



## REQUEST FOR INFORMATION

### PROJECT TO MODERNISE THE WEB APPLICATION WAHIS (WORLD ANIMAL HEALTH INFORMATION SYSTEM)

**WORLD ORGANISATION FOR ANIMAL HEALTH (OIE)**

**APRIL 2017**

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# 1 EXECUTIVE SUMMARY

This document is a Request For Information (RFI) soliciting to obtain information about contractor’s capabilities in several aspects of application development and IT Outsourcing services. The OIE is looking for a supplier of these services over a 10-plus year period, subject to negotiation. This document describes the background to the RFI, the OIE's objective for Phase II of the project, and presents the scope of services that the OIE is requesting from contractor.

## 1.1 BACKGROUND

The World Organisation for Animal Health, better known by its acronym OIE (Office International des Epizooties), is an intergovernmental international organisation founded in 1924. The OIE has its headquarters in Paris (France) and currently has 180 Member Countries.

As well as setting international sanitary standards for trade in animals and animal products, one of the OIE’s key missions is to prevent the global spread of infectious disease through trade of terrestrial and aquatic animals.

The strategic business adding values are:

- Ensure transparency in the global animal disease situation
- Efficient collection and dissemination of information in a short timeframe
- High data quality and information dissemination
- Collect sufficient information for proper determination of official disease status of each country

To achieve these objectives, the OIE has developed the World Animal Health Information System, better known by its acronym WAHIS, through which Member Countries are compelled to notify to the OIE animal health disease events reported in their national territory.

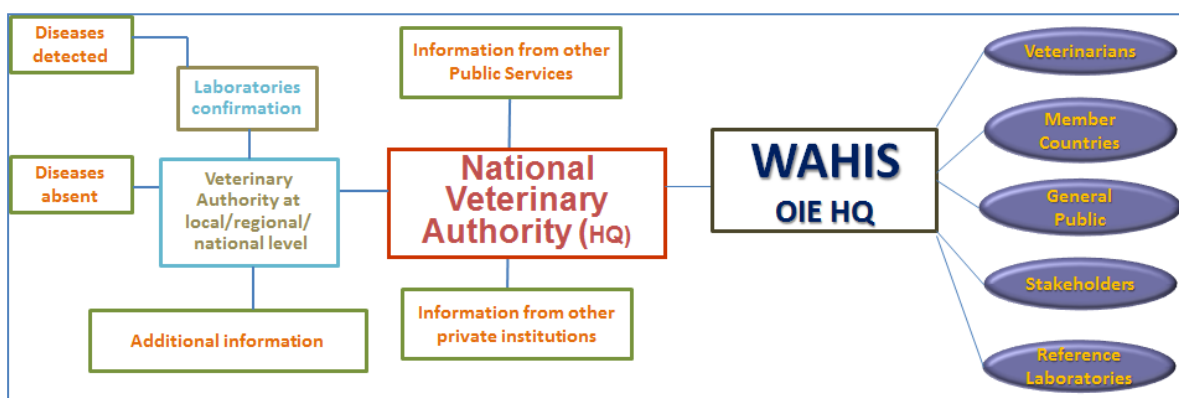


Figure 1: Information flow through the current WAHIS

Following previous databases, WAHIS, developed in PHP/MS SQL, was launched in 2005 and was updated in 2009 and 2012. Access to enter data in the system is restricted to authorised users, mainly the Chief Veterinary Officers (CVOs) of OIE Member Countries (‘the Delegates’) and non-member countries and their representatives, who use WAHIS to notify to the OIE of relevant animal health information.

WAHIS is a unique reference source of validated official data received from 201 countries and territories and with over 16,000 subscribers receiving notifications daily. Over 4,500 WAHIS pages are viewed each day which shows the public interest of WAHIS data.

To enable free access to world animal health data, the World Organisation for Animal Health (OIE) provides Internet users with several web based tools designed to address specific user needs. These tools are the World Animal Health Information System (WAHIS), this internet-based application collects animal diseases notifications and distributes validated animal health information reports to countries through its **public WAHIS interface**, *WAHIS-Wild* dedicated to wildlife data, World Animal Health (WAH) application developed to improve data acquisition and customised extraction and the latest smartphone application *WAHIS alerts*, that was launched to allow rapid access to animal health notifications.

Today, WAHIS Core business application consists of five interconnected modules.

#### **Back Office (four modules):**

- **Module 1:** the early warning system, the main component for notifying animal disease events within 24 hours after their confirmation, enabling countries to take the appropriate measures to avoid the spread of high-impact animal diseases. This early warning system includes two kind of reports:
  - immediate notification report (IN)
  - follow-up reports (FUR)

The *WAHIS Alerts* application for smartphones developed in 2015, is based on the early warning system module and disseminates immediate notifications and follow-up reports (disease alerts).

