



## **B. TERMS OF REFERENCE**

### **PVS PATHWAY INFORMATION SYSTEM**

## **WORLD ORGANISATION FOR ANIMAL HEALTH (OIE)**

### **DEADLINE TO SUBMIT :**

**1. DECLARATION OF INTEREST AND INTEGRITY :20/01/2022 - 18 :00 (PARIS LOCAL TIME)**

**2. TENDERS :16/02/2022 - 18:00 (PARIS LOCAL TIME)**

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## TABLE OF CONTENTS

<b>1. INTRODUCTION</b>	<b>4</b>
1.1 OIE Mandate	4
1.2 Additional Information	4
<b>2. EXECUTIVE SUMMARY</b>	<b>4</b>
2.1 Project background	4
2.1 Project objectives	6
<b>3. PROJECT ORGANISATION AND METHODOLOGY</b>	<b>7</b>
3.1 Planning and implementation schedule	7
3.2 Governance	9
3.3 Methodological approach	9
<b>4. SCOPE OF THE SERVICES</b>	<b>10</b>
4.1 Transversal technical and data management requirements	11
API first approach	11
Data protection needs	11
Trilingual management of the system	11
4.2 Phase 1 - Core Workstreams	11
Coordination with OIE IT Infrastructure team on Setting up needed infrastructure of PVS Information System	12
Migration of existing finalised PVS Evaluation Reports with corresponding data dashboard, searchability and website	12
Development of the PVS Evaluation System – the Report Form automation	13
4.3 Conditional Tranches	13
Phase 2 – PVS Baseline Document Form	13
Phase 3 - PVS Pathway Experts Management System	13
Phase 4 - PVS Planning System	14
Phase 5 - PVS Targeted Support System A. PVS Sustainable Laboratories	14
Phase 6 - PVS Targeted Support System B. Other Targeted Support	14
Phase 7 - PVS Orientation System	14
4.4 Guarantee and corrective maintenance	15
4.5 Evolutive maintenance	15
<b>5. RESPONSE STRUCTURE</b>	<b>16</b>
5.1 Technical response	16
5.1.1. General company information	16
5.1.2. Understanding of the project	17
5.1.3. Methodology for each core component	17
5.1.4. Conditional tranches	18
5.1.5. Allocated human resources/manpower	18
5.1.6. Additional information	19
5.2 Financial offer	19
Core Components	19
Order and payment terms	19
<b>6. ANNEX 1 – PHASE 1 PRODUCT DESCRIPTIONS</b>	<b>19</b>
<b>7. ANNEX 2 – OIE IT STANDARDS</b>	<b>19</b>

8. ANNEX 3 – THE CURRENT PVS EVALUATION REPORT TEMPLATE ..... 19

9. ANNEX 4 – IT DATA PROTECTION CHECKLIST..... 20

## 1. INTRODUCTION

### 1.1 OIE MANDATE

The World Organisation for Animal Health (OIE) is an intergovernmental organisation mandated by its 182 Members to improve animal health and welfare worldwide. It is recognised as a reference organisation by the World Trade Organization (WTO) for the development of international animal health standards, aimed at ensuring safe trade in animal and animal products, as well as the prevention and control of animal diseases.

The Performance of Veterinary Services (PVS) Pathway is one of OIE's flagship capacity-building programmes since 2007. It supports the continuous improvement of national Veterinary Services' (VS) capacities and alignment with international sanitary standards.

Core to the 7<sup>th</sup> OIE Strategic Plan, is the commitment to respond to its Members' needs and improve data governance and accessibility, in particular PVS Pathway data.

### 1.2 ADDITIONAL INFORMATION

The [PVS Pathway](#) offers a series of capacity-building activities and missions to Members for their gradual strengthening. The programme's activities are summarised in 4 stages ([Orientation](#), [Evaluation](#), [Planning](#), and [Targeted Support](#)) in the diagram below.

The PVS Pathway has shown strong programme uptake with 140 countries involved over the years and has generated a wealth of data – over 400 reports across the different types of missions. However, most of the data produced remains difficult to access and unstructured as no central database nor information system exist.

## 2. EXECUTIVE SUMMARY

### 2.1 PROJECT BACKGROUND

The OIE Capacity-Building Department (CBD), in charge of the PVS Pathway, seeks to gradually digitalise and automatise all its processes and data, in order to increase the efficiency and impact of the programme. Indeed, PVS data is cross-cutting in nature and can support not only other OIE programmes (e.g. [Official Disease status recognition](#), [the Observatory](#)), but also international partners' (e.g. FAO, WHO) initiatives, and of course, Member Countries' national activities for improvement of disease control and prevention.

The digitalisation will represent a phased automation of the PVS Pathway programme over several years. The desired outcome is the development of a comprehensive **PVS Pathway Information System**. This digitalisation process will need to take into account the evolving needs of the stakeholders, in order for the programme to remain adapted to and useful for the Veterinary Services priorities. It will need to ensure appropriate links between the various PVS Pathway activities, datasets, and mission planning processes, as well as with other key OIE programmes, as relevant.



The diagram above provides an illustration of what the PVS Pathway digitalisation or PVS Pathway Information System will cover. Each stage of the programme represents a series of capacity-building activities with their respective tools, data, and mission planning processes.

The current project focuses on **Phase 1 of the PVS Pathway Information System** development, namely the **PVS Evaluation System** development (covering Stage 2 “[Evaluation](#)” of the PVS Pathway).

