

Request for Proposal (RFP)

Ref. no. RfP11/00298

Date: 3 February 2011

Dear Sir/Madam,

Subject: RFP for the provision of services for development of the pilot primary health care institution information system.

1. You are requested to submit a proposal for **development of the pilot primary health care institution information system**, as per enclosed Terms of Reference (TOR).
2. To enable you to submit a proposal, attached are:
 - i. Instructions to Offerors (Annex I)
 - ii. General Conditions of Contract (Annex II)
 - iii. Terms of Reference (TOR) (Annex III)
 - iv. Proposal Submission Form (Annex IV)
 - v. Price Schedule/Financial Proposal (Annex V)
3. Your offer comprising of technical proposal and price schedule/financial proposal, in separate sealed envelopes, marked with **“RFP: Primary health care institution information system”** should reach the UNDP office no later than **11 March 2011, 16:30**, local time.

Offers can be submitted either in hard copy or electronically.

a) Documents/offers in hard copy need to be addressed to:

**UNDP Moldova,
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova
Attention: Registry Office/Procurement**

b) Offers sent electronically need to be addressed to the following e-mail address:

tenders-Moldova@undp.org


Offers shall be clearly marked with **“RFP: Primary health care institution information system”**

Contact person for clarifications: Mihail Beregoi, Project Manager (mihail.beregoi@undp.org)

UNDP Moldova will organize on its premises a pre-bidding conference on **17 February 2011 at 11:00**. Representatives of all interested applicants are invited to attend. To confirm participation, please send a message to Lidia Marchitan (lidia.marchitan@undp.org) by COB on 16 February 2011.

4. If you request additional information, we would endeavor to provide information expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of your proposal.
5. You are requested to acknowledge receipt of this letter and to indicate whether or not you intend to submit a proposal.

Yours sincerely,


Matilda Dimovska,
Deputy Resident Representative



Instructions to Offerors

A. Introduction

1. General

The purpose of this Request for Proposals (RFP) is to solicit proposals from the qualified companies to develop the “**Primary health care institution information system**”, according to TOR ANNEX III.

The offers must be composed of two parts: *technical* and *financial*. Each part is presented in sealed envelopes. The Contract will be awarded to the Company (Consortium) with the proposal that will obtain the highest cumulative score in accordance with evaluation criteria.

2. Cost of proposal

The Offeror shall bear all costs associated with the preparation and submission of the Proposal, the UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.

A. Solicitation Documents

3. Contents of solicitation documents

Proposals must offer services for the total requirement. Proposals offering only part of the requirement will be rejected. The Offeror is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Offeror’s risk and may affect the evaluation of the Proposal.

4. Clarification of solicitation documents

A prospective Offeror requiring any clarification of the Solicitation Documents may notify the procuring UNDP entity in writing at the organisation’s mailing address or fax number indicated in the RFP. The procuring UNDP entity will respond in writing to any request for clarification of the Solicitation Documents that it receives earlier than two weeks prior to the deadline for the submission of Proposals. Written copies of the organisation’s response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Offerors that has received the Solicitation Documents.

5. Amendments of solicitation documents

At any time prior to the deadline for submission of Proposals, the procuring UNDP entity may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the Solicitation Documents by amendment.

All prospective Offerors that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.

In order to afford prospective Offerors reasonable time in which to take the amendments into account in preparing their offers, the procuring UNDP entity may, at its discretion, extend the deadline for the submission of Proposals.

B. Preparation of Proposals

6. Language of the proposal

The Proposals prepared by the Offeror and all correspondence and documents relating to the Proposal exchanged by the Offeror and the procuring UNDP entity shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the Proposal, the English translation shall govern.

7. Documents comprising the proposal

The Proposal shall comprise the following components:

- (a) Proposal submission form (Annex IV);
- (b) Operational and technical part of the Proposal, including documentation to demonstrate that the Offeror meets all requirements;
- (c) Price schedule/financial proposal, completed in accordance with clauses 9 and 10 (Annex V).

8. Operational and technical documentation

The operational and technical part of the Proposal shall contain the following documents:

- Description of the organization (experience, human resources, technical and managerial capacity in the related field, including company's litigation and arbitration history);
- Copy of the registration certificate of the organization and licenses to perform required activity;
- Company's portfolio regarding successfully implemented similar assignments;
- Company's list of customers/ beneficiaries of services for the past years;
- CVs of staff proposed for implementation of the present assignment and their role (key experts required by the RFP, together with all needed documents in order to prove the fulfilment of the requirements);
- Work plan and approach (detailed description of activities, timeline, agenda);
- Detailed Budget for the implementation of the assignment (**presented in a separate envelope**);
- Other relevant documents.

9. Proposal form

The Offeror shall structure the operational and technical part of its Proposal as follows:

(a) Management plan

This section should provide corporate orientation to include the year and state/country of incorporation and a brief description of the Offeror's present activities. It should focus on services related to the Proposal.

This section should also describe the organisational unit(s) that will become responsible for the contract, and the general management approach towards a project of this kind. The Offeror should comment on its experience in similar projects and identify the person(s) representing the Offeror in any future dealing with the procuring UNDP entity.

(b) Resource plan

This should fully explain the Offeror's resources in terms of personnel and facilities necessary for the performance of this requirement. It should describe the Offeror's current capabilities/facilities and any plans for their expansion.

(c) Proposed methodology

This section should demonstrate the Offeror's responsiveness to the specification by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed warranty; and demonstrating how the proposed methodology meets or exceeds the specifications.

The operational and technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules.

It is mandatory that the Offeror's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.

Information which the Offeror considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.

10. Proposal prices

The Offeror shall indicate on an appropriate Price Schedule/Financial Proposal, an example of which is contained in these Solicitation Documents, the prices of services it proposes to supply under the contract.