- **Module 2:** the monitoring system enables countries to notify the presence or absence of OIE-Listed terrestrial and aquatic animal diseases (116 for year 2017). It includes two kind of reports:
  - monthly reports
  - six-monthly reports
- **Module 3:** the annual report, through which additional important information on Veterinary Services and the situation in individual countries are reported on an annual basis through independent sections (zoonotic diseases transmitted to humans, animal population figures, veterinary personnel, vaccine production, laboratories). In addition, this report gathers all the reports provided by the country during the year (six-monthly reports)
- **Module 4:** the wildlife disease annual report, comprising 53 wild animal diseases not on the OIE-List, reported on a voluntary basis by Member Countries.

#### **Front office interface (one module)**

- **Module 5:** WAHIS interface, that gathers all data recorded since 2005 in WAHIS, is the WAHIS application dashboard that allows analysing information and generating maps. The *WAHIS-Wild* Interface data allows to providing statistics on wildlife. Through the use of World Animal Health (online version) data can be extracted in Excel files.

**Administrative component:** includes reference tables for system management, user management, and configuration of mapping parameters, among others.

In addition to WAHIS (since 2005), the OIE keeps e-records on animal diseases in the previous historical data's e-system: Handistatus II (1996-2004).

For further information on the above mentioned tools, please visit the WAHIS portal: <http://www.oie.int/en/animal-health-in-the-world/wahis-portal-animal-health-data/>

## 1.2 Need for improvement: WAHIS+ project

Availability of new technologies and societal changes demand improvements of WAHIS for data capture and sharing. Internal users would be relieved of a significant amount of time spent on data entry, verification and extraction request if the system was more ergonomic and efficient. Major demands that must be met with WAHIS+ include: efficient and high volume data extraction of temporal and spatial data, the ability to collect molecular information on pathogens (genomic data), seamless interconnection with regional and national animal health information systems, as well as a national module for all the reports, with a view to use the information at national level, embedded data mining features, high resolution and dynamic mapping functions and dashboard production.

These demands together with the user needs that were collected through a survey in the first quarter of 2016, have provided a stimulus for the development of **WAHIS+ as a future solution**. Therefore WAHIS+ will be completely redesigned and its architecture will evolve significantly with regards to its functionalities, performance, security and user interface.

This project will have a significant positive impact in terms of meeting the strategic objectives and mandate of the Organisation and that of its Members. The investments needed to develop **WAHIS+** are aligned with the Sixth Strategic Plan of the OIE for the period 2016-2020, specifically the strategic objective 2: *“Establishing trust between stakeholders, including trading partners, in the cross-border exchange of animals, animal products and foods derived from animals by **transparency and good communication of the occurrence of diseases of epidemiological significance**, and in OIE processes and procedures”*. This shall be achieved through developing a strongly coherent and expanded interface between WAHIS+ and regional and/or national databases to ensure the rapid dissemination of animal disease information.

## 1.3 Impact on the business processes

The current OIE's animal diseases reporting system WAHIS is managed by the World Animal Health and Analysis Department (WAHIAD). The department's primary role is to receive, validate and ensure timely publication of OIE Member Countries animal health reports through WAHIS. In addition, the Department provides global animal health situation analysis reports, technical assistance to WAHIS to end users and the update of reference tables. Therefore, the WAHIS+ project is strategically managed by WAHIAD team. The project leader is the Head of the Department and designated Business Project manager as well as the IT project manager are also working within WAHIAD.

WAHIS+ will have a great impact on the global animal health community, as well as on the activities run by the OIE WAHIAD staff.

It is expected to reduce time spent on the verification of reports by WAHIAD staff leading to increased efficiency in the publication of Members' reports on the WAHIS+ interface, thereby making the information available more quickly to Members. The workforce required to appropriately staff the department may not be reduced, but the new system will allow the staff to produce valuable information and reports in a timely and efficient manner for the benefit of Members.

WAHIS+ will:

- a) Have an intuitive user interface that is flexible and faster during data entry thus improving disease reporting compliance and data quality;
- b) Access to all the historical animal health data available since 1996;
- c) Allow data analysis and acquisition by users through integration of business intelligence (BI) technologies;
- d) Empower the WAHIAD team to increase output of high value-added work to efficiently provide appropriate data analyses and other information for decision making;
- e) Be technically supported by a designated Information Technology specialist to manage the required evolution of the system through time.
- f) Bring a new interactive and dynamic Geographic Information System (GIS). Quicker, user-friendly, with the latest up-to-date mapping technologies, this application will be the main support on which to display the information and provides maximum business performance.

## 2 WAHIS+ PROJECT REQUIRED SERVICES

The WAHIS+ project is organised as follows: Phase 0 (July 2016 – October 2016) was the project initiation phase where a provisional timetable and project strategy were developed. The main achievement was the sub-contracting of a consultancy firm to provide assistance to the OIE through an international call for tender. Phase I (November 2016 – September 2017) was the launching of the project during which the business case was finalised, estimated project budget was developed, user needs assessment were conducted and functional specifications were written. Also during this phase a technical project manager will be recruited. The final deliverable of phase 1 would be the recruitment of an IT company to develop WAHIS+ during Phase II.

