

REQUEST FOR PROPOSAL

N°2005394

Design, Development, Deployment, and Maintenance of an Enhanced Electronic Community-Based Information System in Liberia (eCBIS).

Issuing Organization	Catholic Relief Services Liberia
Donor	Global Fund
Project	GC7: Scaling up Malaria Prevention, Treatment, and Control Interventions in Liberia for Sustained Impact
Budget Code	1.052
Issue Date	January 20, 2026
Pre-Bid Meeting	January 28, 2026
Request for Clarification Deadline	February 3, 2026
Submission Deadline	February 17, 2026
Contact Email	liberiarfq@crs.org
Type of Agreement	Service Contract

January 2026

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Section I. General Information

1. Project Background

The Government of Liberia (GoL), through the Ministry of Health (MoH), is implementing the National Community Health Program (NCHP) to strengthen primary healthcare delivery through Community Health Workers (CHWs) (Community Health Assistants (CHAs), Community Health Promoters (CHPs) and Community Health Services Supervisors (CHSSs)), ensuring equitable access to essential health and nutrition services nationwide.

With technical support from Catholic Relief Services (CRS) and funding from the Global Fund, the MoH seeks to re-design and deploy an enhanced Electronic Community-Based Information System (eCBIS) to improve community-level service delivery, data management, and the timely availability of health commodities.

Building on the experiences, and lessons learned from the initial eCBIS development and pilot, this next development will deliver a fit-for-purpose eCBIS, featuring improved data collection, processing, and management functionalities, alongside seamless integration with existing MoH digital platforms such as DHIS2 and other digital health systems such as eLMIS and mSupply. This enhanced interoperability will strengthen data collection, reporting, quality, case, and health commodity management, enabling timely, data-driven decision-making and improving performance monitoring and accountability across the health system.

Currently, community health data are largely collected through paper-based tools, leading to delays, incomplete reporting, and limited accountability, for numerous interventions offered at the community level and health commodities used. To address these challenges, CRS is supporting the MoH to engage a qualified service provider to develop, deploy, and provide maintenance support for the eCBIS, ensuring real-time data capture, transmission, and utilization with full visibility and accountability of health commodities across all levels of the health system.

This initiative aligns with Liberia's National Community Health Policy, Strategy, Digital Health Roadmap, and Supply Chain Master Plan, contributing to a unified national digital health ecosystem that enhances service delivery, operational efficiency, and overall program performance.

2. Purpose of the RFP

The purpose of this assignment is to design, develop, pilot, and scale an interoperable Electronic Community-Based Health Information System (eCBIS) that enables digital data collection, management, and analysis at the community level, enhances linkages between community and facility services, and provides real-time visibility of key health indicators for decision-making at all levels of the health system.

a. Overall Objective

To develop a sustainable, interoperable, and user-friendly eCBIS that enhances community-level health service delivery, supervision, and reporting, in full alignment with Liberia's MoH Health Information Systems and data standards.

b. Specific Objectives

- Digitize community-level data collection and reporting by developing electronic tools for CHAs and CHSSs to replace paper-based systems.
- Strengthen data integration between community and facility levels by linking eCBIS with facility-based reporting systems for seamless information flow
- Build capacity of CHAs, CHSSs, and health managers on eCBIS use, maintenance, and data-driven decision-making.
- Ensure timely, accurate, and standardized reporting of community health data in accordance with Liberia's MoH Health Information Systems and national data standards.
- Enhance service quality and efficiency by using eCBIS data to identify bottlenecks and improve community-based health service delivery
- Increase data visibility and early warning mechanisms to monitor stock levels and prevent stockouts or expiries of essential community-level medicines.
- Ensure system interoperability by integrating eCBIS with DHIS2, eLMIS, mSupply, and other national digital health platforms.

c. Pre-Bid Meeting

A Pre-Bid Meeting will be held online on **January 28, 2026 at 9:00 am to 12:00 pm GMT**. All interested Bidders are encouraged to attend.

To receive the meeting link, Bidders **MUST** register their interest by emailing liberiarfq@crs.org no later than 2 days before the pre-bid meeting. Attending the pre-bid meeting is highly recommended. Bidder **MUST** review the RFP prior to the pre-bid meeting.

d. Registration Requirement

All interested bidders **MUST** register their intent to participate in this procurement process by submitting the following information to liberiarfq@crs.org no later than **February 17, 2026 at 4:00 pm GMT**:

- Company Name
- Contact Person
- Position/Title
- Email Address
- Telephone Number

e. Registration Process

Send an email to liberiarfq@crs.org with the subject line: “Registration for **RFP No. 2005394**”.

Attach or include the information (from **Error! Reference source not found.**.. Registration Requirement) in the body of the email.

f. Importance of Registration

- Only registered bidders will receive official communications, including complete bid documents, amendments, clarifications, and addenda to the RFP.
- CRS will not be responsible for any failure by a bidder to receive such communications if the bidder has not registered.
- Registration is mandatory for participation in the pre-bid meeting and for access to any restricted annexes or documents. Failure to register means the Bidders is responsible for not receiving restricted annexes, documents or clarifications.

Section II. Instructions to Bidders (ITB)

3. Format of Submission

g. Local Bidders

Local Bidders **MUST** submit their proposals in three separate sealed envelopes, enclosed in an outer sealed envelope (*where each envelope MUST be marked with bidder's name and contact information*) clearly labeled with the RFP reference number and subject line:

- **Envelope No. 1: RFP No: 2005394** Eligibility & Minimum Qualification Requirements
- **Envelope No. 2: RFP No: 2005394** Technical Proposal
- **Envelope No. 3: RFP No: 2005394** Financial Proposal

h. International Bidders

To ensure proper evaluation, International Bidders **MUST** submit three separate ZIP files corresponding to:

- **ZIP File 1: 2005394** Eligibility & Minimum Qualification Requirements_CompanyName
- **ZIP File 2: 2005394** Technical Proposal_CompanyName
- **ZIP File 3: 2005394** Financial Proposal_CompanyName

Note: Attachment should not be more than 20 megabytes (20 MB). Alternatively, bidders may provide a secure link to an online location (e.g., cloud storage or file-sharing platform) where their application documents can be accessed and downloaded, ensuring the link remains active and accessible to the evaluation committee throughout the evaluation period.

4. Method of Submission

i. Local Bidders

Local Bidders **MUST** submit three (3) hard copies of their proposals for each envelope in sealed envelope to:

Catholic Relief Services – Liberia Program

16th Street Gardiner Avenue
Seaside, C-140 Building, Sinkor
Monrovia, Liberia

j. International Bidders

International Bidders may submit their proposals electronically via email to liberiaprourement@crs.org with the following subject line: **RFP No. 2005394**.

International Bidders may also submit hard copies via courier (by following Local Bidders format in sub-section (g)), but CRS will not be responsible for delays in delivery.

k. Evaluation Sequence

The evaluation of proposals will follow a three-stage, sequential process based on the contents of the three (3) sealed envelopes/Zip files:

Stage (1): Eligibility & Minimum Qualification Requirements (MQR) (Envelope No. 1 or ZIP File 1) (PASS/FAIL)

The Evaluation Committee will first open and review Envelope No. 1 (Local Bidders) or the ZIP File 1 (International Bidders) to assess compliance with mandatory **PASS/FAIL** criteria. This stage is a prerequisite for opening Envelope No. 2 / Zip File 2.

- **1.1 Eligibility Check**

- **1.2 Administrative Compliance:** Verification of all required declarations, commitments, and forms
- a) **1.3 Minimum Qualifications Requirements (MQR):** Verification of the minimum capacity threshold set out in subclause 36. Eligibility & Minimum Qualification Criteria
- **Outcome:** Only bidders who pass ALL criteria (1.1, 1.2 and 1.3) will proceed with the Technical Evaluation. Envelope No. 2 and. 3 (or corresponding ZIP File 2 and 3) of disqualified bidders will **remain unopened and unevaluated**; hence it is important to follow envelope content instructions (subclauses 38; 41 and 45).

Stage (2): Technical Evaluation (Envelope No. 2 or ZIP File 2):

Bidders who pass the MQR stage will have their Technical Proposals scored against the criteria outlined in subclause 40. **Technical Evaluation**.