11. Proposal currencies

All prices shall be quoted in **US Dollars and shall be exclusive of VAT**. For comparison purposes, all other currencies shall be converted into **US Dollars** using the UN Operational Rate of Exchange on the day of the competition deadline.

12. Period of validity of proposals

Proposals shall remain valid for one hundred and twenty (120) days after the date of Proposal submission prescribed by the procuring UNDP entity, pursuant to the deadline clause. A Proposal valid for a shorter period may be rejected by the procuring UNDP entity on the grounds that it is non-responsive.

In exceptional circumstances, the procuring UNDP entity may solicit the Offeror's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. An Offeror granting the request will not be required nor permitted to modify its Proposal.

13. Format and signing of proposals

The Offeror shall prepare two copies of the Proposal, clearly marking each "Original Proposal" and "Copy of Proposal" as appropriate. In the event of any discrepancy between them, the original shall govern.

The two copies of the Proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorised to bind the Offeror to the contract. The latter authorisation shall be indicated by written power-of-attorney accompanying the Proposal.

A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Offeror, in which case such corrections shall be initialled by the person or persons signing the Proposal.

14. Payment

UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the contractor, upon achievement of the corresponding milestones.

Submission of Proposals

15. Sealing and marking of proposals

The Offeror shall seal the Proposal in one outer and two inner envelopes, as detailed below.

(a) The outer envelope shall be:

- addressed to –

UNDP Moldova
131, 31 August 1989 Street, MD-2012 Chisinau, Republic of Moldova
Attention: UNDP Registry Office/Procurement

and,

- marked with –

“RFP: Primary health care institution information system”

(b) Both inner envelopes shall indicate the name and address of the Offeror. The first inner envelope shall contain the information specified in Clause 8 (*Operational and technical documentation*) and in Clause 9 (*Proposal form*) above, with the copies duly marked “Original” and “Copy”. The second inner envelope shall include the price schedule/financial proposal duly identified as such.

Note, if the inner envelopes are not sealed and marked as per the instructions in this clause, the procuring UNDP entity will not assume responsibility for the Proposal’s misplacement or premature opening.

(c) In case of electronic submission, the Offeror shall send two messages by e-mail to the following address: tenders-Moldova@undp.org

Having prepared the Proposal in paper format as specified in Clause “D. Submission of Proposals”, hereof, the entire Proposal should be scanned or otherwise converted into one or more electronic .pdf (Adobe Acrobat) format files and attached to two e-mail messages. The first e-mail message shall contain the information specified in Clause 8 (*Operational and technical documentation*) and Clause 9 (*Proposal form*) above and shall have the following subject: “**Technical Proposal for RFP: Primary health care institution information system**”. The second e-mail message shall include the price schedule/financial proposal and shall have the following subject: “**Financial Proposal for RFP: Primary health care institution information system**” - DO NOT OPEN IN ADVANCE. The opening of the financial proposal must be secured with the password protected ZIP archive by the Offeror, which will be given to the procuring UNDP entity upon its request after the completion of the technical proposal evaluation.

To assist procuring UNDP entity in the assurance of transparency, it is recommended that, prior to sending the Email(s), Offerors should open “Options”, then “Voting and Tracking Options” and select “Request a delivery receipt for this message” AND “Request a read receipt for this message”. This option path is for Microsoft Office Outlook software. Other software should offer similar options, although the path and wording might be somewhat different.

16. Deadline for submission of proposals

Proposals must be received by the procuring UNDP entity at the address or e-mail address specified under clause *Sealing and marking of Proposals* no later than **11 March 2011, 16:30**, local time.

The procuring UNDP entity may, at its own discretion extend this deadline for the submission of Proposals by amending the solicitation documents in accordance with clause *Amendments of Solicitation Documents*, in which case all rights and obligations of the procuring UNDP entity and Offerors previously subject to the deadline will thereafter be subject to the deadline as extended.

17. Late Proposals

Any Proposal received by the procuring UNDP entity after the deadline for submission of proposals, pursuant to clause *Deadline for the submission of proposals*, will be rejected.

18. Modification and withdrawal of Proposals

The Offeror may withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by the procuring UNDP entity prior to the deadline prescribed for submission of Proposals.

The Offeror's withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause *Deadline for Submission of Proposals*. The withdrawal notice may also be sent by telex or fax but followed by a signed confirmation copy.

No Proposal may be modified subsequent to the deadline for submission of proposals.

No Proposal may be withdrawn in the Interval between the deadline for submission of proposals and the expiration of the period of proposal validity specified by the Offeror on the Proposal Submission Form.

E. Opening and Evaluation of Proposals

19. Opening of proposals

The procuring entity will open the Proposals in the presence of a Committee formed by the Head of the procuring UNDP entity.

20. Clarification of proposals

To assist in the examination, evaluation and comparison of Proposals, the Purchaser may at its discretion, ask the Offeror for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.

21. Preliminary examination

The Purchaser will examine the Proposals to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, and whether the Proposals are generally in order.

Arithmetical errors will be rectified on the following basis: If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Offeror does not accept the correction of errors, its Proposal will be rejected. If there is a discrepancy between words and figures the amount in words will prevail.

Prior to the detailed evaluation, the Purchaser will determine the substantial responsiveness of each Proposal to the Request for Proposals (RFP). For purposes of these Clauses, a substantially responsive Proposal is one which conforms to all the terms and conditions of the RFP without material deviations. The Purchaser's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.

A Proposal determined as not substantially responsive will be rejected by the Purchaser and may not subsequently be made responsive by the Offeror by correction of the non-conformity.

22. Evaluation and comparison of proposals

A two-stage procedure will be utilised in evaluating the proposals, with evaluation of the technical proposal being completed prior to any price proposal being opened and compared. The price schedule/financial proposal of the Proposals will be opened only for submissions that passed the minimum technical score of 70% of the obtainable score of 700 points in the evaluation of the technical proposals.

The technical proposal is evaluated on the basis of its responsiveness to the Term of Reference (TOR) and the Instructions to Offerors.

