

Terms of Reference

Request for Proposal for the Supply, Installation, and Configuration of a IT Infrastructure items for the Iraqi Ministry of Health

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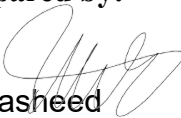
Section	Content
Background	In Iraq, the Ministry of Health (MoH) is implementing multiple digital health platforms to enhance the quality and accessibility of healthcare services. These platforms are designed to improve data reporting, service planning, and overall healthcare delivery. To support this transformation, UNICEF is supporting the scaleup of MOH Data Center.
Objectives, Purpose & Expected results	The primary objective is to implement new appliances to enhance efficiency and availability of the MOH digital platforms and ensure the safe exchange of health information, providing the items listed in ANNEX 1.
Description of the assignment	The project, owned and managed by the Ministry of Health in partnership with UNICEF, encompasses the provision of materials, installation of equipment, conduct orientation sessions, and all necessary tasks to ensure the successful completion of the project. The contractor will be responsible for the following tasks: 1. Provision of Materials and Equipment: The contractor shall supply all necessary materials and equipment listed in ANNEX 1. All items provided must meet the specifications outlined in the contract. 2. Installation and Configuration: The contractor will install and configure of the materials and equipment listed in ANNEX 1, including the High Availability configuration where applicable. 3. Hybrid On-the-Job Training and orientation sessions: The contractor will provide on-the-job training and conduct minimum of three orientation sessions. 4. Testing, Validation, and After-Sales Support: The contractor shall conduct thorough testing of the installed systems to ensure they meet all operational requirements. Upon successful installation and testing, the contractor will offer technical support for three years, responding to any issues that arise or technical advice required. 5. Supervision and Monitoring: The implementation of the project, including supplies provision, training, installation, and after-sales services, will be supervised by the Ministry of Health and UNICEF. They will oversee the project to ensure all activities are completed to the required standards. 6. Implementation Schedule: The contractor is required to submit an implementation schedule with the technical offer. The total time for work completion. 7. Warranty and Technical Support: The warranty period (of 3 years) will start once the items are fully operationalized as per confirmation of MOH and UNICEF technical staff. During the first three years, the bidder should provide technical support as needed.

Deliverables	• All works shall be accomplished according to UNICEF- General Terms and Conditions as well as the direction of the supervising officer formulated by the directorate and the below requirements: • The bidder shall prepare and submit the expected methodology of implementation, brands, technical manuals, training plan and a time schedule plan. • The bidder shall also be deemed to have read and examined the terms of reference, technical specifications, drawings, and all other relevant documents before completing the bills of quantities. • Unless otherwise indicated, the prices and rates entered in the following Bills of Quantities of the proposal shall be deemed to cover and include the provision by the bidder for the equipment, materials, labor and shall allow for all and every expense and for all works not specifically described or which may be incidental, contingent or deemed necessary by the bidder for completing and maintaining all works in strict conformity with the terms of reference, specifications and other terms of the contract. • Quoted prices for the project will include supplies, training, on-site handling of materials. • The equipment shall be delivered by the bidder to the Ministry of Health and ensure to receive a signed good receipt note by the approved project focal point and UNICEF site supervisor to be submitted at the end of the project as part of final handing over documents to the committee. • No alterations or modifications shall be allowed without prior written approval from UNICEF. In case such approval is granted, it will not relieve the bidder from his responsibilities under the contract. All works shall cover the provision of all required complementary supplies and works. Any demands from any party to undertake any additional works or to substitute any materials or works should be discussed and approved by UNICEF in form of a variation order. The bidder shall be considered: • Responsible for all defects and damages due to the use of low-performance materials or due to improper workmanship. • Responsible for works and damages due to misuse, user's negligence, theft, deliberate destruction of materials or components prior to official handover or good receipt by the directorate in line with the UNICEF General Terms and Conditions requirement. All materials delivered to the site including equipment will be in coordination with UNICEF and the supervisory team well in advance to ensure that on the date and time of receipt all the technical clearance parties are present to review and sign receipt of supplies before installation. • Information confidentiality and privacy practices should be followed at all stages of the implementation.
Reporting requirements	Lists of the reporting guidelines and the reports to be prepared during the assignment as well as deadlines for submission; it includes requirements such as contents, number of copies, language, who should receive the reports, and whether they should be submitted electronically (specify the file format, e.g. "pdf"), in hard copy, or both.

