INTRODUCTION

Offeror name and contact

Company name	
Designated point of contact name	
Point of contact e-mail address	
Point of contact phone number	

Instructions

- This response template is structured in two main sections: technical submission (tables T1-T5) and reference material (A1 technical scoring rubric) to help you develop your response
- Please note that this Global RFP is requesting a higher level of detail in both technical and pricing proposals than typical country procurement processes. This greater detail will:
  - Allow GHSC-PSM and countries to make like-for-like comparisons between different offers
  - Ensure there is full mutual understanding between countries, suppliers, and in-country distributors of which services are and are not included in service agreements
  - Give suppliers the opportunity to demonstrate their differentiated service and/or technical offerings
- The submission template should be completed in full by all offerors.
- The technical scoring rubric is provided for your information. This scoring template will be used as a tool for discussions with Ministries of Health and country stakeholders in the evaluation of proposals
- Please fill in every sheet of this workbook with the required information. Cells are shaded as follows:

	Every cell shaded green must be filled in
	Cells shaded yellow may be filled in to indicate a country-specific detail or deviation from standard, but are not required to be filled in
	Cells shaded red will be filled in by PSM

- Technical proposals will be evaluated based on suppliers' ability to meet and/or exceed service level requirements in Table T1 - Global service details tab and Table T3 - Monthly service level report, by offeror responses to questions in Table T2 and from information provided in the separate Quality Assurance Assessment Questionnaire (Annex 8). Technical proposals will be scored both at the global and country level.
- Suppliers are also required to fill in technical details on current country services and installed base in T4 and T5
- Please note that while Kenya is included in this RFP as it is funded by PEPFAR, GHSC-PSM is not active in Kenya. All references to the role of GHSC-PSM in this document refer to KEMSA, USAID, and/or the Ministry of Health in the case of Kenya. In the case of Tanzania, some of these functions will be served by GHSC-PSM (e.g., procurement execution), while others will be served by USAID, CDC, or Guidehouse
- For any questions about the Global RFP submission template, please contact Global_VL_RFP@ghsc-psm.org

Contents of technical and pricing submission template workbooks

Technical Tables

T1 - Global service levels	Introduction to the service categories, including an overview of what is included in each, and the global service levels expected to be net
T2 - Global service details	Questions on the service categories and a list of attachments that must be provided as part of the proposal
T3 - Key performance indicators	A subset of service KPIs that will be used to track supplier performance monthly
T4 - Country serv. details	Details on country service providers and track record
T5 - Installed base	Current installed base

Appendix - additional information

A1 - Technical scoring rubric	Rubric that will be used in scoring technical submission

T1 GLOBAL SERVICE LEVELS

Instructions

Goal of this table: Table T1 defines PEPFAR's service level expectations for each type of service (e.g., instrument installation, maintenance, training) and asks offerors to confirm that they can meet these service levels. For specific countries in

- Column E defines global standard service level expectations across 6 categories for suppliers, distributors and/or authorized service providers
- Column F asks whether offerors will be able to meet these service levels
- In Columns G-M, offerors are requested to indicate if there are any country-specific factors that require a different service level to be set other than the global standard defined in Column E
- In Question 1 (box below the table), please indicate any cases in which reduced service levels may correspond to improved pricing (e.g., cases in which a specific service level is driving significant cost for you and you could offer significantly