- **2.1 Technical Scoring:** Proposals are scored out of a maximum of 70 points based on Technical Approach and Methodology, Past Experience developing large-scale digital health systems, Specific relevant experience implementing eCBIS systems at a national scale, Key Personnel and the eCBIS application presentation.
- **2.2 Technical Threshold:** Only bidders who score a minimum technical score of 49 out of 70 points will qualify for Financial Evaluation.
- **Outcome:** Envelope No. 3 (or corresponding ZIP File 3) of bidders who do not meet the minimum technical score will remain **unopened and unevaluated**.

Stage (3): Financial Evaluation (Envelope No. 3 or ZIP File 3):

Financial Proposals will be opened and evaluated only for bidders who meet the minimum technical score. This stage includes a fiduciary risk check before scoring.

- **3.1 Arithmetical Correction**
- **3.2 Financial Scoring:** Bids will be scored using the formula in subclause r . **Financial Scoring Formula.** The lowest Evaluated Price received 30 points.

See subclause 43. Financial Evaluation for more details.

5. Deadline for Submission

- Bids **MUST** be received no later than **February 17, 2026 at 4.00 PM GMT**.
- Late submission is defined as:
 - Any proposal that arrives at the designated submission address after the exact time and date specified above, regardless of the reason for delay (e.g. courier issues, traffic, misrouting, or administrative errors).
- CRS reserves the right to consider or reject Late submission.

6. Price Submission

The project is GST-exempt under the agreement with the Government of Liberia, aligned with Article 3.5 of the Donor's Grant Regulation; hence, all prices and unit rates **MUST** be submitted exclusive of Good Service Tax (GST). The estimation of the items **MUST** include costs of material, transportation, manpower/labor and profit.

7. Clarification Request

To assist in the examination, evaluation and comparison of quotes, CRS may, at its discretion, ask the Bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in price or substance of the quote shall be sought, offered, or permitted.

CRS may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend the Request for Proposals. To afford prospective /Bidders reasonable time in which to take the amendments into account in preparing their offers, CRS may, at its discretion, extend the deadline for the submission of bids.

Any amendments will be transmitted only to Bidders who have officially registered their intent to bid (**d. Registration Requirement**). CRS will also ensure that any Bidder who registers between the date of the addendum publication and the submission deadline is immediately provided with all previously issued addenda and clarifications.

All questions or requests for clarification **MUST** be submitted in writing to: liberiarfq@crs.org. Deadline for clarification requests: **February 3, 2026, at 4:00 PM GMT**.

8. Validity Period

- **Payment Terms:** Payments shall be made in accordance with the milestone schedule defined in section **60**. Payment Schedule.
- **Currency:** USD
- **Language:** All documentation, including installation and operating manuals, shall be in English.

9. Code of Conduct

Adherence to the CRS Code of Conduct

https://www.crs.org/sites/default/files/supplier_code_of_conduct.pdf

10. Amendment and Bid Modification Procedures

CRS reserves the right to modify any part of this Request for Proposal including the deadline for submission of bids, either at its own initiative or because of requests for clarification or otherwise from one or several prospective bidders.

Bidders may modify or withdraw by means of a modification to the bid already submitted or by a notice of withdrawal, respectively. Modifications or notices of withdrawal shall be addressed in the same way as bids and **MUST** reach CRS. In case of a modification, the bidder should submit a full new proposal using the same electronic address provided.

11. Negotiations

The financial proposal is used to determine which proposals represent the best value and serves as a basis of negotiation before award of a contract. The financial proposal will include all costs associated with implementation of the technical proposal, including profit, and other fees.

Supporting information **MUST** be provided in sufficient detail to allow for a complete analysis of each financial element or line item. CRS reserves the right to request additional financial information if the evaluation committee has concerns of the reasonableness, realism, or completeness of a Bidder's proposed cost.

Best offer proposals are requested. It is anticipated that a contract will be awarded based on the original offers received. However, CRS reserves the right to request clarifications and conduct a negotiation with the entire bid committee in attendance, prior to award. At the sole discretion of CRS, Bidders may be requested to conduct oral presentations. If deemed an opportunity, CRS reserves the right to make separate awards per component or to make no award at all.

12. Award of Contract

A Contract will be executed with the Bidder whose proposal is determined to be responsive to this solicitation document, meets the eligibility criteria stated in this RFP, meets the technical, management/personnel, and corporate capability requirements, and is determined to represent the best Value for Money (VfM) to CRS. Best Value for Money will be decided using a weighted scoring process.

13. Rejection of award

This RFP does not obligate CRS to execute a contract, nor does it commit CRS to pay any costs incurred in the preparation and submission of the proposals. Furthermore, CRS reserves the right to reject any and all offers, if such action is considered to be in the best interest of CRS. CRS may reject any bid that is not substantively responsive to the terms and conditions of the RFP.

14. Confidentiality and Data Ownership

All data, software, documentation, and materials developed under this contract shall remain the property of the Ministry of Health of Liberia. The service provider shall maintain strict confidentiality and comply with all data protection laws and MoH policies. By accepting to take part in this proposal process, the Bidder agrees to keep in confidence all information imparted to the Bidder in relation with the Request for Proposal process, not to disclose it to unauthorized third parties, and not to use it for any other purpose than for the preparation and submission of the Bidder's proposal.

Participation in this process further signifies the Bidder's acceptance of these confidentiality and data ownership conditions as binding obligations throughout the proposal and contracting period.

15. Confidentiality Obligations

The Bidder shall treat all information, data, documents, and materials obtained while performing this assignment on behalf of the Ministry of Health (MoH), Government of Liberia, as strictly confidential. Such information shall not be disclosed, shared, reproduced, or used for any purpose other than the execution of this assignment, without the prior written authorization of the Ministry of Health. This obligation shall remain in force both during and after completion of the contract.

16. Data Ownership and Custodianship

All data, digital assets, databases, reports, software, documentation, or any other outputs developed, collected, or generated through this assignment shall remain the sole property of the Ministry of Health, Government of Liberia. The Bidder acknowledges that the MoH is the primary data custodian, in line with the National Digital Health Strategy, and shall ensure that all data are stored, transferred, and managed in compliance with the MoH data governance standards.

17. Data Protection and Security

The Bidder shall adopt appropriate technical, administrative, and organizational safeguards to ensure the confidentiality, integrity, and security of all data handled. All data management practices must comply with applicable Liberian laws, the MoH Data Management and Protection Guidelines, and international standards for data security and privacy. Any suspected or confirmed data breach shall be reported immediately to the Ministry of Health in writing.

18. Return or Destruction of Data

Upon completion or termination of the assignment, the Bidder shall return all data, documents, software, and related materials obtained or produced under this contract to the Ministry of Health. All electronic and hard copies retained by the Bidder shall be securely destroyed, unless otherwise directed in writing by the Ministry.

19. Intellectual Property Rights

All intellectual property, including but not limited to software code, designs, tools, methodologies, and documentation developed under this assignment, shall be vested in the Ministry of Health, Government of Liberia. The Bidder shall not use, publish, or distribute any part of the work or related materials for any commercial or non-project purpose without the prior written approval of the Ministry of Health.

20. Use of Third-Party Platforms or Systems

Where the Bidder employs third-party digital platforms, tools, or hosting services, such use must be explicitly approved by the Ministry of Health and must ensure that all data remains under the control and ownership of the Ministry at all times.

21. Gender, Respect, Equity, Diversity, and Inclusion at CRS

CRS contributes to Integral Human Development by promoting gender equality for women, men, girls, and boys (FHFG) within the organization and in all its advocacy programs and initiatives. The systematic fight against gender inequalities, both internally and within the communities where we work, is essential to achieving the DHI and the aspirations of CRS's institutional strategy.

CRS's mission – based on the teachings of the Catholic Church that every human being has inviolable dignity and worth – is to help poor and vulnerable people of all backgrounds, regardless of creed, race, nationality, or age.

22. Place of Performance

The place of performance is both in Liberia and remote. The Successful Bidder, however, should ensure maximum presence in Liberia during project implementation.

23. Material vs Non-material Deviations Errors and Clarification

1. Material Deviations (Non-Responsive)

A Bid shall be considered materially deficient and non-responsive if it contains a deviation that:

- Affects the scope, quality, or performance of the eCBIS solution.
- Missing signature: A bid that is not signed by an authorized representative is legally invalid and cannot be rectified.
- Missing Financial Proposal: omission of the price component is material deficiency.

m. Consequence

Any Bid deemed materially deficient shall be rejected and disqualified.

n. Non-Material Deviations

CRS reserves the right to seek clarification for minor clerical omissions that do not constitute a material deviation.

