



World Organisation
for Animal Health
Founded as OIE

STD/COS2023/1

CONSULTATION OF SUPPLIERS

WOAH Standards online navigation tool

WORLD ORGANISATION FOR ANIMAL HEALTH (WOAH)

whose statutory name is

“OFFICE INTERNATIONAL DES EPIZOOTIES”

DEADLINE TO SUBMIT :

TENDERS : 13 MARCH 2023 - 12:00 (PARIS LOCAL TIME)

IMPORTANT

The following information has been modified :

- **Deadline to submit the declaration of integrity (p. 22)**
- **Number of participants admitted to the oral presentation (p. 25)**

Contracting authority

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1. GENERAL TENDERING RULES

1.1 GENERAL PURPOSE

This consultation of suppliers (“tender procedure”) is an invitation for interested service providers to submit a proposal regarding the methodology and approach to set up a digital system to publish and display WOAH Standards online allowing for an interactive navigation and search its content.

The information included in the tender documents are provided to Tenderers so they may prepare a proposal in response. However, the transmission of the tender documents to tenderers does not imply any legal obligation on the part of WOAH to entrust the provision of the services to any tenderer. WOAH has the right to reject any proposal in its sole discretion. WOAH remains strictly independent of any tenderer, and none of the provisions of the tender documentation may be interpreted as creating a contractual relation of any sort.

WOAH is under no obligation to accept a given tenderer’s proposal and reserves the right not to proceed with or to terminate negotiations with any tenderer, at any time prior to the signature of a Contract.

1.2 CONFIDENTIALITY

Unless otherwise authorised in writing by WOAH, all information, whether disclosed either directly or indirectly, formally or informally, in writing, orally, or by visual inspection, which are part of the tender procedure or provided for its purpose or any amendment thereto, shall not be disclosed, copied, used or modified in any manner and shall only be used for the sole purpose of the tender procedure.

All information received in response to this initiative that is marked proprietary will be handled accordingly. Responses will not be returned.

1.3 RESPONSE PROCESS

WOAH reserves the right to introduce non-substantial modifications to the tender documents. In the event that WOAH, either following a request from a tenderer or on its own initiative, introduces a modification of the tender documents, all tenderers having indicated an intention to respond (Annex 2) will be informed simultaneously. WOAH may extend the deadline for submission of tenders to all tenderers to allow tenderers to take into account these changes.

1.4 COSTS OF RESPONSES

Tenderers are responsible for all costs and expenses, including professional fees, incurred in connection with the preparation and submission of responses to, and generally their participation in, the tender procedure



1.5 CONDITIONS OF PARTICIPATION

Natural and legal persons as well as consortia (either officially established or constituted specifically for this consultation of suppliers) may apply.

If a consortium is tendering, it must indicate:

- whether it is joint-and-several liability or joint-liability only,
- the member who represents the consortium by providing a power of attorney.

Any change in the composition of the group during the procurement procedure may lead to the rejection of the tender.

Any change in the composition of the group after the signature of the contract may lead to the termination of the contract.

No more than one tender may be submitted by a person whether as a natural or legal person or member of a consortium. If a person submits more than one response, all responses in which they participate will be excluded from the selection process.

In participating to this consultation of suppliers, a tenderer represents and warrants by doing so that:

- is not bankrupt or under mandatory liquidation, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, is not the subject of proceedings concerning its business activities, or is not in any similar situation arising from a procedure provided for in national legislation or regulations;
- it or a person having powers of representation, decision-making or control over it or a member of an administrative, a management or a supervisory body has not been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization, money laundering, offences linked to terrorist activities, child labour, human trafficking, creating or being a shell company or any other irregular or illegal activity ;
- it or persons having powers of representation, decision-making or control over it have not been guilty of professional misconduct, including misrepresentation.
- it is in compliance with all its obligations relating to the payment of social security contributions and of taxes in accordance with the national legislation or regulations of the country in which the Tenderer is established;

Tenderers undertake to provide documentary evidence related to the items mentioned above upon request by WOAHA at any point during the tender procedure and/or contracting process. Should a tenderer fail to produce reasonable evidence, WOAHA reserves the right to reject the tenderer's response and, in the event it has already entered into a Contract with the tenderer as a result of the tender process, to terminate such Contract with immediate effect.

The REFINITIV WORLD-CHEK ONE global compliance screening platform will be consulted. In accordance with WOAHA's internal rules, the identification of a tenderer by this platform may lead to its exclusion.



1.6 CONFLICTS OF INTEREST

Under no circumstances is a tenderer to contact any person employed by or representing WOAHA. regarding the tender procedure other than the person(s) mentioned in this document.

In participating to this consultation of suppliers, a tenderer represents and warrants that:

- It does not have any conflict of interest arising from economic interests, political or national affinities, family or emotional ties, or any other relevant connection or shared interest in connection with any Contract that may be entered into between the tenderer and WOAHA as a result of the consultation of suppliers;
- It will inform, without delay, of any situation constituting a conflict of interest or which could give rise to a conflict of interest;
- No offer of any type whatsoever from which an advantage can be derived under the Contract has been or will be made;
- It has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain, and has not accepted and will not accept, any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to the award of the Contract;
- It has not and will not make any misrepresentation, either knowingly or negligently, in supplying any of the information requested by WOAHA.