Under the Evaluation phase, more than 200 missions have been carried-out to assess the capacities of national (governmental) Veterinary Services of different countries. During these field-based evaluations, qualified PVS Pathway experts travel to the country to interview VS officials, and visit different facilities representative of animal health management activities (e.g., abattoirs, animal markets, laboratories, different administrative levels of VS, etc). The experts use as a grid of evaluation, the [PVS Tool](#), to produce a [PVS Evaluation report](#) containing mainly qualitative findings. The report has to go through a series of editing and validation processes before the country decides whether it can be shared publicly or with specific stakeholder groups. Countries are encouraged to request follow-up PVS Evaluations to re-assess the progress of their capacities every 3-5 years, leading to [PVS Evaluation Follow-up report](#).

Countries may request PVS Evaluation/Follow-up missions for terrestrial animal health services, for aquatic animal health services and with or without an additional annex/evaluation on the management of Rabies or PPR (peste des petits ruminants). Finally, under this stage, OIE can support countries in using the PVS Tool to perform a self-assessment of their capacities, leading to similar evaluation reports.

Currently, all mission planning processes are manual; there is no centralised data repository for PVS Evaluation reports and the data remains mostly unstructured. **The phase 1 of this project as described below focuses on building the IT infrastructure to host future PVS Pathway data and focuses in particular on the PVS Evaluation reports data (starting with a subset), how to centralise it and make it more easily accessible and usable.**

## 2.1 PROJECT OBJECTIVES

After careful analysis, the “PVS team” (within the Capacity-Building department or CBD) and IT digitalisation project team identified the way forward based on business information available and technical needs identified to support the digitalisation project. The main objectives (Firm tranche) of the project are:

- **Set up needed infrastructure of PVS Information System in coordination with OIE IT Infrastructure team**, that will host the different areas of PVS Pathway products: Databases, data dashboards, website, document management tool, online electronic data entry forms, Text analysis and machine learning, and cognitive search tools. The OIE Azure should be able to host all the identified platforms. This is under phase 1 and is the priority of this tender procedure.
- **Digitalisation of PVS Evaluation Stage of the PVS Pathway or the “development of the PVS Evaluation System”**. This is under phase 1 of the PVS Pathway Digitalisation and is the priority in this tender procedure:
  - This includes the development of **11 IT products**, summarised in the diagram under Section 4.2 of this document and detailed in **Annex 1** of this document.
  - These IT products include:
    - a web portal with login to access other IT tools to be developed
    - a document repository in which some pdf reports will need to be migrated, a search tool, a database in which some existing data will need to be migrated and linked to quantitative and qualitative dashboards, and finally an Evaluation Form
    - The analysis of the qualitative information extracted from the reports will be conducted through a Natural Language Processing approach, supported by cognitive services
    - the Evaluation Form will consist in a tool for experts to collaboratively populate the form and create a mission report. It will be the source of data for the database in the future. Some initial automation steps for the filling and finalising of the form are also included.
- Other phases (Conditional Tranches) under the PVS Pathway digitalisation (to complete the PVS Pathway Information System) include:
  - *Development of a PVS Baseline Document Form*. This project requires the development of an entry form to capture general information on the country and National Veterinary Services prior to missions. An existing word questionnaire exists but data collected needs to be structured further and some links made to the database created during phase 1.
  - *Development of a PVS Experts Management* system which would support managing the competencies, training needs, involvement in OIE trainings and contacts of PVS Pathway experts, and in link with phase 1 (and other future phases), support the planning of the various PVS Pathway missions. This is under phase 2.
  - *Development of the PVS Planning system*. This project involves digitalising the PVS Gap Analysis missions/reports and the Strategic planning workshops. This stage of the PVS Pathway contains a lot more quantitative data, produced from Excel spreadsheets. This is under phase 3 of the digitalisation programme.
  - *Development of the Targeted Support System A. PVS Sustainable Laboratories*. This project involves digitalising offline data entry forms and tools (MS Excel with macros) of the PVS Sustainable Laboratories targeted support into online electronic forms as well as automating mission administration processes in the IS. This targeted support contains primarily quantitative data already housed in a SQL database. The offline forms are already developed according to best practices, and processing mapping conducted. This is under phase 4 but should be developed in parallel to phase 1.

- *Development of the Targeted Support System B. Other Targeted Support.* This covers the digitalisation of several different PVS Pathway missions, hence representing different processes and types of data, mainly qualitative currently. This is under phase 5.
- *The development of the PVS Orientation System* is in phase 6. This part of digitalisation focuses on the planning of sub-regional workshops.

**Note: The order of the following phases can be adjusted as dictated by business needs or technical considerations.**

*Note:* Most of the PVS Pathway activities are linked and integration between the various phases will be essential. Best ways to integrate functionally the different PVS Pathway products under each phase will need to be assessed. Linkages with other OIE programmes will also need to be established as appropriate.

The PVS Pathway reports include many unstructured and qualitative data. **Options for report analysis and summarisation are needed.** In this regard part of the project’s objectives include:

- Migration of existing documents to a new centralised repository
- Building text analytics and machine learning to support the analysis and data extraction from finalised reports. The PVS team requires support to explore these options. These objectives are already covered under the PVS Evaluation system/ Phase 1 – the core output of this tender. This will further grow as the digitalisation progress to the next phases.

### 3. PROJECT ORGANISATION AND METHODOLOGY

#### 3.1 PLANNING AND IMPLEMENTATION SCHEDULE

The schedules identified in this section is a projection. The actual schedule will depend on the actual date of signing of the contract and the development time assessment of the chosen service provider. The scheduling should follow the agile approach of SCRUM development.