Conditional Qualification: A Bidder may be *conditionally* qualified for the next stage (Technical Evaluation) if they have substantially met all mandatory criteria but have minor, non-material deficiencies. This applies specifically to:

- Missing stamp or formatting: minor administrative oversight (missing company stamp e.g.)
- Pre-existing Documentary evidence: if a bidder fails to submit documents (e.g. a tax clearance, business registration) that legally existed prior to the bid deadline, the committee may request its submission within a strict 24-hour window.

Clarification request SHALL NOT be used to allow a bidder to alter the substance of their technical solution or change their bid price.

24. Modification or Withdrawal of RFP

CRS reserves the right, at its sole discretion, to amend, modify, or withdraw this Request for Proposal (RFP), in whole or in part, at any time prior to the deadline for submission of proposals. Any such changes will be issued as formal written amendments and communicated to all prospective bidders who have received the RFP. CRS will distribute amendments via liberiarfq@crs.org. Bidders are responsible for ensuring they have received all amendments prior to submission. CRS shall not be liable for any costs incurred by respondents as a result of such amendment, modification, or withdrawal.

25. Consequences of Falsification or Misrepresentation

CRS reserves the right to verify the authenticity of any document or information submitted at any stage of the procurement process. If any document is found to be **forged, altered, or misleading, whether intentionally or due to negligence**, the following actions will be taken:

- **Immediate disqualification** of the bidder from the current procurement process.
- **CRS may contact** the second-ranked vendor to initiate contracting procedures.
- **Initiation of the process** to blacklist the bidder from participating in future CRS procurement activities for a minimum period of **six (6) months**, subject to extension based on the severity of the infraction.
- **Reporting** to relevant national authorities (e.g., Public Procurement and Concessions Commission) and donor agencies, where applicable.

CRS maintains a **zero-tolerance policy** for fraud, misrepresentation, and unethical conduct in its procurement processes.

26. Confidentiality and Data Privacy

All information submitted by bidders will be treated as confidential and used solely for the purpose of evaluating proposals and administering the procurement process. CRS will not disclose any information relating to the evaluation of proposals or recommendations concerning contract award to any person not officially involved in the process.

CRS will process all personal data submitted in accordance with its applicable internal privacy policy. Personal data will be used solely for the purposes of this procurement and will not be shared with third parties except as required by law or donor policy.

27. Debriefing of Unsuccessful Bidders

Upon written request, unsuccessful bidders may receive a debriefing outlining the strengths and weaknesses of their proposal. Requests must be submitted to the email address; liberiarfq@crs.org within 5 days of notification of award.

28. Complaints and Appeals

Any complaints regarding the procurement process must be submitted in writing to CRS through liberiaprourement@crs.org within 7 days of the event giving rise to the complaint. CRS will acknowledge receipt and respond.

Section III. Eligibility and Minimum Qualification Requirements (MQR)

To ensure fair competition and the selection of technically and financially capable vendors, CRS has established the following eligibility criteria. Bidders **MUST** demonstrate compliance through valid documentation. Failure to meet any mandatory criteria will result in disqualification.

29. General Requirements

- Bidders may apply individually or as part of a Joint Venture (JV).
- JV Members **MUST** designate a Lead Entity and submit one joint application. The partnership **MUST** be formalized through one of the following instruments:
 - (1) Memorandum of Understanding (MoU): Clearly outlining the roles, responsibilities, and management structure for the execution phase.
 - (2) JV Agreement: Explicitly designating the Liberian partner's participation level and responsibilities.
- All JV Members **MUST** be clearly identified with defined roles and responsibilities.
- The JV Members can meet the eligibility requirements collectively. But if any member fails to meet a requirement that **MUST** be met individually, the whole JV will be disqualified.
- All Bidders **MUST** demonstrate that they are legitimate, operating entities by providing valid documentation, such as a Land Deed, lease or rental agreement, or a utility bill.
- The cost of preparing the bid and negotiating the possible contract, including any related travel, is neither reimbursable nor can it be included in applicants' Financial Proposal.
- **Warranties and Representations:** The Contractor **MUST** provide all legal representations and warranties required by the contract agreement.

30. Performance Security – Guarantee

The Winning Bidder **MUST** provide the Performance Security twenty percent (20% of the contract price) upon contract signing.

31. Advance Payment Terms

The ten percent (10% of the contract price) Advance Payment is conditional upon submitting a valid Advance Payment Guarantee.

32. Withholding Tax

In accordance with the tax laws of the Republic of Liberia, CRS shall withhold applicable taxes from all payments made under this contract. The current withholding tax rate is:

- 10% for services provided by resident entities
- 20% for services provided by non-resident entities

The withheld amount shall be remitted directly to the Liberia Revenue Authority (LRA), and evidence of tax paid shall be issued to the Contractor upon request.

It is the responsibility of the Contractor to ensure compliance with all applicable tax obligations in Liberia. CRS shall not be liable for any tax liabilities arising from the Contractor's failure to comply with national tax laws.

Tax will be applied to the following:

- Level of Effort
- Training/knowledge transfer
- b) Maintenance and Technical support.

33. Goods Service Tax

Bidder understand and acknowledge that the purchase and import of any goods or services using funds provided under this Agreement must be exempt from the relevant taxation applicable in the Host Country, including, but not limited to:

- (1) Customs duties, import duties, taxes or fiscal charges of equal effect levied or otherwise imposed on the goods or services imported into the Host Country under this Agreement, and
- (2) The value-added tax levied or otherwise imposed on the purchases of goods and services using funds provided under this Agreement.

The Contractor represents to CRS that the goods and services procured under this Agreement are not subject to any such taxes and that any such taxes will not be included in any invoice submitted by the Contractor to CRS. In the event that any such taxes are paid, CRS has the right to obtain a refund from the Contractor of any such tax payment.

34. Joint Venture Participation Restriction

o. JV Member's Sole Participation

A firm participating as a member in a JV shall not be permitted to participate in any other capacity in the same bidding process. This means a JV member cannot submit another bid either as a single entity, or as a member in a different JV. Noncompliance with this requirement SHALL be treated as a Conflict of Interest. All bids in which the said firm is a constituent member will be declared non-responsive and rejected.

p. No Separate Bids from JV Partners

No constituent member of a JV, including both Lead and Non-Lead Partners, shall be permitted to submit a separate bid as a single entity for this same contract. Submission of a separate individual bid by any JV member will result in the disqualification of both the individual bid and the JV bid.

35. Statutory Compliance

The Contractor is responsible for securing and maintaining all required local permits and registrations (e.g Labor Ministry for foreign staff).

36. Eligibility & Minimum Qualification Criteria

Bidders are required to meet the following criteria to be eligible to participate in this procurement:

Eligibility and Minimum Qualification Criteria				Compliance Requirements			Documentation
No.	Subject	Requirement	Single Entity	Joint Venture			Submission Requirements
				All Parties Combined	Each Partner	Lead Partner	
1. Eligibility							
1.1	Application Form (Acknowledge, stamp and sign)		MUST meet requirement	N/A	N/A	MUST meet requirement	Application Submission Form
1.2 (a)	Nationality and Legal Capacity	Nationality Legal right to conduct business from home countries	MUST meet requirement	N/A	MUST meet requirement	N/A	(1) Business Registration or Equivalent AND (2) Valid Tax Clearance Certificate or equivalent
1.2 (b)	Nationality and Legal Capacity	Proof that no bankruptcy proceedings are pending against the Bidder	MUST meet requirement	N/A	MUST meet requirement	N/A	(1) A court clearance or confirmation that no bankruptcy proceedings are pending against the individual OR (2) Entity current audited financial statements.
1.3	Absence of Conflict of Interest	No Conflicts of interest Assessment Method Cross-reference the Applicant's name and its affiliates against project's record for consulting services provided	MUST meet requirement	N/A	MUST meet requirement	N/A	Form CoI – 1.3

		(e.g design, supervision)					
1.4	Articles of Incorporation or equivalent		MUST Meet requirement	N/A	MUST Meet requirement	N/A	Articles of Incorporation or equivalent
1.5	Proof of establishment and operation	Proof of a registered physical head office in their country of origin	MUST meet requirement	N/A	MUST meet requirement	N/A	Land Deed, lease or rental agreement, or a utility bill
1.6	Bid Security Guarantee		MUST meet requirement	N/A	N/A	MUST meet requirement	Error! Reference source not found.
1.7	Memorandum of Understanding or Joint Venture Agreement in case of JV.	Proof of JV. The MoU/JV Agreement should describe the role of the partner in the venture.	MUST meet requirement	N/A	N/A	MUST meet requirement	Memorandum of Understanding or Joint Venture Agreement
2. Experience							
2.1	Specific Experience	Bidder MUST have AT LEAST three (3) years of existence AND at least three (3) letter of reference in digital health applications	MUST meet requirement	N/A	MUST meet requirement	N/A	Form EXP – 2.1 with attachments (three (3) references in digital health applications)

Section IV. Evaluation Criteria

37. Administrative Evaluation

To ensure compliance and facilitate a fair evaluation process, bidders **MUST** submit the following administrative documents. These documents will be reviewed on a **PASS/FAIL basis**. Failure to submit any of the mandatory items, or submission of non-compliant versions, will result in **automatic disqualification**.

