

Request for Proposal (RFP) for Software Development Project

Horizon Health Solutions

July 18, 2025

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1 INTRODUCTION

1.1 Objective of the RFP

Horizon Health Solutions seeks proposals for the development of a cloud-based Electronic Health Record (EHR) system to streamline patient data management across multiple healthcare facilities. The system must be scalable, secure, and compliant with healthcare regulations such as HIPAA and GDPR.

1.2 Characteristics of the Bidder

1.2.1 Status

Bidders must be legally registered entities with a minimum of 5 years in software development.

1.2.2 Accreditations

Bidders should hold relevant certifications (e.g., ISO 27001 for information security).

1.2.3 Previous Experience

Bidders must demonstrate experience in developing EHR systems or similar healthcare software, with at least two successful deployments in the past three years.

1.2.4 Logistic Capacity

Bidders must have the infrastructure to support remote development and testing.

1.2.5 Staffing

Bidders must have a dedicated team with expertise in cloud computing, data security, and healthcare compliance.

1.3 Work to be Performed

1.3.1 Key Requirements

- Develop a cloud-based EHR system with real-time data synchronization.
- Ensure compliance with HIPAA and GDPR.
- Integrate with existing hospital management systems.
- Provide a user-friendly interface for healthcare professionals.

1.3.2 Reporting Requirements

Regular progress reports and milestone reviews.

1.3.3 Finance and Accounting Requirements

Transparent cost breakdowns and adherence to the project budget.

1.3.4 Performance Monitoring

Use of KPIs to track development progress and system performance.

1.3.5 Further Capacities

Post-deployment support and maintenance for at least 12 months.

2 INSTRUCTIONS TO BIDDERS

2.1 Language of the Proposal and Other Documents

All documents must be submitted in English.

2.2 Intention to Bid

Bidders must confirm their intention to bid by July 25, 2025.

2.3 Cost of Proposal

Bidders bear all costs associated with proposal preparation.

2.4 Contents of the Proposal

Proposals must include technical and financial components.

2.5 Joint Proposal

Joint ventures are permitted, provided one entity takes primary responsibility.

2.6 Communications during the RFP Period

All queries must be directed to the designated contact person.

2.7 Proposal Structure

2.7.1 Proposal Submission Form

A signed form indicating compliance with RFP terms.

2.7.2 Information of Firm/Organization Submitting Proposal

Company profile, certifications, and references.

2.7.3 Technical Proposal

Approach, methodology, timeline, and team composition.

2.7.4 Financial Proposal

Detailed cost breakdown, including any assumptions.

2.8 Format and Signing of Proposals

Proposals must be submitted in PDF format, signed by an authorized representative.

2.9 Period of Validity of Proposals

Proposals must remain valid for 90 days.

2.10 Closing Date for Submission of Proposals

Proposals must be submitted by August 15, 2025.

2.11 Modification and Withdrawal of Proposals

Modifications are allowed up to the submission deadline.

2.12 Receipt of Proposals from Non-invitees

Only invited bidders may submit proposals.

2.13 Amendments of the RFP

Any amendments will be communicated to all bidders.

3 OPENING AND EVALUATION OF PROPOSALS

3.1 Opening of Proposals

Proposals will be opened in the presence of a selection committee.

3.2 Clarification of Proposals

Bidders may be asked to clarify aspects of their proposals.

3.3 Preliminary Examination of Proposals

Verification of compliance with submission requirements.

3.4 Technical Evaluation of Proposals

Evaluation based on technical merit, experience, and approach.

3.5 Financial Proposal Evaluation

Evaluation based on cost-effectiveness and budget alignment.

3.6 Bidders' Presentations

Shortlisted bidders may be invited to present their proposals.

4 AWARD OF CONTRACT

4.1 Award Criteria, Award of Contract

The contract will be awarded to the bidder with the highest overall score.

4.1.1 Right to Modify Scope or Requirements during the Proposal Process

Horizon Health Solutions reserves the right to modify requirements.

4.1.2 Right to Extend/Revise Scope or Requirements at Time of Award

Scope may be revised based on budget or technical constraints.

4.1.3 Right to Enter into Contract Price Negotiations

Negotiations may be conducted with the selected bidder.

4.2 Signing of the Contract

The contract must be signed within 14 days of award notification.

4.3 United Nations Procurement Harmonization and Cooperation

Compliance with UN procurement principles is required.

5 GENERAL AND CONTRACTUAL CONDITIONS

5.1 Conditions of Contract

Standard terms and conditions apply.

5.2 Responsibility

The contractor is responsible for all deliverables.

5.3 Source of Instructions

Instructions will be provided by the project manager.

5.4 Warranties

The contractor warrants that the software will meet all specifications.

5.5 Legal Status

The contractor must be a legally registered entity.

5.6 Relation Between the Parties

The contractor is an independent entity.

5.7 Waiver of Breach

Failure to enforce any term does not constitute a waiver.

5.8 Liability

The contractor is liable for any damages caused by negligence.

5.9 Assignment

The contractor may not assign the contract without consent.

5.10 Officials Not to Benefit

No undue benefits shall be provided to officials.

5.11 Indemnification

The contractor shall indemnify Horizon Health Solutions against claims.

5.12 Contractor's Responsibility for Employees

The contractor is responsible for its personnel.

5.13 Subcontracting

Subcontracting requires prior approval.

5.14 Place of Performance

The primary place of performance is remote, with occasional on-site visits.

5.15 Language

All communications and documents must be in English.

5.16 Confidentiality

The contractor must maintain confidentiality of all project data.

5.17 Title Rights

Horizon Health Solutions retains all intellectual property rights.

5.18 Termination and Cancellation

The contract may be terminated for cause or convenience.

5.19 Force Majeure

Neither party is liable for delays due to force majeure.

5.20 Surviving Provisions

Certain provisions survive contract termination.

5.21 Use of UNAIDS and WHO Name and Emblem

Use is prohibited without prior written consent.

5.22 Successors and Assignees

The contract binds successors and assignees.

5.23 Payment

Payments will be made upon completion of milestones.

5.24 Title to Equipment

Title to any equipment purchased transfers to Horizon Health Solutions.

5.25 Insurance and Liabilities to Third Parties

The contractor must maintain adequate insurance.

5.26 Settlement of Disputes

Disputes will be resolved through arbitration.

5.27 Observance of the Law

The contractor must comply with all applicable laws.

5.28 Authority to Modify

Only authorized representatives may modify the contract.

5.29 Privileges and Immunities

Nothing in the contract waives Horizon Health Solutions' privileges.

5.30 No Terrorism or Corruption

The contractor must not engage in terrorism or corruption.

5.31 Personnel

5.31.1 Approval of Contractor Personnel

All personnel must be approved by Horizon Health Solutions.

5.31.2 Project Managers

A dedicated project manager must be assigned.

5.31.3 Foreign Nationals

The contractor must ensure compliance with immigration laws.

5.31.4 Compliance with UNAIDS Policies

Personnel must adhere to UNAIDS policies.

5.31.5 Ethical Behaviour

Personnel must maintain high ethical standards.

5.31.6 Engagement of Third Parties and Use of In-house Resources

Third-party engagement requires approval.