Category	Overview of what is included	Global Standard Service Level Expectations	Able to meet all service level expectations (yes/no)? If not, indicate which service levels are not feasible to be met, what capabilities would be required to meet them, and what actions are in place to address this
Instrument lease, installation and removal	Equipment lease and installation costs, including placement, delivery of machines to site, inspection of machines, initial end user training and instrument removal at end of life or end of contract	**Instrument lease:** - Suppliers fully own all newly placed instruments - Instruments replaced every 3 years or in case of poor equipment performance as defined in T2 - Global service details. If equipment is performing well and no updated technology is available, replacement cycle can be extended for several years at GHSC-PSM's discretion. - PEPFAR will work with each country lab program towards a minimum utilization of at least 30% on average across all supplier owned conventional instruments placed in-country (including instruments already placed) assuming a 8-hour working day, and with the goal of achieving a higher average utilization on each instrument (ideally 50% or above). Suppliers will be consulted and actively involved in network capacity determinations, especially in regards to the number and specifications of instruments. Utilization includes other molecular tests operated on the instrument as applicable. - Service provider ensures all instruments are enabled with updated software, including patches and bug fixes	
		Installation: - Prior to installation, service provider performs a comprehensive site inspection, identifying any issues that must be addressed before instrument installation and addresses them with PSM, MoH, and other stakeholders to procure suitable ancillary equipment required and/or address any other issues. This includes any requirements to enable automated reporting. Pre-installation visit report must be shared no later than seven calendar days after the visit. In case a proposed site is not deemed suitable, the request will be put on hold until the rehabilitation or improvement works have been completed. - After installation is complete, instrument performance is verified. The vendor shall provide an installation, calibration and commissioning report after each new installation. The report shall be submitted in maximum 48 hours after completion of the installation.	
		Initial end user training: - Initial end user training is expected to require a minimum of one week, all of which should generally be on-site training. A minimum of 4 end users should be trained per device installed (fewer is acceptable if lab has limited staff)	
		Instrument removal: - Instrument removal of any instrument under this reagent rental contract (including the removal of any legacy instruments owned by the supplier), if so requested by instrument owner and local government, is to be managed by the supplier of the instrument, in accordance with medical waste management regulations - For legacy instruments not owned by suppliers, please provide the cost, if any, of an instrument removal for each country in the country specific details column	

Service and maintenance, insurance, and ongoing end user training	All aspects of servicing and maintaining instruments and providing ongoing end user training, including insurance, preventative maintenance, repairs and replacements, and necessary updates	**Routine maintenance:** - Service provider makes at least 2 preventative maintenance visits / year - Service provider provides remote technical support via phone and e-mail as needed when requested via the contacts indicated in Table T3 - Service provider maintains adequate staffing of service engineers in country to meet define service requirements - Only genuine parts shall be used during routine maintenance and instruments will be exclusively serviced and repaired by engineers trained and certified by the manufacturer - Service provider agrees to provide repair services consistent with the timelines defined in Table T2, covering all costs of replacement parts, shipping and clearance, labor, travel, and accommodation	
		Provision of replacement parts and verification kits - Service provider keeps a set of high-failure parts available in-country (the list of high-failure parts should be provided in Table T2, Question VI) - When determined necessary, the service provider may request the transport of any parts or of the entire instrument to technical support facilities for repair. All transportation costs are the responsibility of the service provider - Service provider responsible for the costs of any kits or other consumables required to conduct verification of instrument performance during preventive maintenance exercises or after repairs	
		Corrective maintenance: - Error rates over 5% for more than 4 weeks trigger review; if the issue cannot be addressed by remote trouble-shooting and are not resolved after 2 additional weeks, service provider will visit the site, conduct troubleshooting and any necessary refresher training - Only genuine parts shall be used during corrective maintenance and instruments will be exclusively serviced and repaired by engineers trained and certified by the manufacturer - Verification of instrument performance is required after each repair visit - Service provider covers all costs of replacement parts, shipping and clearance, labor, travel, and accommodation	
		Insurance: - Supplier provides comprehensive instrument insurance, including force majeure. Suppliers are requested to provide exhaustive list of what is covered and what is excluded	*Beyond yes or no answer, please provide exhaustive list of what is covered and what is excluded in instrument insurance*
		Ongoing end-user training: - Ongoing end-user training should be provided during preventative maintenance visits (or with the same frequency as preventive maintenance visits). This training is a half day, covering how to avoid common errors, how to troubleshoot issues, maintaining the instrument's automated reporting system, using data generated, and other topics. A minimum of 4 end users should be trained per site (fewer is acceptable if lab has limited staff)	