Examples of non-compliance include (but are not limited to): Expired business or tax clearance, falsified documents, inconsistencies in submitted information, forged diplomas or documents with illegible.

38. Contents of Envelope No. 1 / Zip File 1: Eligibility & Minimum Qualification Requirements

Bidders **MUST** submit three (3) copies of the eligibility and administrative documents. **Envelope No.1 / Zip File 1** should be structured as a single, comprehensive document that addresses all criteria listed as per Sub-clause **36. Eligibility & Minimum Qualification Requirements**.

Note: Bidder can find a complete checklist in **Annex 5. Eligibility & Minimum Qualification Requirements Checklist**.

39. Submission Format for Eligibility & Minimum Qualification Requirements (MQR)

All Eligibility and MQR documents **MUST** be submitted as per instruction in subclause **3. Format of Submission**.

40. Technical Evaluation

All technically compliant proposals will be evaluated using a weighted scoring system. The maximum technical score is **70 points**. Only bidders who score **at least 49 points** will qualify for Financial Evaluation.

Criteria	Maximum points	Scoring Mechanism
Tech01 Technical Approach and Methodology	15	<ul style="list-style-type: none">Detail of assumptions made for the project (2 points)Clear responses to all phases and tasks in the ToR, which demonstrate good understanding of the project (3 points)Focus on approaches to systems interoperability (5 points)Project management plan with timelines for phases, identified dependencies, and milestones. (2 points)Project plan must identify resource availability in-country, local, and international resources (if applicable) (1 point)Risk management plan and clearly identified risks with probability and impact, with well-defined mitigation approaches. (1 point)Quality assurance (QA) plan showing how the implementation process will conform to the plan (1 point)
Tech02 Past Experience developing large-scale Digital Health Systems (Annex 2)	5	<ul style="list-style-type: none">The bidder has more than 10 years of experience implementing digital health solutions (5 points).

		<ul style="list-style-type: none"> • The bidder has more than 5 years of experience implementing digital health solutions (3 points.). • The bidder has more than 2 years of experience implementing digital health solutions (1 point.). • The bidder has no experience implementing digital health solutions (0 point.).
Tech03 Specific relevant experience implementing eCBIS Systems at a National Scale (Annex 3)	10	<ul style="list-style-type: none"> • The bidder has more than 5 years of experience implementing eCBIS Systems at a national scale in LMICs (10 points.) • The bidder has more than 2 years of experience implementing eCBIS systems at a national scale in high income countries (5 points). • The vendor has not shown any relevant experience implementing eCBIS systems at a national scale (0 pts.).
Tech04 Qualifications and Experience of Key Personnel (Annex 4) AND Submit signed CVs as well as certificates of qualifications of the proposed staff) It is expected that the team will include at least: Project Manager , with at least 10 years' experience working and leading projects with government stakeholders; managing public-private partnerships. Preferably, experience in managing end-to-end IT projects (4 points). Expert in IT development , with at least 5 years' experience in digital health information systems in low- and middle-income countries and low-resource environments (2 points). Supply Chain Expert , with at least 5 years of health supply chain experience in low and middle-income countries, excellent knowledge of community health logistics management information system, with good analytical skills (2 points). Business Analyst with at least 5 years' experience in global business analysis, process mapping, and documenting system requirements (2 points).	10	<p>Details of the experience that the individual or each team member brings to the project and highlight how it will deliver overall results. Roles and responsibilities, fitting it to assigned tasks and deliverables, etc.</p> <p>It is expected that the team will include at least:</p> <ul style="list-style-type: none"> • Project Manager (4 points). • Expert in IT Development (2 points). • Supply Chain Expert (2 points). • Business (2 points).
Tech05 eCBIS Application presentation	30	<p>Bidders are expected to make a demo presentation of their proposed eCBIS application to a Technical Evaluation Panel that will evaluate the suitability of the application to the Systems requirements.</p> <p>Note: Functional Requirements – 20 points</p>

		Non-Functional Requirements – 10 points
Total possible score	70	

41. Contents of Envelope No. 2 / Zip File 2: Technical Proposal

Three (3) copies of the Technical Proposal **MUST** be submitted. It should be structured as a single, comprehensive document that addresses all criteria listed in the Technical Evaluation table:

- Tech01: Technical approach and methodology
- Tech02: Past Experience developing large-scale Digital Health Systems (**Annex 2**)
- Tech03: Specific relevant experience implementing eCBIS Systems at a National Scale (**Annex 3**)
- Tech04: Key Personnel assigned to the project with their biodata (**Annex 4**).
- Tech05: eCBIS Application presentation

42. Submission Format for Technical Proposal

All technical documents **MUST** be submitted as per instruction in subclause **3. Format of Submission.**

43. Financial Evaluation

The Financial Proposal will be evaluated after the Technical Proposal has passed the minimum acceptable score **49 points** and will be subjected to the following **four (4) sequential checks**. A bid may be rejected at any point in the process.

q. Correction of Arithmetic Errors

The Evaluation Committee will check the bidder's Financial Proposal for any arithmetic errors. All technically qualified Bids are subject to this correction.

- **Inconsistency Rule:** if there is discrepancy between the unit rate and the total price obtained by multiplying the unit rate by the quantity, the unit rate as quoted will govern and the total price shall be corrected; unless in the opinion of CRS there is an obviously gross misplacement of the decimal point in the unit rate, in which case the unit rate will be corrected and the line item total respected or corrected in accordance with this paragraph, if need be
- **Subtotal/Grand Total Rule:** if there is an error in the summation of the subtotals, the subtotals will govern, and the Grand Total shall be corrected.
- **Words vs. Figures:** if there is a discrepancy between the amounts in figures and in words, the amount in words will govern, unless the amount in words is contradicted by the Inconsistency Rule.
- **Bidder Acceptance:** The corrected amounts will be substituted for the original amounts. The Bidder **MUST** accept the correction of the arithmetic errors. Refusal to accept the correction shall result in the rejection of the Bid.
- **Evaluated Price:** The price used for the Financial Scoring Formula will be the Corrected Bid Price.

r. Financial Scoring Formula

Total financial score is 30 points allocated using:

$PF = 30 * Co/C$, with

- **PF** = attributed score for the Financial Proposal (points),
- **C** = Bidder's corrected price of the Financial Proposal,
- **Co** = Lowest Corrected Bid Price

CRS reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to the award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for such action.

s. Final Score Calculation

The contract will be awarded to the bidder with the highest combined score, calculated based on the weighted technical score and the weighted financial score. The evaluation committee will consider both technical and financial criteria to determine the bidder that offers the best overall

value for money, ensuring the required technical specifications are met while achieving cost-effectiveness.

The **final score** for each bidder will be the **sum of the technical score and financial score**, with a maximum of **100 points**.

- **Technical Score:** Maximum 70 points
- **Financial Score:** Maximum 30 points
- **Final Score = Technical Score + Financial Score**

t. **Identification of Abnormally Low Offers (ALOs)**

The purpose of this check is to identify Bids that are so low they raise material concerns about the bidder's ability to perform the contract without compromising quality and safety. This check will be applied sequentially, starting with the Bidder with the highest final score.