1.7 PERIOD OF PROPOSAL VALIDITY

Tenderers are bound by their proposals for 180 days after the deadline for submission or until they have been notified of non-award.

1.8 DURATION OF THE CONTRACT

The Contract is expected to start from September 2023.

The estimated duration of the implementation is from 3 to 6 months from the date of the contract's notification, followed by 3 years for maintenance.

1.9 INVOICING

The following schedule of payments will be finalised in the Contract based on the agreed-upon workplan and set of deliverables:

- Thirty percent (30%) of the total price will be paid after validation by WOAHA of the first Milestone;
- Twenty percent (20%) of the total price will be paid after validation by WOAHA of the second Milestone;
- Twenty percent (20%) of the total price will be paid after validation by WOAHA of the third Milestone;
- The balance payment will be issued upon reception and validation by WOAHA of the final report and presentation.



Payment throughout the Contract will be made upon receipt of the corresponding undisputed invoice, which should be raised after validation of each deliverable. WOAHA will proceed to the payment of undisputed invoices within 45 days of their reception by bank transfer or cheque.

2. EXECUTIVE SUMMARY

2.1 PROJECT BACKGROUND

WOAH develops and publishes four sets of WOAHA international standards:

- Terrestrial Animal Health Code (the Terrestrial Code),
- Aquatic Animals Health Code (the Aquatic Code),
- Manual of Diagnostic Tests for Aquatic Animals (the Aquatic Manual),
- Manual of Diagnostic Tests and Vaccines for Terrestrial Animals (the Terrestrial Manual).

Each of these four compendiums, is a collection of texts organised under a specific codified structure.

The Aquatic and Terrestrial Codes provide standards for the improvement of animal health and welfare and veterinary public health worldwide, including through standards for safe international trade in terrestrial and aquatic animals and their products. The Codes are published in English, French and Spanish on the WOAHA website.

The Manuals provide a standardised approach to the diagnosis of the diseases listed in the Terrestrial and Aquatic Codes. The Manuals are published in English and Spanish and are available on the WOAHA website. The Aquatic Manual currently has 36 chapters, and the Terrestrial Manual has 137 chapters.

WOAH Codes and Manuals are a core output of the organisation and are a key element connecting the organisation with its Membership. WOAHA Standards are used by Member countries as a reference for the development national regulations and implementation of their programs.

The World Trade Organization (WTO) Agreement on the Application of Sanitary and Phytosanitary Measures (SPS Agreement) recognises these standards, as a reference for international trade.

These publications have been traditionally printed as 'books', distributed to Delegates and other key stakeholders, and were publicly available for purchase at WOAHA bookstore. For many years now, they have also been published on the Organisation's website.

Through WOAHA standard-setting process, the content of these compendiums is updated by revision of the existing content or development of new one, which are finally adopted by WOAHA Members during the annual General Session each year. Approximately 4 to 8 chapters of the Aquatic Manual, 15 to 25 chapters of the Terrestrial Manual, 10 to 30 Chapters of the Aquatic Code, and 10 to 15 Chapters of the Terrestrial Code are updated every year. These amendments vary from minor text modification to complete new chapters. Once adopted, new or updated chapters are uploaded onto the WOAHA web version of these compendiums, replacing the previous ones. Since 2021, printed editions are no longer published systematically for selling or distribution, nonetheless they could be produced upon request. In



addition, for the Codes a single pdf file per volume is still produced every year and is indexed and stored in WOAHP documentary portal as part of the institutional memory of the Organisation.

The way in which WOAHP standards are currently displayed on WOAHP website is limited to a table of content that provide links to the chapters, which would be downloaded as pdf files, or, for the Codes, viewed directly on the website in HTML format. Additionally, the current display has shown limited searching capabilities, issues in updating references, shifting between different languages, and others.

Each of these set of texts is structured following a “regulatory” style, following a strict structure specific to each of them. This ensures homogeneity and a consistent logical approach but requires advanced specific knowledge to achieve a good and efficient use.

A critical challenge observed in practice is associated with the most frequent use of these Standards: the consultation of the Terrestrial Code for the identification of sanitary measures recommended for the international trade of specific commodities. This process is naturally triggered by interest in trading a given commodity, but as the Terrestrial Code is structured by diseases, it is not possible to directly identify for which diseases measures are recommended for that given commodity or visualize all relevant measures together. Users should do this exploration by reading all possible relevant chapters individually (all chapters in volume II), taking note of the different recommended measures in parallel.

2.2 PROJECT OBJECTIVES

The objective of this project is to implement a new tool to publish and display WOAHP Manuals and Codes online, allowing for a more interactive online navigation and an easier search of its content, improved the visualisation of standards across the different languages they are published in, and allow external users to easily download, print and share content. A specific objective for the Terrestrial Code is that external users be able to easily search and access the recommendations for safe trade by commodity, across the whole content.

The main objectives of the project are to set up a software tool that is suitable for:

1. Improving the display of the Aquatic and Terrestrial Codes and Manuals on the WOAHP website and facilitating user access,
2. The specific search in the Terrestrial Code for and visualisation of the sanitary measures recommended for the international trade of specific commodities should be specifically addressed in priority,
3. Updating the content of the four sets of standards in an easy and practical way.

