

# RESPONSE TO QUESTIONS

RFP No: LEAP-2024-1

RFP Title: DHIS2 Hosting and Configuration

Date of Issuance: April 30, 2024

Closing Date: May 16, 2024

Estimated Award Date: July 1, 2024 – June 30, 2027

## Responses posted on 15<sup>th</sup> May 2024

### Question 1:

As experts in DHIS2 hosting, we primarily utilize Linode as our preferred cloud server provider due to its reliability and performance. Could we base our quote on Linode's server configuration prices, supplemented by our service charges for server administration?

### Response:

Yes, please provide costing based on the hosting arrangement you are experienced and competent in. Please include all costs for hosting and maintenance.

### Question 2:

How many DHIS2 instances are included in this RFP?

### Response:

Pact currently has 4 Server instances including Production server, Testing server, Development server and Sandbox.

### Question 3:

Regarding console access for backups, log viewing, and performance monitoring, should these functionalities be integrated within DHIS2 itself or through another tool? Additionally, could you specify the retention period for backups, logs, etc.?

### Response

Console access for back-up, log viewing and performance monitoring can be offered through another tool. The retention period for backups and logs is one (1) year.

### Question 4:

When you mention developing individual project sites, are you referring to creating separate DHIS2 instances per site, or is it a centralized DHIS2 instance for all individual project sites?

### Response

No, this refers to configuration of project data management systems within the centralized DHIS 2 instances listed in 2 above.

**Question 5.**

Are there system monitoring and reporting tools accessible to the Pact technology team?

**Response**

No, the tools are expected to be provided by the vendor as part of the hosting service.

**Question 6.**

Should we submit technical and cost proposals separately for each objective? In other words, are two sets of technical and financial proposals required if we are bidding for both objectives?

**Response**

Yes, please submit two separate sets of technical and cost proposal for the two objectives. Each objective should have its own technical and cost proposal.

**Question 7.**

Additionally, could you please provide further guidance on what should be incorporated into the financial proposal? How should we approach the cost calculation for the activities outlined? Would it be suitable to submit our manpower rates per day/per expertise for now, which can aid in estimating the primary scope of work during the performance period for any forthcoming instances?

**Response**

Please submit manpower rates/day per expertise along with calculated level of effort for the tasks and the total value of your service package for the year. Also please provide costing based on responses to the questions in the RFP for both objectives.