- **Abnormal Low Threshold:** A bid will be classified as a Potential Abnormally Low Offer (ALO) if the Lowest Corrected Bid Price is more than fifteen percent (15%) below the approved budget.
- **ALO Procedure:** If the Lowest Corrected Bid Price is identified as a Potential ALO, CRS will request the Bidder in writing to provide a detailed written explanation and justification for the low price within 3 (three) days.

u. **Financial Viability Decision and Sequential review**

For bid identified as an ALO, CRS, in consultation with the Technical Team and Global Fund shall decide whether to accept or reject the Bid. The Bid will be rejected if the Bidder's explanation and evidence not satisfactory account the for the low price and confirm that the Bidder can execute the Contract for the offered price without detriment to quality.

If the highest final score is rejected, the Committee shall proceed to review the next highest final score by applying the same ALO checks, continuing until a financially sustainable bid is confirmed.

44. Conversation Rate

For the purpose of bid comparison and evaluation, all foreign currencies will be converted to United States Dollars (USD) using the OANDA Interbank Mid-Rate published on the day of the Bid Submission Deadline.

45. Contents of Envelope No. 3 / Zip File 3: Financial Proposal

Bidders **MUST** submit three (3) copies of the Financial Proposal, which should include the following components:

- 1) Duly Signed and Stamped Letter of Tender (**Annex 1**) by the authorized personnel of the company

The bidder must submit a comprehensive financial proposal that explicitly details and costs every activity necessary to achieve the deliverables described in Section **51**, ensuring full alignment between the technical approach and the financial offer.

46. Submission Format for Financial Proposal

All financial documents **MUST** be submitted as per instruction in subclause **3. Format of Submission.**

Section V. Post-Qualification Actions

Following the evaluation of bids, CRS will undertake a post-qualification process to verify the accuracy and authenticity of the information and documentation submitted by the bidder. This process may include, but is not limited to:

- Verification of accuracy and authenticity of the information provided by the bidder on the administrative, technical, and financial documents submitted.
- Inquiry and reference checking with entities that may have done business with the bidder.
- Inquiry and reference checking with other previous clients on the quality of performance of ongoing or previous contracts completed.
- Physical inspection of the bidder's branches or other places where business transpires, with or without notice to the bidder (if applicable).

- Background Checks: Reviewing the bidder's history with CRS and other donors, including any record of contract faults, poor performance, or ethical violations.
- In-person meeting: An in-person meeting will be held with the selected bidder to discuss the details of their solution and address any questions or concerns the bidder may have before contracting.

47. Bid Clarification

The bid committee may seek clarifications from bidders after the technical and financial evaluations. The request for clarifications shall be in writing and sent to the authorized representative of the bidder by the CRS procurement person involved with the bid. The request shall provide the bidder with adequate time to respond, depending on the nature of the questions. Bidders shall be given a timeframe to submit clarifications to CRS. All requests for clarification shall be issued and responded to in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted, except as required, in order to allow for correction of arithmetic errors discovered by CRS.

Section VI. Scope of Work

48. Scope of Works

The selected service provider shall perform the following:

v. **System Design and Development**

- Conduct user requirement and workflow analysis with MoH Units, Programs, CHAs, CHPs and CHSSs. The CHSD is to lead the eCBIS requirement for workflow analysis.
- Develop and configure a modular eCBIS platform (mobile and web-based) that supports offline functionalities.
- Ensure full interoperability with DHIS2 and other national digital health systems. Build a secure central database hosted on GoL-approved infrastructure (cloud or hybrid).
- Develop in-app reports and dashboards to support decision making.

w. **Piloting and Deployment**

- Pilot the eCBIS in selected counties.
- Collect feedback, refine functionality based on pilot results
- Train users at all levels (CHAs, CHSSs, facility officers-in-charge, county and central MoH HMERT focal persons).
- Document lessons learned and recommendations for scale-up for national rollout.

x. **Capacity Building and Sustainability**

- Develop user manuals, training materials for various levels of users, and helpdesk support structures.
- Build MoH capacity to manage and sustain the system beyond the project period.

y. **Maintenance and Support**

- Provide ongoing system maintenance, version upgrades, and bug fixes.
- Ensure reliable server uptime, data backup, and security compliance.

49. System Requirements

Below are the detailed core functional requirements and associated design elements to guide system development:

	Module	Key Functionalities	Design Elements / User Experience (UX) Features	Expected Outputs / Deliverables	Priority
Functional Requirements					
a	User Management & Access Control	<ul style="list-style-type: none"> Role-based access (CHAs, CHSS, Facility Officer-in-charge, Central MoH Managers, Admin) Secure login (PIN/password/biometric) User registration, activation & audit trail Session timeout & password recovery 	<ul style="list-style-type: none"> Responsive mobile-first login interface Role-based dashboards Color-coded user roles (e.g., CHA-blue, CHSS-green) Accessibility features & multi-language support 	<ul style="list-style-type: none"> Secure authenticated access Audit logs for accountability Streamlined user onboarding 	High
b	Household & Individual Registration	<ul style="list-style-type: none"> Register households & individuals with demographic details Assign system generated unique IDs GPS coordinate capture Offline-first registration 	<ul style="list-style-type: none"> Stepwise form design with progress indicators Visual icons for gender, health status & relationships Embedded map widget for location capture QR/Barcode generation for households 	<ul style="list-style-type: none"> Comprehensive digital household registry Linear Household record with line list (services) Geolocated household data 	High
c	Service Delivery & Case Management	<ul style="list-style-type: none"> Track MNCH, nutrition, disease surveillance, immunization, Malaria, etc. Manage cases, referrals, and follow-ups Automated reminders for visits/defaulters Visual icons for case management 	<ul style="list-style-type: none"> Modular “service cards” by program area Color coding for case status (Active - Green / Pending - Yellow/ Overdue - Red) Patient timeline/workflow view Calendar and alert system 	<ul style="list-style-type: none"> Active client service records Case follow-up dashboards Referral reports with feedback loops 	High
d	Data Collection & Reporting	<ul style="list-style-type: none"> Digital forms with validation, skip logic, visual aid, and error checks Auto-aggregated data by 	<ul style="list-style-type: none"> Drag-and-drop form builder Aggregated in-app report for CHAs and CHSSs 	<ul style="list-style-type: none"> Accurate and timely data capture 	High

	facility/district	<ul style="list-style-type: none"> Interactive dashboard widgets (charts, graphs) Export tools (PDF, CSV, Excel) Data completeness alerts 	<ul style="list-style-type: none"> Custom and routine reports Improved data quality 		
e	Supervision & Performance Monitoring	<ul style="list-style-type: none"> CHAs and CHSS performance dashboards Digital supervision checklist GPS-tracked field activities Automated alerts for incomplete reports 	<ul style="list-style-type: none"> KPI summary tiles (Service delivery coverage %, reporting timeliness) Map overlay showing the CHW catchment area Comment/feedback panel Trend graphs showing performance over time 	<ul style="list-style-type: none"> Supervision scorecards CHAs and CHSS productivity dashboards Real-time performance alerts 	High
f	Supply Chain management	<ul style="list-style-type: none"> Stock status monitoring Stock Receipt & Issuance Management Inventory management Requisition & Order Processing Automatic reduction of stock based on service delivery Consumption Reporting Expiry and Wastage Management 	<ul style="list-style-type: none"> Color-coded commodity status: green = satisfactory, yellow = understock, blue = overstock, red = stock-out) Guided entry forms for received and issued commodities Simplified e-requisition form linked to supervisory approval workflow Auto-order suggestions based on consumption history SMS alerts for products nearing expiry (e.g., within 3months) and impending stock-outs 	<ul style="list-style-type: none"> Real-time inventory data Accurate stock movement logs Standardized LMIS (Logistics Management Information System)/Stock status reports 	High
g	Data Analytics & Visualization	<ul style="list-style-type: none"> Indicator dashboards (malaria incidence, etc.) Trend and geospatial analysis Custom report generation 	<ul style="list-style-type: none"> Interactive, filterable dashboards Drill-down capability (national > household level) Thematic maps & infographics Light/Dark mode options 	<ul style="list-style-type: none"> Dynamic decision-support dashboards Visual analytics for planning and monitoring 	High