Including:

- the configuration / implementation of the tool according to WOAHP’s need,
- the migration of the full content of the latest edition of the four sets of standards (Terrestrial and Aquatic Codes, and Terrestrial and Aquatic Manuals) in all relevant languages to the new tool,
- The integration of the online navigation tool (published Standards) for public access on the WOAHP website,
- The training of the authors and administrator,
- The functional and technical support for using the tool.



The number of users expected is: 3 (administrator and authors) within WOAH Staff and an unlimited number of external users which access the standards publicly through the WOAH website (statistics are Since January 2022 to October 2022):

- the EN page codes and manuals has had 550,639 views.
- The SP page codes and manuals has had 195,673 views
- the FR page codes and manuals has had 46,120 views).

Possible additional services:

It is preferable that the tenderer be able to propose the following additional services such as :

- implementing functionalities to allow, after subsequent updates, retrieving previous editions and showing changes between them;
- developing links with other WOAH systems that use the Codes and Manual as references (e.g. for PVS Pathway, Status platform, WAHIS).

The proposal of the above-mentioned services will be appreciated as an advantage that will be taken into account in the evaluation of the tenders (see section 5.1.2.).

However, tenderers who do not propose these additional services are nevertheless invited to submit a tender. The absence of these services in the tenderer's offer will not render it irregular.

The implementation of any additional services will depend on a decision by WOAH (at its sole discretion) which will be notified to the awarded tenderer under conditions set out in the Contract.

Depending on the cost agreed by WOAH and the awarded tenderer, WOAH will send to the awarded tenderer a purchase order.

All user's requirement specifications are detailed in the Document B - Annex B1 – user requirement specifications.

3. PROJECT ORGANISATION AND METHODOLOGY

3.1 PLANNING

The schedule identified in this section is a projection. The actual schedule will depend on the actual date of signing of the contract and the implementation time assessment of the chosen service provider.

Set up / implement WOAH Standards online Navigation Tool for the 3 scopes per this order of priority:

- MILESTONE 1:
 - customisation of the content structure and system design in line with WOAH graphic chart.
 - Migration of content of Volume II of the Terrestrial Code and implementation of search and visualisation tool for sanitary measures recommended for the international trade of specific commodities.



- **MILESTONE 2:** Migration of full content of the four sets of standards and complete implementation of the online display and navigation tool, following the following order of priority:
 - 1) Terrestrial Code,
 - 2) Aquatic Code,
 - 3) Aquatic Manual,
 - 4) Terrestrial Manual.
- **MILESTONE 3:** full in-house capacity to publish and update newly adopted standards using the new tool.
- The Supplier will be expected to deliver the following services:
 - Project Management:
 - Project management methodology
 - Risk management
 - Reporting
 - User requirements validation
 - Testing
 - Training of OIE key users (after the content migration)
 - Documentary deliverables
 - Guarantee, support and corrective / on-going maintenance
 - Evolutive maintenance

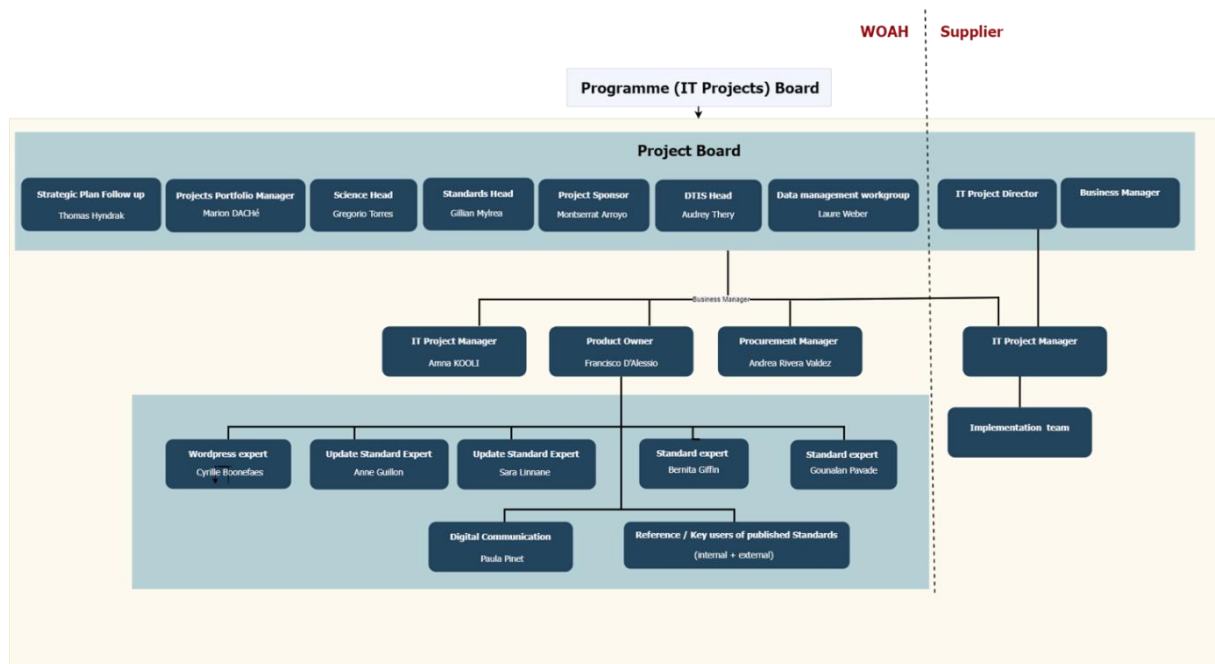
Estimated Timeframes: ~ 3 to 6 months – to be confirmed by the Service provider.