In the Second Stage, the price proposal of all contractors, who have attained minimum 70% score in the technical evaluation, will be compared. The **cumulative analysis scheme** will be applied with a total score being obtained upon the combination of weighted technical and financial attributes. An Offeror's response to the solicitation document is evaluated and points are attributed based on how well they meet the defined desirable criteria. Cost under this method of analysis is rendered as an award criterion, which will be 30% out of a total score of 1000 of all the desirable factors of the RFP. The contract will be awarded to the offeror obtaining the highest cumulative score. The following formula will be applied in calculating the cumulative score:

$$B = T + \frac{C_{low}}{C} \times 300,$$

where

T – is the total technical score awarded to the evaluated proposal;

C – is the price of the evaluated proposal; and

C_{low} – is the lowest of all evaluated proposal prices among responsive proposals.

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	Company / Other Entity				
				A	B	C	D	E
1.	Expertise of Firm / Organisation submitting Proposal	20%	140					
2.	Proposed Work Plan and Approach	40%	280					
3.	Personnel	40%	280					
Total			700					

Evaluation forms for technical proposals follow on the next two pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Expertise of Firm / Organisation Submitting Proposal

Form 2: Proposed Work Plan and Approach

Form 3: Personnel

Technical Proposal Evaluation Form 1		Points obtainable	Company / Other Entity				
			A	B	C	D	E
Expertise of firm / organisation submitting proposal							
1.1	Reputation of Organisation and Staff (Competence / Reliability)	10					
1.2	Litigation and Arbitration history	10					
1.3	General Organisational Capability which is likely to affect implementation (i.e. loose consortium, holding	5					

	company or one firm, size of the firm / organisation, strength of project management support e.g. project financing capacity and project management controls)						
1.4	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills).	5					
1.5	Quality assurance procedures (ISO 20000 Certification for quality of IT services)	20					
1.6	Information security procedures (ISO 27001 Certification for information security)	20					
1.7	Relevance of similar experience:						
	- Specialised Knowledge in e-government projects	40					
	- Specialised Knowledge in e-health projects	15					
	- Specialised Knowledge in IT&C projects, financed by international donors (WB, EU, UNDP, etc)	15					
Total Form 1		140					

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Proposed Work Plan and Approach							
2.1	To what degree does the Offeror understand the task?	20					
2.2	Have the important aspects of the task been addressed in sufficient detail?	15					
2.3	Are the different components of the project adequately weighted relative to one another?	15					
2.4	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?	20					
2.5	Does the plan include adequate Quality Assurance?	50					
2.6	Is the scope of task well defined and does it correspond to the TOR?	90					
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	70					
Total Form 2		280					

Technical Proposal Evaluation Form 3		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Personnel							
3.1	Project Manager	Sub-Score	50				
	International project management certification (PMP, PRINCE2 or equivalent)	15					
	International certification in the field of organizing and optimizing IT processes within organizations (ITIL or equivalent, at least practitioner level)	15					
	International certification for risk management	20					
		50					

3.2	Technical Coordinator	Sub-Score	50					
	International certification for information security and standards methodologies (Certified Information Security Manager/CISM or equivalent)	5						
	International certification for system analysis and audit (Certified Information System Auditor /CISA or equivalent)	15						
	International certification for methodologies for monitoring and evaluation of key performance indicators for IT&C systems (Control Objectives for Information and related Technology/COBIT or equivalent)	5						
	International certification in the field of organizing and optimizing IT processes within organizations (ITIL or equivalent, at least expert level)	5						
	International certification for methodologies in the field of governance of IT&C systems (Certified in the Governance of Enterprise IT/CGEIT or equivalent)	15						
	International project management certification (PMP, PRINCE2 or equivalent)	5						
		50						
3.3	Quality Assurance and Information Security Expert	Sub-Score	50					
	International certification for information security and standards methodologies (Certified Information Security Manager/CISM or equivalent)	20						
	International certification for system analysis and audit (Certified Information System Auditor /CISA or equivalent)	15						
	International certification for methodologies for monitoring and evaluation of key performance indicators for IT&C systems (Control Objectives for Information and related Technology/COBIT or equivalent)	5						
	International project management certification (PMP, PRINCE2 or equivalent)	5						
	International certification in the field of organizing and optimizing IT processes within organizations (ITIL or equivalent, at least expert level)	5						
		50						
3.4	IT System Architect	Sub-score	50					
	International certification for methodologies in the field of designing and implementing IT&C systems architectures (TOGAF8 or equivalent)	30						
	International certification for software development	10						
	International certification for software solutions and application development	10						
		50						
3.5	Business analyst expert	Sub-score	40					
	International certification for	20						

	methodologies for Business Analysis and Requirements Engineering (Certified Business Analyst Professional or equivalent)							
	International certification for standard language for business processes modelling (Unified Modeling Language or equivalent)	15						
	International project management certification (PMP, PRINCE2 or equivalent)	5						
		40						
3.6	Integration Expert	Sub-score	40					
	International certification for business processes management and integration platforms	20						
	International certification for WEB applications development	5						
	International certification for database design and implementation	5						
	International certification in the area of transfer of knowledge	10						
		40						
Total Form 3			280					

F. Award of Contract

23. Award criteria, award of contract

The procuring UNDP entity reserves the right to accept or reject any Proposal, and to annul the solicitation process and reject all Proposals at any time prior to award of contract, without thereby incurring any liability to the affected Offeror or any obligation to inform the affected Offeror or Offerors of the grounds for the Purchaser's action.

Prior to expiration of the period of proposal validity, the procuring UNDP entity will award the contract to the qualified Offeror whose Proposal after being evaluated is considered to be the most responsive to the needs of the organisation and activity concerned.

24. Purchaser's right to vary requirements at time of award

The Purchaser reserves the right at the time of award of contract to vary the quantity of services and goods specified in the RFP without any change in price or other terms and conditions.

