COS/DTIS/2021-2

CALL FOR PROPOSAL

IS MODELING TOOLS

WORLD ORGANISATION FOR ANIMAL HEALTH (OIE)

1ST APRIL 2021

Contracting authority

World Organisation for Animal Health (OIE)

12 Rue de Prony

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1. GENERAL TENDERING RULES

1.1 GENERAL PURPOSE

This call for proposal ("tender procedure") is an invitation for interested service providers to submit a proposal regarding the methodology and approach to carry out a cost benefit analysis of investing in emergency management.

The information included in the tender documents are provided to Tenderers so they may prepare a proposal in response. However, the transmission of the tender documents to tenderers does not imply any legal obligation on the part of the OIE to entrust the provision of the services to any tenderer. The OIE has the right to reject any proposal in its sole discretion. The OIE remains strictly independent of any tenderer, and none of the provisions of the tender documentation may be interpreted as creating a contractual relation of any sort.

The OIE is under no obligation to accept a given tenderer's proposal and reserves the right not to proceed with or to terminate negotiations with any tenderer, at any time prior to the signature of a Contract.

1.2 CONFIDENTIALITY

Unless otherwise authorised in writing by the OIE, all information, whether disclosed either directly or indirectly, formally or informally, in writing, orally, or by visual inspection, which are part of the tender procedure or provided for its purpose or any amendment thereto, shall not be disclosed, copied, used or modified in any manner and shall only be used for the sole purpose of the tender procedure.

All information received in response to this initiative that is marked proprietary will be handled accordingly. Responses will not be returned.

1.3 RESPONSE PROCESS

The OIE reserves the right to introduce non-substantial modifications to the tender documents. In the event that the OIE, either following a request from a tenderer or on its own initiative, introduces a modification of the tender documents, all tenderers having received the invitation to tender and indicated an intention to respond will be informed simultaneously. The OIE may extend the deadline for submission of tenders to all tenderers to allow tenderers to take into account these changes.

1.4 COSTS OF RESPONSES

Tenderers are responsible for all costs and expenses, including professional fees, incurred in connection with the preparation and submission of responses to, and generally their participation in, the tender procedure

1.5 CONDITIONS OF PARTICIPATION

Natural and legal persons as well as consortia (either officially established or constituted specifically for this call for tender) who have provided a compliant response to the RFP as published may apply.

No more than one tender may be submitted by a person whether as a natural or legal person or member of a consortium. If a person submits more than one response, all responses in which they participate will be excluded from the selection process.

In participating to this call for proposal, a tenderer represents and warrants by doing so that:

- It is not bankrupt or under mandatory liquidation, is not having its affairs administered by the courts, has not entered into any arrangement with creditors, is not the subject of any proceedings concerning its business activities, or is not in any similar situation arising from a procedure provided for in national legislation or regulations;
- The tenderer nor a person having powers of representation, decision making or control or a member of an administrative, a management or a supervisory body has not been the subject of any judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organization, money laundering, offences linked to terrorist activities, child labour or trafficking in human beings, creating or being a shell company or any other illegal activity;
- It or persons having powers of representation, decision-making or control over it have not been guilty of professional misconduct, including misrepresentation.
- It is in compliance with all its obligations relating to the payment of social security contributions and of taxes in accordance with the national legislation or regulations of the country in which the Tenderer is established.

Tenderers undertake to provide documentary evidence related to the items mentioned above upon request by the OIE at any point during the tender procedure and/or contracting process. Should a tenderer fail to produce reasonable evidence, the OIE reserves the right to reject the tenderer's response and, in the event it has already entered into a Contract with the tenderer as a result of the tender process, to terminate such Contract with immediate effect.

1.6 CONFLICTS OF INTEREST

Under no circumstances is a tenderer to contact any person employed by or representing the OIE. regarding the tender procedure other than the person(s) mentioned in this document.

In participating to this call for tender, a tenderer represents and warrants that:

- It does not have any conflict of interest arising from economic interests, political or national affinities, family or emotional ties, or any other relevant connection or shared interest in connection with any Contract that may be entered into between the tenderer and the OIE as a result of the call for tender;
- It will inform, without delay, of any situation constituting a conflict of interest or which could give rise to a conflict of interest;
- No offer of any type whatsoever from which an advantage can be derived under the Contract has been or will be made;
- It has not granted and will not grant, has not sought and will not seek, has not attempted and will not attempt to obtain, and has not accepted and will not accept, any advantage, financial or in kind, to or from any party whatsoever, constituting an illegal practice or involving corruption, either directly or indirectly, as an incentive or reward relating to the award of the Contract;
- It has not and will not make any misrepresentation, either knowingly or negligently, in supplying any of the information requested by the OIE.