**Table 1: PVS Pathway Digitalisation Programme Schedule (PVS Pathway Information System development)**

Phase #	Phase coverage	Project Development Estimated Timeframes	Remarks
<b>Firm tranche</b>			
1	Current Phase (Phase 1):  Evaluation System	8 months  (starting from kick-off meeting with chosen Service Provider)	<u>Milestone 1:</u> Coordination with OIE IT Infrastructure team on Setting up needed infrastructure of PVS Information System.  <u>Milestone 2:</u> Migration of existing finalised PVS Evaluation/Follow-Up Reports in the database and document repository with corresponding data dashboards, searchability and website/login. <b>(Annex 1)</b>  <u>Milestone 3:</u> Development of the PVS Evaluation System – the Evaluation Report Form automation. <b>(Annex I)</b>
<b>Conditional tranches</b>			
2	PVS Baseline Document Form	7 months  The OIE will decide, in its sole discretion, to implement this tranche of the project. This	Products’ definition and project milestones will be worked on during the development of other phases, tentatively Phase 1. This will ensure the continuous evolution of PVS Pathway digitalisation

		conditional tranche could be initiated in parallel to other phases.	
3	PVS Experts Management System	6 months The OIE will decide, in its sole discretion, to implement this tranche of the project. This conditional tranche could be initiated in parallel to other phases.	Products' definition and project milestones will be worked on during the development of other phases, tentatively Phase 1. This will ensure the continuous evolution of PVS Pathway digitalisation.
4	PVS Planning System	7 months The OIE will decide, in its sole discretion, to implement this tranche of the project. This conditional tranche could be initiated in parallel to other phases.	Products' definition and project milestones will be worked on during the development of other phases, tentatively Phase 1 or Phase 2. This will ensure the continuous evolution of PVS Pathway digitalisation.
5	PVS Targeted Support System A. PVS Sustainable Laboratories	5 months The OIE will decide, in its sole discretion, to implement this tranche of the project. This conditional tranche could be initiated in parallel to other phases.	Milestone 1: Coordination with PVS Lab Team on technical requirements Milestone 2: Mission administration process automation Milestone 3: Development of online electronic forms for mission data entry, management, and processing
6	PVS Targeted Support System B. Other Targeted System	7 months The OIE will decide, in its sole discretion, to implement this tranche of the project. This conditional tranche could be initiated in parallel to other phases.	Products' definition and project milestones will be worked on during the development of other phases. This will ensure the continuous evolution of PVS Pathway digitalisation.
7	PVS Orientation System	7 months The OIE will decide, in its sole discretion, to implement this tranche of the project. This conditional tranche could be initiated in parallel to other phases.	Products' definition will be worked on during the development of other phases. This will ensure the continuous evolution of PVS Pathway digitalisation.

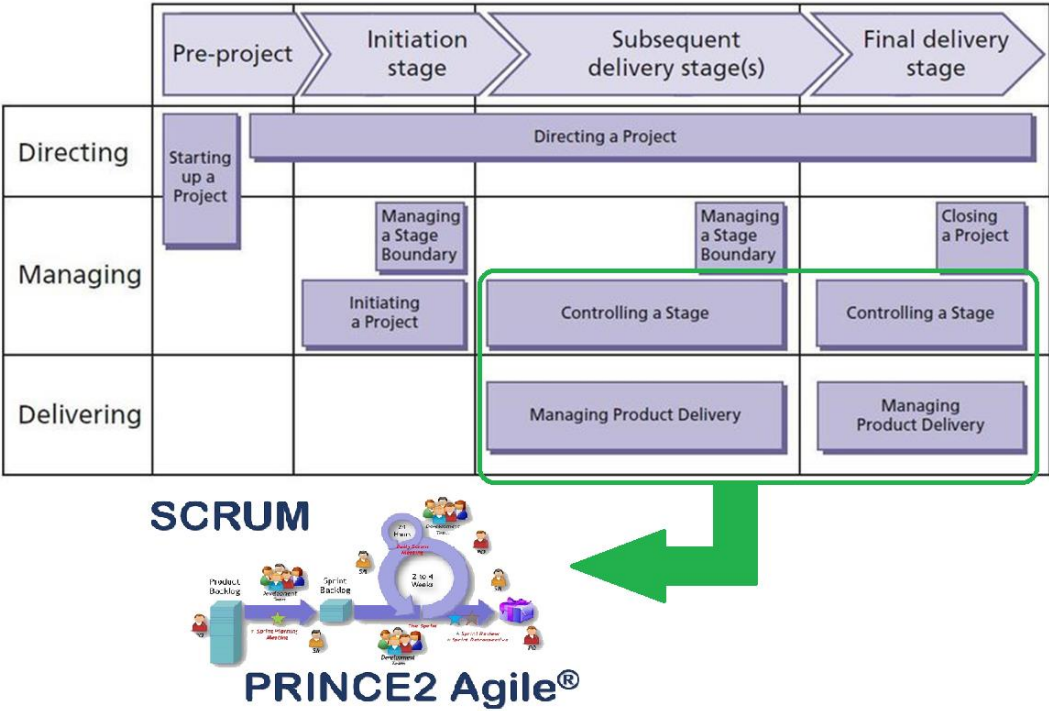
For the delivery of each phase, it is expected that the PVS team/CBD will be fully able to use the developed system in their daily operations. It is also expected that for each milestone, the progress will be presented to OIE PVS Pathway donors.