25. Signing of the contract

Within 30 days of receipt of the contract the successful Offeror shall sign and date the contract and return it to the Purchaser.

Failure of the successful Offeror to comply with the requirement of Clause 25 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal security if any, in which event the Purchaser may make the award to the next best evaluated Offeror or call for new Proposals.

General Conditions of Contract**1. LEGAL STATUS**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNDP. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

2. SOURCE OF INSTRUCTIONS

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action which may adversely affect UNDP or the United Nations and shall fulfil its commitments with the fullest regard to the interests of UNDP.

3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

4. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

5. SUB-CONTRACTING

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

8. INSURANCE AND LIABILITIES TO THIRD PARTIES

- 8.1 The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2 The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3 The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment

owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

8.4 Except for the workmen's compensation insurance, the insurance policies under this Article shall:

- (i) Name UNDP as additional insured;
- (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNDP;
- (iii) Provide that UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

8.5 The Contractor shall, upon request, provide UNDP with satisfactory evidence of the insurance required under this Article.

9. ENCUMBRANCES/LIENS

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

UNDP shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, or documents and other materials which bear a direct relation to or are produced or prepared or collected in consequence of or in the course of the execution of this Contract. At the UNDP's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to UNDP in compliance with the requirements of the applicable law.

12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or the United Nations, or any abbreviation of the name of UNDP or the United Nations in connection with its business or otherwise.

13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

13.1 All maps, drawings, photographs, mosaics, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNDP, shall be treated as confidential and shall be delivered only to UNDP authorized officials on completion of work under this Contract.

13.2 The Contractor may not communicate at any time to any other person, Government or authority external to UNDP, any information known to it by reason of its association with UNDP which has not been made public except with the authorization of UNDP; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

14.1 Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force which are beyond the control of the Parties.

14.2 In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNDP of any other changes in conditions or the occurrence of any event which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNDP shall take such action as, in

its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract

- 14.3 If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

15. TERMINATION

- 15.1 Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract.
- 15.2 UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3 In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures.
- 15.4 Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNDP may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNDP of the occurrence of any of the above events.

16. SETTLEMENT OF DISPUTES

16.1. Amicable Settlement

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

16.2. Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. TAX EXEMPTION

- 18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with UNDP to determine a mutually acceptable procedure.
- 18.2 Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

19. CHILD LABOUR

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

20. MINES

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

21. OBSERVANCE OF THE LAW

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

22. AUTHORITY TO MODIFY

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the authorized official of UNDP.

Terms of Reference (Technical specification)

**“Technical Specification For The Pilot Primary Health Care
Institution Information System / Upgrade for E-(M) Health Services”**

1. Abbreviations used in this document

HIS	(existing) Health Information System
CDA	Clinical Document Architecture
HL7	Health Level 7
XPHR	Exchange of Personal Health Record
IHE	Integrating the Healthcare Enterprise
EHR	Electronic Health Record
MS	Ministerul Sanatii / Ministry of Health

2. General information

“Nicolae Testemițanu” University Primary Healthcare Clinic offers primary care services, as well as specialized medical advisory from collaborators of therapeutic profile clinics.

The clinic is presently running a health information system that fulfils its internal needs, but does not have external interactions with its patients or outside systems.

The scope of the project is to complement the functionalities of the health information system which is presently running at “Nicolae Testemițanu” University Primary Healthcare Clinic. The responsibility to facilitate the access to the existing information system functionalities, database, and source code in order to allow the winning contractor to implement the enhancements belongs to the Clinic.

The extension of the system was considered taking into consideration the National Strategy for Information Society – “Electronic Moldova” and its priorities regarding the information systems to be used by citizens and transparent interconnection of the different public information systems. An analysis of the present system was conducted and, as a result, areas where existing features can be supplemented and improved were identified.

3. Objectives

The main objective of the project is to enhance the information technology system running in the primary care clinic by adding web patient interaction. This objective is in line with the National Strategy for Information Society – “Electronic Moldova” by providing opening of the health information system to all the patients, providing them with a valuable tool and a rich health information depository, allowing them to easily communicate with the clinic.

At this moment, the clinic has a presentation web page with useful information, but all the content is static. Taking into consideration that day by day more and more citizens have access to Internet, we can think about moving on the web portal of some of the usual interaction between patients and the clinic. Consequently, telephone calls or visits to clinic can be avoided by patients by simply accessing the web portal. A dynamic portal connected to the existing information system has to be integrated into the existing web pages.

The enhancements of the existing information technology system – this project – must be interoperable with the existent system of the clinic. Regarding interoperability, internationally recognized medical standards should be implemented by the project in such way that the solution is not only fully compatible with the existing HIS, but will also be compatible with other standardized medical solutions, allowing for data exchange in internationally accepted formats and the possibility of further development of compatible modules. Standards regarding medical solutions should be implemented, such as HL7 (Health Level 7) for the exchange, integration, sharing, and retrieval of electronic health information and CDA (Clinical Document Architecture – a standard data format for clinical documents exchange) for clinical documents. Also, the health records that will be presented to the patients should make use of IHE XPHR (Exchange of Personal Health Record, which provides a standards-based specification for managing the interchange of documents).

Communication between all the components of the solution should also be done in such way that it adheres to communication protocols between web services such as WS-Eventing.

