees, agents, and advisors must not engage in any collusive, anticompetitive conduct or any other similar conduct with any other potential supplier or person or quote any unlawful inducements in relation to their proposal or the RFP process.

Potential suppliers must disclose where proposals have been compiled with the assistance of current or former the Company employees (within the previous 9 months and who was substantially involved in the design,

preparation, appraisal, review, and or daily management of this activity) and should note that this may exclude their proposal from consideration.

Potential suppliers warrant that they have not provided or offered any payment, gift, item, hospitality or any other benefit to the Company, its employees, consultants, agents, subcontractors (or any other person involved in the decision-making process relating to this RFP) which could give arise to a perception of bribery or corruption in relation to the RFP or any other dealings between the parties.

17. Jurisdiction

This RFP shall be subject to the laws of the District of Columbia, United States of America. The language of the arbitration will be English.

The Potential Supplier and the Company will use their best efforts to settle amicably any dispute, controversy, or claim arising out of, or relating to this RFP or the breach, termination, or invalidity thereof. If no agreeable settlement can be found, any dispute, controversy, or claim arising out of or relating to this RFP or the breach, termination, or invalidity thereof, shall be settled by mediation through the American Arbitration Association by filing a request for mediation with the AAA and the other party. The Parties will be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute.

Proposal Submission Date. All proposals must be received by 5:00 pm Mali time, on October 18, 2021, and complying with provided instructions.

Oral Presentations. Palladium 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 at the Keneya Sinsi Wale office within 2 days of receiving notification.

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

Terms of Reference

This is a request for proposal for the development of an online integrated Monitoring, Evaluation, Research & Learning (MERL) platform to be utilized by the USAID Keneya Sinsi Wale Project for the collection, analysis, and presentation of all project data over the next four years (October 1, 2021-August 30, 2025). The Project is inviting proposals from capable, experienced, and competent organizations for the development of this MERL Platform.

Purpose

The purpose of this request for proposal is to identify an Offeror to support the Keneya Sinsi Wale project to develop a comprehensive MERL Platform for the management of project data. The platform will collect data on over 100 indicators and activities in 660 communities in three regions (Mopti, Segou and Sikasso) over the life of the project. The MERL platform is required to have both online and offline functionality and must provide for the review and analysis of data via dashboards, provide sufficient data storage, and enable the broadcast of messages in multiple formats.

Type of Contract

The final award will be a firm fixed price contract.

Anticipated Contract Term

The term of the contract including platform development, troubleshooting, staff training, and finalization of the product will be six months starting from the date of signature of contract.

Company Information

Palladium is a global leader in the design, development, and delivery of Positive Impact — the intentional creation of enduring social and economic value. We work with corporations, governments, foundations, investors, communities, and civil society to formulate strategies and implement solutions that generate lasting social, environmental, and financial benefits.

Project

The Keneya Sinsi Wale activity aims to expand access to high-quality health services and increase Malians' ability to plan, finance and manage their health system and their own health at the community, district, regional levels within the regions of Sikasso, Segou, and Mopti, and at the national level. The Project works in collaboration with Malians and their public, private and civic institutions, and systems to strengthen management and leadership, workforce development, systems management functioning, quality of care, supervision, data for decision-making, and health governance and financing.

This activity also collaborates with other USAID non-health activities that are working in areas such as governance and finance that are relevant to the health system. Additionally, this activity, in collaboration with the Keneya Nieta activity, will strengthen citizen participation in, and social accountability for, quality health services and efficiently managed health systems. The availability of high-quality health services will be increased through increased availability of competent health personnel and ensuring that health centers and health workers provide a complete package of services. It also requires the availability of outreach health services for remote, insecure, and hard-to-reach areas, and appropriate lab services at the community level.

Timeline

Submission of any proposal is due by October 18, 2021, and all proposals are required to remain valid for a period of 60 days after submission. Palladium anticipates issuing a contract within 30 days contingent on client approval of the selected Offeror. The anticipated start date for delivery/provision of services is November 18, 2021.

Scope of Work and Standards

The United States Agency for International Development (USAID) in Mali has awarded Palladium International a 5-year Cooperative Agreement no. 72068820CA000003 for the implementation of the Keneya Sinsi Wale project which seeks to impact and strengthen the Mali health system in the regions of Mopti, Segou and Sikasso. The project is seeking proposals to develop and maintain an online platform to effectively track the project's performance through collected data. The platform will also facilitate data sharing and use among external audiences for use in research, public policy development, and strategic decision making.