For each phase delivered, a benefits review will be conducted after the first three months of full implementation. This will allow the PVS team to identify new areas of improvement needed as part of change management and alignment with continuous improvement of PVS Pathway Information System.

**3.2 GOVERNANCE**

The chosen framework for this project is the combination of PRINCE2 and SCRUM where project management between OIE and the chosen Supplier will use PRINCE2 process. The Supplier's developer team management under SCRUM needs to ensure delivery of products' description according to business quality expectations and schedule and cost agreement.



**3.3 METHODOLOGICAL APPROACH**

In line with section 3.2, the approach in managing cost and deadlines is based on time and material.

SCRUM

The SCRUM team is known as the Supplier who develops the products identified by OIE. OIE is the product owner. It is expected that:

- The scrum team together with OIE product owner/s should clearly define the product's priorities, the product's sprint development cost and schedule.
- The scrum team should abide with the sprint planning and product requirements agreed with OIE during sprint planning meeting.
- Assess the cost of each product to be developed and stick to the agreed cost unless otherwise the product's requirements have completely change to which the Supplier and OIE will have to discuss and agree.
- Problems and technical issues that can be resolved within SCRUM team (the supplier), should be resolved by the team unless otherwise the issues/problems need OIE decision, i.e., risk on project cost and schedule and inability to deliver product requirements to OIE.

- It is expected that the supplier will do demonstration and training of each finished product before OIE conducts a user acceptance test to ensure that testers have the know-how about how the product works.
- On successful user acceptance test of the product, the product will be baselined by Supplier and OIE. Supplier is expected to deploy the approved product in production environment.

## PRINCE2

- OIE product owner/s provide products' requirements to the scrum team, written during project initiation, for discussion and agreement on prioritisation and preparation for succeeding sprint planning meetings.
- The scrum team leader and OIE product owners will agree on regular meeting schedule to update OIE on the progress and issues concerning the current sprint in development.
- OIE expects a checkpoint report from scrum team leader. This will provide OIE information on the progress of the work done compared to what was agreed during the sprint planning. The frequency of checkpoint report will be agreed between OIE product owner/s and scrum team leader. Apart from checkpoint report, an online sprint progress report tool will also aid in OIE's project monitoring prior checkpoint report schedule agreement.
- In managing product delivery, the deadline of a sprint is fixed as per agreement in sprint planning. The product will be tested by OIE testers. If product passed user acceptance test, the configuration management of the product will be managed at both OIE and Supplier end.
- On closing the project, the project is deemed closed when:
  - All business and technical products are accepted by OIE.
  - Configuration items of the project's products are clearly aligned with the user acceptance test result.
  - Source codes of the project are in CI/CD platform of OIE.
  - Project closure document is approved by OIE businesses – PVS team and IT - for closure.

## **4. SCOPE OF THE SERVICES**

The scope of OIE requirements for **Phase 1** are expressed in detail in **Annex 1 via the product descriptions**. In line with agile approach, other phases' product descriptions of the PVS Pathway digitalisation will be documented as the programme progresses.

Product descriptions expressed here are intended to guide proposals and ensure evaluability. However, they may be adapted in line with the sprint planning in the context of the OIE during application development. The core work streams correspond to the fixed expectation for phase 1. Whereas conditional tranches refer to the next phases of PVS Pathway digitalisation which may vary depending on the changes of PVS Pathway business processes. Documentation of such change in succeeding tranches will be reflected on the product description documents that will be developed. Work streams as provided below may be broken down into sub-components and tenderers are invited to propose the order and methodology as they see fit.

While core workstreams identified in this section must be included in proposals, solutions that provide a variation to the rest of the requirements but offer fit-for-purpose results and/or cost effectiveness and fulfil the core objectives provided in this document are encouraged. They should be clearly explained and justified.

## 4.1 TRANSVERSAL TECHNICAL AND DATA MANAGEMENT REQUIREMENTS

### API first approach

OIE is currently going through its digital transformation. In that context and considering OIE activities and mandates, it has been identified that the architecture of the organisation would be data-centric oriented. In order to put in place this architecture, new IT projects involving coding within the OIE will have to be based on an API first approach, in order to facilitate an easier and wider use of APIs.

### Data protection needs

As an intergovernmental organisation, the OIE is subject to international public law, entrusted with a number of privileges and immunities necessary for its functions. Accordingly, the OIE has decided to self-regulate the protection of data subject's personal data and privacy to ensure it processes these data in accordance with generally accepted standards.

From an IT project perspective, the OIE provides elements to be implemented for any IT development, attached to this document (**Document B – Annex 4 – IT Data Protection Checklist**).

### Trilingual management of the system

All work for and communication with the OIE are to be carried-out in English. All functionalities developed for the PVS Pathway Information System will need to be available to the users in English, French and Spanish, the three official languages of the OIE.

It is expected that the trilingual management of the system and data is anticipated from the beginning of the project, and designed to offer integrated and dynamic solutions. Not only the text of the system will be trilingual, but all the content (dashboards included for instance). The change of language will be accessible by the user through a front-end language switcher.