4. Project description

4.1 General architecture

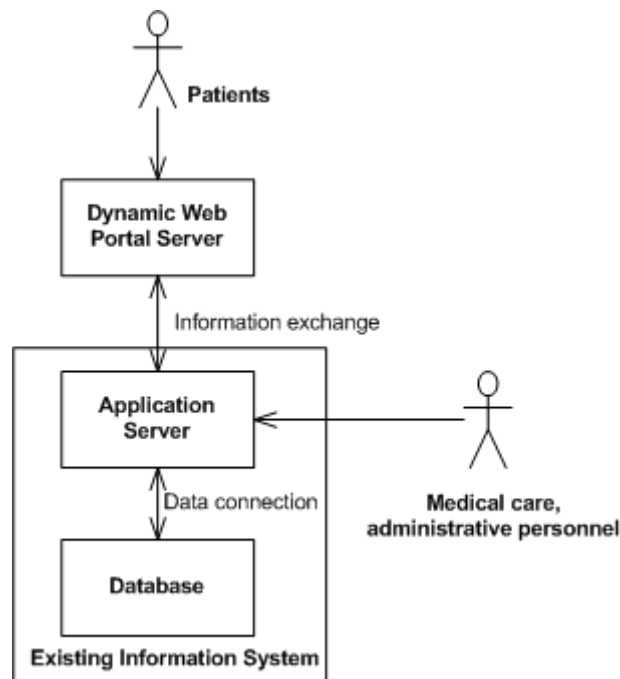


Figure 1 - Logical architecture of the system

The architecture of the system is based on a Service-Oriented Architecture (SOA).

4.2 Actors

A. Patients

The patient is a person that used or will use the services of the clinic. The patient can interact online with the system by obtaining personalized information and can use the available services (like scheduling service, personal health record, etc.)

The benefits of the new system for the patient are as follows:

- Online access to personal health information – the patient can access the information generated as a result of care episodes in the clinic such as:
 - History of visits to the clinic;
 - Prescriptions and medical recommendations recorded in the medical record;
 - Basic results of the medical tests such as glucose, cholesterol.
- Self-service for scheduling appointments – using the online services the patient can schedule its visits.

B. Medical care personnel

The medical care personnel is any qualified medic, pharmacist or persons authorized to participate in clinical care episodes. The medical care personnel will be able to directly or indirectly use information filled by the patient (like scheduling information).

C. Administrative personnel

The administrative personnel are any person that interacts with the health information system and will be able to manage the external information. The administrative personnel have an active role in the management of patient data from HIS, including appointments sent in by patients from the web portal. The medical

personnel will have the possibility of editing appointments and data sent in by patients and of sending notifications to patients.

4.3 Dynamic portal for patients

The main interaction between the patient and the clinic consists of medical consultancy, for which the patient is usually required to go to clinic. Related to this event we can distinguish two categories of web interaction: before consulting and after consulting.

Before consulting, the patient will either travel to the clinic or will ask for a home visit from the GP. An appointment must be scheduled before consulting. This step can be done online on the web portal, saving a visit to the clinic. After consulting, different patient specific information can be made available on the web portal. In order to access these features, the patient must be correctly identified by the system.

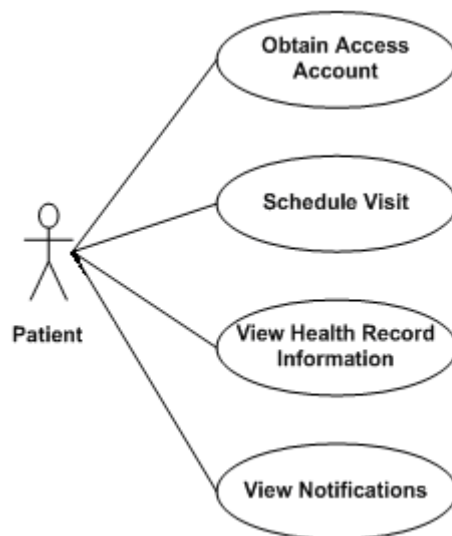


Figure 2 – Patient interaction with the web portal

A. Patient access accounts

Correct identification of the patient is a highly sensitive issue for such a system. Uniquely identifying a patient is very important and has to be done taking into consideration personal details, such as the patient's name, address, ID card, birth date etc. Therefore, every patient will need to have an access account and the right credentials in order to access the system. The access account and the initial credentials will be issued by the system for all the registered patients. Once he will have the credentials, the patient will be able to access the dynamic area of the web portal. In order to become a registered user, the patient must provide personal data which will uniquely identify him. Patients who do not wish to register online should also be able to use the features of the web portal by uniquely identifying themselves through other means (e.g. providing a valid email address for communication).

The portal can be accessed by the patients already registered on the clinic patients list, but also by the patients who are not already registered and are first time users of the clinic's services.

The system must allow the possibility of on-line registration for those patients who cannot register themselves online. In this sense, the person who made the registration must be the legal representative of the person for whom registration is done.

A dynamic dialogue will help the patient to access the web portal. This dialogue has two sections:

- First section (to be completed only once, at the beginning)

- The patient registers himself on the web portal with his personal data, including an e-mail address.
- The patient shall accept the Terms and Conditions for using electronic services and shall read and accept the Disclaimer related to the security of personal information which will be displayed before submitting personal information for registration and sending the request to the clinic.
- The patient will receive an e-mail with the credentials to access the portal after the request is approved by the clinic.
- Second section (to be completed every time the patient wants to access the web portal)
 - The patient introduces his credentials on the login page of the web portal, in order to access his personal information and notifications.