1.7 PERIOD OF PROPOSAL VALIDITY

Tenderers are bound by their proposals for 60 days after the deadline for submission or until they have been notified of non-award.

1.8 GENERAL CONTRACT PROVISIONS

The Contract is divided in two (2) lots:

- Lot 1 : Tools acquisition

- Lot 2 : Documenting the existing IT assets and applications

1.9 DURATION OF THE CONTRACT

The duration of contract differs according to the lots concerned, as follows :

- <mark>Lot 1 "Tool acquisition"</mark> The information system is expected to be set-up and configured by end of- June 2021. After successful implementation the contract will cover a running period of one (1) year from the date of signature.
  The contract may be renewed for successive periods of one (1) year for a maximum renewal period of three (3) years. The renewal shall be considered accepted if no decision to the contrary is taken by OIE at least four (4) months before the end of the contract's validity period

- <mark>Lot 2 "Documenting the existing IT assets and applications "</mark> The contract is expected to be performed upon implementation of the information system modelling tool until the OIE's validation of the Information system modelling.

1.10 INVOICING

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

- **Invoice for lot 1 '"Tool acquisition"**
  - Twenty percent (20%) of the total price will be paid upon the signature of the contract;
  - Thirty percent (30%) of the total price will be paid after the installation of the software tool
  - Fifty percent (50%) of the total price will be paid after the raining session;

- **Invoice for lot 2 "Documenting the existing IT assets and applications**
  - Twenty percent (20%) of the total price will be paid upon the signature of the contract;
  - Forty percent (40%) of the total price will be paid after the modelling of 50 % of OIE it assets within the software tool is done and validated by the functional information system architect.
  - Forty percent (40%) of the total price will be paid after the modelling of the remaining 50% of OIE it assets within the software tool is done and validated by the functional information system architect.

Payment throughout the Contract will be made upon receipt of the corresponding undisputed invoice, which should be raised after validation of each deliverable. The OIE will proceed to the payment of undisputed invoices within 45 days of their reception by bank transfer or cheque.

2. EXECUTIVE SUMMARY

2.1 PROJECT BACKGROUND

The World Organisation for Animal Health (OIE) is an international organisation with a mandate from its 182 Member Countries to improve animal health and welfare worldwide.

OIE has launched an 5 years digital transformation program which will:

- Transform and automate all processes,
- Give values to all data collected,
- Improve data exchanges, gathering and analysis.

To support this global change, OIE DSIT team need to have a unique view of current and target information systems by layer in a unique tool and per layer :

- All business and it processes,
- Organisation,
- Application and data,
- Infrastructure.

2.2 CURRENT INFORMATION SYSTEM

As of now, there is no IS modelling tool within OIE. Project managers use Microsoft Visio, power point and excel to model information system. Those Information system mapping are not centralized and not always shared and validated with others IT team members.

2.3 PROJECT OBJECTIVES

Objectives of this project is getting a unique software modelling tools with a unique metamodel used by:

- IT project managers to support their IT projects build,
- Standard processes for modelling,
- Customizable metamodel which could be upgraded following projects required details,
- Helps in GPDR compliance, data governance management to identify personal and critical data and treatment done

It will helps to model existing information system, model target information system and build the roadmap by :

- Identifying improvement to be done on each layer,
- Define short-term, mid-term and long-term view of Information system,
- Perform gap analysis between current Information systems and target information system,
- Rationalize costs.

3. PROJECT ORGANISATION AND METHODOLOGY

3.1 PLANNING AND IMPLEMENTATION SCHEDULE

3.1.1 Planning for lot 1

The aim is to deploy the new software tool by end-of-June 2021 for 7 users :

- 3 project managers,
- 1 Project management officer,
- 1 Information system and functional architect,
- 1 Data Governance manager,
- 1 Head of digital transformation.

The current planning is :

- Project kick-off to be planned by Mid-June 2021

- Users training

- 2 meetings will be done :

    o Mid-project meeting after users training

    o End-deployment meeting after the acceptance form is signed.