- **Maintenance:** After completion of all milestones a minimum of three-year use and maintenance period must be ensured.



3.2 GOVERNANCE

The project governance is based on 2 committees (Strategic and operational) and the following structure has been established:



The deliverables will be validated by WOA project team.

A Steering Committee (Strategic) constituted of the project Board members, the IT Project Managers (WOAH and supplier), and the Product Owner, will meet regularly as needed to discuss project tasks and status, review project risks, agree on key dates and deliverables and to make decisions. It will be the framework for decisions and validations of strategic points and orientations.

An Operational Committee is involved with the day-to-day activities of the project and is constituted by the operational team members (at least IT Project Managers (WOAH and supplier) and the Product Owner)

Deliverables expected from the supplier:

- Minutes of committees (operational and steering)
- Follow up reports of actions identified during operational and steering committee meetings

3.3 METHODOLOGICAL APPROACH

WOAH project management team provides the requirements (Annexed to this consultation) to the supplier's Expert, for discussion and agreement on prioritisation and preparation for the delivery plan (planning).

The Supplier IT project Manager and WOA project team will agree on a regular meeting schedule to update WOA on the progress and issues concerning the ongoing implementation of the tool.



WOAH expects a checkpoint report from the supplier. This will provide WOAHP information on the progress of the work done compared to what was agreed in the planning, and potential actions expected from the WOAHP project team. The frequency of the checkpoint report will be agreed between WOAHP project team and the Tenderer. Apart from the checkpoint report, an online progress report tool will also aid in WOAHP's project monitoring prior the checkpoint report schedule agreement.

NB: If specific development are to be made in the off the shelf tool, the agile methodology would be appreciated.

With respect to the management of the delivery, the deadline is fixed as per agreement in the delivery plan (planning). The deliveries will be tested by WOAHP testers.

Quality Assurance testing (including unit tests) is the responsibility of the Service provider. The new system will only be deployed after it has passed the Service provider's internal QA testing at which point WOAHP team will perform User Acceptance Testing (UAT) as the final stage of testing before the customization is certified for production use.

After each User Acceptance tests phase, WOAHP will arbitrate a go / no-go decision of the deployment of the version, based on the number of remaining blocking, major and minor defects. The number of defects impacting the decision will be settled before the start of the User Acceptance tests phase, depending on the content of the delivery.

The standard testing tool of WOAHP is Test Rail (Gurock), WOAHP will record the test scenarios within this tool. The supplier needs to provide a tool to track the defects found during the UAT. WOAHP must be able check the conformity of the version's functionalities in regard with the detailed functional specifications.

With respect to the validation of the final delivery for the current tranche, the project is deemed closed when:

- All business and technical requirements are delivered by the supplier and accepted by WOAHP.
- Validation of delivery quality by WOAHP (no blocking or major bugs).
- The solution delivered is clearly aligned with the requirements.
- Project closure document is approved by the Steering Committee – for closure.



4. SCOPE OF THE SERVICES

The scope of the service described below deals the firm tranche of the project. All the requirements are expressed in the Document B user requirement specifications and Annex B1.

While core elements 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.

The Supplier will be expected to deliver the following services:

- Workshops to advice and discuss the implementation of WOAHA requirements without extra-developments
- Workshops to agree on the tool design and integration to the WOAHA website to be sure that is compliant with the relevant WOAHA requirements
- The tool configured / implemented to meet the WOAHA Requirements
- Testing and validation of the implemented tool
- Project management
- Training
- Documentations (User Manual, Admin Manual, etc.)
- The tool on-going maintenance and Evolutive maintenance.

4.1 CORE WORKSTREAMS

4.1.1 *Prerequisite for a WOAHA IT project*

Data protection needs

As an intergovernmental organisation, WOAHA is subject to international public law, entrusted with a number of privileges and immunities necessary for its functions. Accordingly, WOAHA has decided to self-regulate the protection of data subject, personal data and privacy to ensure it processes in accordance with general accepted standards. From an IT project perspective, WOAHA provides elements to be implemented for any IT development, attached to this document (Document B – Annex B3 – IT Data Protection Checklist).

IT Infrastructure standards (only for the on-promise tool)

WOAHA has already outsourced the management of their IT infrastructure building, IT security and IT platform building and maintenance to an identified IT service provider. This IT service provider will identify an IT infrastructure project manager in charge of all those tasks (see Document B - Annex B2 - WOAHA IT Infrastructure Standards).

The future IT tenderer will be in charge of:

- Implementation / configuration of all features required by WOAHA
- Co-Writing of technical document architecture (segregation of duties must be clearly defined during the kick-off as it depends on the project type)



- Application maintenance and support to key users
- Liaise and participate to workshop with IT infrastructure project manager

The future IT tenderer will have to identify a project manager as a Single Point of Contact for all requests and meetings in close contact with the IT infrastructure project manager.

