



PROVISION OF PRODUCT CATALOG MANAGEMENT TOOL (PCMT) SOFTWARE INSTALLATION AND CONFIGURATION SERVICES

Addendum # 03 – PSM-ZMB-PCMT-RFP-2021

Date of Issue: April 02, 2021

The purpose of this addendum is to provide responses to offeror’s questions submitted by March 19, 2021.

Additionally, all offerors shall note that Chemonics International will be the sole contracting party to any resulting subcontract. Bidders must rely only on written guidance from Chemonics International in preparing their proposals and should not rely on any promises or speculation from a third party.

Any inquiries regarding this correspondence should be addressed to PSMZambiaProcurement@ghsc-psm.org. No phone calls will be accepted, and all questions must be in writing. Thank you for your continued interest in GHSC-PSM Zambia.

Item No.	RFP Reference	Questions with Corresponding Responses
1.	N/A	In which Languages we need to prepare Technical documents and manuals? All deliverables should be prepared and submitted in English.
2.	RFP section II.3. Deliverables. Page 16.	What are the document requirements? E.g.: Technical manual, user manual, detailed documentation on technical specifications, User guide and Challenges and lessons learned and reports on capacity building. Please refer to the RFP section II.3. Deliverables.
3.	N/A	Who will bear the logistics and transport cost of pilot visits and requirement workshops? Due to ongoing pandemic, no pilot visits are expected under the SOW. Vendors may budget minimal trips at the end of the implementation. However, travel will be evaluated against COVID travel restrictions.
4.	N/A	Who will bear the User Acceptance Cost? <ul style="list-style-type: none"> •UAT Location •Accommodation for officers/participants •Travel Expenses officers/participants •Meals and refreshments for officers/participants

		<ul style="list-style-type: none"> •Printing cost for UAT manuals •Internet chargers • Equipment & Device chargers <p>To avoid high travel and meeting costs, all training/meetings should mostly be done virtually. All budgeted travel and in-person meeting expenses will be evaluated against COVID travel restrictions.</p>
5.	N/A	<p>Who will bear the User Training Cost?</p> <ul style="list-style-type: none"> • Training Location (If we are conducting in a single location) • Accommodation for officers/participants • Travel Expenses officers/participants • Meals and refreshments for officers/participants • Printing cost for Training manuals • Internet chargers • Equipment & Device chargers <p>Please see the response under item No. 5.</p>
6.	N/A	<p>Who will bear the Implementation Cost?</p> <ul style="list-style-type: none"> • Accommodation for officers/participants • Travel Expenses officers/participants • Meals and refreshments for officers/participants • Printing cost for Training manuals • Internet chargers • Equipment & Device chargers <p>Please see responses under items No. 5.</p>
7.	N/A	<p>What's the expected warranty period for the application?</p> <p>The warranty period for the application will be 90 days after go-live. The dedicated clause will be included in the final subcontract as well for better clarity.</p>
8.	N/A	<p>After the implementation are you going to maintain source code, or will there be any Level 3 support contract with us to maintain the platform? If so, for how many years?</p> <p>PCMT is an open-source software currently maintained by a USAID trusted solution provider. Vendor will not be required to maintain the source code.</p>
9.	N/A	<p>Where we need to host the platform?</p> <p>Hosting facility and server for the PCMT will be provided by ZAMRA. Tool will be hosted on-premise.</p>
10.	N/A	<p>Who is going to bear the live hosting chargers and resource chargers?</p> <p>Hosting facility and server and associated costs for the PCMT will be provided by ZAMRA.</p>
11.	RFP section II.3. Deliverables. Page 16.	<p>Do we need to budget for Development, QA, UAT, Training, Staging environments? Or are these environments provided by MoH?</p> <p>Vendor must budget to meet requirements under RFP section II.3. Deliverables of the RFP for the required documentation.</p>