Audience

The proposed Platform will be utilized by approximately 2000 users including project staff, USAID/Mali, the Malian Ministry of Health at national, regional and district levels, regional private health care providers, local NGOs, and key implementing partners.

Procurement Integrity and Ethics

It is Palladium's Policy that no gifts of any kind and of any value be exchanged between Offerors/contractors and Palladium personnel. Discovery of the same will be grounds for disqualification of the Offeror/contractor from participation in any Palladium's procurements and may result in disciplinary actions against Palladium personnel involved in such discovered transactions.

Instructions for the Preparation of the Proposal

To be determined responsive, an offer must include all of documents and sections mentioned below. Palladium anticipates issuing a subcontract to a Malian or International company or organization provided it is legally registered and recognized under the laws of Mali and in the country where the entity is headquartered and complies with all applicable civil, fiscal, and other applicable regulations. Such a company or organization could include a private firm, non-profit, civil society organization. The award will be in the form of a firm fixed price contract. The successful Offeror shall be required to adhere to the statement of work and terms and conditions of the subcontract, which are incorporated in the Terms of Reference.

The technical proposal shall comprise the parts below and must be responsive to parameters set out in the Standards section.

- Cover Letter: The offeror shall provide a cover letter which confirms organizational information and consent to the validity of this proposal.
- **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 which provides the background, states the scope of work, technical specifications, and describes the deliverables.
 - Technical Approach, Methodology and Detailed Work Plan (max 8 pages): The offeror should describe its approach for executing development of the MERL platform with a detailed work plan presenting each activity to be carried out until the final version of the MERL platform is ready. At a minimum, the work plan should include each activity, proposed timeframe, location, and person responsible. In addition to the work plan, the proposal should include a detailed Gantt chart clearly defining each proposed activity and time period for completion.
 - Management, Key Personnel, and Staffing Plan (max 5 pages): CVs for key personnel may be included in an annex to the technical proposal and will not count against the page limit.
 - o Corporate Capabilities, Experience, and Past Performance (max 5 pages): This section must include a description of the organization and include details demonstrating their experience

and technical ability in implementing the technical approach/methodology and the detailed work plan. Additionally, offerors must include 3 past performance references of similar work 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. Palladium reserves the right to check additional references not provided by an offeror.

- Platform Features (max 5 pages): Please explain the qualities of the platform you are proposing. Responses should be arranged in order of required features as stated in Technical Specifications of Proposed MERL Platform in Annex A. For each standard, please clearly state whether the platform can perform the required function before explaining.
- 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. No profit, fees, taxes, or additional costs may be added after award. Because Keneya Sinsi Wale is a USAID funded project and is implemented under a bilateral agreement between Mali and the U.S. Government, offerors must not include VAT and customs duties in their cost proposal.

Evaluation and Basis for Award

This RFP will evaluate and score each proposal against the evaluation criteria and evaluation sub-criteria, which are stated in the table below. Palladium will award a subcontract to the offeror whose proposal represents the best value to Palladium and the Keneya Sinsi Wale project. Palladium may award to a higher priced offeror if a determination is made that the higher technical evaluation of that offeror merits the additional cost/price. Evaluation points will not be awarded for cost, but for overall evaluation purposes of this RFP, technical evaluation factors other than cost, when combined, are considered significantly more important than cost factors. Cost will primarily be evaluated for realism and reasonableness. If technical scores are determined to be nearly equal, cost will become the determining factor.

In evaluating proposals, Palladium will use the following evaluation criteria:

Evaluation Criteria			
Technical Approach, Methodology, and Work Plan	To what extent does the Offeror's technical proposal demonstrates understanding of the sector, utilize appropriate know-how, and present an approach, methodology and activities that respond to the objectives of the project as stated in the Scope of work?		
Management, Key Personnel, and Staffing Plan	To what extent does the curriculum vitae (CVs) of the proposed team members demonstrate the experience and capacity necessary to manage the implementation of the Scope of Work?		
Corporate Capabilities, Experience, and Past Performance	To what extend is the Offeror's past performance substantiated by three references who validate positive past performance for projects of similar size and scope?		

Other Requirements

Source of Funding, Authorized Geographic Code, and Source and Origin: Any subcontract resulting from this RFP will be financed by USAID funding and will be subject to U.S. Government and USAID regulations. All goods and services offered in response to this RFP or supplied under any resulting award must meet USAID Geographic Code 935 in accordance with the United States Code of Federal Regulations (CFR), 22 CFR §228, available at: http://www.gpo.gov/fdsys/pkg/CFR-2012-title22-vol1/pdf/CFR-2012-title22-vol1-part228.pdf.

