Request for Proposals (RFP) for

Provision of hosting services for the ASCENT Digital Adherence Platform



KNCV Tuberculosis Foundation

The Hague, Netherlands

[www.kncvtbc.org](http://www.kncvtbc.org) / [ascent@kncvtbc.org](mailto:ascent@kncvtbc.org)

**21 January, 2020**

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# About KNCV Tuberculosis Foundation

KNCV Tuberculosis Foundation (KNCV) is an international non-profit organization dedicated to the fight against tuberculosis (TB), still the second most deadly infectious disease in the world. KNCV is an international center of expertise for TB control that promotes effective, efficient, innovative and sustainable TB control strategies in a national and international context. We are an organization of passionate TB professionals, including doctors, researchers, training experts, nurses and epidemiologists. We aim to stop the spread of the worldwide epidemic of TB and to prevent the further spread of drug-resistant TB.

# About the ASCENT project

ASCENT (Adherence Support Coalition to End TB) is a Unitaid funded project to help patients successfully complete their course of treatment through the use of digital adherence technologies and data-driven support interventions, utilizing tools such as smart pill boxes and other innovations. The project will be implemented from July 2019 until December 2022 and aims to reach nearly 70.000 patients in Ukraine, Ethiopia, Tanzania, South Africa and the Philippines. These digital adherence technologies empower patients to take their daily medication at a time and place that suits them best. Additionally, they provide real-time information to the TB doctor or nurse, helping to determine the most appropriate treatment approach for each individual patient and by enabling focused efforts on those patients that require extra support.

Successful applications to this request for proposals should be able to host our data and digital platform for healthcare management in the ASCENT project country for a period of at least three (3) years, work with our team to iteratively deploy enhancements and new features, manage/scale resources as necessary, and ensure quality, uptime, data privacy and security at high level of responsiveness.

# Objective of RFP

To provide in-country hosting services and management for the ASCENT Digital Adherence Platform for a country that implements the ASCENT project.

As the Digital Adherence Platform has common requirements across ASCENT country settings, there is one overarching RFP for soliciting responses. However, vendors are only expected to respond for hosting services for their relevant country setting. (Ukraine, Ethiopia, Tanzania, South Africa or the Philippines.)

# Timeline

The timeline for this RFP publication, question period, submission date, review period, vendor selection and ultimate service provision period appears below.

Table 1: RFP Timeline

|  |  |
| --- | --- |
| Date | Milestone |
| 21 January 2020 | RFP published on the KNCV and ASCENT websites |
| 2 February 2020 | Vendor questions for clarifications on RFP due by 11:59 CET. Use form Appendix 2-A to submit clarifications. |
| 4 February 2020 | Answers/clarifications to vendor questions collated and posted on the KNCV website. |
| 9 February 2020 | Vendor responses to RFP due by 11:59 CET. |
| 10 February – 23 February 2020 | Review of RFPs and selection of vendor(s). This process may include additional information gathering by KNCV on vendor respondents with RFPs assessed as highly suitable. |
| 24 February 2020 | Vendor(s) notified of final selection. |
| 1 March 2020 – 1 March 2021 | First contractual period for selected vendor(s). (One year with the possibility to extend.) The candidate should be capable to start activities within 1 month after contract signing. |

# Publication

This RFP is published from 21st of January to 9th of February 2020 on the ASCENT (<http://www.digitaladherence.org>) and KNCV Tuberculosis website (<http://www.kncvtbc.org>). Review and selection will take place from 10th of February – 23rd of February 2020.

# Submission

Proposals should be submitted via [ascent@kncvtbc.org](mailto:ascent@kncvtbc.org) and must be received by 11:59 CET on 9th of February 2020. Proposals received after this date and time shall be invalid and will be blocked from review. Proposals should be submitted in English and each interested party shall submit only one quotation.

The response needs to include the following elements:

1. Completed Requirements Document questions (responses to all questions from sections A-D below)
2. Appendix 1-A: Availability and Costs of Services Required
3. Appendix 1-B: Other Associated Costs
4. Appendix 2-A: RFP Response Cover Letter
5. *(Optional)* Relevant supplementary documents outlined in Requirements Document
   1. B.2: Rate card and sample budget
   2. C.1: Documented security, data protection and privacy policies
   3. C.3: Proof of certification for handling personal and medical data
   4. D.5: Resumes and/or job descriptions of key staff

# Selection

Selection of the candidate(s) will be based upon independent assessment of the proposals by a review committee consisting of in-country and external specialists. It is expected that one vendor will be selected per each of the five (5) country settings. KNCV will evaluate all proposals based on the following criteria:

1. **Overall suitability**: Proposed solutions must meet the scope and be presented in a clear and organized manner.
2. **Technical fit**: Vendors and their proposed solution will be evaluated on the technical fit with regard to technical, hardware, software, data privacy/security and risk management approaches.
3. **Organizational experience**: Vendors will be evaluated on their demonstrated experience related to the scope of this RFP.
4. **Value and cost**: Vendors will be evaluated on the cost of their solution(s) based on the work to be performed in accordance with the scope of this project.