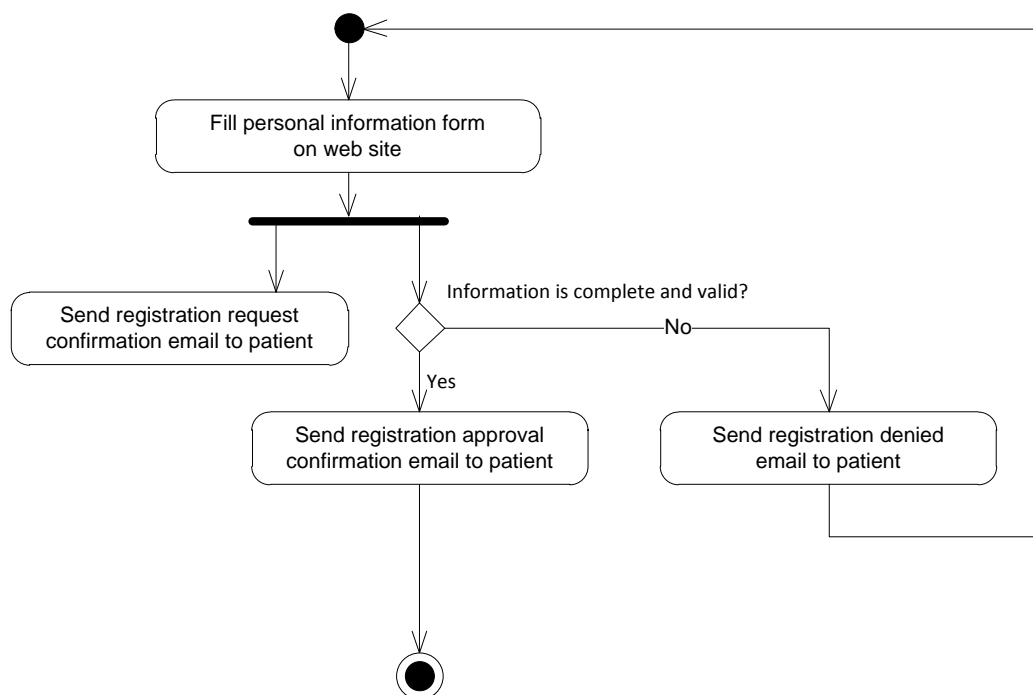


Figure 3 – First section of the dynamic dialogue for accessing the portal

B. Online scheduling

On the web portal, the patient will have access to an interface in order to schedule a consultation. A dynamic dialogue will help the patient to schedule the appointment. At least the following steps must be included:

- a) Determine whether the patient requests his GP or specialty doctor to pay a home visit, or the patient will travel to the clinic (the type of appointment).
 - i. For home visits: Additional information can be added regarding the patient state, address details, etc.
 - ii. For appointments at the clinic: Determine the type of the appointment:
 - First consultancy
 - Recurrent consultancy
 - Laboratory tests
 - Other type of appointment
- b) Optionally, the patient can select the name of the doctor or multiple doctors.
- c) The patient will select a location for his appointment (department of the clinic).
- d) The patient will optionally provide details about the appointment.
- e) The patient will select a starting time for his appointment. The duration of the appointment will be predefined according to the type.

- f) The patient will send a request for the creation of an appointment and be notified if the details he provided are sufficient and the appointment has been created.

In case of overlapping appointments, the patient will be provided with means of modifying and rescheduling his appointment. Alternative appointments may be suggested by the system if the time slot, doctor or location desired by the patient is not available. In the selection of available time slots, the schedule of physicians should also be taken into account. The appointment will be confirmed after administrative personnel will view and approve it from HIS. The confirmation will consist of a screen message and a confirmation e-mail. Additionally a confirmation SMS can be sent, if the patient accepted to receive such notifications.

The system must allow the possibility to schedule appointments on behalf of other persons (like relatives, friends, etc.)

Patients who are not willing to register online should also have access to online appointment features. Communication and confirmation of appointments with this category of patients should be done via e-mail and/or phone.