Sub-contracting firm will accompany OIE through the Phase II to provide technical support to ensure the delivery of all project activities and services.

### 2.1 Services to be furnished during Phase II

The Phase II of WAHIS+ project comprises of **four units of Services** which will be the **major transversal tracks** of this phase.

- **BUILD AND DEPLOY SERVICES (or Build Track):** Focuses on the construction and development of the WAHIS+ platform functional components (see further Figure 3) and the deployment stage by stage **from November 2017 to April 2020**.
- **SOFTWARE SERVICES:** focuses on implementation of a **new Mapping Application/Geographic Information System (GIS)** integrated with diverse modules of the Core Business Processes and the implementation of a Business Intelligence (BI) solution by integrating **Data Mining Application** which must be designed with a powerful tool to effectively explore this large volume of data and generate knowledge. An effective data mining system and a high precision are critical for presenting the epidemiological situation; WAHIS should be enhanced in this approach.
- **OUTSOURCING SERVICES (or RUN Track):** unit focuses on the subcontracting Services from **November 2017 to December 2026**. This unit is the use of an external service provider to effectively deliver application services and infrastructure solutions for technical business outcomes. It includes **Hardware Infrastructure (OIE system):** Server, Operating systems, Virtual Instance, Security / Mirroring, backup,...), Database system, Hot line services; **Users Support** : Hot line Level 1; **Maintenance:** Maintenance Geographical Information System (GIS); Maintenance Application: Hot line level 2 & 3.

- **CHANGE MANAGEMENT SERVICES:** the purpose of Change Management is to ensure that WAHIS+ Platform users have right tools and capabilities to use the new application components. Focuses on **knowledge transfer regarding the new business processes** implemented and **new functionalities** that supports these processes. Key accomplishments are **E-learning Platform** and **Training**.

## 2.2 Phase II rollout strategy

The features of this Phase II are structured around **three STAGES** which correspond to the three periods of the rollout strategy as shown in figure 2.

The roll out strategy foresees the timely development of WAHIS+ platform via modules, delivered through the **AGILE project management methodology**. This iterative, team-based approach ensures a quick delivery of functional components and visible results in a short period of time.

The desired outcome will be an efficient WAHIS+ platform with the shortest delivery time that will incorporate new technologies, provide a good working environment to the users and data provided in real-time.