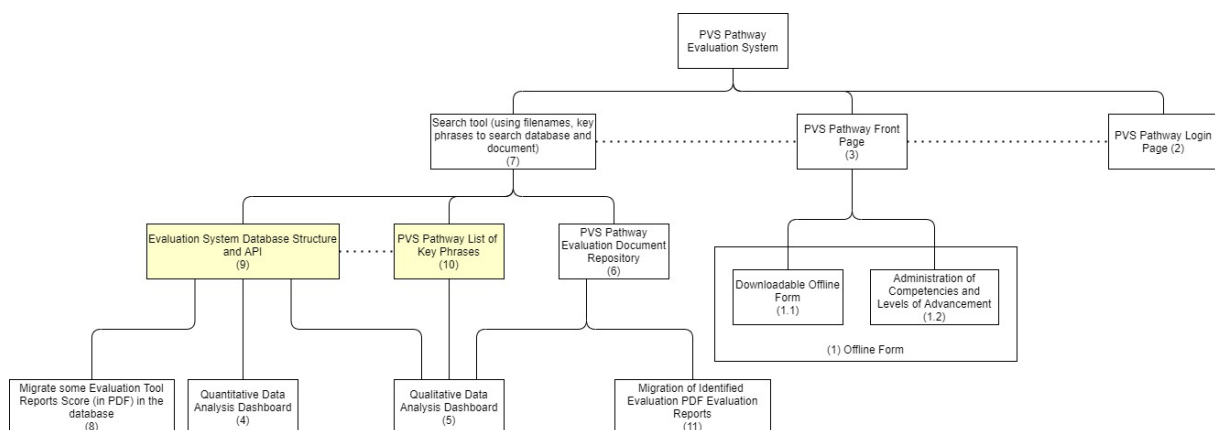
The tenderer will particularly pay attention to follow multilingual website best practices, namely:

- Mock-up a layout and navigation that will work for all targeted languages in order to ensure an easy way to navigate the website, no matter the language.
- assess and minimize the impact on the system performances

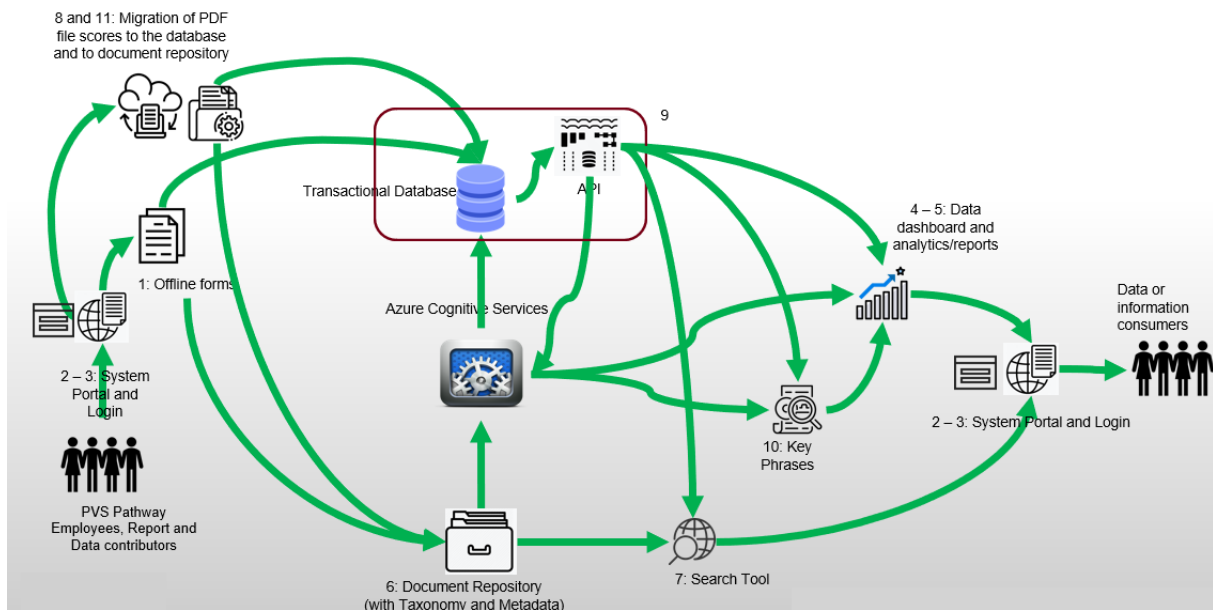
## 4.2 PHASE 1 - CORE WORKSTREAMS

Phase 1 involves (1) coordination with the OIE IT infrastructure team to build the PVS Information System and (2) The Digitalisation of PVS Evaluation System.

The business Product break down structure is presented below:



The PVS Evaluation System high-level vision with these business products is presented in the diagram below.



The milestones of Phase 1 are discussed in the sub-sections below - the core workstreams of Phase 1.

### **Coordination with OIE IT Infrastructure team on Setting up needed infrastructure of PVS Information System.**

As stated in Document A, the chosen service provider is expected to coordinate the infrastructure needs of PVS Information System, within Azure premise, to the OIE infrastructure team. Currently, OIE has the following tool/s in Azure:

- Azure Active Directory – hosting internal and external users. The MS Graph is used to monitor the user accounts permission to different OIE systems.
- Data Architecture – The following are only used for Proof of Concept under OIE IT testing (1) Data Catalog, (2) Synapse Analytics, (3) Text Analytics, and (4) OIE Azure Analysis Services
- PowerBI – licenses for (pro and student) for desktop and web and data gateway on dedicated VM
- Kubernetes – for source code containers of OIE customize systems
- Others – PostGre and SQL Server, Elasticsearch, Ingress, NGINX and other features/devices specifics to every application.

Any tool/s not available in the list needed in the development and delivery of PVS Information System should be proposed by the tenderer with information on licensing scheme and cost that OIE needs to know and consider.