		<ul style="list-style-type: none"> Integration with Business Intelligence and Analytics tools (e.g, PowerBI, Tableau, etc.) 			
h	GIS Integration	<ul style="list-style-type: none"> GPS capture for households/facilities Mapping of service coverage and CHW areas Geospatial reporting 	<ul style="list-style-type: none"> Interactive map layer Filter tools by indicator Heatmap visualization for disease clusters Pop-up data cards for locations 	<ul style="list-style-type: none"> GIS maps showing service coverage Spatial trend analysis reports 	Medium
1	Payment processing	<ul style="list-style-type: none"> Link user information with the history of activities performed across all functionality modules 	<ul style="list-style-type: none"> Summary history of all user actions in exportable report format 	<ul style="list-style-type: none"> Ability to develop digital proof of work to enable payment processing. Proof of work to have approval from Metrix within the system 	Medium
Non-Functional Requirements					
a	Offline Functionality & Sync	<ul style="list-style-type: none"> Offline data capture and storage Automatic sync when online Peer-to-peer (P2P) mobile data transfer using Wi-Fi direct or Bluetooth Conflict resolution during sync 	<ul style="list-style-type: none"> Sync status icons (Green - synced, Yellow - pending, Red - failed) Background sync animation Offline mode banner Data compression for low bandwidth 	<ul style="list-style-type: none"> Continuous field data collection Reliable synchronization logs Improved uptime for rural users 	High
b	Interoperability & Standards Compliance	<ul style="list-style-type: none"> Adherence to HL7 FHIR, OpenHIE, DHIS2 standards Digital forms with validation, skip logic, visual aid, and error checks Auto-aggregated data by facility/district API Integration with DHIS2, eLMIS, mSupply and any other digital platform Configurable endpoints 	<ul style="list-style-type: none"> Integration console showing data exchange status Visual system data flow diagram Built-in API testing tool (sandbox) 	<ul style="list-style-type: none"> Seamless data exchange between systems Reduced duplication across platforms 	High

C	Data Security & Privacy	<ul style="list-style-type: none"> Encryption at rest and in transit (AES-256/HTTPS) Role-based access and session management Data anonymization for reports Backup and recovery 	<ul style="list-style-type: none"> Visible security lock icons during sensitive actions Two-factor authentication (2FA) for admins (optional) Consent pop-ups during data collection Backup confirmation alerts 	<ul style="list-style-type: none"> Secure, compliant data environment Privacy-preserved data sharing Reliable disaster recovery mechanism 	Critical
d	Usability	<ul style="list-style-type: none"> User Interface (UI) Optimization Navigation and Workflow Simplification 	<ul style="list-style-type: none"> Interface optimized for low-digital-literacy CHWs, with large buttons, icons, and minimal text. Contextual help buttons Consistent layout across mobile and web platforms Logical task flow (e.g., report → approve → sync) Quick access to frequently used actions Real-time error prompts with clear correction hints 	<ul style="list-style-type: none"> Standardized and intuitive UI Improved user confidence and faster system adoption Faster task completion times Streamlined data entry process Reduced data entry errors 	High

50. Design and Architecture Principles Summary

Principle	Description / Rationale
User-Centered Design	Interface optimized for low-digital-literacy CHWs, with large buttons, icons, and minimal text.
Mobile-First Approach	Primary interface on Android devices; responsive for tablets and desktops.
Visual Guidance	Color coding, icons, and progress bars to reduce cognitive load.
Language Support	Multi-language capability
Scalable Modular Architecture	Easily add new health programs (e.g., HIV, TB, NTDs) or integrate new APIs.
Interoperability by Design	Built with open standards and flexible data exchange frameworks.
Secure by Default	Data encryption, audit logs, and compliance with national data protection regulations.

51. Activities, Deliverables, and Timelines

	Activity	Detailed Tasks	Key Deliverables	Timeline
Phase 1 – Project Launch, Inception, and Assessment				
1	Project Management Framework	<ul style="list-style-type: none"> Identify and engage key stakeholders of the Ministry of Health involved in community health programs according to the structure of the national system. Produce a mapping of all relevant stakeholders. Develop and implement relevant project management plans 	<ul style="list-style-type: none"> Project Inception report, including <ul style="list-style-type: none"> Stakeholders mapping with the RACI matrix of roles and responsibilities Risk management, quality assurance, and change management plans Detailed Project Implementation workplan 	1 Month
Phase 2: System Design, Testing, and Pilot Implementation				
2	Requirement gathering and Business process mapping (AS-IS & To – Be)	<ul style="list-style-type: none"> Review existing community-based data collection tools, workflows, and reporting processes, both paper version and those previously developed on OpenSRP Map data flow from CHAs to county and national levels, including logistics and supply chain reporting. Review existing training and communication materials. Identify system requirements, data standards, and interoperability needs (DHIS2, eLMIS, mSupply). 	<ul style="list-style-type: none"> Gap analysis of existing workflows (AS-IS) Quality Assessment Report outlining findings, system requirements, and interoperability specifications. New Application workflow design and Architecture (TO-BE) 	1 Month
3	System Design and Development	<ul style="list-style-type: none"> Design eCBIS architecture aligned with MoH's digital health ecosystem. Develop web and mobile applications for CHAs, CHSSs, and facility, county, and national users with online/offline capability. Configure and develop core modules: <ul style="list-style-type: none"> Service Delivery and Case Management 	<ul style="list-style-type: none"> Prototype eCBIS Platform with core functional modules. eCBIS Solution Design Document for MoH and CRS approval. System Specification and Architecture Documentation. 	2 Months

	<p>(Malaria, MNCH, Nutrition, Essential medicines)</p> <ul style="list-style-type: none"> – Data Collection & reporting – Supply Chain management (stock reporting, resupply tracking) – Supervision and Performance Monitoring (monitoring tools) – Dashboard and Analytics (data visualization and performance tracking) – Reminders and alerts integration <ul style="list-style-type: none"> • Ensure system interoperability with DHIS2, eLMIS, and mSupply using approved APIs and MoH standards. • Define system specifications, including data validation, security, and access control protocols. • Conduct User Acceptance Testing (UAT) and integrate feedback. 	<ul style="list-style-type: none"> • UAT Report and user feedback summary. 		
4	Pilot Implementation	<ul style="list-style-type: none"> • Deploy eCBIS in selected pilot counties. • Configure system to capture service, product, and client-level data while ensuring privacy and compliance. • Monitor performance and collect user feedback. • Refine the platform based on pilot results. • Document lessons learned and scale-up recommendations. 	<ul style="list-style-type: none"> • Pilot Implementation Report, including lessons learned, user feedback, and recommendations for national rollout. 	3 Months
Phase 3: Trainings, National Roll out and scale up				
5	Capacity Building and Training	<ul style="list-style-type: none"> • Develop detailed training plan, curricula, and user manuals for all user categories (CHAs, CHSSs, M&E officers, supply chain officers, program managers). • Conduct Training-of-Trainers (ToT) and 	<ul style="list-style-type: none"> • Training Reports (ToT and cascade). • User Manuals and Training Materials. • Supervision and Support Guides. 	Begins after the application 1 st release

		<p>supervise cascade training sessions.</p> <ul style="list-style-type: none"> • Build a pool of national-level administrators and “super users” for long-term system maintenance. 		
6	Full System Deployment	<ul style="list-style-type: none"> • Roll out the finalized eCBIS system nationwide in a phased approach. • Provide remote and on-site technical support during implementation. • Monitor deployment progress and user adoption. • Establish a helpdesk and ticketing mechanism. 	<ul style="list-style-type: none"> • National Rollout Report, including implementation coverage and performance summary. 	6 months
Phase 4: Maintenance, Handover, and Exit Plan				
7	Maintenance and Handover	<ul style="list-style-type: none"> • Provide 12 months of post-deployment maintenance and technical support. • Monitor and optimize system performance. • Develop sustainability and transition plan, ensuring full MoH ownership (documentation, source code, hosting, and capacity transfer). 	<ul style="list-style-type: none"> • System Maintenance and Support Report. • Sustainability and Transition Plan. • Source Code and System Handover Package. 	Continuous throughout implementation
Others				
8	Governance and Reporting	<ul style="list-style-type: none"> • Provide relevant technical and programmatic reports to technical working group members. • Submit regular progress updates to MoH and CRS. • Participate in joint technical review meetings and coordination forums. 	<ul style="list-style-type: none"> • Monthly Progress Reports. • Ad-hoc Technical and Status Reports as needed • Final Report at the end of engagement. 	Continuous throughout implementation

52. Key Stakeholders and Roles

Stakeholder	Roles and Responsibilities
Ministry of Health (MoH)	Lead oversight, advocacy, data governance, coordination, and system ownership
County Health Teams	Supervision and user support at subnational levels
Catholic Relief Services (CRS)	Technical assistance, project management, donor reporting, and grant compliance
Global Fund	Financial support
Selected Service Provider	System design, development, deployment, capacity building, system maintenance, and handover.