3.1.2   Planning for lot 2

The aim is to model the OIE current assets and applications within the modelling tool after the End-deployment for lot 1

The current planning is :

- Project kick-off to be planned after the end of Lot 1 step

- Modelling of 50 % of current OIE assets and applications

- 1 meeting to validate this first step of modelling of 50 % within OIE modelling tool is correct

- Modelling of the remaining 50 % of current OIE assets and applications

- 1 meeting to validate the final OIE IT landscape modelling.

A monthly meeting, during RUN step will be organized also to ensure that IT team masters IS modelling tools use and follow providers best practices.

3.2   GOVERNANCE

Project is led by Information System and functional Architect. He will be in charge to follow project implementation, organize all meetings related to projects and validate all deliverables

The OIE Headquarters can provide a desk and internet access for the Supplier Project Manager (the workstation should be provided by the supplier), as well as access to a teleconference room. The OIE Headquarters can also host experts and any other relevant Supplier Team member for a limited time (i.e. during workshops).

3.3   METHODOLOGICAL APPROACH

Domain	Best Practice / Standard
Project management	PRINCE2, CMMI or PMI
Data privacy	Must comply with the EU General Data Protection Regulation
IT Security	As a web application, the IS mapping and modelling tools must be protected by OIE Web Application Firewall

3.4 EXISTING TECHNICAL ENVIRONMENT & STANDARDS

N°	OIE Standard
1	• Hosting within OIE infrastructure (Microsoft Azure) or in a dedicated cloud
2	• Access to application must be performed with a unique login and a password

4. SCOPE OF THE SERVICES

Tenderers are invited to build a technical and financial solution based on the following needs and specifications.

4.1 GENERAL REQUIREMENTS

4.1.1 Project Management

There is not any mandatory project management framework to be used for the implementation. An incremental or waterfall methodology seems to be the right one from beginning to acceptance test signature.

The different steps are :

- Workstream 1: Acquisition of the Information system tool
    - Implementation of modelling tool within OIE infrastructure,
    - Users training – 2/3 days training,
    - 2 meetings will be done :
        - Mid-project meeting after users training,
        - End-deployment meeting after the acceptance form is signed
- Workstream 2 : Modelling of the OIE Information system
    - Definition and setting of the metamodel;
    - Modelling within IT modelling tools;
        - Organisation of workshop to gather information with DSIT team;
        - Crosscheck workshops data with already the IS modelling already modelled in excel and PPT;
        - Validation of OIE Information system modelling.

4.1.2 Workstream 1: Acquisition of the Information system tool

4.1.2.1 Implementation phase and delivery

The Supplier will deploy the IS modelling tools within OIE infrastructure (Microsoft Azure).

Deliverables will include at a minimum:

- Installation Guide
- IT architecture documents

4.1.2.2   Training of key users

A training session/workshop must be planned with all key users :

- 3 IT project managers,
- Project management officer,
- Information system and functional architect,
- Data Governance manager,
- Head of digital transformation

Within OIE Headquarters or Online via OIE conference call tools.

The training session will include :
- Functional and technical administration features,
- Modelling features.

Deliverables will include at a minimum:

- Users guide in English

4.1.3   Workstream 2 : Modelling of current OIE Information system

4.1.3.1   Definition and setting of metamodel

During this step, the information system and functional architect and tenderer consultant will review the OIE current metamodel and configure it within IT modelling tool.

Deliverable will include :

- Metamodel must be set within IT modelling tool

4.1.3.2   Modelling of current OIE Information system

As of now, OIE DSIT team already gathered and modelled some part of current information system. OIE would like the chosen tenderer to help DSIT team to model withing their tool through

- Workshop with IT project managers,
- Modelling within the IT tool,

Several meetings will be organized between Information system tool and the tenderer consultants for

- Information system data reviews
- Global modelling of current OIE information system
- Future OIE IS as of end 2021 regarding Project portfolio

Deliverables will include at a minimum:

- The OIE modelling landscape per layer :
    - Macro-processes;
    - Organisation;
    - Application and data flows/streams;
    - Application blocks;
    - Infrastructure component.

4.1.4 Guarantee and corrective/on-going maintenance

The Supplier will be in charge of the code maintenance and evolution (but not hosting) according to the following Service Level Agreements (SLA). Tenderers will provide their cost and invoicing system and may propose variants of the SLAs according to their vision of the needs.