	Ongoing connectivity to enable	**Connectivity-enabled automated reporting:**
		- Remote instrument performance monitoring and trouble-shooting
		- Daily reports or dashboard summary provided (for all instruments in-country) on the following metrics to Ministries of Health, PEPFAR, PSM, the authorized service provider, and the supplier:
		  - Volume of tests
		  - Errors and error types
		  - System downtime
		- Additional reports (e.g., on test results) provided to the Ministry of Health only
		- All software updates, other than enhancements, must be installed at no additional charge for the life of the systems. Any hardware, software, and/or telecommunications costs required for automated reporting is covered by the supplier	

Connectivity and data reporting	Ongoing connectivity to enable automated reporting, (includes maintenance of dashboards of testing data, any administration required for data management, and any telecommunication costs, e.g. airtime required for transmission of data); monthly and quarterly tracking of other performance indicators (including but not limited to the KPIs in Table T3)	**Manual reporting:** - A KPI report for each country, covering the KPIs outlined on tab T2, shall be submitted monthly to Ministry of Health, PEPFAR, and PSM (or KEMSA, in the case of Kenya) - Authorized service provider conducts in-person quarterly meetings with Ministry of Health, PEPFAR, and PSM to review KPIs; more frequent review if there is any unresolved issue for more than 4 weeks - Reporting on KPIs should be uploaded to the same monitoring system used for automated reporting	
		Integration with Laboratory Information System (LIS) - Data automatically transmitted to country LIS, i.e. instruments have the capability to allow bidirectionally communications with LIS to allow testing order automation - Manufacturer has a technical team (internal or through subcontracting, as agreed by PSM) to support the seamless LIS integration - Provide "web-enabled dashboard" through standard, off-the-shelf user interface solutions to support the automatic reporting and LIS integration business requirements above (provides custom-solution as requested and approved) - Provide the protocols, firewall, and other system and standards to ensure data security	
		Emergency reporting: - Product recalls or any issues with quality control must be reported to the Ministry of Health and PSM within 2 business days of issue identification - Supplier shall develop adequate standardized communication protocols to ensure that Chemonics and GHSC-PSM QA, via PSMQA@ghsc-psm.org and GHSC-QA via GHSCQA@fhi360.org are notified directly of any product quality incidents, field safety notices, recalls, software updates	
Commodity supply chain management	Freight and logistics and vendor advised inventory	**Freight and logistics:** - Supplier provides delivery of reagents and consumables to the country's preferred point of delivery as defined in the RFP DAP Incoterm (Selected point of delivery is defined in Pricing Submission Template - Table A2) - At least 80% of shelf life remains when reagents clear customs (some countries require less than 80% as specified in the cells on the right) - furthermore, reagents may be accepted even if they do not comply with this requirement if GHSC-PSM has received copies of the shipping documents (packing list, commercial invoice, and COAs) and has agreed in writing to different requirements, in which case the reagents must strictly comply with those modified requirements - Orders delivered on time (within 7 day grace period of forecasted timing)	
		Vendor-managed inventory VMI: - Goal is for vendors and the country stakeholders to reach the optimal balance between consumption and supply through stronger partnership and greater data visibility - Vendors maintain responsibility for ordering/replenishment and monitoring inventory levels for each lab, and advise on storage and forecasting. Vendors manage inventory and may place orders freely, but Purchase Orders still require PSM approval - Ownership of supplies lies with vendors until delivery (and payment will be made accordingly); ownership lies with country between delivery and usage - Stockouts will lead to immediate remediation action as specified in Table T3 - Under normal operating conditions (e.g. laboratory consuming at least 50% of forecasted supplies in agreed upon period) any expired reagents are to be replaced free of charge - Note that VMI is a preferred service for PEPFAR - it is not strictly mandatory, and not all countries will request	
Development pipeline, equipment upgrades, and capacity	Planned enhancements, upgrades, and new technologies in development that will be available in the future; production capacity	- Offerors are expected to continually upgrade technology to improve instrument performance. Considerations of instrument capacity will be taken into account when evaluating the RFP - **Note:** Considerations of development pipeline are requested for information only	