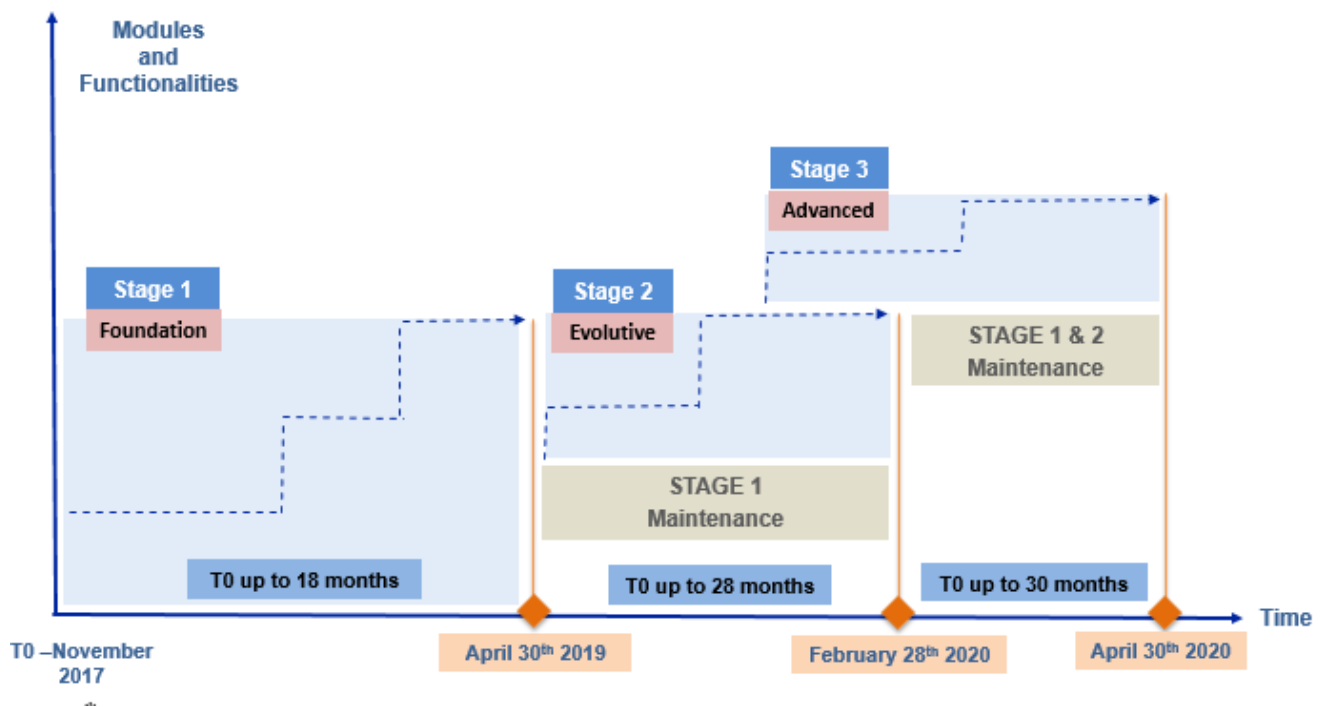


Figure 2: WAHIS+ platform rollout strategy

Based on the projection that the Phase II will begin in early of November 2017, the expected duration of the WAHIS+ Project will be the following:

- STAGE 1 "Foundation" up to 18 months (April 30<sup>th</sup> 2019)
- STAGE 2 "Evolutive" up to 10 months (February 28<sup>th</sup> 2020)
- STAGE 3 "Advanced" up to 6 months (April 30<sup>th</sup> 2020)

**Stage 1 “Foundation”**, covers all the functional aspects of the current WAHIS platform plus some new features with high added value on business processes and technical levels. This first stage allows the OIE to quickly have the operational efficiency to manage the global animal disease worldwide situation and delivery of data that will drive the most effective decisions in a short timeframe. The system will be launched at the end of this stage 1.

This stage includes:

- Immediate Notifications Report (IN)
  - Follow-up Report (FUR)
  - Six monthly Reports (MR)
  - Annual Report (AR)
  - Annual Report on the diseases of the Wildlife
  - New Geographical Information System (GIS)
  - WAHIS+ Data Mining (Interface)
  - First part of Genomic data functionalities (Immediate Notification content implementation, sequence data,...)
  - First part of Interoperability with regional databases and development of national WAHIS+ component
  - WAHIS+ Alert Application (one to one functional process as the current solution)
  - E-learning platform (design and build)
  - Dashboards production (first scope) for internal and external users
  - Data migration
- **Stage 2 “Evolutive”**, which delivers a first wave of new additional features:
    - Second part of Genomic data functionalities (incorporation of advanced level of information with laboratories and other actors)
    - Interoperability with the regional and national databases and dashboard production
    - Interoperability with other sources of data e.g. Antimicrobial Resistance (AMR) database, laboratories, meteorological)
    - E-learning platform (design and build)
    - Dashboards production (second scope)
- **Stage 3 “Advanced”**, which delivers a second wave of new additional features:
    - Handistatus II database Migration, which is the historical database containing data before 2005.
    - Dashboards production (third scope)



## Synthesis of functional scope of each three stages

Process / Modules / Functionalities	Stage 1 (up to 18 months)	Stage 2 (up to 28 months)	Stage 3 (> 30 months)
Immediate Notification and Follow-up reports	●		
Six-Monthly Reports	●		
Annual Report /World animal health	●		
Annual Report on wildlife diseases	●		
WAHIS+ Interface	◐	●	
WAHIS+ Wild Interface	●		
WAHIS+ Alert Application	●		
Improved Mapping Feature	●		
WAHIS Data Migration	●		
Genomic data	◐	●	
E-learning platform	◐	●	
Interoperability with regional and national databases	◐	●	
Interoperability with other sources of data (Antibiotic Resistance (AMR), laboratories, meteorological)		●	
HANDISTATUS Historical Data's Migration			●
Data Mining / Dashboard's Production	◐	◐	●
<i>Accomplishment status:</i> ● - 100%; ◐ - 50%; ◑ - 25%;			

The Figure 3: Functional scope of each stage

The content of each stage will be completely detailed in the functional specifications of RFP.

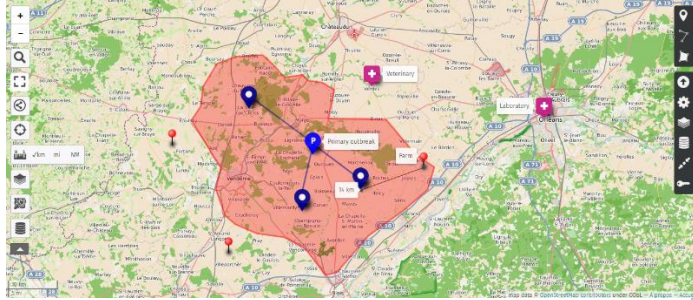
### 3 METHOD OF WORK AND TIMEFRAMES

The different services are structured into “**Work Packages**” (WP) and “**Software Packages**” (SP) with a distinct content and output expected. It will up to the contractor to deliver the defined output at the required high quality level describe in the future RFP.