53. Expected Outcomes

- Digitalized, integrated, and interoperable community-based health information system.
- Real-time visibility of community health indicators across all counties.
- Improved data accuracy, timeliness, and use for decision-making.
- Strengthened MoH ownership and capacity for sustainable system management.

54. Duration

The total duration of the assignment is 18 months

55. Methodology

The Bidder shall submit a technical approach and methodology as well as a detailed work plan for implementing the assignment. Emphasis should be made on the utilization and integration of open standards. The bidder should also clearly define the Programming Languages (Platforms) the system uses as its Back-end and Front-end platforms. Skill and knowledge transfer / capacity development.

The Successful bidder will be required to work with the MoH and stakeholders in order to transfer skills and knowledge. The Bidder should indicate in the methodology statement the proposed approach for skills and knowledge transfer during the implementation of this assignment.

56. Reporting

The Successful Bidder will report to the eCBIS Project Technical Working Group to be set up by the MoH, with technical support from CRS. Regular and ad-hoc progress reports shall be submitted to the eCBIS TWG.

57. Documentary Evidence of Capacity and Past Performance

Bidders shall submit a list of at least three references of organizations where they have implemented digital health applications in the health sector. The list should contain the name of the organization and details of the contact person (name, position, telephone numbers, and e-mail address). CRS reserves the right to contact other organizations for background and reference checks.

The bidder shall submit three eCBIS project examples, successfully implemented over the past 5 years. These projects should highlight:

- Knowledge of developing large-scale digital health systems at the national scale.
- Experience working with international NGOs, donors (preferably Global Fund), and host government officials.
- Experience working in resource constrained environments.

58. Quality Assurance Approach

The Bidder shall develop a quality assurance (QA) plan and exercise quality control measures to ensure that the implementation process conforms to the plan. The Bidder will be expected to draw up a quality measurement plan against which quality will be measured.

59. Qualification of the Vendor/Implementing Partner

- Proven experience developing large-scale digital health systems (preferably DHIS2, OpenSRP, CommCare, or similar).
- Experience working with Ministries of Health in Sub-Saharan Africa and International donors, preferably Global Fund programs
- Understanding of Liberia's health system architecture and community health program.
- Expertise in software engineering, data security, and mobile app development.
- Demonstrated capacity to provide training, user support, and sustainability plans.

60. Payment Schedule

Payments will be made upon successful completion and acceptance of deliverables in each phase of the project:

Milestone	Payment (%)
Phase 1: Project Launch, Inception, and Assessment	20%
Phase 2: System Design, Testing, and Pilot Implementation	30%
Phase 3: Trainings, National Roll out and scale up	30%
Phase 4: Maintenance, Handover, and Exit Plan	20%

Section VII. Bid Forms

Application Submission Form

[For a joint venture, either all members shall sign or only the authorized representative, in which case the power of attorney to sign on behalf of all members shall be attached]

Date: [Insert day, month, year]

RFP No. and title: 2005394 – eCBIS

To: CRS Liberia

We, the undersigned, declare that:

- c) We have examined and have no reservations to the Scope of Work, Specifications, including the Addendum, for Design, Development, Deployment, and Maintenance of an Enhanced Electronic Community-Based Information System (eCBIS) in Liberia.
- d) We offer to execute the Works for this Contract in accordance with the Specification, General and Special Conditions of the Contract accompanying this Declaration.
- e) Our Bid shall be valid for a period of ninety (90) calendar days from the date fixed for the submission of bids and shall remain for the bid validity period.
- f) If our offer or sworn declaration is accepted, we commit to obtain a Performance Security in the amount of twenty percent (20%) of the contract price for the due performance of the contract and an Advance Payment Guarantee equivalent to the proposed advanced amount of ten percent (10%) of the contract price.
- g) We have no conflict of interest in the current process.
- h) We have not been suspended by Catholic Relief Services USCCB or the Global Fund based on execution of a Bid Securing Declaration.
- i) Our firm, its affiliates or subsidiaries, including any subcontractors or suppliers for any part of the Contract, has not been declared ineligible by CRS or the Global Fund
- j) We understand that you are bound to accept only the highest quality of workmanship as dictated by the designs and specifications shared to all bidders prior to this declaration and that our firm accepts to uphold, observe such standard set forth by your organization.
- k) Suspension and Debarment: We, along with any of our Joint Venture Members, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by CRS or the Global Fund or a debarment imposed by CRS or the Global Fund or any other public body. Further, we are not ineligible to participate in this project under the law of Liberia, US law, or under any requirement or decision of the United Nations, the Global Fund or any public international body, or under any Global Fund project.
- l) We understand that you may cancel the RFP process at any time and that you are neither bound to accept any Bid that you may receive nor are you required to award a contract under this RFP and under no circumstances shall CRS incur any liability to Bidders in connection with this RFP.
- m) We hereby declare that we are able to make the representations as set out in Appendix to the contract entitled “Contractor Representations and Warranties”. All information, statements and description contained in the Bid are in all respect true, correct and complete to the best of our knowledge and belief.
- n) We likewise certify/confirm that the undersigned, is duly authorized representative of the contracting firm, and granted full power and authority to do, execute and perform all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract. We further certify that **every commitment, declaration, and acceptance contained within this Application Submission Form** is made and accepted, including with respect to any Joint Venture, on a **joint and several liability** basis by all members of the Joint Venture.
- o) Legal Name of Joint Venture Member: [Insert legal name of Joint Venture here]
- p) Address of Joint Venture Member: [Insert address of Joint Venture here]

Signed [insert signature(s) of an authorized representative(s) of the Applicant and signed by the authorized representative of each company forming any Joint Venture]

Name [insert full name of person signing the Application]

In the capacity of *[insert capacity of person signing the Application]*

Duly authorized to sign the application for and on behalf of:

Address: [Insert full address: street number, city/town, country]

Date: [Insert day] of [Insert month], [Insert year]

Form CoI – 1.3
Declaration of Absence of Conflict of Interest

[The following table shall be filled in for the Applicant and for each member of a Joint Venture]

Print on the candidate's letterhead if possible

Date:

Catholic Relief Services (CRS)
Liberia Office

I, the undersigned,

Mr. or Mrs.:

Acting as: _____

Company Authorized Representative: (Company Name, Address)

Declares that:

- q) Neither our company nor our staff have any conflict of interest in any activity that would place us, if selected, in a conflict of interest with CRS.
- r) Our company confirms that neither the applicant nor its Joint Venture Member(s) have been associated, or involved, in any way, directly or indirectly, in the preparation of the design, terms of reference and/or other documents used in the context of this call for tenders.
- s) Neither our company nor its affiliates or subsidiaries (including our Joint Venture Member(s) or suppliers of any part of the contract), have been declared ineligible by CRS or under any Global Fund project
- t) We have not and will not offer gifts or favours of any kind in exchange for this tender, and we will not do so throughout the performance of any contract awarded.
- u) Exclusive Participation: We confirm that our firm our firm is participating in this bidding process solely as a member of this Joint Venture.

Finally, I authorize CRS to verify this information. I also agree to assume the consequences of any breach of this Agreement in connection with the performance of this Agreement.

Company Name: _____

Name of In-Charge: _____

Position: _____

Signature: _____

Date: _____

Form EXP – 2.1
Specific Experience

[The following table shall be filled in for by the Lead AND each member of a Joint Venture]

Applicant's Name: [insert full name]

Date: [insert day, month, year]

Joint Venture Member Name: [insert full name]

RFP No. and title: 2005394 – eCBIS

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Applicant's legal name	
Applicant Role in the JV	Single <input type="checkbox"/> Lead <input type="checkbox"/> Non-Lead (JV Member) <input type="checkbox"/>
Applicant's Country of registration	
Applicant's year of constitution:	
Applicant's legal address in country of constitution:	
Applicant's authorized representative information	<p>Name: <i>[insert full legal name]</i></p> <p>Address: <i>[insert street/ number/ town or city/ country]</i></p> <p>Telephone/Fax numbers: <i>[insert telephone/fax numbers, including country and city codes]</i></p> <p>E-mail address: <i>[indicate e-mail address]</i></p>

Required attachment: At least three (3) letters of reference from previous clients. Reference letters must be signed and include a contact person

Company Name: _____

Name of In-Charge: _____

Position: _____

Signature: _____

Date: _____

Annex 1. Letter of Tender

NAME OF CONTRACT:

TO:

We have examined the Conditions of Contract, Specification, Drawings, Schedules including the Bill of Quantities, the Contract Data and Addenda Nos _____ for the above-named Contract and the words and expressions used herein shall have the meanings assigned to them in the Conditions of Contract. We offer to execute and complete the Works and remedy any defects therein, in conformity with this Tender which includes all these documents, for the sum of

[*currency and amount in figures*]

[*currency and amount in words*]

or such other amount as may be determined in accordance with the Contract.

