



World Organisation for Animal Health

Founded as OIE

SCI/COS2023/1

CONSULTATION OF SUPPLIERS

REFERENCE LABORATORY AND COLLABORATING CENTRE REPORTING (RL&CC) SYSTEM EVOLUTION

WORLD ORGANISATION FOR ANIMAL HEALTH (WOAH)
whose statutory name is
“OFFICE INTERNATIONAL DES EPIZOOTIES”

IMPORTANT

The deadline to submit the tenders has been changed in all documents. Please find below the other changes highlighted:

In the document A (Consultation of suppliers) :

- Maximum amount mentioned in the article 1.9 (p.6)

- Schedule mentioned in the article 6.1 (p.18)

- deadline to submit in the article 6.2 (p. 19)

In the document C (Technical Brief Framework)/ Document D (Financial offer)/ Document E (Questions and answers)

- deadline to submit (p. 1)

DEADLINE TO SUBMIT :

DECLARATION OF INTEREST AND INTEGRITY¹: AUGUST 2023

TENDERS 28 AUGUST 2023 – 12:00 (PARIS LOCAL TIME)

Contracting authority

World Organisation for Animal Health (WOAH)

whose statutory name is

“Office internationale des épizooties”

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¹ this document is needed to participate to the zoom presentation, if this declaration is submitted to the contact points after the deadline the tenderer will not be invited to participate to the zoom presentation but will still have the possibility to submit its tender on time.



TABLE OF CONTENTS

1. GENERAL TENDERING RULES	4
1.1 General Purpose.....	4
1.2 Confidentiality.....	4
1.3 Response process.....	4
1.4 Costs of Responses.....	4
1.5 Conditions of Participation	4
1.6 Conflicts of Interest.....	5
1.7 Period of Proposal Validity.....	6
1.8 Duration of the Contract.....	6
1.9 Procurement budget.....	6
1.10 Invoicing.....	7
2. EXECUTIVE SUMMARY	7
2.1 Project Background	7
2.2 Project objectives.....	8
3. PROJECT ORGANISATION AND METHODOLOGY	9
3.1 Planning and implementation schedule	9
3.2 Governance	9
3.3 Methodological approach	10
4. SCOPE OF THE SERVICES	11
4.1 CORE WORKSTREAM.....	12
4.1.1 Prerequisite for a WOA H IT project.....	12
4.1.2 Project Management.....	12
4.1.3 Stage 1: user requirements validation	13
4.1.4 Stage 2: Development / implementation and delivery	13
4.1.5 Stage 3: Testing	13
4.1.6 Stage 4: System Deployment and Configuration.....	13
4.1.7 Stage 5: Training of WOA H key users	13
4.2 DELIVERABLES	13
5. PROPOSAL STRUCTURE	14
5.1 Technical response.....	14
5.1.1 General company information	14
5.1.2 Understanding of the project.....	15
5.1.3 Methodology for each core component	15
5.1.4 Implementation scope (activities and deliverables)	15
5.1.5 Training of WOA H key users.....	16
5.1.6 Guarantee, corrective and evolutive maintenance.....	16
5.1.7 General methodology and testing plan.....	16



5.1.8	Proposed schedule	16
5.1.9	Additional services	17
5.1.10	Allocated human resources	17
5.1.11	Success – risk factors	17
5.1.12	Additional information	17
5.2	Financial offer	17
5.2.1	Travel and accommodation	18
5.2.2	Order and payment terms	18
6.	RESPONSE PROCEDURE.....	18
6.1	Schedule.....	18
6.2	Response Format	19
6.3	Evaluation of Proposals and Award of the Contract	20
6.4	Negotiation and regularisation	20
7.	TENDERS DOCUMENTS AND ANNEXES.....	22



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 enhance and develop extra functionalities of an already existing application: **WOAH Reference Laboratories and Collaborating Centres (RL&CC)** information system.

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 WOAHA to entrust the provision of the services to any tenderer. WOAHA has the right to reject any proposal in its sole discretion. WOAHA 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.