The WOAHA IT service provider will be in charge of:

- Security and Network management. They are WOAHA's Security operations center.
- Building the azure IT infrastructure.
- Building the IT platform (new website base etc.) if hosting is managed by WOAHA based on information provided by the future IT tenderer
- Supporting the IT tenderer during implementation phases for K8s subjects and all infrastructures questions.

Once the IT platform is built, full access will be provided to the future IT tenderer.

Trilingual management of the system

All work for and communication with WOAHA are to be carried-out in English. All functionalities implemented / configured for the WOAHA Standards online Navigation Tool for external users will need to be available to the users in English, French and Spanish (the three official languages of WOAHA). The way the tool and content will be displayed and managed in the different official languages of WOAHA in the public interphase is part of the functionalities to be discussed as well as its integration with the WOAHA website.

4.1.2 Project Management

The Supplier shall follow the planning of the project, supervise the implementation of the solution and the associated deliverables, organize, and lead the steering committees and operational committees with WOAHA Project Managers, and write the minutes of the committee's meetings.

The Supplier shall provide a detailed Project Management Plan and Project Schedule including resource requirements for both organizations.

The supplier will conduct a kick-off meeting for the project and will meet with the WOAHA project team to review the specifics of the engagement and discuss timing and responsibilities.

The Supplier shall identify and prioritize risks associated with the implementation of the plan, together with options and actions for mitigation of each identifiable risk.

Deliverables will include at a minimum:

- Detailed roadmap / planning of the project
- Migration content retrieval strategy including the estimated workload for WOAHA cleaning and converting content and the resource needed from WOAHA.



4.1.3 Stage 1: user requirements validation

All the requirements are expressed in the Document B - Annex B1 – user requirement specifications and the goal is to ensure the supplier understands what is required and feasible. The objective of the user requirement validation is to advice and discuss the implementation / setup of the WOAHS needs within the chosen tool without extra-developments, through a series of meetings/workshops with the relevant WOAHS stakeholders.

4.1.4 Stage 2: Setup / implementation and delivery

The objective is to setup / implement the WOAHS Standards Online Navigation Tool and ensure the good behaviour of the system.

Deliverables will include at a minimum:

- Tool implementation and configuration
- Installation and settings manuals
- User and administration manuals
- APIs documentation and publication.

If possible, deliverables will include:

- Data model with accessible presentation to WOAHS staff, including the detailed data dictionary and data controls

4.1.5 Stage 3 Content migration

The objective is to migrate the content of the WOAHS latest edition of the four sets of Standards to the new tool a first time to have the whole content available online on the new tool. The tool should also be a reliable and easy to use solution for the regular (yearly) update of the content by adding new or replacing existing documents.

To give an overview of the content migration, it is necessary to know that the current format of the terrestrial and aquatic codes is xml (FrameMaker files), pdfs and HTML (generated by FrameMaker) and potentially in MS Word. The current format of the terrestrial and aquatic manuals is MS Word and pdfs documents and only the table of content are available in HTML format.

4.1.6 Stage 4 testing

Quality Assurance testing (including unit tests) is the responsibility of the Supplier and User Acceptance Testing is the responsibility of WOAHS. The new tool will only be deployed after it has passed the Supplier's internal QA testing at which point WOAHS team will perform User Acceptance Testing as the final stage of testing before the customization is certified for production use.

After each User Acceptance tests phase, the WOAHS will arbitrate a go / no-go decision of the deployment of the version, based on the number of remaining blocking, major and minor defects.

The supplier must provide a user guide / demonstration of the deployed version to the key WOAHS testers and inform them of the content, fix the defects raised by WOAHS testers based on the tests scenarios and perform a new delivery of the version if relevant to fix the raised defects.



4.1.7 Stage 5 System Deployment and Configuration

Deploy and configure the tool on the production environment.

4.1.8 Stage 6 Training of WOAHA key users

The administrator, authors and key user of External users should be trained on the implemented tool.

Deliverables will include at a minimum:

- Prepare the training supports
- Animate the training sessions
- User and administration guides of the tool

4.2 DELIVERABLES

- Deliverables will include at a minimum:
- Monthly report level of advancement
- Updated risk and mitigation plan
- Monitoring and project follow up tool
- Testing plan, methodology and tool to track the defects found during
- Certification and report of technical and functional test success before delivery to WOAHA tester
- Demonstration of a functional requirement implemented (as described in the Document B - Annex B1 – user requirement specifications)
- Documentation and tool user guide
- Content migration plan
- Data model documentation, including at least data dictionary (with WOAHA business team support) and data structure
- API online documentation
- Solution Architecture Document
- Implemented tool



5. PROPOSAL STRUCTURE

Responses to the consultation of supplier 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 should be provided in a WORD/PDF document (Document C). The technical offer **should not be longer than 50 pages**. Additional information relevant to the understanding of the response may be presented in annex and will not count against the maximum number of pages (each additional document should not be longer than 5 pages).