1. ***Open response:*** Please indicate any cases in which meeting specific service levels above will drive high cost to you, and, if we were to relax those service levels, you would be able to offer significant improvements in pricing. For such ser

T2 GLOBAL SERVICE DETAILS

PEPFAR

Instructions

Goal of this table: This table requests additional information from offerors on several topics and defines the attachments that are required as part of the proposal. The information shared as responses to the questions and in the requested attachments will be used to determine technical scores and to provide additional information for decision-making

- General responses to the questions in Column E should be provided in Column F
- Any country-specific comments/responses can be provided in columns G-M
- Boxes 1-5 below the table list the attachments that are required as part of the proposal

Category		Questions	Global standard responses	Country-specific details (If there are country-specific responses to any of the questions, please indicate in the appropriate column)					
				Kenya	Mozambique	Nigeria	Tanzania	Uganda	Zambia
Instrument lease and installation	i	Are there any value-added services related to instrument lease and installation that you may be able to provide (which are not asked by PSM in Table T1)?							
Service and maintenance, insurance, and ongoing end user training	ii	Are there any value-added services related to instrument maintenance or insurance that you may be able to provide (which are not asked by PSM in Table T1)?							
	iii	What training could be provided for "super users" in-country, i.e., lab professionals trained to support other labs and provide expert advice? How many would be trained in each country?							
	iv	Are there any other value-added training services you may be able to provide, e.g., virtual and/or mobile training programs?							
	v	How will the offeror monitor and evaluate in-country partners? - How frequently will monitoring occur? - What metrics will form the basis of evaluation? - What criteria will be used to determine when to find an alternate in-country partner in the case of poor performance?							
	vi	What high-failure parts would be kept in-country in the countries in which you are active? Where would these be stored and who would manage them?							
	vii	To be able to offer comprehensive insurance on the instruments, are there any security requirements beyond the basic guarded facility?							

Connectivity and data reporting	viii	If instruments that are currently installed remain in place, how would these be enabled with connectivity for remote monitoring of testing and downtime? Are there any instruments that are not possible to enable with connectivity?							
	ix	What is the full set of variables your instruments capture that can be transmitted automatically? (Can also be submitted as a separate annexed document)							
	x	How will data generated by the instrument be automatically transmitted to PSM's data system? How will result data be shared with Ministries of Health? What privacy safeguards are in place?							
	xi	Are there any other value-added connectivity-related services that you would like to propose (e.g., supply chain monitoring based on stock barcodes)?							
Commodity supply chain management	xii	What is the current and/or expected future maximum lead time between when an order is placed and when the order is shipped from the factory							
	xiii	What is the current and/or expected future maximum lead time between when an order is shipped from the factory and when it is delivered to the final destination in country? This is likely different for each country, if so please specify in country specific columns		*DAP to KEMSA warehouse in Nairobi*	*DAP to the labs*	*DAP to the labs*	*DAP to the CMS in Dar es Salaam*	*DAP to central warehouse (JMS, NMS or CPHL)*	*DAP to the labs*
	xiv	Are there any value-added services related to commodity supply chain management that you may be able to provide?							
Development pipeline, equipment upgrades, and manufacturing	xv	What enhancements/upgrades do you anticipate making to your current diagnostics equipment portfolio over the next two to five years (this includes both new products and new functionality for existing products)? Over what timeframe do you expect enhancements to be approved by the WHO and country regulators?							
	xvi	What additional platforms or instrument models are in the pipeline that may eventually be used for VL/EID testing? How, if at all, could these new technologies impact how donors and countries think about network design? How might they impact network performance and delivery of care?							
	xvii	Are you anticipating any changes to the sample types that are supported and WHO prequalified for any of your platforms? If so, at what stage of research and development are they in, and over what timeframes do you expect the changes to be approved by the WHO and country regulators?							