12.	N/A	<p>What are the integrations we need to carry out within the contract period?</p> <p>Integrations are not expected under this award.</p>
13.	RFP section II.3. Deliverables. Page 16.	<p>What are the Reports and Dashboard Requirements?</p> <p>PCMT has already built-in dashboards. Refer to Section II.3 deliverable 5 for the required reporting requirements.</p>
14.	N/A	<p>How many different types of health facilities are in Zambia? and do they have different products applicable to these different health facilities?</p> <p>Primary product master data targets are that of ZAMMSA and ZAMRA. Other facilities' product master data will be considered under program scale-up to be defined in a separate award.</p>
15.	N/A	<p>Who should bear the cost of GTIN and GLN platform subscription fees and related chargers?</p> <p>GSI subscriptions fees are not expected under this award.</p>
16.	N/A	<p>Who will bear the cost for Issue tracking software?</p> <p>We anticipate the vendor to use readily available issue tracking tools such as GitHub.</p>
17.	N/A	<p>Do we need to set up and maintain the LI Support Desk?</p> <p>This is not required at this stage of the project.</p>
18.	N/A	<p>If so, who is bearing the coast for Help Desk components such as,</p> <ul style="list-style-type: none"> • Location • Staff • Phone (toll free number) & Internet Bills <p>This is not required at this stage of the project.</p>
19.	N/A	<p>What is the plan for the knowledge transfer process? Do we need to train the MoH IT resources?</p> <p>The solution provider will provide detailed documentation, as well as being responsible for basic end- user training on the PCMT for the key stakeholders and partners who are supporting and/or overseeing the data collection and mapping. Training material available from previous PCMT deployments can be accessed by the solution provider and modified by the solution provider to support Zambia.</p>
20.	N/A	<p>Can we include following items in the project costing?</p> <ul style="list-style-type: none"> • Project accommodation, • per diem of the employees <p>Please see responses under items No. 4 and 5.</p>
21.	N/A	<p>What is the Volume of Data that we can expect?</p> <p>The solution provider will be expected to support GSI hierarchies: product, item, and trade item. Generic products are currently estimated at 6,000 SKUs</p>

22.	N/A	<p>How many Products are there?</p> <p>The solution provider will be expected to support GSI hierarchies: product, item, and trade item. Generic products are currently estimated at 6,000 SKUs.</p>
23.	N/A	<p>Is there any requirement to configure the Attributes? Are the Custom Attributes defined already? If not, will they be defined during the project discovery phase?</p> <p>At this stage, we do not expect the solution provider to configure attributes. Zambia specific attributes will need to be populated into PCMT.</p>
24.	N/A	<p>How many Users can we expect?</p> <p>Governance structure for product master data maintenance is currently under development. Solution provider must plan for a diverse group of users ranging anywhere from 6-20 users.</p>
25.	N/A	<p>Is the Training Environment expected to be owned by ZAMRA, or by the awarded service provider?</p> <p>The solution provider will be responsible for preparing the training environment and will provide detailed documentation, as well as being responsible for basic end- user training on the PCMT for the key stakeholders and partners who are supporting and/or overseeing the data collection and mapping.</p>
26.	N/A	<p>What is the expectation with respect to the system on-premises deployment versus cloud deployment?</p> <p>Hosting facility and server for the PCMT will be provided by ZAMRA on premise.</p>
27.	N/A	<p>Referring to page 14, in the "PCMT Hosting & Support" paragraph, can Chemonics please provide clarity as to what terms are anticipated for Contractor providing "as-needed" support, post-configuration? Will support fall under a separate SOW / Agreement?</p> <p>Post-configuration support and scope will fall under a separate award.</p>
28.	II.2. Scope of Work (pg.15)	<p>Referring to requirements on Page 15, under "PCMT Software Support", around the Help Desk for the end-users to report bugs, what is the expectation around the privacy of the help desk ticket system? Is the system expected to be used after hand-off and going live? Do you have the Ticketing System already in Place?</p> <p>We anticipate the vendor to use readily available issue tracking tools such as GitHub. Set up of Help Desk is not expected under this award.</p>
29.	II.2. Scope of Work (pg.15)	<p>Referring to page 15, under "NPC Implementation", it is mentioned that in-country partners supported by the solution provider "could extend to include other system' owners". Can Chemonics provide some idea as to how many additional system owners may be engaged, and/or provide some idea as to the size and types of databases that those system owners may have?</p> <p>Initial target of two systems: ZAMMSA and ZAMRA systems. Additional systems will be considered under project scale-up to be awarded separately.</p>