Tenderer must prove in their technical response:

- Relevance and adequacy of proposed solution to users' needs
- Understanding of the project and covering of scope
- Ergonomics and user friendliness of the proposed solution
- Integration with the WOAHA website
- fitness for purpose both for the 3 milestones: the online display and publication and edition functions.
- Relevance and quality of the proposed methodology, testing plan, content migration plan and timeline (workplan)
- Compliancy of IT security policy
- Functional support, Guarantee, technical Support and Maintenance, ongoing service quality

The technical offer (Document C) must present the following information:

5.1.1 *General company information*

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

A. 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;

B. Activities:

- Company background review;
- Description of major activities (incl. number of employees and their location).
- Clear References and experience on similar projects developed
- Clear references on organisation's scope (e.g with an international dimension)



C. Expertise and experience

- Expertise 1: Digitalisation of codified regulatory-style texts (Technical documentation for international organisations);
- Expertise 2: Provision of online display and navigation tools for codified regulatory-style texts for broad audiences,
- Expertise 3: Working with multilingual documents, and in a multicultural context,
- Expertise 4: Demonstrated sustainability over time with similar projects.

5.1.2 Understanding of the project

This section should provide assurance of the understanding of the global landscape, the organisational context and the rationale for the current consultation of suppliers. The objectives underlying the work to be carried out should be clearly identified and addressed in the rest of the response document.

This narrative should convince WOAHA that the supplier understands the objectives that the contract is intended to meet, the nature of the required work and the level of effort necessary to successfully complete the contract in the set timeframe.

5.1.3 Trial version

In addition to the demonstration, the tenderers should provide a trial version for 3 users of the system to allow the business team to test the tool, particularly for the edition and publication of documents.

5.1.4 Methodology for each core component

Tenderers should clearly highlight throughout this section which activities will require an on-site presence and which will be carried out remotely, and the methodology for each milestone:

- MILESTONE 1: Migration of content of Volume II of the Terrestrial Code and implementation of search and visualisation tool for sanitary measures recommended for the international trade of specific commodities.

This section should describe the recommended methodology and approach to implement this scope within the “WOAH Standards online Navigation Tool” as required in the Compliance Grid – spreadsheet “Easy access to the commodities”.

- MILESTONE 2: Migration of full content of the four sets of standards and complete implementation of the online display and navigation tool, following the following order of
1) Terrestrial Code,
2) Aquatic Code,
3) Aquatic Manual,
4) Terrestrial Manual.
priority:

This section should describe the recommended methodology and approach to implement this scope within the “Standards Navigation Tool” as required in the Compliance Grid – spreadsheet “display and navigation tool”.



- **MILESTONE 3 - Full In-house capacity to Publish and update newly adopted standards using the new tool.**

This section should describe the recommended methodology and approach to implement this scope within the “Standards Navigation Tool” as required in the Compliance Grid – spreadsheet “publishing updated Standards”.

Major feasibility requirements as well as required documentation should be identified, as well as the availability this will require from the different categories of stakeholders.

The user testing and training approach should be also provided. The migration part of data and documents is also essential, the methodological approach will have to be detailed.

Tenderers should highlight how they intend to set up the required architecture and infrastructure.

5.1.5 Implementation scope (activities and deliverables)

Provide information about the system proposed and the WOA’s user requirements. The supplier must fill in Annex B1 - Compliance grid as follow:

- o Responses to the user requirements should be completed to identify both the capability of the system and the scope of the implementation.
- o Indicate the proposed scope of the project by coding each requirement using the following response codes:

Column Compliancy	
Yes	Requirement Met and Proposed (Standard features of system)
No	Requirement Not Met with Proposal
Partially	Partially

NB: All positive responses (Yes) will be considered in scope. The requirements responses submitted will become part of the agreement. Proposers are expected to warrant that implementation services will include all positive responses (every response except “No”). For all the response Partially, the column comments must be filled in to explain how the supplier will deliver the User story.

NB: Any offer responds (No) for any user stories / requirement having Must priority could be rejected for this reason.

The supplier must provide the list of deliverables.

5.1.6 Training of OIE key users

The tenderer will provide the Training Plan of WOA’s key users (Describe the training that accompanies the system implementation. What types of training materials are provided? Provide an overview of proposed training plan/strategy, specifying how and when training is to be delivered for both on-site and off-site training

5.1.7 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 from the go-live for each phase of the project,



and

2) how the tenderer will assist WOAH in adding an evolution of the functional perimeter of the solution as necessary.

5.1.8 General methodology, migration strategy and plan, testing plan and proposed schedule

This section should identify the recommended methodology to implement the different milestones in the most appropriate and effective approach.

The offer should provide input on the proposed project governance mechanism and a clear rationale as to the proposed organisation of activities. Major constraints as well as pre-requisites (time, stakeholder availability) should be identified. A schedule encompassing the different milestones should be provided.

The general methodology to manage the project, including the format of the follow-up on the part of the supplier as well as the measures to ensure respect of the project deadlines, tracking of project costs and the delivery of quality deliverables should be identified.

The strategy of Content migration and the migration plans have to be described in the technical response as well as the testing plan.

5.1.9 Additional services

This section should identify if the tenderer can provide additional services such as :

- implementing functionalities to allow, after subsequent updates, retrieving previous editions and showing changes between them;
- developing links with other WOAH systems the Codes and Manual references (e.g. for PVS Pathway, Status platform, WAHIS).

This section should describe the recommended methodology and approach to address them.