The discussion with OIE infrastructure team may coincide with the sprint planning of the project. It should be clearly stated in the proposal to be submitted by the tenderer.

### **Migration of existing finalised PVS Evaluation Reports with corresponding data dashboard, searchability and website.**

This core workstream focuses on a subset of the existing PVS Evaluation data and documents that the PVS teams has. This development will setup the look and feel of the PVS Pathway Information System. Additionally, this core workstream may be presented to the donor/funder of this project, when successfully accepted by business and as requested.

In this core workstream, the following business products are expected to be delivered:

- Business Product 9: Evaluation System Database Structure and API
- Business Product 8: Migrate some Evaluation Tool Reports Scores and short texts (in PDF) in the database
- Business Product 11: Migration of Identified Evaluation PDF Evaluation Reports in the document repository
- Business Product 4: Quantitative Data Analysis Dashboards
- Business Product 5: Qualitative Data Analysis Dashboards
- Business Product 6: PVS Pathway Evaluation Document Repository
- Business Product 7: Search tool
- Business Product 10: PVS Pathway List of Key Phrases
- Business Product 3: PVS Pathway Information System (The System Portal)
- Business Product 2: PVS Pathway Login Page

Detailed product descriptions and requirements of each are available in **Annex 1**. This workstream may be presented to OIE Donor and stakeholders when accepted and delivered in production.

### **Development of the PVS Evaluation System – the Report Form automation**

This core workstream focuses on the way forward for the PVS Evaluation report form – in terms of report template as well as automation of processes for filling/finalising the report. These processes spread from the start of the PVS Evaluation mission to the finalisation of the PVS Evaluation report. Current processes are all handled manually. Relationships to other Business Products of this project such as: 9, 4, 5, 6, 7, 10, 11 and 2 need to be considered and guidance provided (e.g., options for qualitative data extraction and analysis). This core stream focuses on **Business Product #1** which is described in detail in **Annex 1** of this document. Additionally, **Annex 3** provides the look and feel of the current PVS Evaluation report template which will be the basis for the development of the Report Form (*Note: the exact structure is still being reviewed*).

It is important to note, that this core stream may evolve during its product lifecycle. Its evolution will be handled through change management.

Upon successful user acceptance and deployment, the system will be presented to key stakeholders – PVS Pathway experts and donors. Thus, it is expected that the service provider shall provide guidance on developing the standard operating procedure and provide training to PVS administrator and data specialists.

### **4.3 CONDITIONAL TRANCHES**

The conditional tranches identified in this section are not fully formed yet and may change as the PVS Pathway digitalisation project progresses. Each workstream identified will have its own products and milestones. Based on the hypothesis that conditional tranches will each require a similar amount of work to that of phase 1, the tenderer is invited to estimate whether they would have the manpower and flexibility to initiate some conditional tranches in parallel to phase 1, and then to subsequent phases.

#### **Phase 2 – PVS Baseline Document Form**

- This tranche focuses on structuring the collection of background data prior to missions (i.e. information on the country and national Veterinary Services) through the development of an entry form. An existing word questionnaire exists but data collected needs to be structured further and some links made to the database created during phase 1.

#### **Phase 3 - PVS Pathway Experts Management System**

This tranche focuses on managing PVS Pathway experts' personal data, mission involvement, training needs/involvement and competencies and expertise. The tranche links to Phase 1 – the PVS Evaluation System and will be linked to all other phases of

the PVS Pathway digitalisation in the future as experts can be involved in different PVS Pathway missions. Thus, it is expected that the two systems are integrated. Additionally, a possible integration with OIE CRM will be evaluated. The requirements detail of this tranche is not yet fully established.

Document A Section 2.8 contains the information on projected development schedule of the tranche including when the OIE will work on the tranche's products.

#### **Phase 4 - PVS Planning System**

This tranche focuses on the PVS GAP analysis missions and Strategic Planning workshops. The system will be linked to the PVS Evaluation System, Experts Management System and some of the Targeted Support Systems.

Some data in this tranche is coming from text documents – unstructured data, as well as Excel document – quantitative data. Some business products for this tranche may be similar to those of Phase 1.

Document A Section 2.8 contains the information on projected development schedule of the tranche including when the OIE will work on the tranche's products.

#### **Phase 5 - PVS Targeted Support System A. PVS Sustainable Laboratories**

This tranche focuses on the PVS Sustainable Laboratories (or PVS Lab) database. The system will be linked to the PVS Evaluation System, Experts Management System and some of the Targeted Support Systems. This phase involves integration in terms of data sharing, interface sharing etc. The detailed requirements are under development.

This phase involves digitalising offline data entry forms (MS Excel with macros) and automating mission administration processes. The offline form is already developed according to best practices, and processes are mapped with SOPs in place from business perspective. Since most of the data in this phase is already housed in a structured SQL database, the phase requires the digitalisation of electronic forms for online data entry and automatic population into the existing SQL database and into existing Power BI dashboards.

This targeted support contains primarily quantitative data already housed in a SQL database. Some business products for this tranche may be similar to those of Phase 1.

Document A Section 2.8 contains the information on projected development schedule of the tranche including when the OIE will work on the tranche's products.

#### **Phase 6 - PVS Targeted Support System B. Other Targeted Support.**

This covers the digitalisation of several PVS Pathway missions. This tranche may involve integration in terms of data sharing, interface sharing etc. PVS Pathway has its own set of documents/processes/tools that may call for guidance on the best way to automate processes. The detailed requirement is not yet known.