#### 3.1 Stage 1 “Foundation”

PHASE II	BUILD AND DEPLOY - WAHIS+ Application development	Start date	End date
<b>STAGE #1 Activities</b>			
<b>WP1</b>	<p><b>Build and deploy the Core Business Processes modules (legacy application):</b></p> <ol style="list-style-type: none"> <li><b>WAHIS System back office:</b> The access to submit data in this system is restricted to authorized users such as the Heads of Veterinarian Services of the Members countries of the OIE (Delegates) or non-Members (CVO) as well as their official nominated staff (Focal Points). They notify the appropriate sanitary information to the OIE in the form of different reports:</li> </ol>	November 2017	April 2019

PHASE II	BUILD AND DEPLOY - WAHIS+ Application development	Start date	End date
	<p><b>1.1 Immediate Notification and Follow-up reports</b> for each disease or event, dedicated to notify them and track their evolution in the outbreaks.</p> <p><b>1.2 Six-monthly reports</b>, enabling countries to notify the presence or absence of OIE-Listed terrestrial and aquatic animal diseases (116 for year 2017).</p> <p><b>1.3 Annual reports</b>, which capture number of cases and deaths on the zoonotic diseases, animal population census and production figures, different categories of Veterinary Services personnel, laboratory diagnostic capabilities and vaccine production data sanitary situation of the countries. These data are displayed by independent sections (zoonotic diseases, animal population, veterinary staff, vaccines production, laboratories).</p> <p><b>1.4 Wild annual reports</b> comprising 53 wild animal diseases not on the OIE-List, reported on a voluntary basis by Member Countries</p> <p><b>1.5 Local reports</b> (New National component) will be integrated in WAHIS+: Subnational staff, National Focal Points and Delegates of each country would be able to collect data, analyse and publish local reports at national level.</p> <p><b>2. WAHIS Interface (front office):</b> This interface is open to any user on the OIE website and provides an access to the <b>OIE sanitary information database</b> (info by country/territory, control measures, disease information). <b>WAHIS interface is the dashboard of the WAHIS+ application</b> which provides analysis of information, extraction of data and generates maps. In WAHIS+, these components will be covered by the data mining software (See SP2#1 content)</p> <p><b>3. WAHIS Wild interface provides statistics dedicated to wildlife. In WAHIS+, these components will be covered by the data mining software.</b></p> <p><b>4. World Animal Health</b> allows users to extract data in Excel format. This tool will be incorporated in WAHIS+ interface and will integrate all data extraction features.</p> <p><b>5. WAHIS Alert application for smartphones</b> broadcast disease alerts.</p>	November 2017	April 2019
SP1	<b>Integrate new Mapping Application / Geographic Information System (GIS)</b> with various modules of the		

PHASE II	BUILD AND DEPLOY - WAHIS+ Application development	Start date	End date
	<p>Core Business Processes</p>  <p><b>Figure 4: Example of a map</b></p> <p>The WAHIS+ Platform will include an interactive mapping system that will be used to:</p> <ul style="list-style-type: none"> <li>- Determine the coordinates of disease outbreaks (Latitude / Longitude) when reporting an outbreak in an immediate notification or in a follow-up report.</li> <li>- Set the bounding coordinates of the default view of a country, when setting up country parameters.</li> <li>- Check the code and name of first division administrative boundaries</li> </ul> <p>The map controls are located below the map (zoom in, zoom out, center the map on the clicked point, radio buttons, create an outbreak point, layer check boxes,...),</p> <p>This interface is customizable by country, takes into account the different administrative units of the countries and the corresponding map to notify the outbreaks. It also has an Administration interface for the OIE staff and administrators.</p> <p><b>More functional details will be describe in the call for tender (RFP)</b></p>	November 2017	April 2019
SP2 #1	<p><b>Data Mining</b> solution implementation - First functional scope/wave</p> <p>The Data Mining solution will be implemented on the back office and front office as well as in the national component.</p>		
WP2 #1	<p><b>Database conversion and migration (wave 1)</b></p> <p>A data migration is part of the WAHIS+ project. Enhancement of the application will require to build a new data model, and data must be migrated from the old databases (WAHIS and Handistatus II) to the new WAHIS+.</p> <p>Data migration shall not cause any loss or corruption of information other than the one that will be specified.</p> <p>Data migration from the current WAHIS database will be done twice: once during the development phase and</p>		