WOAHA 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 WOAHA, 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

WOAHA reserves the right to introduce non-substantial modifications to the tender documents. In the event that WOAHA, either following a request from a tenderer or on its own initiative, introduces a modification of the tender documents, all tenderers having received the invitation to tender and indicated an intention to respond will be informed simultaneously. WOAHA 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 call for tender) who have provided a compliant response to the RFP as published 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 call for tender, 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 call for tender, 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 WOAH as a result of the call for tender;
- 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 WOAH.

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 be performed from October 2023.

The estimated duration of the implementation is 2 months from the date of the contract's notification, followed by 3 years for maintenance.

1.9 PROCUREMENT BUDGET

Bidders are invited to propose the financial offer they deem most economically appropriate.

The financial offer must not exceed: EUR 60 000.

The breakdown of this maximum amount is as follows:

Type of service	Maximum amount
Evolutions of the application	30 000 €
Maintenance year 1	10 000 €
Maintenance year 2	10 000 €
Maintenance year 3	10 000 €
Total	60 000 €



1.10 INVOICING

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

- Twenty percent (20%) of the total price will be paid after the signature of the contract.
- Thirty percent (30%) of the total price will be paid after validation by WOAHA of the first milestone.
- Thirty percent (30%) of the total price will be paid after validation by WOAHA of the second milestone.
- The balance payment will be issued upon reception and validation by WOAHA of the final product and without any remaining major and blocking bugs.

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

The World Organisation for Animal Health (WOAH) is an international organisation with the mission to improve animal health globally. The Organisation and its Members coordinate the global response to animal health emergencies, the prevention of zoonotic diseases, the promotion of animal health and welfare, and better access to animal health care. To support and advocate for safe and sustainable international animal trade, the organisation works in collaboration with multiple stakeholders, including Collaborating Centres (CC) and Reference Laboratories (RL).

- The Collaborating Centres are distributed globally and are designated in a specific specialty. The purpose of a CC is to provide scientific expertise and support to WOAHA and its Members in its designated specialty.
- The Reference Laboratories are distributed globally and are designated to a specific disease. The purpose of a RL is to pursue all the scientific and technical problems relates to it designated disease.

To maintain the excellence, WOAHA RL and CC are mandated to submit annual reports of their activities. Each year RL and CC reports are submitted and are evaluated by WOAHA: there are currently 270 RL and 72 CC, but that number is likely to grow in the future. For this purpose, there are two templates of reports based on the Terms of Reference for WOAHA RL and CC, respectively.

In December of each year, a call for an annual report is sent by email to each individual laboratory or centre. Initially, a Microsoft Word report template was attached to the email. In 2021, it was decided that the annual reports should be digitalised moving away from the Microsoft Word format. Web-based templates were developed to be filled in online. Once all the reports have been submitted (usually late April/early May), a PDF of each report is uploaded to WOAHA's website.



2.2 PROJECT OBJECTIVES

The goal of this project is to enhance and develop extra functionalities of an already existing application: WOAHO Reference Laboratories and Collaborating Centres (RL&CC) information system. This system is used by external experts at the WOAHO network of CC and RL to report their annual activities online.

The RL&CC information system must be able to collect, store, process, and submit reports of the WOAHO RL and CC activities to support decision-making, coordination, control, analysis, and visualisation.

The RL&CC information system must automate and streamline business processes, designed to support day-to-day business operations, reduce manual effort, and mitigate potential risks during this operation, in order to improve operational efficiency for both WOAHO and the network of CC and RL.