Document A Section 2.8 contains the information on projected development schedule of the tranche including when the OIE will work on the tranche's products.

#### **Phase 7 - PVS Orientation System**

This part of digitalisation focuses on the planning of sub-regional workshops with different Member Countries' representatives. The tranche may integrate with the PVS Pathway Experts Management System and the OIE Training Portal, i.e., attendees, quizzes etc. There is no clear requirement yet on this phase of the project.

Document A Section 2.8 contains the information on projected development schedule of the tranche including when the OIE will work on the tranche's products.

#### 4.4 GUARANTEE AND CORRECTIVE MAINTENANCE

The tenderer must maintain the solution developed in the framework of the project during a period a guarantee of 12 months starting from the go-live for each phase of the project.

The tenderer must provide production deployment and post-production emergency support when any change is deployed to the production environment.

During this period of guarantee and on-going maintenance, the OIE will alert the tenderer on the malfunctions of the system which will be qualified in minor, major or blocking defects by the OIE.

The tenderer will analyse the issue to establish its origin. A patch will be applied if the defect is due to an installation or setting error, or to the developments performed by the supplier. On the contrary, the supplier will justify its lack of responsibility in the defect.

The intervention period is 7d/7, 24h/24. The service supplier will have to arrange an on-site visit if necessary.

The response and recovery times will be the following:

Type of defect	Definition	Response time	Recovery time
Blocking	A defect is blocking when a sensitive functionality of the system, or the whole system, is out of order and the user does not have any workaround.	0,5 days	0,5 days
Major	A defect is major when a process cannot be performed normally, inducing a discomfort to the user	0,5 days	2 days
Minor	A defect is minor when it does not impact the behaviour of the solution neither its use.	2 days	10 days

#### 4.5 EVOLUTIVE MAINTENANCE

The tenderer must assist the OIE in adding an evolution of the functional perimeter of the solution. This service will not be in the fixed part and will be performed based on purchase orders. The purchase order will specify the desired deliverables, the starting date of the service and the delivery deadlines.

To each evolutive maintenance will be automatically associated a guarantee as defined in chapter 4.4 Guarantee and corrective maintenance.

This will include:

- Define the new functional and technical detailed specifications
- Architecture update if relevant
- Data model update if relevant
- Development of the new functionalities
- Unit, integration, non-regression and performance tests
- Deployment

- Manuals update if relevant
- Corrective maintenance
- Only the relevant deliverables depending on the desired evolution will be required.

## 5. RESPONSE STRUCTURE

While it is understood that the timeline and sequence of product development will be finalised with the chosen supplier and constitute an important deliverable of the project once started, responses to the call for tender should cover the following elements to provide sufficient background to the evaluation of the offers and ensure homogenous assessment.

### 5.1 TECHNICAL RESPONSE

The tender response outlined below should be provided in a WORD/ PDF document, no longer than 50 pages. Additional documents, in WORD/PDF format, as requested in Document A section 4.3.A and 4.3.B, can be submitted as separate file. Each additional document should not be longer than 5 pages.

#### 5.1.1. General company information

This section should include information on your organisation and its activities, including:

##### 5.1.1.1 General information

- Company name (and name of group if applicable);
- Structure (location and number of employees in the headquarters as well as regional offices);
- Contact point name, phone number and email address;

##### 5.1.1.2 Activities

- Company background review;
- Description of major activities (incl. number of employees and their location).
- Clear References on similar projects developed for veterinary or public health management, health information systems or quality management in the health or agriculture sectors, if available, should be included.

##### 5.1.1.3 Experience

*For each field of expertise, please indicate the experience and the number of employees (and their location).*

- Expertise 1: Administration and configuration of Azure infrastructure products as per section 4.1.1 of this document.
- Expertise 2: Developing information systems, database, API and data analytics in Azure and Power BI.
- Expertise 3: Azure Cognitive Services.
- Expertise 4: System and information Security.
- Expertise 5: Use of cognitive services for qualitative data analysis.
- Expertise 6 – *desired but not essential*: Customisation of previous expertise in Veterinary Public Health/public health management, health information systems or quality management systems in the health or agriculture sectors to the current project.



### **5.1.2. Understanding of the project**

This section should provide OIE with the assurance that the tenderer has overall understanding of the global landscape of the PVS Pathway digitalisation (support programme for national Veterinary Services worldwide), the OIE organisational context and the rationale for the current call for tender. The objectives underlying the work to be carried out should be clearly identified and addressed in the rest of the response document.

A summary of tenderer's understanding of the PVS Pathway digitalisation project and Phase 1 requirements will provide the PVS procurement team with an overview of the tenderer's proposal.

As applicable, the tenderer is invited to demonstrate an understanding of OIE's needs specific to this project, mainly in terms of health management tools and/or health information systems development.

### **5.1.3. Methodology for each core component**

#### *5.1.3.1. Establishment of OIE IT infrastructure for custom-made applications*

This section should describe the recommended approach for coordinating the infrastructure needs of PVS Information System, within Azure premise, to the OIE infrastructure team. He will describe what infrastructure should be put in place to support the PVS information system.

The tenderer is also welcomed to propose technical tools/platform available in Azure to successfully deliver the business products identified in Annex 1.

It is also expected that the tenderer should submit the documents requested in Document A section 4.3.B – Technical Requirements.

#### *5.1.3.2. Migration of existing finalised Evaluation/Follow-Up Reports with corresponding data dashboard, searchability and website.*

This section should provide general information regarding the SCRUM approach of the tenderer on the identified products in section 0 of this document.