PHASE II	BUILD AND DEPLOY - WAHIS+ Application development	Start date	End date
	second during the deployment to ensure inclusion of the latest data on WAHIS+.		
<b>WP3 #1</b>	<p><b>Build and deploy Interoperability (Regional and National) and connexions and relationship with other sources of data</b></p> <p>The main constraint is the system updates which are needed regularly and subsequently the updates of other systems linked (interoperability) to WAHIS+.</p> <p>Interoperability with the other sources of data such as AMR <b>global</b> database, laboratories, meteorological. The OIE is committed to supporting Veterinary Services of Member Countries to build their capacity as well as to develop and implement National Action Plans for AMR, to regulate and promote prudent use of antimicrobial agents, and to implement monitoring and surveillance. All these integrations are intended to add value and improve access to important data</p>		
<b>WP4 #1</b>	<p><b>Build and deploy Genomics data module (first part of functionalities in the Immediate Notification module)</b></p> <p>Genomics data will be linked to epidemiological data in the immediate notifications and follow up reports. Genomic data will be uploaded by the authorised user and made accessible in the WAHIS+ interface front office). The genomic platform will be created as part of WAHIS+.</p>	November 2017	April 2019
<b>WP5 #1</b>	Conduct acceptance tests for STAGE 1		
<b>WP7 #1</b>	<p><b>Training</b></p> <p>Train the trainers: OIE staff</p>		
<b>WP8 #1</b>	<p><b>E-learning System</b> (wave 1): This will require the scoping and targeting of needs (content), the design the architecture and delivery methods, building and testing of the e-learning.</p> <p>The e-learning platform and the content of Stage 1 e-learning should be ready when the stage 1 of WAHIS+ will be launched in "Go Live" (April 2019).</p>	November 2017	April 2019
<b>WP9 #1</b>	<p><b>Dashboard's Production</b> (wave 1):</p> <p>The main characteristic of a dashboard is to allow the users to visualize and to understand quickly their data base. Transform the data into exploitable information</p>		

### 3.2 Stage 2 “Evolutive”

PHASE II	BUILD AND DEPLOY - WAHIS+ Application development	Start date	End date
<b>STAGE #2 Activities</b>			
<b>WP3 #2</b>	<b>Build and deploy Interoperability (Regional and National) for exchange of data</b> <b>Integration with other sources of data</b> such as AMR global database, laboratories, meteorological is also foreseen and should be prioritised as part of the development of WAHIS+.	May 2019	February 2020
<b>WP4 #2</b>	<b>Build and deploy Genomics data module (second part of functionalities)</b> Main objectives: <ul style="list-style-type: none"> <li>- Gather genomic sequences from the OIE Reference Laboratories, national laboratories, scientific institutions</li> <li>- Provide a service for data storage</li> <li>- Share sequence data within and outside the OIE network</li> </ul>		
<b>WP2 #2</b>	Database conversion and migration (wave 2)		
<b>SP2 #2</b>	<b>Data Mining</b> solution implementation - Second functional scope		
<b>WP5 #2</b>	Conduct acceptance tests for STAGE 2	May 2019	February 2020
<b>WP8 #2</b>	<b>E-learning</b> (Build and Run the solution) (wave 2)		
<b>WP9 #2</b>	<b>Dashboard's Production</b> (wave 2): Extend and implement functional scope (strategic, operational and analytical) of the dashboards		

### 3.3 Stage 3 “Advanced”

PHASE II	BUILD AND DEPLOY - WAHIS+ Application development	Start date	End date
<b>STAGE #3 Activities</b>			
<b>WP6</b>	<b>Build and deploy HANDISTATUS (Historical Data's Migration)</b> The possibility that WAHIS+ collects historical data from Handistatus II database, which is the historical database containing data before 2005. This specific data migration shall not cause any loss or corruption of information other than the one that will be specified.	November 2019	April 2020
<b>WP2 #3</b>	Database conversion and migration (Stage 3)		
<b>SP2 #3</b>	<b>Data Mining</b> solution implementation - Third functional		

	scope		
<b>WP5 #3</b>	Conduct acceptance tests for STAGE 3		
<b>WP9 #3</b>	<b>Dashboard's Production</b> (wave 3): Third scope of strategic, operational and analytical dashboards.	November 2019	April 2020

### 3.4 Outsourcing Services

This unit of services focuses on the Outsourcing Services. Outsourcing services could be done by the IT development company or could be outsourced by another service provider to ensure proper infrastructural support in the long term.

PHASE II	OUTSOURCING SERVICES - WAHIS+ Application	Start date	End date
<b>Activities</b>			
<b>WP10</b>	<b>Hardware Infrastructure</b> <ul style="list-style-type: none"> <li>Servers and operating system</li> <li>Security / Mirroring</li> <li>Database system: e.g. SQL Server, MySQL , Oracle, etc.</li> <li>Operating System: e.g. Windows OS , LINUX, etc.</li> <li>Development environment : Php , ASP, Java, etc.</li> </ul>	November 2017	December 2027
<b>WP11</b>	<b>Software Infrastructure</b> <ul style="list-style-type: none"> <li>User Support (Hotline Level 1 services); A first-level help desk may be prepared to answer the questions or provide the information commonly found among the FAQ or in a knowledge base.</li> <li>Maintenance Application (Hot line Level 2 &amp; 3) If the issue is not resolved at the first level, it can be forwarded to a second level with resources to handle more complex issues. A third line of support to deal with software-specific needs, such as updates and bug fixes that directly affect a specific client may be established.</li> <li>Maintenance of the Geographical IS (GIS)</li> <li>Maintenance of the Data Mining application</li> </ul>	January 2019	December 2027

## 4 GENERAL CONSIDERATIONS TO BE TAKEN INTO ACCOUNT BY THE IT COMPANY

The company which intends to bid for the call for tender and therefore reply to this RFI should cover all aspects of the RFP. It includes best practices in the use of new technologies and digital resources, interoperability with other databases, methodologies recommended for this project, and recommendations for timeframe.