The maintenance contract shall be renewable each year for a period of 3 years and must be renegotiated at the end of the third year

Times are work hours.

Monday to Friday from 9 a.m. to 6 p.m. excluding public holidays and exceptional closings.

Type of defect	Definition	Response time*	Recovery time**
Blocking	A defect is blocking when a sensitive functionality of the system, or the whole system, is out of order and the user does not have any workaround	0.5 days	0.5 days
Major	A defect is major when a process cannot be performed normally, inducing discomfort for the user	0.5 days	1 day
Minor	A defect is minor when it does not impact the behaviour of the solution neither its use	2 days	10 days

(*) The response time indicates the time between the declaration of an incident or the formulation of a request to the supplier and the first response distributed by the supplier.

The response time corresponds to a commitment of resources and the supplier's ability to mobilize them. This value is expressed in hours and is defined according to the severity of the incident.

(**) The recovery time specifies the period during which an interrupted service must be restored. This is a guarantee of results and a commitment on the part of the statutory auditor.

4.1.5 Evolutive maintenance

The supplier will assist the OIE in adding an evolution of the functional perimeter of the solution. This service will not be included as a fixed price service and will be performed based on purchase orders. Each purchase order will specify the desired deliverables, the starting date of the service and the delivery deadlines. Each evolutive maintenance will be automatically associated to a guarantee as defined in the previous section "Guarantee and corrective / on-going maintenance". This will include:

- Defining the new functional and technical detailed specifications,

- Architecture update if relevant,

- Data model update if relevant,

- Development of the new functionalities,

- Unit, integration, non-regression and performance tests,

- Deployment,

- Manuals update if relevant.

- Corrective maintenance

- Only the relevant deliverables depending on the desired evolution will be required

4.2 TECHNICAL REQUIREMENTS

Due to OIE data confidentiality, the IS modelling/mapping tool must to be hosted within OIE Azure Cloud infrastructure or unless a dedicated and private Cloud.

As there is no development, it requires only one production environment to ensure security, data protection and reliability.

4.3 FUNCTIONAL REQUIREMENTS

4.3.1 Information modelling features

The It modelling tools must include features that allow users to model Information system by Layer :

- Business layer to describe business processes,

- Functional layer for linking business processes (activities set) and application,

- Application/software layer which describe application, application bricks and data streams between application,

- Infrastructure layer which describes servers, networks and also security devices.

The IS mapping tool must include features to model all Information layer by date and regarding chosen hypothesis. It will help to perform gap analysis between blueprint and potential evolution scenario (As is and To Be).
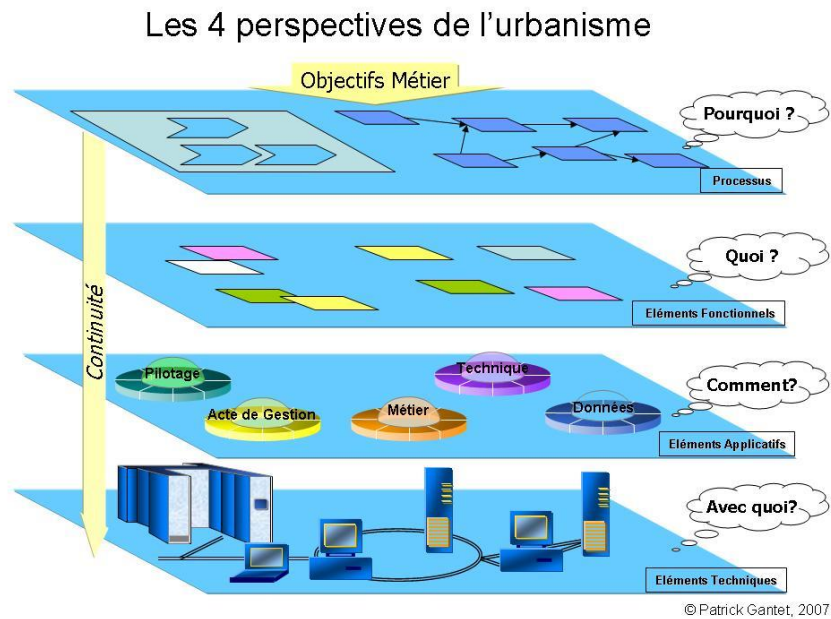

FIGURE 1 : EXAMPLE OF IS MODELLING BY LAYER

4.3.2 Unique and centralized database for all modelling/mapping information system

All information modelled withing the modelling tool must be saved and centralized in a unique database to ensure data coherence and versioning.