5.1.10 Allocated human resources

This section should identify the professional profiles (field of expertise, seniority etc.) proposed throughout the project and according to each stage of the methodology established in the previous section. 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 daily rate, 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.**

5.1.11 Success – risk factors

This section should provide a review of major constraints identified at this stage, potential risks to the project and requirements to ensure its successful completion. Prerequisites that you deem important to carry out the project effectively should be identified.

5.1.12 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, VAT and other charges.

5.2.1 ***Core Components***

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

- Recurrent costs
 - licensing cost
 - Maintenance cost
- Maximum cost by milestone:
 - Milestone 1
 - Milestone 2
 - Milestone 3
 - Content Migration Cost
 - customisation of the content structure and system design
 - Maximum cost, by functional requirement
 - Training
 - Other Additional costs
- An overall cost (maximum global cost including at least the implementation cost, guarantee and licensing cost and any others cost applied).

5.2.2 ***Travel and accommodation***

Tenderers should indicate a global cost for all the projected missions to WOAH's headquarter, based on the proposed tenderers' schedule of work (including travel, meals, accommodation and all travel-related costs (visa etc.)).

5.2.3 ***Order and payment terms***

Tenderers should detail the expected terms of payment and payment periods (in case they differ from WOAH conditions, as set out in section 1.9 Invoicing of this document). Tenderers are informed that WOAH does not guarantee that their expectations will be accepted and that conditions set out in section 1.9 might be imposed.



6. RESPONSE PROCEDURE

6.1 SCHEDULE

Launch of the Consultation of suppliers	13/02/2023
Deadline to submit the declaration of interest and integrity <i>(this document is needed to participate to the zoom presentation, if this declaration is submitted after the deadline the tenderer will not be invited to participate to the to the zoom presentation but will still have the possibility to submit its tender on time).</i>	27/02/2023
WOAH Zoom presentation of the project with question and answers	28/02/2023
Questions/Answers session (by email to WOAHP contact point)	From the 14/02/2023 to 08/03/2023
Deadline for submission of the initial tenders¹	13/03/2023 at 12:00 (Paris local time)
Oral presentation period	31/03/2023 to 06/04/2023
Negotiation period	28/04/2023 to 05/05/2023
Deadline for submission of the final tenders	19/05/2023 at 12:00 (Paris local time)
Contract award and supplier selection	16/06/2023

All tenderers will be informed should WOAHP change any of these dates.

¹ Proposals may be modified or withdrawn prior to the deadline for submission through a written notification sent to WOAHP contact point.

6.2 RESPONSE FORMAT

If you are interested in this consultation of suppliers, please complete your tender online by clicking on the link below.

[**APPLY HERE**](#)

Tenders must be submitted in English.

WOAHP, as a data controller, will process the personal data you provide in the tender.

The data collected will be processed internally for the aforementioned purposes and for the resulting administrative acts, it shall be kept for the duration of the contract with you and in an intermediate archive for a duration of 10 during the audit period.



You have rights to access and rectify your personal data, as well as to request erasure and obtain data portability under certain circumstances.

To exercise these rights or If you have any questions about the processing of your data, you can contact our data protection officer at dpo@woah.org. For more information check our Privacy Policy: [Privacy Policy - WOAHA - World Organisation for Animal Health](#).

Should you have any questions, please contact f.dalessio@woah.org.

To comply with disclosure requirements and enhance transparency, WOAHA shall publish on its website the following information about the Contract which shall be concluded with the awarded contractor: (i) the nature of the contract (ii) year of award (iii) name and locality of the Service provider; (iv) the title, purpose of the Service provider; and (v) the amount of this Agreement. WOAHA will not release or publish information that could reasonably be considered confidential or proprietary.

Tenders should include:

- The technical offer- Document C duly completed and signed and its annexes (valid for 180 days from the day of tender submission),
- The financial offer – Document D duly completed and signed and its annexes(valid for 180 days from the day of tender submission)
- Confidentiality agreement duly completed and signed (Annex A1)
- Declaration of interest and integrity duly completed and signed (Annex A2)
- Compliance grid duly completed and signed (Annex B1)
- Processor assessment questionnaire duly completed and signed (Document F)

Please make specific reference in the response to any legitimately and appropriately confidential or proprietary material contained in the response. Such information included in the responses to the consultation of supplier will be kept confidential by WOAHA.

Reminder: responses should be submitted by 13/03/2023 at 12:00 (Paris local time). Any proposal received past this deadline will be excluded from the consultation of suppliers process.

6.3 EVALUATION OF PROPOSALS AND AWARD OF THE CONTRACT

6.3.1 *Technical and financial criteria*

WOAHA will proceed to an evaluation of all offers (initial and final) according to the criteria described below:

Criteria 1 technical criteria (70%) will be assessed according to the following information provided on their technical offer - Document C and F, and Annex B1:

- **Quality of reference (20%)**
 - Experience with similar project (60%)
 - Experience working in English in a multicultural context (5%)
 - References (10%)
 - Demonstrated sustainability with similar project (25%)