capacity	xviii	Are you anticipating any additional assays to be prequalified that could be used on the same system? If so, at what stage of research and development are they in, and over what timeframes do you expect the changes to be approved by the WHO and country regulators?								
	xix	What is your current annual manufacturing capacity for instruments, reagents, and consumables? If you needed to expand that to meet an award through this Global RFP, what capacity level could you expand to, and how long would it take to scale up capacity? Please provide details on capacity for both reagents and consumables production and production of new instruments. *Response should include current capacity, proposed expanded capacity, months required to scale up to expanded capacity.*								

1. Regulatory approval: Offeror must include evidence that the system offered is prequalified by the World Health Organization (WHO) and/or approved by the US FDA. Offeror must also include evidence of viral load (VL), early infant diagnosis (EID) assay and sample type regulatory approval for VL/EID and any other assays for which the system is approved.
The offeror should provide an explanation or evidence of the approval and/or future approval plans of diagnostics by the regulatory authority of the countries for which proposals are made. GHSC-PSM reserves the right to take this into account when determining the timeline and feasibility of the proposal.
Offeror must provide an example certificate of analysis for quality control.
Please confirm that this is included in the response (yes or no, and if no, explain why it is missing)

2. Company information and qualifications: Offeror must include a description of the company and organization, with appropriate reference to any parent company and subsidiaries (not including in-country distributors; that information will be requested separately in Table T4). Offeror must include details demonstrating their experience and technical ability in implementing the technical approach/methodology and the detailed work plan. Offerors must include details demonstrating their experience and technical ability in production of the requested services and commodities and their capacity to comply with the WHO Good Distribution Practices (GDP) for Pharmaceutical Products. Additionally, Offerors must include two past performance references of similar work (under contracts or subcontracts) previously implemented in two PEPFAR-supported countries (preferably countries included as part of the RFP), as well as contact information for the companies for which such work was completed. Contact information must include at a minimum: name of point of contact that can speak to the offeror's performance, name and address of the company for which the work was performed, and email and phone number of the point of contact.
Chemonics reserves the right to check additional references not provided by an offeror.
Please confirm that this is included in the response (yes or no, and if no, explain why it is missing)

3. Product information: Offeror must include detailed product information sheets for the offered solution (equipment, reagents, and consumables). Instrument product information sheets must include detailed equipment throughput information to deduce the following data; i) number of tests in one batch, ii) number of batches in one 8-hour shift, one 10-hour shift, and one 12-hour shift, iii) instrument capacity to support VL and EID, iv) instrument capacity to support other assays including TB, Hepatitis A, B, and C testing, v) instrument level of automation, vi) instrument footprint, vii) number of operators required and active operator time required per machine run or per shift, viii) technical capabilities required to operate the instrument, ix) water and electricity requirements to operate the instrument. Reagents and consumables product information sheets must include detailed VL/EID testing information to deduce the following data; iii) sensitivity of DBS and/or Plasma VL/EID, ii) specificity of DBS and/or Plasma VL/EID.
Please confirm that this is included in the response (yes or no, and if no, explain why it is missing)

4. Certifications and cover letter: Offeror must include certifications and cover letter in-line with what is defined in the Global RFP Word Document (see Annexes 2 and 3)
Please confirm that this is included in the response (yes or no, and if no, explain why it is missing)

5. Sample automated report: Offeror must include a sample report to be provided through connectivity-enabled automated reporting. Offeror must include details on how existing placed equipment will be upgraded to allow for connectivity-enabled automated reporting.
Please confirm that this is included in the response (yes or no, and if no, explain why it is missing)

T3 KEY PERFORMANCE INDICATORS

Instructions

Goal of this table: This table defines the key performance indicators that will be tracked monthly. Standard targets are set for each of the indicators; these represent the performance expected in each country.
If performance targets are not met in a given month, the authorized service provider is expected to investigate and address the causes of non-performance. If performance targets are not met for two consecutive months, PSM or a designated in-country partner, in partnership with the supplier in question, will initiate a review with the Ministry of Health and determine a remediation plan (that will include corrective and preventive actions, i.e. CAPAs). Consistent non-performance and failure to remediate issues could result in a voiding of volume commitments (Table P1)
Country-specific pricing (in Table P2) should be based on the service levels indicated here as well as the SLAs from Table T1