Figure 2 : Centralized database

To avoid the risk of data corruption, a feature must unauthorize concurrent and simultaneous modification of the same item. The concurrent user should be notified if someone else is updating an item

4.3.1 Role types

Users access rights must be defined and potentially by functional scope :

- Simple viewer : Can real and visualize any IS modelling,
- Modeler : Can read and modelled process,
- Functional/Technical Administrator: Grant/revoke access to any users

4.3.2 Functional administration features

A functional feature must allow OIE architect to customize easily IS modelling metamodel.

Example : add a new information type when we describe a data flows/interface between 2 applications.

4.3.3 Technical administration features

Access and right to application must be granted through an friendly interfaces to all users regarding roles types described 4.3.1.Role types

5. PROPOSAL STRUCTURE

Responses to the call for tender should cover the following elements to provide sufficient background to the evaluation of the offers and ensure homogenous assessment.

5.1 TECHNICAL RESPONSE

The tender response should be provided in English in a Word or pdf document, no longer than 50 pages.

5.1.1 General company information

This section should include information on your organisation and its activities, including:

- Company name (and name of group if applicable);
- Structure (location and number of employees in the headquarters as well as regional offices);
- Contact point name, phone number and email address;
- Company background review;
- Client reference;
- Description of major activities.

Proposals must provide information about any firm to which part of the work may be subcontracted, and/or any third-party suppliers that will contribute to the implementation of the project, including details on the scope of their involvement. The OIE, at its discretion, may require a supplier to provide additional supporting documentation or clarify requested information.

5.1.2 Understanding of the project

This section should provide assurance of the understanding of the global landscape, the organisational context and the rationale for the current call for tender. The objectives underlying the work to be carried out should be clearly identified and addressed in the rest of the response document.

5.1.3 Information and Data Security

The IS modelling tools will handle and process sensitive and confidential data for the OIE. Responses should clearly highlight the security and access management measures and demonstrate alignment with the European Union General Data Protection Regulation by filling out Annex 4. In this section, tenderers should specify the vulnerability testing tool that they will use and the scope of the testing that will be carried out.

5.1.4 Methodology for each core component

Tenderers should clearly highlight throughout this section which activities will require an on-site presence and which will be carried out remotely.

5.1.4.1 Implementation phase and delivery

This section should describe the recommended methodology for implementation. Tenderers should highlight how they intend to install their modelling tools within OIE Azure infrastructure.

5.1.4.2 Training

This section should provide general information regarding the approach/tools/methodology to train OIE DSIT team to use the modelling tools.

5.1.4.3 Definition and setting of metamodel

This section should provide general information regarding the approach to update OIE IS metamodel regarding tenderer previous experience and identified best practices.

5.1.4.4 Modelling of Current OIE Information system

This section should provide general information regarding the role of tenderers for modelling OIE Information system within the tool.

5.1.5 General methodology and proposed schedule

This section should identify the recommended methodology to implement the different steps in the most appropriate and effective approach.

The offer should provide input on the proposed project governance mechanism and a clear rationale as to the proposed organisation of activities. Major constraints as well as pre-requisites (time, stakeholder availability) should be identified. A schedule encompassing the different milestones should be provided.

The general methodology to manage the project, including the format of the follow-up on the part of the supplier as well as the measures to ensure respect of the project deadlines, tracking of project costs and the delivery of quality deliverables should be identified.

5.1.6 Allocated human resources

This section should identify the professional profiles (field of expertise, seniority etc.) proposed throughout the project and according to each stage of the methodology established in the previous section. It should include a rationale for the team set-up and clearly underline how the team, as a whole, responds to the required skills as described in the TORs., provide, for each profile, a short biography of the identified consultant and justification of his/her role in the project. A short CV for each consultant (no longer than 2 pages) with reference to relevant experience should be annexed to the main response document.

5.1.7 Success – risk factors

There is no technical risk identified.

5.1.8 Additional information

This section should include any additional information not provided for elsewhere that you deem important for us to know. Innovative solutions as well as relevant "Best practices" that may not be expressly mentioned in this document should be provided here.

5.2 FINANCIAL OFFER

The financial offer should provide a cost breakdown of the main scope and options as described in the financial offer should be provided in EURO and quoted free of all duties, taxes and other charges and excluding VAT.