	Following reports for project milestones are required are: • A detailed report outlining the bidder’s approach to the project, including the finalized implementation schedule and any initial findings or adjustments. • A comprehensive report summarizing the entire project, including the installation and configuration process, final testing results, and recommendations for future maintenance and support.		
Location and Duration	• National Data Center – Baghdad. • The expected duration of the project is 4 months after awarding the contract.		
Evaluation process and methods	Evaluation consists of three stages: preliminary, technical and financial evaluation.		
	1. Initial Technical Evaluation Pass/Fill approach:		
	Vendors must pass all the below requirement to be considered for the technical evaluation process.		
	MANDATORY REQUIREMENTS	SUPPORTING DOCUMENTS	SCORE
	Lead bidder is a legal entity regulated and licensed in Iraq	A copy of the certificate of incorporation (i.e. company legal registration) or equivalent document verifying legal status/capacity in Iraq.	Pass / Fail
	The lead bidder’s have valid partnership with key related manufacturers.	A valid copy of Partnership / Authorization from the relevant manufacturers.	Pass / Fail
	Relevant experience with the supply, installation and commissioning of hardware and ICT infrastructure of similar size and nature;	Reports, relevant supporting documents, and reference check.	Pass / Fail
	2. Technical Evaluation:		
	The Bid shall be technically evaluated as below:		
	Technical Evaluation Criteria		SCORE
Reputation and Success Track Record: Consideration of the company's reputation, reliability, and success in delivering projects in Iraq. (Evidence provided for successful implementation of similar Projects in Iraq). Company to provide evidence supporting this which could include client testimonials, industry reports, media coverage, online reviews, and feedback from stakeholders or partners.		Pass / Fail	
Compliance with the Technical Objectives and practicality of the proposed methodology relative to the context of the service and in line with the required technical specifications.		Pass / Fail	
Appropriateness of the implementation schedule to the project timelines and project quality assurance measures to ensure successful implementation.		Pass / Fail	
Appropriate technical resource with the right skills/expertise, qualifications to deliver the outputs required; Key technical skills/expertise of Individual		Pass / Fail	

	team members to be used to execute the assignment; Qualifications/level of education of key staff that will be assigned to this project
	The award will be based on technical compliant bid in additional to lowest price.
Administrative issues	UNICEF will make payments to the contractor in US\$ Dollars according to percentages of completed work certified by the supervising member and approved by UNICEF focal person at Iraq Country Office.
Project management	For the technical related communications between UNICEF and other parties, UNICEF will provide overall supervision to the subject project through the technical officer in UNICEF-ICO, reports will be submitted to the supervisor.
Payment Schedule and	1. Payments shall be made to the contractor in installments upon accomplishment of the deliverables based on the submitted offers and pricing, as follows: • First Payments (50%): to be released upon delivery of the Hardware items. • Final Payment (50%): Upon successful completion of the project, including the final handover and submission of all required documentation and reports. UNICEF shall make payments in US\$ Dollars through bank transfer modality only: the contractor shall provide UNICEF with details of bank account. 2. The contractor must commence the contract works within a maximum period of 10 days from the signing date of the contract, and upon submission of a 10% performance guarantee to UNICEF, and upon receipt of the award letter from UNICEF to local authorities. This amount will be released upon project's delivery. UNICEF will withhold a retention (liability) amount of 5% of contract value or value of the completed work whichever is less, the contractor should submit a defect liability bank bond of the same amount valid for 1 year from the date of receipt of the certificate of substantial completion. This amount is to be released after 1 year upon satisfactory completion of the defect liability (maintenance and technical support) period.

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 16/10/2025

Approved by:


 Deputy Representative, 19 oct 2025