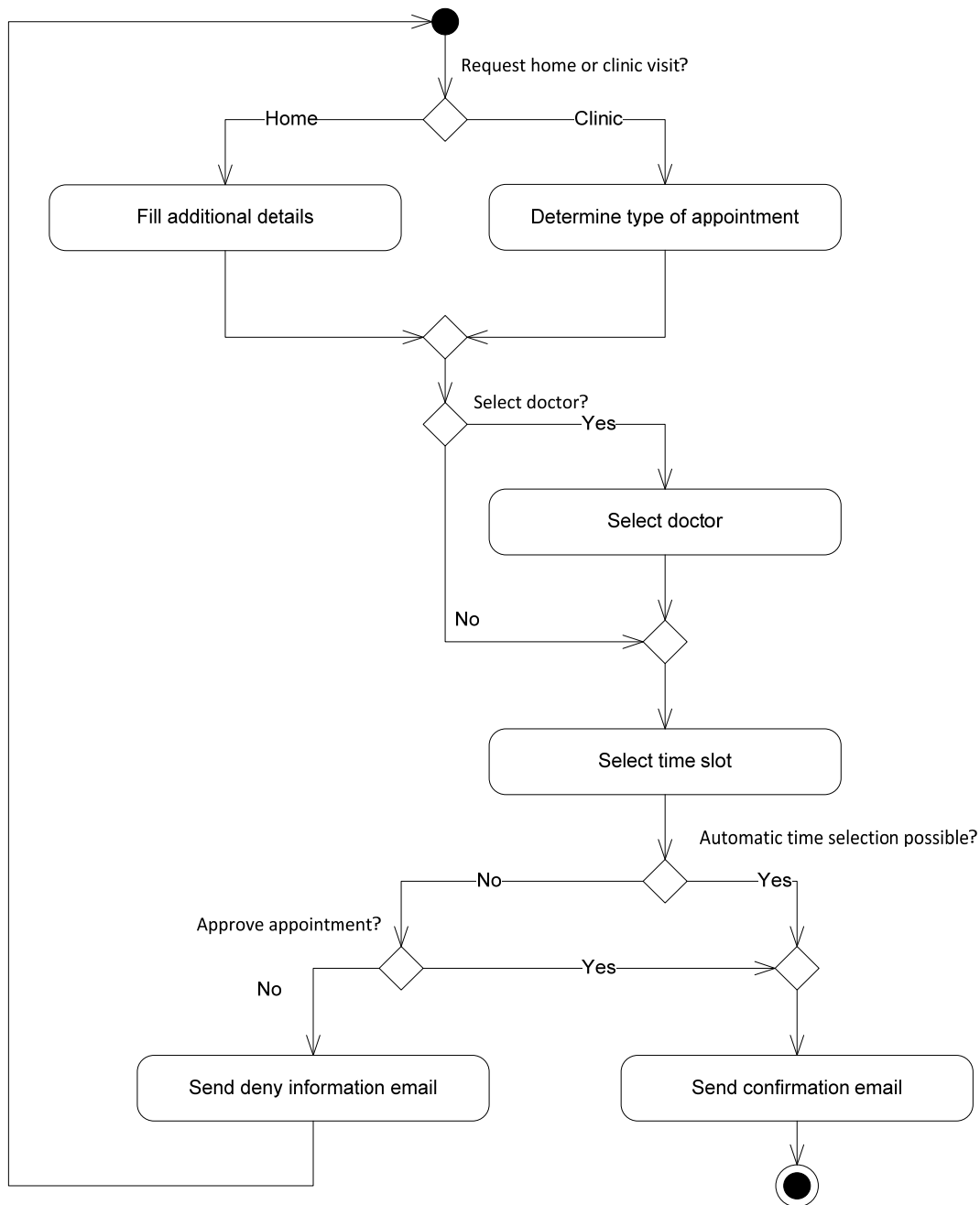


Figure 4 – Dynamic dialogue for online scheduling

C. Dynamic information and messages for the patient

Starting with the first appointment in the clinic, an electronic health record of the patient is kept in the information system. This record is automatically updated with every visit, every test, and every medical service.

The electronic health record should adhere to international standards regarding medical data and support interoperability with the HIS.

By implementing the dynamic portal, a series of information from the electronic health record can be made available to the patient through the web portal. This information should contain:

- Diagnosis copy
- Prescription copy
- Analysis report

- Other information defined according to the specific needs

Special attention will be given to analysis reports and other information defined as sensitive for the patient (information which needs to be carefully presented and explained). This kind of information will be made available to the patient only with consent from the GP taking care of that patient. This sensitive data will not be available to the patient unless the patient was given a special authentication code from the healthcare provider.

The patient should have the possibility to observe the evolution of his health indicators in a graphical form over a period of time.

The patient should have the possibility to order online different documents such as medical certificates and medical prescription documents (recetele medicale) etc., Clinica will use both online and mobile paths to inform the patient when he/she should come and pick up the requested document

The system will also be able to automatically send e-mails and notifications to the patient's web portal account for confirmation of an appointment, like described above, but also for delivering other messages such as:

- Rescheduling of an appointment
- Approval or cancellation of an appointment
- Medical certificates or prescriptions or other documents are ready to be picked up by the patient
- Other messages defined according to specific needs

Messages can also be delivered via SMS, if the patient accepted to receive such notifications.

4.4 Hardware infrastructure

The following chapter describes the hardware infrastructure which will be used in order to put into operation the enhancements of the information system.

The following hardware infrastructure IS NOT THE SUBJECT of acquisition within this RFP. It is described for information purposes only. This information will allow all potential interested companies to find out all details related to the hardware infrastructure which will be purchased by the beneficiary in order to put into operation of the enhancements to the information system.

A. Web portal server and security device

In order to implement the dynamic area of the web portal, a web server is needed, which will be placed in a DMZ zone, protected by a security device with firewall and IPS features.

The security device should have at least 16 Gigabit Ethernet ports, 512 MB DRAM memory, 1GB Flash memory and should be able to secure a bandwidth of 1.5 Gbps with firewall inspection and 250 Mbps with IPS filtering. The device should secure the internet access to the web portal at the OSI levels 3 and 4.

The minim requirements for the server are the following:

- 1x x86 processor with the following performances:
 - SPECint_base2006 > 25
 - SPECfp_base2006 > 30
- 6 GB RAM
- 100 GB of RAID protected HDD space
- 2 Gigabit Ethernet network ports
- 2 redundant power supplies

B. SMS gateway

The SMS based communication can be established with the help of a SMS gateway which consists of a GSM router and a dedicated application capable to execute an e-mail-to-SMS service. The GSM router should be

equipped with an interface for standard SIM cards. The application will be implemented as an extension to the automated e-mail sending subsystem.

C. UPS

The server and the security device will be protected by an UPS with line interactive technology and an appropriate capacity in order to provide autonomy of at least 10 minutes.

One of the most important aspects of the solution is that it has to be compatible with the existing HIS in every feature, including communication, data formats and standards.

5. Project Management

The Project Management phase processes will be conducted throughout the duration of the project starting with the official authorization of its commencement. The processes are:

- Activities planning
- Progress monitoring and control
- Changes management according to the general Changes Management procedure
- Quality assurance and control according to the correctness and completeness criteria
- Communications management within the project according to the communication procedure
- Issues management (management and escalating the issues if applicable)
- Risks management
- Project management (the management of the resources afferent to each activity, the financial management of the project)
- Configurations, delivered elements and software versions management

The objective of the performance process is to integrate the human resources and other types of resources for the fulfilment of the Project Management Plan. The Bidder Project Manager will decide together with the project team the performance processes of the project management which must be executed. The project management execution activities will consist in the coordination of the human or material resources and the integration of the project activities according to the project plan. An important input in the performance process is represented by the approved changes requests because the modifications stated will be conducted within the process (changes request). After the performance of the project there can be variations from the project baseline which can result in re-scheduling. The variations can be caused for example by the duration of the activities, the productivity of the resources, risks, etc. This variation may or may not affect the project plan but requires the analysis of the variation in any case. The result of this analysis can generate a change request which, if approved, will modify the project plan and will establish a new project baseline.

The Monitoring and Control process consists in the activities which are run in order to carefully monitoring the performance of the project so that the potential issues which can affect the project plan can be identified as soon as possible. The identification of the issues which can occur in the project must be done as soon as possible, so that the Project Manager shall have sufficient time available to implement corrective measures.

The performance is monitored and the variations from the project plan are permanently identified within the Monitoring and Control process. Lastly, the changes will be controlled and the preventive actions shall be recommended if possible occurring issues are anticipated.