To update, simplify and improve the software system (tool) that is currently used to:

- A. Send a call electronically for annual reports to all WOAHO RL and CC. Those users who are responsible for both RL and CC should be able to use one email address for access to both Centre and Laboratory templates.
- B. Allow RL and CC users the possibility to access multiple reports without having to manually login and out when changing report.
- C. Allow RL and CC to add multiple users to fill out and edit reports simultaneously, but just one designated expert to submit when the report is final.
- D. Improve the User Experience (UX) design for the existing application, especially allowing the formatting of blocks of paragraphs and allowing the free text boxes to automatically expand (vertically and horizontally) according to the text length.
- E. Modify the existing form templates for both RL and CC as follows:
 - a. Remove in the review and validated report all the empty tables when the selected answer is "No" and does not require free text input,
 - b. Add controls of the mandatory fields with error notification to force users to fill in what is required.
 - c. Modify field labels and response options (e.g. remove regional names and use countries names for Question 3).
 - d. When the report is submitted, move the "report submitted" notice from the top (beginning) of the report to the end so the user can see the confirmation.
- F. Fix existing bugs within the system:
 - a. Fix the problem of emails not being sent (probably linked to SMTP and mass sending)
 - b. Bug fixes for functions not translated into the correct language (trilingual site)
 - c. Correction of bugs in the process of importing and inviting experts
 - d. Review and correct all RL and CC forms templates by removing "OIE" and replace by "WOAH"
 - e. Fix the problem of the title of the CC not being saved in the contact details part of the report



3. PROJECT ORGANISATION AND METHODOLOGY

3.1 PLANNING AND IMPLEMENTATION SCHEDULE

The data collection of the RL & CC annual reports should be launched no later than January 2024, to ensure the thorough evaluation of performance and work conducted by the Reference Centres throughout the year. The start date of the project with the selected tender is estimated end of October/ beginning of November and will depend on the contract signature. A short delivery plan would be appreciated. A schedule with a go Live after January 2024 will not be accepted.

The enhancement and development of extra functionalities of the WOAHA Reference Laboratories and Collaborating Centres (RL&CC) information system will be done in 2:

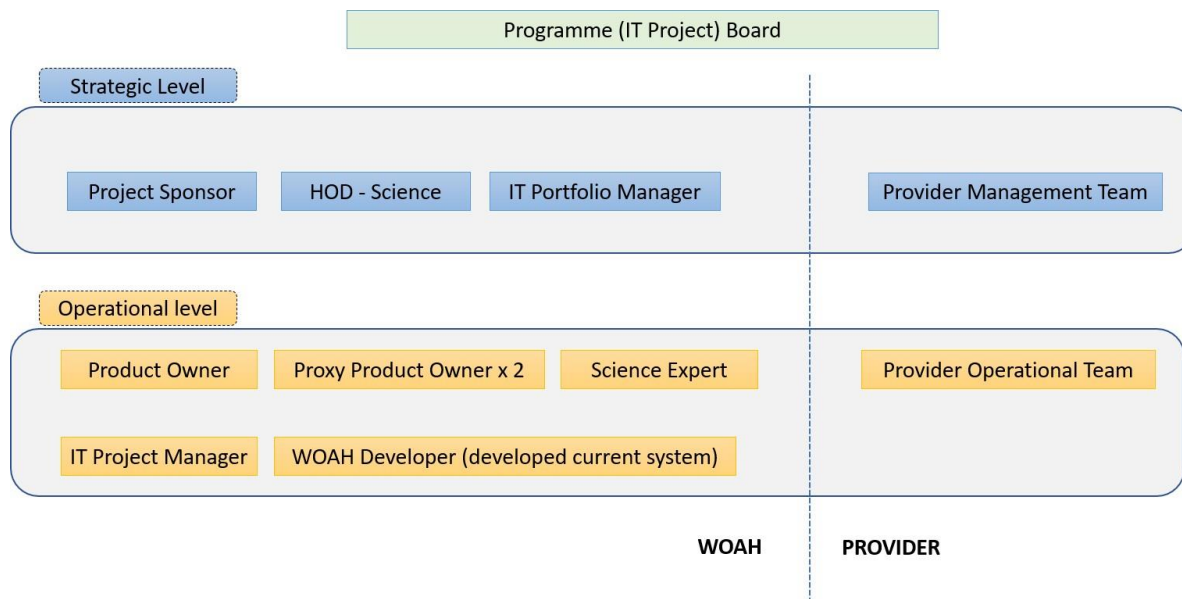
- MILESTONE 1:
 - Enhancement and development of **must have** extra functionalities of the WOAHA RL&CC information system as stated in Document B - User requirements specification.
- MILESTONE 2:
 - Enhancement and development of **should have** extra functionalities of the WOAHA RL&CC information system as stated in Document B - User requirements specification.
- The Supplier will be expected to deliver the following services:
 - Project Management
 - Risk management
 - Reporting
 - User requirements validation
 - Development and implementation of the requested evolutions stated in Document B - User requirements specification
 - Testing
 - Deployment on preproduction and on production WOAHA environments
 - Training of WOAHA key users on new functionalities
 - Documentary deliverables
 - Guarantee, support, and corrective / on-going maintenance
 - Evolutive maintenance