- Suppliers are expected to track the KPIs listed in Column E monthly for each country in which they are active and to report on them to PSM and the Ministry of Health. KPIs may also be tracked by a third party
- We highly recommend that you work closely with your in country distributors as you jointly agree to these KPIs in each country
- Standard targets listed in Column F should be seen as a guideline for most countries. If there is no indication otherwise, it is expected that offeror can meet the standard target in every country and the targets in Column F would become the basis of any contract award.
- In columns G-M, suppliers are requested to indicate if it will not be possible to meet standard targets in a given country. Suppliers should propose an alternate target in any case in which it will not be possible to meet the standard target
- If there are cases in which reduced service levels could correspond to meaningful reductions in prices, please indicate in the text box below the table

						Proposed country-specific targets (If it will not be possible to meet standard targets in a given country or region, please propose alternative country-specific targets or targets for a region of a country)					
Category	**Indicator**			**Standard target**	**Reporting Responsibility**	**Kenya**	**Mozambique**	**Nigeria**	**Tanzania**	**Uganda**	**Zambia**
Maintenance, insurance, and ongoing end user training	1	**PM Visits Performed (%)**	Percentage of preventive maintenance visits performed during originally scheduled month Calculated by (# PM visits conducted in the month/ # PM visits sceduled in the month)	100%	Supplier						
	2	**Response Time (mean calendar hours)**	Mean response time for equipment issue: time lapsed from when the issue was first reported by the customer to when a follow-up plan is communicated to the customer. Reported in the month of the Initial Response. Calculated by averaging Response Times. Response Time = (Request time/date - Initial Response time/date).	≤48 hours	Supplier						
	3	**Repair Time (mean calendar days)**	Mean repair time for equipment issue: time lapsed from when issue is first reported by the customer to when issue is fully resolved. Reported in the month of the Resolution. Calculated by averaging Repair Times. Repair Time = [Request time/date - Resolution time/date]	≤ 5 days	Supplier						
	4	**Outages (# outages)**	Mean number of outages per instrument per quarter. Outages defined as any equipment issue that 1) interrupts testing and 2) occurs less than 3 months after any scheduled/unscheduled maintenance work on that instrument. Calculated as [Sum of (Outages which occur less than 3 months after any scheduled/unscheduled maintenance work) / Average of (# of Instruments)] quarterly	<1 per instrument per quarter	Supplier						
	5	**Instrument Uptime (%)**	Percentage of time that instruments are operational every month. Calculated as [Calendar days instruments are operational] / [Calendar Days].	>85%	Supplier						
	6	**Failure Rate (%)**	Percentage of rejected runs or failed tests due to machine or human error. Calculated as [# rejected runs or failed tests] / [total # tests run]	<5%	Supplier						
Connectivity and data reporting	7	**Transmission Uptime (%)**	Percentage "uptime" of automated reporting system. Only applies to equipment capable of connectivity for results transmission. Calculated as Uptime Percentage = [# of days connected] / [Calendar Days].	>95%	Supplier						
	8 (9)	**9. Reporting Rate (%)**	Percentage of reports submitted on-time per the terms of the subcontract. Calculated as [# reports submitted on time] / [total # reports due]	100%	GHSC-PSM						
Commodity supply chain management	9 (8)	**Shelf Life (%)**	Of batches with Committed Goods Available Date (C.GAD) in the month, percentage of batches that comply with the shelf life terms in the Basic Ordering Agreement (BOA). Calculated as [# batches that comply with shelf life terms in BOA] / [Total # of batches].	100%	Supplier	*>75%*		*>75%*		*>75%*	*>75%*
	10	**Orders On-Time, In Full (%)**	Percentage of line items delivered in full and on time. In-full is measured against agreed ordered quantities. On-time is defined by: -7 days prior/3 days after the current C.GAD for EXC and FCA Incoterms -14 days prior/7 days after the current C.GAD for CIP, CPT, DAP, DDP Incoterms). Calculated as [# lines devliered on-time and in-full] / [total # lines with C.GAD in period]	>90%	GHSC-PSM						
	12	**Stock out time (calendar days)**	Working days with any item out of stock (If VMI offered)	<5 per year	Supplier						