Due to the nature of the project development through an Agile methodology, the Scrum Master will be accommodated at the OIE premises in Paris. It would be also preferable that the local subsidiary of the IT company with its team of developers be located within the vicinity of the OIE HQ. Developers managed as an offshore team **would not be considered eligible**.

The challenge is to keep the legacy application running while converting it to newer, more efficient code that makes use of new technology and programmer skills.

### 4.1 Best practices in the use of new technologies and digital resources

#### 4.1.1 Technologies for developing the application/platform

The technologies used need to have a responsive design (to serve multiple platforms), must be adaptable, quick and easy to navigate and allow for concurrent users (the number of users connected at the same time around 100 users). There is a need to have a highly scalable system able to handle different types of software such as Java, Angular JS, PHP, Cold fusion, etc. Data collection has also extended to the use of mobile applications. **The human interface development of the future system requires serious attention.**

#### 4.1.2 Project development methodology

During the Phase II of the WAHIS+ project, the development phase will be performed using the "AGILE" methodology (several iterative cycles of specifications detailed, developments and testing).

Scrum is the most used AGILE method, and could be a simple and efficient methodology approach to develop and deliver a complete AGILE solution such as the WAHIS+ project.

#### 4.1.3 Mapping Information System (Geographic Information System / GIS)

This is big issue to take into consideration for the OIE. A significant number of countries change their administrative divisions' boundaries and to a lesser extent their international boundaries; the aforementioned must be reflected in the WAHIS official maps and reports. Various solutions were proposed including use of geo coordinates instead of administrative divisions to localise outbreaks, and applying maps for publication.

The OIE might also use a specific Geographic Information System software. This decision will be made for the RFP.

#### 4.1.4 End to end support through the Outsourcing Services

The OIE is open to receive proposals from companies capable to provide development and hosting services as one single supplier or alternatively development and hosting could be provided by separate companies. These hosting services include application services and infrastructure management, hardware break fix, Data Centre migration and hosting, training and service desk support.

#### **Outsourcing services and outsourcer expectations:**

- Provides the flexibility to transform the new WAHIS+ generation of infrastructure and these application components.
- Delivers improved agility and responsiveness through advanced project-management skills, ability to quickly ramp up or scale down resource capacity and ability to access and leverage collaborative development methods, such as agile software development.
- Allows the OIE to focus on their core competencies and improves services value with highly skilled professionals to bolster capacity or provide specialized capabilities
- Reduces IT costs and improves flexibility, scalability and service levels with access to technology experts.

#### **4.1.5 Data mining**

Currently WAHIS cannot be considered as a *Big data* database; however with the incorporation of the genomics information's, interoperability with regional and national databases, the national component and other sources of data, it can evolve into a Big data database.

During the Foundation stage of the project (Stage 1), the IT Company needs to advise the OIE regarding the selection of a data mining solution.

#### **4.1.6 Security and backup systems**

The security and backup systems need to be included in the outsourcing services scope.



## 5 RFI REQUIREMENTS PROCESS

### 5.1 OIE Contact point

Contact Point:

Mrs Natalja Lambergeon - World Animal Health Information and Analysis Department

OIE WAHIS Project Manager

12 rue de Prony

F-75017 Paris

Tel: (33) 01 44 15 18 88

Email: [wahisproject@oie.int](mailto:wahisproject@oie.int)

### 5.2 RFI schedule

The OIE primary key dates in pursuing this consultation are as follows:

28 <sup>th</sup> April 2017	RFI made available to the bidders (publication)
From 2 <sup>nd</sup> to 19 <sup>th</sup> May 2017	Exchange of questions and answers
31 <sup>st</sup> May 2017, 12:00 a.m.	Deadline for receiving the RFI replies
15 <sup>th</sup> June 2017	RFI's submission replies are evaluated
30 <sup>th</sup> June, 2017	Sending of the RFP to the IT companies selected

If necessary, companies may request additional information for the drafting of their responses. Requests must be sent in writing to the Contact Point (cf. paragraph 5.1 -OIE Contact Point) no later than 19th of May 2017.

Responses must be received by 31<sup>st</sup> May, 2017. Extensions to this date cannot be accepted.

### 5.3 Response format

Response must be submitted in five hard copies (one original and four copies) and one electronic copy. This response must be submitted in English.