For the appropriate performance of the Project Management activities, the Supplier shall use a team of experts as follows:

1. Project Manager

Minimum requirements for education and professional background

- Bachelor degree in IT&C;
- At least 5 years relevant general experience in IT&C projects;
- Specific professional experience as Project Manager for IT&C projects demonstrated by presenting 2 previous IT&C projects from which at least one project shall contain all the following activities:
 - *Business and Technical Analysis (Requirements Engineering), system design, software development;*
 - *Installation, configuration and commissioning services;*
 - *Transfer of knowledge and training;*
 - *Specific services for putting into operation of WEB Portals;*

Minimum requirements for specific professional capabilities:

- Excellent knowledge of at least one international Project Management methodology
- Good knowledge (practitioner level) of at least one international framework for organizing and optimizing IT processes within organizations
- Excellent knowledge of at least one international methodology for Risk Management

2. Technical coordinator

Minimum requirements for education and professional background

- Bachelor degree in IT&C;
- At least 5 years relevant general experience in IT&C projects;
- Specific professional experience in IT&C projects demonstrated by presenting 2 previous IT&C projects in which the expert was appointed for a similar position:

Minimum requirements for specific professional capabilities:

- Good knowledge of IT&C systems information security standards and methodologies
- Excellent knowledge of at least one international methodology for system analysis and audit
- Excellent knowledge of at least one international methodology for monitoring and evaluation of key performance indicators for IT&C systems
- Excellent knowledge (expert level) of at least one international framework for organizing and optimizing IT processes within organizations
- Excellent knowledge of at least one methodology in the field of governance of IT&C systems
- Good knowledge of at least one international Project Management methodology

3. Quality Assurance and Information Security Expert

Minimum requirements for education and professional background

- Bachelor degree in IT&C;
- At least 5 years relevant general experience in IT&C projects;

- Specific professional experience in IT&C projects demonstrated by presenting 2 previous IT&C projects in which the expert was appointed for a similar position
- Specific professional experience in designing, implementation and monitoring of integrated quality and information security management systems in IT&C field

Minimum requirements for specific professional capabilities:

- Excellent knowledge of IT&C systems information security standards and methodologies
- Excellent knowledge of at least one international methodology for system analysis and audit
- Excellent knowledge of at least one international methodology for monitoring and evaluation of key performance indicators for IT&C systems
- Good knowledge of at least one international Project Management methodology
- Excellent knowledge of at least one international method of planning and implementing of information security and business continuity standards and recommendations
- Excellent knowledge (expert level) of at least one international framework for organizing and optimizing IT processes within organizations

4. *IT System Architect*

Minimum requirements for education and professional background

- Bachelor degree in IT&C;
- At least 5 years relevant general experience in IT&C projects;
- Specific professional experience in IT&C projects demonstrated by presenting one previous IT&C project in which the expert was appointed for a similar position and the mentioned project contained at least all the following components:
 - *WEB portal;*
 - *Software development services;*
 - *Implementation services;*
 - *Transfer of knowledge, training and acceptance testing;*

Minimum requirements for specific professional capabilities:

- Excellent knowledge of at least one methodology in the field of designing and implementing IT&C systems architectures
- Excellent knowledge of software development activity
- Excellent knowledge of software solutions and application development

5. *Business analyst expert*

Minimum requirements for education and professional background

- Bachelor degree in IT&C;
- At least 5 years relevant general experience in IT&C projects;
- Specific professional experience as Business Analyst for IT&C projects demonstrated by presenting 2 previous IT&C projects from which at least one project shall contain all the following activities:

- *Business and Technical Analysis (Requirements Engineering), system design, software development;*
- *Installation, configuration and commissioning services;*
- *Transfer of knowledge and training;*
- *Specific services for putting into operation of WEB Portals;*

Minimum requirements for specific professional capabilities:

- Excellent knowledge of at least one international methodology for Business Analysis and Requirements Engineering
- Excellent knowledge of at least one standard language for business processes modelling
- Good knowledge of at least one international Project Management methodology

6. Integration Expert

Minimum requirements for education and professional background

- Bachelor degree in IT&C;
- At least 5 years relevant general experience in IT&C projects;

Minimum requirements for specific professional capabilities:

- Excellent knowledge of business processes management and integration platforms
- Excellent knowledge of WEB applications development
- Excellent knowledge of database design and implementation
- Good knowledge in the area of transfer of knowledge

6. Training

To assure a correctly working system, training services will be delivered to the following personnel categories:

- System and database administrators – specialized training;
- Key users – users that will have special rights and need to have a good overall understanding of the system;
- Users – general training regarding the use of the application.

The trainer will provide training documentation that will include:

- Help documentation in physical and electronic format for each type of user;
- (a) System administration documentation for the personnel that will be responsible with system administration.

PRICE SCHEDULE/FINANCIAL PROPOSAL

The Contractor is asked to prepare the Price Schedule/financial proposal and submit it in a separate envelope from the rest of the RFP response as indicated in Section D paragraph 15 (b) of the Instruction to Offerors.

All prices/rates quoted must be exclusive of all taxes, since the UNDP is exempt from taxes as detailed in Annex II, Clause 18. '

The Price Schedule/financial proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Estimates for cost-reimbursable items, if any, such as travel, and out of pocket expenses should be listed separately.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages should be used in preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

In addition to the hard copy, if possible please also provide the information in electronic format on CD or diskette.

Price Schedule:				
Request for Proposals for development of the pilot primary health care institution information system				
Description of Activity/Item		Number of Staff	Monthly Rate	Estimated Amount
1.	Remuneration			
1.1	Services in Home office			
1.2	Services in Field			
2.	Out of Pocket Expenses			
2.1	Travel			
2.2	Per Diem Allowances			
2.3	Communications			
2.4	Reproduction and Reports			
2.5	Equipment and other items			