Estimated Timeframes: ~ 2 months – to be confirmed by the Service provider. The system should be launched no later than January 2024 in order not to impact the data collection round for 2024.

- **Maintenance:** After completion of all milestones a minimum of 3-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:



NB: The **WOAH Developer** role is specifically for knowledge transfer as he has developed the current system

The deliverables will be validated by WOAH project team.

A Steering Committee (Strategic) constituted of the project Board members, the IT Project Managers (WOAH and supplier), the Product Owner and Proxy Product Owners, 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), the Product Owner and Proxy Product Owners).

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 WOAH project team will agree on a regular meeting schedule to update WOAH on the progress and issues concerning the ongoing development of the system evolutions.

WOAH expects a checkpoint report from the supplier. This will provide WOAH information on the progress of the work done compared to what was agreed in the planning, and potential actions expected



from WOAHA's project team. The frequency of the checkpoint report will be agreed between WOAHA project team and the Tenderer. Apart from the checkpoint report, an online progress report tool will also aid in WOAHA's project monitoring prior the checkpoint report schedule agreement.

NB: 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 WOAHA 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 WOAHA 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, WOAHA will arbitrate a go / no-go decision of the deployment of the version on the production, 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 supplier needs to provide a tool to track the defects found during the UAT. WOAHA 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 WOAHA.
- Validation of delivery quality by WOAHA (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 Supplier will be expected to deliver the following services:

- Enhancement and development of extra functionalities of the WOAHA RL&CC information system as stated in Document B - User requirements specification.
- Resolution of identified bugs within the WOAHA RL&CC information system as stated in Document B - User requirements specification.
- Testing and validation of all user requirements
- Project management
- Training of key WOAHA users on new functionality
- Documentations (technical documentation, User Manual, Admin Manual, etc.),
- On-going maintenance and evolutive maintenance.



4.1 CORE WORKSTREAM

4.1.1 Prerequisite for a WOAH IT project

Data protection needs

As an intergovernmental organisation, WOAH is subject to international public law, entrusted with a number of privileges and immunities necessary for its functions. Accordingly, WOAH 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, WOAH provides elements to be implemented for any IT development, attached to this document (see Document A - Annex A5 – IT Data Protection Checklist).

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

WOAH 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 A - Annex A5 - WOAH IT Infrastructure Standards).

The future IT tenderer will be in charge of:

- Implementation / developing of all features required by WOAH
- 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 WOAH IT service provider will be in charge of:

- Security and Network management. They are WOAH's Security operations centre.
- Building the azure IT infrastructure.
- Supporting the IT tenderer during implementation phases for 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 and communication with WOAH are to be carried-out in English. All functionalities implemented / developed for the WOAH RL&CC information system for external users will need to be available to the users in English, French and Spanish (the three official languages of WOAH).

4.1.2 Project Management

The Supplier shall follow the planning of the project, supervise the development of the evolutions and the associated deliverables, organize, and lead the steering committees and operational committees with WOAH 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 WOA's 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.