30.	N/A	<p>With respect to Question 9 above, is it anticipated that the referenced possible extension to additional system owners will have any impact on cost?</p> <p>No additional system owners expected under this award.</p>
31.	N/A	<p>Can US based prime subcontractor contract with Zambia based subcontractors in US Dollars?</p> <p>The prime subcontractor will be responsible to manage its subcontractors according to their organizational policy. Chemonics will not be involved in any communication between the prime subcontractor and its subcontractors. The only party responsible for the deliverables will be the prime subcontractor that will sign the contract with Chemonics.</p>
32.	RFP section No. I.3.A. (pg. 6)	<p>For Section I.3.A. (pg. 6), please clarify if the 5MB limit is per attachment or per email. Given the anticipated larger size of the technical proposal requirements, is it possible to increase this limit to 20MB. The requirement for email submission of the proposal not to exceed 5MB could be very limiting.</p> <p>The 5MB limit is per attachment. One e-mail submission shouldn't exceed 15MB. Bidders, if deemed necessary, can submit the second e-mail with the remaining information and attachments, noting in both e-mails that the proposal consists of two separate submissions.</p>
33.	Annex 3, (pg. 62)	<p>For Annex 3, page 62, Please confirm what documentation is required for subcontractors to complete? Or if these are only required by the lead/prime contractor?</p> <p>Bidders are not required to complete those certificates at the RFP stage. The link included under the Annex 3, is part of the subcontract and consists of 10 separate certificates, which will be completed at the subcontract stage by the selected bidder.</p>
34.	N/A	<p>On an average, how many products may need to be mapped?</p> <p>Generic products are currently estimated at 6,000 SKUs.</p>
35.	N/A	<p>Should the mapping cover products from CHAZ/other distribution systems, in addition to ZAMMSA?</p> <p>Initial mapping will cover products from ZAMMSA and ZAMRA.</p>
36.	N/A	<p>During mapping to GSI GTIN, is there any recommended strategy on how to deal with products that do not come with a GSI barcode?</p> <p>It is expected that some products will not have a GTIN. Primary identifier will be a national ID anchored on a GTIN where available.</p>
37.	II.2. Scope of Work (pg.14)	<p>Is there other product registry for interoperability framework that this project may have to consider?</p> <p>No – integration is out of scope under this award.</p>
38.	N/A	<p>Is there any expectation on the scale up of user adoption, support, and continued maintenance beyond the consultancy period?</p> <p>No – this will be under a separate award.</p>

39.	N/A	<p>What is the scope of data collection – what is the definition of done for the purposes of this initial phase? Will data collection be time boxed, focus on certain programs/commodities, or is it expected to be ongoing throughout the POP?</p> <p>Data collection is focused on mapping of ZAMMSA and ZAMRA product masters with GTINs into a single source of truth.</p>
40.	N/A	<p>Is there a template for the SOP (format and/or content)?</p> <p>A template will be provided for SOPs.</p>
41.	N/A	<p>Are there an existing master data management processes in Zambia that will be adapted/updated to include the use of the tool, or will the SOP be created from scratch?</p> <p>The solution provider will support the revision and optimization of existing PCMT standard operating procedures (SOPs) for product master data management, subject to approval by ZAMRA contact points.</p>
42.	N/A	<p>Can the offeror propose updated deliverables/schedules?</p> <p>Offeror's can change deliverable schedule. However, the list of deliverables should be aligned with the RFP.</p>
43.	II.2. Scope of Work (pg.14)	<p>Please clarify if any activities or deliverables should be included for objective 3 ("Provide product registry services within the Interoperability Layer's Shared Services.").</p> <p>The solution provider will implement PCMT as supported by the OpenHIE community.</p>
44.	N/A	<p>Are the current product master list and the ZAMRA product list the same? If not, are those lists mapped to each other currently?</p> <p>Currently the data is not mapped. The solution provider will support GHSC-PSM in completing the data mapping exercise.</p>
45.	N/A	<p>Is the product data within each list standard/harmonized?</p> <p>Currently the data is not harmonized. The solution provider will support GHSC-PSM in completing the data mapping exercise.</p>
46.	N/A	<p>Would cloud hosting be considered for the PCMT instance?</p> <p>No.</p>
47.	N/A	<p>Will the GSI Healthcare Barcode Survey mobile app be available for data collection?</p> <p>GHSC-PSM will explore use of existing tools to collect data.</p>