With the provided product descriptions in Annex 4 the tenderer is expected to provide the following information:

- i. Proposed Azure tool, if different from technical requirements, to deliver the workstream
- ii. The proposed sequence of product development and the estimated number of sprints – if different from number of products identified in this workstream - to deliver all identified products in section 0
- iii. The proposed number of development manpower and skills by the vendor and with corresponding schedule of each sprint (in number of workdays – no fixed schedule)
- iv. Identified – initial - risks and mitigation as per information provided in the product descriptions of Phase 1
- v. Proposed user testing approach

The tenderer is invited to submit additional information that will demonstrate their capability and capacity to successfully deliver this workstream, including in terms of cognitive services use and qualitative data management options.

#### *5.1.3.3. Development of the PVS Evaluation System – the Evaluation form automation*

Given the process described in product #1, this workstream may be further subdivided into sub-products by the tenderer to ensure successful delivery. The tenderer should provide the following information:

- i. Proposed Azure tool, if different from technical requirements, to deliver the workstream
- ii. Proposed estimated number of sprints, products to be developed in each sprint, and number of workdays for each sprint
- iii. Number of manpower working on the development to complete the workstream

- iv. Identified – initial - risks and mitigation as per information provided in the product descriptions of Phase 1
- v. Proposed user testing approach

The tenderer is invited to submit additional information that will demonstrate their capability and capacity to successfully deliver this workstream. A Supplier demonstration will be requested by OIE as part of the assessment as identified in Document A section 4.8 - Product Demonstration and oral Presentation.

#### *5.1.1.4 Training and handover*

Tenderers have to indicate how they will manage the OIE's capacity to use the system and the full handover.

#### *5.1.1.5 Guarantee, corrective and evolutive maintenance*

The tenderer must explain how: 1) the solution developed in the framework of the project will be maintained during a period a guarantee of 12 months starting from the go-live for each phase of the project, and 2) how the tenderer will assist the OIE in adding an evolution of the functional perimeter of the solution as necessary.

### **5.1.4. Conditional tranches**

The tenderer should explain how they will manage parallel work on different tranches, as the business side becomes ready to initiate additional tranches. General project management plan

The project methodology chosen by OIE for this project is PRINCE2 with SCRUM. As each company tailor their methodology according to the project scope and size, this section should demonstrate the project tailoring that the tenderer recommends to successfully deliver the project. This section should cover the tenderer's approach on the following:

- Project GANTT chart (Project Planning – Estimate Schedule) and sprint Planning approach
- Project organisation (Supplier and OIE)
- Project Communication plan (Supplier and OIE)
- Project Change Management plan in alignment with SCRUM (Supplier and OIE)
- Project Risk Management plan (Supplier and OIE)
- Monitoring Project Cost and Progress (Proposed tool)
- Test Management plan

### **5.1.5. Allocated human resources/manpower**

This section should identify the professional profiles (field of expertise, seniority etc.) proposed throughout the project and according to each phase as established in the technical and business requirements. It should include a rationale for the team set-up and clearly underline how the team, as a whole, responds to the required skills as described in the TORs., provide, for each profile, a short biography of the identified consultant and justification of his/her role in the project. A short CV for each consultant (no longer than 2 pages) with reference to relevant experience should be annexed to the main response document.

The proposed team is encouraged to consider including a subject-matter expert that will allow a good understanding of the business needs related to veterinary public health/public health management or quality management in health/agriculture sectors.

The tenderer should demonstrate that there will be sufficient manpower to address some conditional tranche(s) in parallel to the firm tranche.

### **5.1.6. Additional information**

This section should include any additional information not provided for elsewhere that you deem important for us to know. Innovative solutions as well as relevant “Best practices” that may not be expressly mentioned in this document should be provided here.

## **5.2 FINANCIAL OFFER**

The financial offer should be provided in EURO and quoted free of all duties, taxes and other charges, excluding VAT.

### **Core Components**

The financial offer should provide on the document D with the following information:

- Maximum cost by product;
- An overall cost (maximum global cost);
- Licensing cost (One time and recurrent/annual cost)
- Daily rate and global cost of (technical leader, project manager, data architect, solution architect, developer)

Phase 1 project will establish the IT infrastructure project which will be used in other phases of the PVS Pathway digitalisation. However, the business requirements for each conditional tranche (phase) are not fully known yet. In this regard, the cost and schedule proposal may be aligned with Phase 1's business requirements due to the similarities of development activities to be done except for some possible integration to other OIE business systems. The following indicative costing information is asked in order to support the planning and budgeting of future phases:

- Cost of 1 developer per day:
- Cost of 1 project manager per day:
- Cost of 1 data architect per day:
- Cost of 1 solution architect per day:
- Cost of technical leader per day:
- Additional role may be added by tenderer as per assessment of the products' requirements (Annex 1 of this document)

### **Order and payment terms**

Tenderers should detail:

- Purchase order conditions;
- Terms of payment and settlement periods (taking into account OIE conditions as set out in document A. *Tender procedure rules* of this call for tender).

## **6. ANNEX 1 – PHASE 1 PRODUCT DESCRIPTIONS**

See attached document labelled as the title above.

## **7. ANNEX 2 – OIE IT STANDARDS**

See attached document labelled as the title above.

## **8. ANNEX 3 – THE CURRENT PVS EVALUATION REPORT TEMPLATE**

See attached document labelled as the title above.

**9. ANNEX 4 – IT DATA PROTECTION CHECKLIST**