We agree to abide by this Tender until _____ [*date*] and it shall remain binding upon us and may be accepted at any time before that date.

If this offer is accepted, we will provide the specified Performance Security, commence the Works as soon as is reasonably practicable after the Commencement Date, and complete the Works in accordance with the above-named documents within the Time for Completion.

Unless and until a Contract Agreement is prepared and executed this Letter of Tender, together with your written acceptance thereof, shall constitute a binding contract between us.

We understand that you are not bound to accept the lowest or any tender you may receive. Signature _____ in the capacity of _____

duly authorized to sign tenders for and on behalf of _____

Address: _____

Date: _____

Annex 2. Past Experience Implementing Digital Health Solutions

Applicant's Name: [insert full name]

Date: [insert day, month, year]

Joint Venture Member Name: [insert full name]

RFP No. and title: 2005394 – eCBIS

Page [insert page number] of [insert total number] pages

List chronologically works performed as Prime Contractor of a nature and amount similar to the work proposed in this bid. Also list details of work in progress or committed to, including the expected completion date(s), using the table below.

This table should be filled out for each **contract/experience in implementing Digital Health Solutions**

Similar Contract No. [insert number] of [insert number of similar contracts required]	Information			
Contract Identification	[insert contract name and number, if applicable]			
Award date	[insert day, month, year, as in 15 June, 2015]			
Completion date	[insert day, month, year, as in 03 October, 2017]			
Role in Contract [check the appropriate box]	Contractor Management <input type="checkbox"/>	Contractor <input type="checkbox"/>	Subcontractor <input type="checkbox"/>	Member in JV <input type="checkbox"/>
Total Contract Amount	US\$ [insert total contract amount in US\$ equivalent]			
If member in a JV or subcontractor, specify participation in total Contract amount	[insert a percentage amount]	[insert total contract amount in local currency]	[insert exchange rate and total contract amount in US\$ equivalent]*	
Client's Name:	[insert full name]			
Address:	[indicate street / number / town or city / country]			
Telephone/fax number	[insert telephone/fax numbers, including country and city area codes]			
E-mail:	[insert e-mail address, if available]			
Project Description	[insert contract name and number, if applicable]			
1. Location	[insert amount in US\$ in words and in Figures]			
2. Scope of Project	[insert physical size of activities]			
3. Methods/Technology	[insert specific aspects of the methods/technology involved in the contract]			
4. Other Characteristics	[insert other characteristics if any]			

*The Bidder shall use the OANDA Interbank Mid-Rate published on the last day of the fiscal year.

Note: In order to verify Bidder experience in implementing Digital Health Solutions, each contract/experience MUST be accompanied by:

- 1) A copy of signed Contract
- 2) Completion Certificate from the Client on that project or letter from the client if the project is ongoing.

Company Name: _____

Name of In-Charge: _____

Position: _____

Signature: _____

Date: _____

Annex 3. Past Experience Implementing eCBIS Systems at National Scale in LMICs

Applicant's Name: [insert full name]

Date: [insert day, month, year]

Joint Venture Member Name: [insert full name]

RFP No. and title: 2005394 – eCBIS

Page [insert page number] of [insert total number] pages

List chronologically works performed as Prime Contractor of a nature and amount similar to the work proposed in this bid. Also list details of work in progress or committed to, including the expected completion date(s), using the table below.

This table should be filled out for each **contract/experience in implementing eCBIS Systems at National Scale in LMICs**

Similar Contract No.	Information				
[insert number] of [insert number of similar contracts required]					
Contract Identification	[insert contract name and number, if applicable]				
Award date	[insert day, month, year, as in 15 June, 2015]				
Completion date	[insert day, month, year, as in 03 October, 2017]				
Role in Contract [check the appropriate box]	Contractor Management <input type="checkbox"/>	Contractor <input type="checkbox"/>	Subcontractor <input type="checkbox"/>	Member in JV <input type="checkbox"/>	
Total Contract Amount	US\$ [insert total contract amount in US\$ equivalent]				
If member in a JV or subcontractor, specify participation in total Contract amount	[insert a percentage amount]	[insert total contract amount in local currency]	[insert exchange rate and total contract amount in US\$ equivalent]*		
Client's Name:	[insert full name]				
Address:	[indicate street / number / town or city / country]				
Telephone/fax number	[insert telephone/fax numbers, including country and city area codes]				
E-mail:	[insert e-mail address, if available]				
Project Description	[insert contract name and number, if applicable]				
1. Location	[insert amount in US\$ in words and in Figures]				
2. Scope of Project	[insert physical size of activities]				
3. Methods/Technology	[insert specific aspects of the methods/technology involved in the contract]				
4. Other Characteristics	[insert other characteristics if any]				

***The Bidder shall use the OANDA Interbank Mid-Rate published on the last day of the fiscal year.**

Note: In order to verify Bidder experience in implementing eCBIS Systems at National Scale in LMICs, each contract/experience MUST be accompanied by:

- 1) A copy of signed Contract.
- 2) Completion Certificate from the Client on that project or letter from the client if the project is ongoing.

Company Name: _____

Name of In-Charge: _____

Position: _____

Signature: _____

Date: _____

Annex 4. Tech03 – Key personnel (format of Biodata)

Give the detailed information of the key personnel who are scheduled to be assigned as full-time field staff for the project. Fill up a form for each key personnel.

- Authorized Managing Officer / Representative
- Sustained Technical Employee

1. Name : _____

2. Date of Birth : _____

3. Nationality : _____

4. Education and Degrees : _____

5. Specialty : _____

6. Registration : _____

7. Length of Service with the Firm : _____ Year from _____ (months) _____ (year) To _____ (months) _____ (year)

8. Years of Experience : _____

9. If Item 7 is less than ten (10) years, give name and length of service with previous Clients for a ten (10)-year period (attached additional sheet/s), if necessary:

10. Languages : _____

Supporting Documents for each key personnel

- (1) Copy of degree (bachelor or master)
- (2) CV

Note: For key personnel to be validated, Bidder MUST fill out this Annex AND provide (a) and (b). This is a PASS/FAIL to have the point.

Company Name:

Name of Key Personne:

Role in the Proposal:

Signature of Key Personnel:

Date:

Annex 5. Eligibility & Minimum Qualification Requirements Checklist

#	Required Document	Applicable to	Evaluation Stage
1	Application Submission Form Acknowledge, stamp and sign	Lead Entity	Eligibility & Contractual Compliance
2	Business Registration Certificate OR equivalent (from home country)H	Each Joint Venture Member	Eligibility & Contractual Compliance
3	Valid Tax Clearance Certificate OR equivalent (from home country)	Each Joint Venture Member	Eligibility & Contractual Compliance
4	(1) A court clearance or confirmation that no bankruptcy proceedings are pending against the individual OR (2) Entity current financial statements.	Each Joint Venture Member	Eligibility & Contractual Compliance
5	Declaration of Absence of Conflict of Interest Acknowledge, stamp and sign (Form CoI – 1.3)	Each Joint Venture Member	Eligibility & Contractual Compliance
6	Articles of Incorporation OR equivalent	Each Joint Venture Member	Eligibility & Contractual Compliance
7	Lease or Rental agreement or Land Deed	Each Joint Venture Member	Eligibility & Contractual Compliance
8	Form of Tender Security (Bid Security Guarantee) (Error! Reference source not found.)	Lead Entity	Eligibility & Contractual Compliance
9	Memorandum of Understanding or Joint Venture Agreement in case of JV. The MoU/JV Agreement should describe the role of the partner in the venture.	Lead Entity	Minimum Qualifications Requirements (MQR)
10	Specific Experience (Form EXP – 2.1) Acknowledge, stamp and sign	Each Joint Venture Member	Minimum Qualifications Requirements (MQR)