The cooperating country for this RFP is Mali. Offerors may not offer or supply any products, commodities or related services that are manufactured or assembled in, shipped from, transported through, or otherwise

involving any of the following countries: Cuba, Iran, North Korea, Syria. Related services include incidental services pertaining to any/all aspects of this work to be performed under a resulting contract (including transportation, fuel, lodging, meals, and communications expenses).

Any and all items that are made by Huawei Technology Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikivision Digital Technology Company, Dahua Technology Company will not be accepted. If quotes include items from these entities, please note that they will be deemed not technically responsive and excluded from competition.

USAID Branding and Marking: The Offeror awarded this contract must follow all USAID branding and marking guidelines as flowed down from the Keneya Sinsi Wale award.

Security: The Keneya Sinsi Wale project is NOT responsible for making any security arrangements for the Offeror or its staff during platform development, rollout, or dissemination.

Negotiations

Best offer proposals are requested. It is anticipated that a subcontract will be awarded solely on the basis of the original offers received. However, Palladium reserves the right to conduct discussions, negotiations and/or request clarifications prior to awarding a subcontract. Furthermore, Palladium 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. 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 Palladium, offerors may be requested to conduct oral presentations. If deemed an opportunity, Palladium reserves the right to make no award at all.

Terms of Subcontract

This is a request for proposals only and in no way obligates Palladium to award a subcontract. In the event of subcontract negotiations, any resulting subcontract will be subject to and governed by the terms and clauses detailed as determined by USAID. Terms and clauses are not subject to negotiation. By submitting a proposal, offerors certify that they understand and agree to all of the terms and clauses as may be required by USAID.

Accounting System and Internal Controls

In order to implement a cost reimbursement-type contract under U.S. Government funding, the implementer must have an adequate accounting system and internal controls. Evidence of an adequate accounting system should include a written opinion or other statement from either (1) a U.S. Government-contracted auditor, (2) a cognizant U.S. Government agency official, or (3) a U.S. Government Prime Recipient or Prime Contractor that has issued the implementer a cost-type agreement and has conducted an audit to determine that the system is adequate (please provide such a report or audit for Palladium's review).

If you do not have an accounting system that has been determined to be adequate, but you believe your accounting system is adequate, you must state this in your cost submission to Palladium and will be required to complete a risk assessment questionnaire. As part of the proposal or application process Palladium will review your submission and may require an independent audit or review of your accounting system before the award. If Palladium determines that your accounting system or system of internal controls is not adequate due to correctable issues/deficiencies, Palladium may include additional terms and conditions in any resulting agreement and require that a corrective action plan be put in place to correct any deficiencies.

Palladium shall not award cost type contracts or awards if the implementer's accounting system is deemed inadequate unless Palladium determines that the action plan for correcting the accounting system is timely and acceptable and issues may be mitigated through additional terms and conditions in the interim. In the case where an implementer's systems are deemed totally inadequate for cost type agreements, Palladium may at its sole discretion consider other than a cost reimbursement-type mechanism to contract with.

Agreements

By submitting your bid, you will certify that that you agree with the contract terms and conditions as included in this solicitation and that all prices include all aspects of the required compliance with the terms and conditions of the proposed contract.

Any contract resulting from this solicitation must be signed by both parties in order to be considered valid and in force. All costs associated with, but not limited to, production, preparation and/or delivery of goods or services, including deliveries, accepted by Palladium staff, without a fully executed (signed by both parties) contract/purchase order, are at the Offeror's risk only. Palladium shall not pay for any costs, without limitation, associated with production, preparation, or delivery of goods and/or services under this or any other contract/purchase order, which has not been signed by both parties.

If your proposal is successful, you will be required to enter into the Company's standard contract for the types of goods or services being provided. In the provision of the Goods and Services, you will be required to comply with the Company's policies, including (without limitation) its Business Partner Code of Conduct and any relevant client terms and conditions. Potential suppliers must also comply with the Company's Business Partner Code of Conduct in the submission of any proposals pursuant to this RFP.

If you are bidding as part of a joint venture, partnership or similar, please make this clear in your submission. Likewise, if you propose to subcontract any part of the goods or services provision, then disclose this fact within your submission. The Company may require additional information from you and approval for subcontracting will not be automatic as subcontractors will be subject to Palladium's Due Diligence process.