Open response: Please indicate any suggestions of where a reduction in the service levels PSM is requesting could lead to significantly improved pricing, and by how much each suggestion would impact pricing

T4 COUNTRY SERV, DETAILS

Instructions

Goal of this table: Through this table, GHSC-PSM aims to better understand the feasibility and expected quality of in-country service delivery. Through these details, references, and additional follow-up, distributors and/or authorized service providers for each country will
In-country partners play a critical role in service delivery, and offerors are expected to carefully monitor their performance through KPI reporting, connectivity-enabled automated reporting, and automated reporting.
If in-country partner performance is poor and remedial actions are unsuccessful in improving performance, suppliers are expected to identify alternate partners.
For countries where a supplier is not yet providing service but will be bidding on, the implementation plan to become operational in-country will be evaluated to understand feasibility and timing.

- In Questions 1-3, please fill in the below information on distribution for each country for which you are submitting a proposal. Please submit additional information on country service providers with your proposal. Separate attachments are permitted.
- Please provide any additional relevant details as indicated in question 6

		Country details			
	Question	Kenya	Mozambique	Nigeria	Tanzania
1	What organization will be responsible for installation? Please provide details on their overall capabilities and management				
2	What organization will be responsible for distribution? Please provide details on their overall capabilities and management (if not already covered in Question 1)				
3	What organization will be responsible for service and maintenance? Please provide details on: - Their overall capabilities and management (if not already covered in Question 1) - The number and qualifications of staff in-country that will be dedicated to supporting VL/EID (noting what % of time if staff support multiple projects) and/or ratio of number of staff to number of instruments in-country - The support the provider will receive from any partners located outside the country - The means of contacting the service provider that will be available to end-users (e.g., phone, WhatsApp, e-mail) Please provide references for their work on similar projects; please note that GHSC-PSM reserves the right to consult with additional references as				
4	For any organization listed above, please provide details on: - The contractual arrangements you have in place with them to allow country level teams to continue to work with the local distributors if that is already the case today - Overall management plan for working with them to ensure seamless coordination regarding commitments				
5	What automated reporting systems are currently in place in this country? Please indicate how these are managed and how data is shared with the Ministry of Health and other partners				
6	For any country in which the offeror is not currently active, please indicate how long it would take to be fully operational, with all instruments installed and a service and maintenance network in place. Please also explain what the project plan to serve the country in the future is, including timeline, milestones, and resource capacity (you may attach a separate document for this)				

6. Attachments required: Offeror are requested to include any relevant additional details on in-country partners - please list what documents are included

T5 INSTALLED BASE

Instructions

Goal of this table: Through this table, GHSC-PSM aims to cross-check our own data on suppliers' existing footprint in-country to firmly understand the operational implications of any shifts in volume between suppliers and the feasibility of proposals

- For each priority country in which the offeror is currently active, please provide details requested on the instruments in use
- Please add additional rows as needed if there are >10 instruments in a given country

Kenya						
No.	Lab name	Lab location	Instrument model/type	Automated reporting enabled and actively used to monitor volumes and instrument performance?	Instrument age	Instrument owner
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Mozambique						
No.	Lab name	Lab location	Instrument model/type	Automated reporting enabled and actively used to monitor volumes and instrument performance?	Instrument age	Instrument owner
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Nigeria						
No.	Lab name	Lab location	Instrument model/type	Automated reporting enabled and actively used to monitor volumes and instrument performance?	Instrument age	Instrument owner
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Tanzania						
No.	Lab name	Lab location	Instrument model/type	Automated reporting enabled and actively used to monitor volumes and instrument performance?	Instrument age	Instrument owner
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						