5.2.1 Core Components

The financial offer should provide a cost breakdown for every lot.

For lot 1:

- An overall cost;

- Project management cost (if required)

- Annual hosting cost;

- Implementation cost;

- Annual maintenance and support;

- Annual license fee;

- Training cost;

For lot 2:

- An overall cost

- Project management cost (if required)

- Modelling tasks cost (number of working days and cost)

Tenderers will be required to complete " Financial Offer" (Annex 5 a and/or Annex 5 b). Only, this completed annex will be considered a valid financial offer.

5.2.2   Travel and accommodation

Tenderers should indicate:

- A global cost for all the projected missions, based on the proposed schedule of work (including travel, meals, accommodation and all travel-related costs (visa etc.)).

Tenderers should note that in compliance with the OIE policy, travel and *per-diems* (covering meals and accommodation) will be reimbursed on the basis of:

- The cost of travel in economy class.

- A daily *per diem* of 150€.

6. RESPONSE PROCEDURE

6.1 OIE CONTACT POINT

Dina ANDRIANAVALONA

Digital transformation and Information system

Tel: (33) 01 44 15 18 88

Email: d.andrianavalona@oie.int

6.2 SCHEDULE

RFP publication	1st April 2021
Questions/Answers session (by email)	1st April – 26th April 2021
Deadline response reception	5 May 2021 COB _ 6 pm (Paris local time)
Initial response evaluation	7 May 2021
Oral presentations	10, 11, 12 May 2021
Final Evaluation of offers	19 May 2021
Contract award and supplier selection	24 May 2021

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

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

6.3 RESPONSE FORMAT

Tenders must be submitted in English, **in electronic format** to the OIE contact point.

Tenders should include:

- The technical offer (valid for 60 days from the day of tender submission)
- The financial offer (annex 5 a. and/or 5 b. to be completed) (valid for 60 days from the day of tender submission)

Please make specific reference in the response to any legitimately and appropriately confidential or proprietary material contained in the response. Such information included in the responses to the call for proposal will be kept confidential by the OIE.

Reminder: responses should be submitted by **5 May 2021, 6:00 PM (Paris local time)**. Any proposal received past this deadline will be excluded from the call for proposal process.

6.4 EVALUATION OF PROPOSALS AND AWARD OF THE CONTRACT

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

- Technical criteria (30%) assessed on the basis of the following elements:
    - Company organisation and sustainability (15%)
    - Demonstrated understanding of the context and experience in working in a multicultural context and in the public sector (20%)

- o   Relevance and quality of the proposed methodology and associated work plan (25%)
- o   Relevance and quality of the proposed project team (40%)

- Oral presentation of the product (40%) assessed on the basis of the following elements:
  - o   Software ergonomics (50%)
  - o   Example of software deployment (25%)
  - o   Clarity of the presentation (25%)
- Global cost (30%) assessed on the basis of the valuation of a reference scenario.

The OIE may ask tenderers to provide clarifications needed to evaluate their tender; tenderers will be requested to reply in writing.

The OIE will award the contract to the most economically advantageous proposal, based on the above criteria.

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

APPLY HERE

ANNEX 1 - CONFIDENTIALITY UNDERTAKING (TO BE RETURNED TO PARTICIPATE)

IS-map-tool-Annex1_
Confidentiality-under

ANNEX 2 - DECLARATION OF INTEGRITY (TO BE RETURNED IN THE TECHNICAL OFFER)

IS-map-tool-Annex2-
Declaration-of-integri

ANNEX 3 - FINANCIAL & ECONOMIC CAPACITY ASSESSMENT (TO BE RETURNED IN THE TECHNICAL OFFER)

IS-map-tool-Annex3_
Financial-Economic-C

ANNEX 4 – PROCESSOR QUESTIONNAIRE (TO BE RETURNED IN THE TECHNICAL OFFER)

IS-map-tool-Annex4_
Processor-assessmen

ANNEX 5-A – FINANCIAL OFFER (TO BE RETURNED AS FINANCIAL OFFER FOR LOT 1)

IS-map-tool_Annex5
A_Financial-Offer.xlsx

ANNEX 5-B – FINANCIAL OFFER (TO BE RETURNED AS FINANCIAL OFFER FOR LOT 2)

IS-map-tool_Annex5
B_Financial-Offer.xlsx