Annex A: Technical Specifications of Proposed MERL Platform

The proposed MERL platform must meet the following features and functionality:

Data Collection

- o Collect all basic forms of data through the use of smart phones.
- Make web-based data entry available and ensure that all hard copy data collected can be entered into the platform.
- o Collect and analyse Global Positioning Systems (GPS) coordinates for all data collected.
- o Collect real-time data and have the ability to Cach data.
- o Allow data to be designed and collected in a tabular format.
- Develop both quantitative and qualitative data collection tools and the ability to design and effectively manage a minimum of 15 data collection tools.
- Collect data on over 300 activities linked to some 100 indicators for the life of the project.
- Perform cascading select for common biographic data entered into data collection tools and ensure the maintenance of relationship among the different data collected.
- Accommodate over 300 data collectors, with the possibility of simultaneous data collection for the life of the project.
- Be portable enough to accept data from other sources such as CSV format.

• Data Review and Approval

- Allow for individual corrections to collected data after collection is completed (but before synchronizing) or after to be referred back to the individual who submitted the data for correction after synchronization if any errors are detected.
- Allow for multiple tiers of approval including community, district, regional and national levels before data is published for use.
- Have at least three levels of authorization (read, write, and edit permissions), ensuring that the project can determine who can view but not manipulate data (read permission), who can collect and submit data (write permission) and who can edit and correct errors in the data (edit permission).

Data Analysis

- Provide for descriptive analyses including frequency tables, pie charts, bar charts, histograms, cross tabulations, etc.
- Export data into excel and SPSS for detailed statistical analysis and test of significance.
- Collect GPS data, analyse and plot data on real geographic maps to enable accurate tracing and verification as well as indicator cross comparison by site.
- Automatically analyse on over 100 indicators and generate the reports automatically and in real-time
- Assign viewing permission so that certain data can only be viewed by certain individuals based on the permissions granted.
- Capture and analyse data in disaggregated formats.

Dashboard

- Provide and manage an interactive dashboard for over 400 descriptive statistics over the life of the project.
- o Operate both on and offline to allow for continuous data collection.
- Dashboard of data disaggregated by CsCom, ASACO and District.
- Link to the DHIS2 database so all needed data is uploaded into the platform in real-time.
- Present data via tables, graphs, charts, and diagrams as well as to plot and map GPS data for Mali, demonstrating the data of pre-selected indicators in their respective geographic positions.
- Create photo albums and publish photos to facilitate easy access by users.
- Publish up to 60 short stories per year for the life of the project.

Messaging

- o Broadcast large numbers of Short Message Service (SMS) to users.
- Have IVR capabilities to broadcast messages and collect data.
- o Provide for a helpline system to facilitate support to beneficiary organizations.

• Data Storage

- Have the capacity to store up to 2.5TB of data and secure all data collected for the life of the project.
- o Store visuals of all hard and soft copy data in retrievable formats for the life of the project.
- Store IVR recordings/data in an easy-to-retrieve format.

Project Management

- Provide individual staff the capability to plan and submit activities electronically to their supervisors for approval.
- o Allow supervisors to electronically approve submitted plans and requests.
- o Provide monthly staff performance monitoring.

Data Protection

- o Provide safeguards, security, and protection for all Personal Identifiable Information (PII) in the system.
- o Keep platform data secure against external attacks and hacking.

Annex B: Proposed Deliverables

Deliverable	Task
Workplan	 Draft work plan covering all four processes that includes anticipated level of effort for each activity Draft Gantt chart timeline for all activities Provide workplan and timeline least five working days before the inception meeting.
Inception Meeting	 Participate in an inception meeting with Keneya Sinsi Wale project staff within 7 days of contract award. Provide finalized workplan 1 week after inception meeting with all incorporated changes.
MERL Platform Development	 Provide a fully functional MERL platform within 2 weeks of the start of the pre-test. Support a three-month pre-test by the MERL team. Provide written documentation of the platform development process including all revisions. Present draft platform to USAID within 2 weeks after pre-test is complete. Incorporate all feedback and deliver final platform within 4 weeks of USAID review. Train the Keneya Sinsi Wale MERL team on
Training/Support	 platform inputs, changes, and management. Provide ongoing coaching and guidance to MERL team during platform development. Support during pre-testing of the platform, as needed.
Dissemination	 Draft presentations to disseminate details about the developed platform to both national and regional level staff and stakeholders before the pre-testing phase begins. Draft presentations to demonstrate the finalized platform at the national and regional levels for staff and stakeholders. Conduct presentations to demonstrate the finalized platform at the national and regional levels for staff and stakeholders. Draft presentation for USAID to demonstrate the finalized platform. Conduct presentation to demonstrate the finalized platform for USAID.