Uganda						
No.	Lab name	Lab location	Instrument model/type	Automated reporting enabled and actively used to monitor volumes and instrument performance?	Instrument age	Instrument owner
1						
2						
3						
4						
5						
6						
7						

8						
9						
10						
11						
12						
13						
14						
15						

Zambia						
No.	Lab name	Lab location	Instrument model/type	Automated reporting enabled and actively used to monitor volumes and instrument performance?	Instrument age	Instrument owner
1						
2						
3						
4						
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7						
8						
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12						
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14						
15						

A1 TECHNICAL SCORING RUBRIC

Instructions

Goal of this table: GHSC-PSM will use this table as a tool to evaluate technical proposals. Results of scoring will be shared with countries to determine awards

- Mandatory global requirements must be met in order for awards to be made as a result of this RFP
- Offerors' proposals will be scored on a country-by-country basis based on their ability to meet defined SLAs. Scores ranging from 1-5 will be given on a relative basis; a score of 5 would indicate that the offeror can meet all standard service level expectations.
- Criteria included as part of the "Scoring for value-added considerations" table below will be used to evaluate additional factors that may be useful in determining awards, but would not be considerations in all cases. For example, a compact instrument footprint would be valuable in some laboratories, but unimportant in others
- Scores will be determined based on the information provided by offerors as well as third-party assessments for certain indicators (e.g., for instrument's ease of use)

	Mandatory global requirements	Meets?	Notes
1	Assays and instruments are WHO prequalified and/or FDA-approved for both viral load testing and early infant diagnosis		
2	Instruments are enabled with hardware, software, and telecommunications to provide automated reports on testing volumes, system downtime, and errors		*Some exceptions may be considered to this requirement for existing owned instruments; any newly-placed instruments must meet this requirement*

	Country-specific scoring	Score (1-5)	Qualitative notes/explanations
1	**In-country partner quality:** Quality of in-country distributor and/or authorized service provider (determined based on proposed SLAs as well as references and track record of the service provider)		
2	**Instrument lease, installation and removal:** Ability of the offeror to meet standard service levels in the country		
3	**Service and maintenance:** Ability of the offeror to meet standard service levels in the country		
4	**Training:** Ability of the offeror to meet standard service levels in the country		
5	**Connectivity and data reporting:** Ability of the offeror to meet standard service levels in the country; quality of the proposed automated reporting system		
6	**Commodity supply chain management:** Ability of the offeror to meet standard service levels in the country (if applicable)		

	Scoring for global and value-added considerations -- Global	Score (1-5)	Qualitative notes
1	**Polyvalency:** Availability of additional WHO-prequalified assays or assays likely to be prequalified in the next 12 months that can be used on the same instrument (e.g., HCV viral load, HPV qualitative assay)		
2	**Physical requirements:** Footprint, water requirements, electricity requirements for instrument use		
3	**Ease of use:** Hands-on staff time requirement		
4	**Instrument service requirements:** Robustness of the instrument and ease of repair (e.g., frequency of service required, ability to remotely troubleshoot issues)		
5	**Global supply chain management:** Ability to meet global capacity needs and lead times. Track record of supply reliability and quality management		
6	**Value-added maintenance offering:** Quality of the offeror's proposal for value-added maintenance, e.g., for more frequent preventative maintenance visits if effective		
7	**Value-added training offering:** Quality of the offeror's proposal for value-added training and/or "super user" training		
8	**Value-added connectivity offering:** Quality of the offeror's proposal for value-added remote monitoring and/or reporting services, e.g., provision of dashboards or automated reporting to facilities		
9	**Development pipeline and equipment upgrades:** Potential value-add of likely upgrades, new technology and assays and/or sample types in development or undergoing regulatory approval		
10	**QA:** Strengths of QA qualifications and processes		