- **Company organisation and sustainability (20%)**
 - Professional certifications and qualifications of the Tenderers and the team members who will be responsible for the execution the project (30%)
 - Quality of tenderer's response (30%)
 - Quality of the oral presentation (40%)
- **Quality and relevance of technical offer made therein (60%)**
 - Relevance and adequacy of proposed tool to user's needs (20%)
 - Ergonomics and user friendliness of the proposed tool: User experience (20%)
 - Relevance and quality of the proposed methodology, testing plan, content migration plan and timeline (work plan) (20%)
 - Functional support, Guarantee, technical Support and Maintenance, ongoing service quality (10%)
 - Understanding of the project (10%)
 - Integration with WOAHA website (20%)

Criteria 2 Financial criteria (30%) will be assessed according to the information provided on their financial offer - Document D and Document B annex B1- columns H

- An overall cost (maximum global cost including at least the implementation cost, , guarantee and licensing cost and any others cost applied). (30%);
- Recurrent costs (40%);
 - licensing cost
 - Maintenance cost
- Maximum cost by milestone (30%):
 - Milestone 1
 - Milestone 2
 - Milestone 3
 - Content Migration Cost
 - Customisation of the content structure and system design
 - Maximum cost, by functional requirement
 - Training
 - Other Additional costs



6.3.2 Oral presentation

Tenderers who will obtain the **five** best score after the first evaluation of their offers will be admitted to participate in an oral presentation. Tenderers will be notified by WOAHA that they are admitted at least 48 hours before the presentation. Tenderers are invited to prepare their presentation in advance; this presentation should take place during the period from 31/03/2023 to 06/04/2023 (see section 6.1.).

The main purpose of the oral presentation will be for the tenderer to present:

- its entity and organisation,
- expertise and experience relevant to the tender.

This presentation will allow us to assess the sub-criteria “*Quality of the oral presentation*” and to review the evaluation and scores of the tenders assigned during the first evaluation.

The following WOAHA participant will be present during the presentation :

- **IT project manager,**
- **Business Manager**
- **Staff from WOAHA’s Procurement unit**
- **any other key actors involved.**

The oral presentation format will be the following:

- Introduction: 5’
- Technical offer presentation (including demonstration of examples relevant to all specific points details in the project scope): 30’
- Practical demonstration on a set of documents and model search provided by WOAHA in advance 10’ (Please see Annex A3 - Guide for the demonstration)
- Financial offer presentation 15’
- Questions and answers: 60’

WOAHA may ask tenderers to provide clarifications needed to evaluate their tender; tenderers will be requested to reply in writing.

6.3.3 Negotiation and regularisation

WOAHA may ask tenderers having submitted an irregular offer to regularise their offer within an appropriate period of time.

Any missing document, except for substantial ones (such as Documents C and D), may be requested by WOAHA from the tenderer. If the tender is not regularised within the deadline, the tender will be rejected.

WOAHA may enter into negotiations with up to three best tenderers, obtaining the best scores from the tender assessment in accordance with the provisions of Article 6.3.1. and submitting a valid tender.

WOAHA also reserves the right to invite to the negotiations tenderers having submitted irregular tenders, so that these tenders can become regular or acceptable, provided that the substantial characteristics of the tender are not modified.



The invitation specifying the terms of negotiation will then be sent by email.

It is reminded that in any case, negotiations may not relate to the subject matter of this consultation, nor substantially modify the characteristics and conditions of performance of the contract.

Each tenderer will appoint a representative with the authority to bind them, who will be the Contact Person for WOAH.

The negotiation will be held in conditions of strict equality between tenderers eligible to take part in the negotiation. WOAH refrains from disclosing any information that is likely to be of advantage to certain participants rather than others.

When WOAH considers that the negotiation is completed, it will inform the remaining Tenderers and invite them to submit their final tender.

Final tenders are submitted on the basis of the initial offer and the proposals discussed during the negotiation.

This new offer (the final tender) will replace the initial tender. It will be taken into account and reviewed in the light of the award criteria (section 6.3.1.).

If the tenderer fails to submit a final offer within the deadline indicated in WOAH's request, only its initial offer will be taken into account and reviewed in the light of the award criteria (section 6.3.1.).

These offers will be evaluated and ranked according to the criteria and their weighting indicated in section 6.3.1.

Once the final tenders are sent, WOAH may ask for further details (e.g., clarification of aspects of the tender or confirmation of the commitments they contain). However, these requests cannot lead to modifications to the key elements of the tender or the essential features of the contract.

The entire procedure will be held in English. The written documents, graphic documents, plans, and offers must be written in English and the discussions during the negotiation meetings must be held in English. If the documents provided by a candidate are not written in English, they must be accompanied by a translation into English.

WOAH will award the contract to the most economically advantageous proposal, based on the above criteria (section 6.3.1.).

Tenderers will be informed through electronic correspondence of the results of the selection process.



7. TENDERS DOCUMENTS AND ANNEXES

Document A: Consultation of suppliers

- Confidentiality agreement (Annex A1)
- Declaration of interest and integrity (Annex A2)
- Guide for the demonstration (Annex A3)

Document B: User requirements specification

- Compliance grid (Annex B1)
 - Annex B1a – Articles trade
 - Annex B1b - shortlists
- WOAHA IT Infrastructure Standards (Annex B2)
- IT Data Protection Checklist (Annex B3)

Document C: Technical Brief Framework (to be filled and submitted as technical offer)

Document D: Financial Offer (to be filled and submitted as financial offer)

Document E: Questions/Answers

Document F : Processor assessment questionnaire