Responses to the RFI must be submitted in a sealed envelope bearing in large bold letters:

<b>CONFIDENTIEL</b> <b>NE PAS OUVRIR A LA RECEPTION<sup>1</sup></b> <b>RFI: WAHIS+</b>
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<sup>1</sup> "CONFIDENTIEL" (in French) means: "Confidential"; "Appel d'offres" (in French) means: "Call for tender" and « NE PAS OUVRIR À LA RÉCEPTION » (in French) means: "Do not open this mail at the front desk / reception desk / when received". This should be written in French since OIE Headquarters are based in Paris, France and OIE reception desk staff handling incoming mail are French speaking.

Responses should be labelled as follows:

Madame la Directrice Générale  
Organisation Mondiale de la Santé Animale (OIE)  
12, rue de Prony  
F-75017 Paris  
France

The wording on the envelopes should also appear on the outside of the (plastic) wrapper if the responses are sent through commercial couriers or quick mail delivery services. If relevant, the OIE will provide the required acknowledgment of receipt.

#### 5.4 Structure of the RFI document

To facilitate a timely and comprehensive evaluation of all submitted answers, responses must be submitted using the format requested in this RFI. Any deviation from this format may lead to the rejection of the answer.

Any deviations from requirements, or requirements that cannot be satisfied by the supplier, must be clearly identified.

All requests for information in all sections of this document must be responded as concisely as possible while providing all information necessary to understand the outsourcing process proposed.

Companies' responses must provide the following information, in the requested sequence:

1. Provide brief history, company presentation, operating locations, numbers of employees by region and some general business background information:
  - Functional areas of expertise, length of experience
  - Experience with health sector and associated application
  - Geographic coverage (all services and similar services)
  - Year and country of integration
  - Key partnerships (GIS)
2. Services offerings and Software technologies services
  - **BUILD and DEPLOY:** Experience with the range of application development project in AGILE methodology
  - Geographic Information System implementations
  - Data mining implementation
  - **RUN:** Experience with outsourcing services in hardware and software Infrastructure.
3. Customer references and information:
  - One current customer for similar services
  - Three recent customers for similar services (end-to-end references)
  - GIS implementation references
  - Data mining implementation references
4. Potential for value-added services
  - Hardware infrastructure (server, operating system, security / mirroring, database system management, network operations...)
  - Maintenance application / Hot line Level 2 & 3

- User support (hot line Level 1)
  - Database operation and Management
  - Training and capitalisation of knowledge in the same project
5. Additional relevant information: e.g. Confidential Business Information, partnership with specific company (Ex: GIS editor).
  6. Provide the name, title, address, telephone and e-mail for the primary contact for receiving the call of tender (RFP) if your RFI is admissible.
  7. Complete the form “Financial and Economic Capacity Assessment” (Annex 1)

## 5.5 RFI related questions and clarifications

All communication with the OIE and all questions related to this RFI must be directed to the single OIE point of contact for this project (see 5.1). Time allocated for answers/questions exchanges are indicated in the RFI schedule (see 5.2).

## 5.6 Selection process and criteria

The selection process will be realized on the valuation of a series of criteria:

- Company structure (presentation, operating locations, numbers of employees by region / revenue for last 3 years (in millions), organisation, sustainability of the company)
- Financial and Economic Capacity Assessment
- International presence
- Experience in similar services:
  - Application development,
  - GIS implementation,
  - Data mining implementation,
  - Outsourcing Services,
  - Change management Services
    - E-learning capabilities, tools project
- Methodology Agile software development
- Expertise of company in the Health sector
- TMA Application Management
- Quality and adequacy of the credentials customer’s projects (projects achieved providing project scope, date, owner, status, pricing...)

## 5.7 Notification of the interest

Companies, whose responses to RFI will be evaluated as successful, will be eligible to participate in the Request for Proposal (RFP). OIE will address to the successful companies the following components:

- Call for Tender
- WAHIS+ Specifications (Scope of work)
- Requirements Matrix

## 6 ANNEX

### 6.1 ANNEX 1

#### FINANCIAL AND ECONOMICAL CAPACITY ASSESSMENT

RFI No.	.....
Company name	.....

Regarding the last two years for which the accounts are closed :

2015	Start of the fiscal year	...../...../.....
	End of the fiscal year	...../...../.....
2014	Start of the fiscal year	...../...../.....
	End of the fiscal year	...../...../.....

Currency used for accounting:

Simplified balance sheet/financial position		
	2015	2014
Assets (total), including:		
Cash and cash equivalents		
Liabilities (total), including:		
Equity (reserves, investment subsidies and others)		
Total liabilities, including:		
Total of medium and long-term debts (> 1 year)		
Total of short-term debts (< 1 year)		

Simplified statement of financial performance		
	2015	2014
Total expenses, including:		
Personnel costs (amount)		
Personnel costs (% of the total expenses)		
Revenue :		
Operating income		