4.1.3 Stage 1: user requirements validation

All the requirements are expressed in the Document B - Annex B1 – Compliance grid – RL&CC and the goal is to ensure the supplier understands what is required and feasible. The objective of the user requirement validation is to advise and discuss the implementation / development of the WOA's needs through a series of meetings/workshops with the relevant WOA's stakeholders.

4.1.4 Stage 2: Development / implementation and delivery

The objective is to enhance and develop extra functionalities for the WOA's RL&CC information system and ensure the stability of the system.

4.1.5 Stage 3: Testing

Quality Assurance testing (including unit tests) is the responsibility of the Provider and User Acceptance Testing is the responsibility of WOA's. The system will only be deployed on preproduction after it has passed the Provider's internal QA testing at which point WOA's 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 WOA's will arbitrate a go / no-go decision of the deployment of the version on production, 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 WOA's testers and inform them of the content, fix the defects raised by WOA's testers based on the tests scenarios and perform a new delivery of the version if relevant to fix the raised defects.

4.1.6 Stage 4: System Deployment and Configuration

Deploy and configure the delivered new versions of the system on the production environment.

4.1.7 Stage 5: Training of WOA's key users

The administrators should be trained on the new functionalities of the system.

4.2 DELIVERABLES

Deliverables will include at a minimum:

- Detailed roadmap/planning of the project
- Defined activity sequence and milestones
- 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 and after the development process
- Certification and report of technical and functional test success before delivery to WOAH tester
- Demonstration of a functional requirement implemented (as described in the Document B - Annex B1 – Compliance grid – RL&CC)
- Documentation, administrator, and user guide
- Technical document
- Enhanced and implemented functionalities
- Resolution of identified bugs
- Prepare the training supports
- Animate the training sessions

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 amongst 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 functionalities;
- Relevance and quality of the proposed methodology and testing plan;
- Relevance of the proposed TMA (support and maintenance);
- Timeline (project schedule);
- Guarantee, technical support and maintenance 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: Evolving existing system developed with Angular, Node.js and MySQL.
- Expertise 2: TMA of system developed with Angular, Node.js and MySQL
- 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 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: Enhancement and development of **must have** extra functionalities of the WOAHA RL&CC information system.
- MILESTONE 2: Enhancement and development of **should have** extra functionalities of the WOAHA RL&CC information system.

This section should describe the recommended methodology and approach to implement this scope within the "WOAHA RL&CC information system" as required in the Document B - User requirements specification -RL&CC.

The user testing and training approach should be also provided.

5.1.4 Implementation scope (activities and deliverables)

Provide information about WOAHA's user requirements. The supplier must fill in Annex B1 - Compliance grid-RL&CC as follow:

- Responses to the user requirements should be completed to identify both the capability of the system and the scope of the implementation.
- 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 the scope. The requirements responses submitted will become part of the agreement. Proposers are expected to guarantee that implementation services will include all positive responses (every response except “No”). For all the “Partially” responses, the column comments must be filled in to explain how the supplier will deliver the user story.

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

The supplier must provide the list of deliverables.

5.1.5 Training of WOAAH key users

The tenderer will provide the Training Plan of WOAAH 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).

5.1.6 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 guaranteed period from the go-live,
- and
- 2) how the tenderer will assist WOAAH in adding an evolution of the functional perimeter of the solution as necessary.

5.1.7 General methodology and testing plan

This section should identify the recommended methodology to develop and deliver 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.

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.

5.1.8 Proposed schedule



This section should provide a schedule encompassing the different project steps/milestones and key dates. Major constraints as well as pre-requisites (time, stakeholder availability) should be identified.

5.1.9 Additional services

This section should identify if the tenderer can provide additional services.

If so, the tenderer should describe the methodology and approach recommended to meet 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.

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

- Recurrent/Maintenance costs
- Maximum cost by milestone:
 - Milestone 1
 - Milestone 2
 - Maximum cost, by functional requirement
- Training cost
- Other additional costs
- An overall cost.



5.2.1 Travel and accommodation

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

5.2.2 Order and payment terms

Tenderers should detail the expected terms of payment and payment periods (in case they differ from WOA conditions, as set out in section 1.9 Invoicing of this document). Tenderers are informed that WOA 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	30/06/2023
Deadline to submit the declaration of interest and integrity (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).	15/08/2023
WOAH Zoom presentation of the project with question and answers	18/08/2023
Questions/Answers session (by email to WOA contact point)	From the 04/07/2023 to 21/08/2023
Deadline for submission of the initial tenders¹	28/08/2023 at 12:00 (Paris local time)
Negotiation period	18/09/2023 to 21/09/2023
Deadline for submission of the final tenders	06/10/2023 at 12:00 (Paris local time)
Contract award and supplier selection	31/10/2023

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

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



6.2 RESPONSE FORMAT

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

APPLY HERE

Bids must be submitted in English.

WOAH, 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 - WOAH - World Organisation for Animal Health](#).

Should you have any questions, please contact m.delgado@woah.org and m.magongo@woah.org

To comply with disclosure requirements and enhance transparency, WOAH 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. WOAH will not release or publish information that could reasonably be considered confidential or proprietary.

Tenders should include:

- The technical offer (valid for 180 days from the day of tender submission)
- The financial offer (valid for 180 days from the day of tender submission)
- Confidentiality agreement duly completed and signed (Annex A1)
- Declaration integrity duly completed and signed (Annex A2)
- Processor assessment questionnaire duly completed and signed (Document A3)
- Compliance grid duly completed and signed (Annex B1)

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 WOAH.

Reminder: responses should be submitted by 28/08/2023 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

WOAH will proceed to an evaluation of all final offers according to the criteria described below:

Criteria 1 technical criteria (70%) will be assessed according to the following information provided on their technical offer:

- **Quality of reference (20%)**
 - Experience working in English in a multicultural context (5%)
 - References (10%)
 - Demonstrated sustainability with similar project (20%)
 - Experience in developing with Angular, Nodejs and MySQL (25%)
 - Experience with evolving existing system developed with Angular, Node.js and MySQL (25%)
 - Experience with TMA of system developed with Angular, Node.js and MySQL (15%)
- **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 (50%)
 - Quality of tenderer's response (50%)
- **Quality and relevance of technical offer made therein (60%)**
 - Relevance and adequacy of proposed solution to user's needs (20%)
 - Relevance and adequacy of the proposed schedule (30%)
 - Ergonomics and user friendliness of the proposed functionalities: User experience (10%)
 - Relevance and quality of the proposed methodology testing plan (10%)
 - Guarantee, technical Support and Maintenance, ongoing service quality (20%)
 - Understanding of the project (10%)

Criteria 2 Financial criteria (30%) will be assessed according to the information provided on their financial offer:

- An overall cost(50%);
- Recurrent / Maintenance costs (30%);
- Maximum cost by milestone (20%):
 - Milestone 1
 - Milestone 2
 - Maximum cost, by functional requirement
 - Other Additional costs
 - Training cost

6.4 NEGOTIATION AND REGULARISATION

WOAH 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 WOAH from the tenderer. If the tender is not regularised within the deadline, the tender will be rejected.

WOAH 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 and submitting a valid tender.

WOAH 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).

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).

These offers will be evaluated and ranked according to the criteria and their weighting indicated in section 6.3.

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).



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

7. TENDERS DOCUMENTS AND ANNEXES

Document A: Consultation of suppliers-RL&CC

- Annex A1 - Confidentiality agreement
- Annex A2 - Declaration of interest and integrity
- Annex A3 – Processor assessment questionnaire
- Annex A4 - WOAHA IT Infrastructure Standards
- Annex A5- IT Data Protection Checklist

Document B: User requirements specification-RL&CC

- Annex B1 - Compliance grid-RL&CC
- Annex B2 – RL & CC user guide

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