# Questions and contact

KNCV reserves the right to request further information during the RFP process. Questions regarding requirements described in this RFP must be directed in writing via email to [ascent@kncvtbc.org](mailto:ascent@kncvtbc.org) before 2nd of February 2020. For each question, please indicate the page number and specific item needing clarification.

Responses to questions and/or clarifications originating from such questions that improve the quality of the RFP will be published on the same websites. To ensure you receive modifications to the RFP, send an email to [ascent@kncvtbc.org](mailto:ascent@kncvtbc.org) to be put on the distribution list. Issuance of this quotation does not in any way constitute a commitment on the part of the ASCENT nor does it commit to pay for costs incurred in the preparation and submission of proposal.

# 

# Platform Background

*This section provides a background of the ASCENT digital adherence platform, its utilization and specifications related to server requirements for the hosting of the platform and interactions with the ASCENT digital adherence technology tools.*

Approach & Rationale

The ASCENT project utilizes three distinct digital adherence technology (DAT) tools that collect data on a patient’s daily medication intake and syncs this information with a centralized platform. The centralized platform for the ASCENT project is the Everwell Hub, the only open source platform on the market today, and one that allows for the integration of the multiple DAT that we will use in this project. Everwell, who has designed and built the platform, is committed to an “adherence agnostic” approach, recognizing that future, to-be-determined technologies may also become relevant for program integration and should also be supported within this digital platform. The Everwell Hub is therefore a comprehensive, integrated platform for adherence and patient management where health care providers can log into a single portal, either via the internet or dedicated application on their Android smartphone or tablet, to register and follow up with patients. It processes incoming information on adherence and patient interactions to generate and send automated alerts, escalations and high-level reports to prompt an action.

The Everwell Hub adherence platform has been tested with over 200,000 TB and HIV patients for 99DOTS and evriMED devices in India over the past four years. In India, the same platform supports over 5 million patients for monitoring and support throughout treatment, though only a subset of the patients are on DAT. The system is tested, robust, and scalable. In smaller settings, the same infrastructure has been set up to support over 5,000 patients across seven additional countries, starting in 2016.

Overview of Platform Service Requirements & Explanations

Currently, all instances of the Everwell Hub platform are hosted on the Global Azure Cloud with servers located in India. For the upcoming work under the ASCENT project, the platform will need to be hosted in-country. The following table gives a broad outline of services the Everwell Hub utilizes and gives details on the use and the architecture designs to be considered in provision of these services.

Table 2: Summary of Platform Service Requirements

| Platform Service | Brief Description | Architecture Design Consideration |
| --- | --- | --- |
| Managed Application with Load Balancer | Fully-managed platform to perform OS patching, capacity provisioning, servers, and load balancing with ISO information security standards, SOC2 accounting standards, and PCI security standards | To build and host web apps, mobile back ends, and RESTful APIs independent of the programming language choices, without managing infrastructure. Service to offer auto-scaling & high availability on both Windows and Linux platforms. |
| RDBMS - PostgreSQL (v10) | Fully managed database-as-a-service that can handle mission-critical workloads with predictable performance, security, high availability and dynamic scalability. | • Built-in high availability with predictable performance (Horizontal Scaling (Hyperscale) for Nikshay & Comm Service main production DB & Vertical Scaling for other DBs.) with ability to monitor and alert the impact of scaling.  • Enterprise-grade security and compliance, with ability to protect sensitive data at-rest and in-motion (FIPS 140-2 validated cryptographic & AES 256-bit cipher). • Automatic backups and point-in-time-restore for up to 35 days. |
| RDBMS - SQL Server Enterprise 2019 | A fully managed instance of the Microsoft SQL Server Database Engine. It contains a set of databases that can be used together with High Availability Built in. | To provide dynamic scalability with no downtime, built-in intelligent optimization, global scalability and availability, and advanced security options. |
| No SQL DB | Fully managed database service with global distribution and transparent multi-master replication. Ability to get single-digit millisecond read and write latencies at the 99th percentile, automatic and elastic scaling of throughput and storage, 99.999-percent high availability, and five well-defined consistency choices. | • Access and query data using APIs for SQL, MongoDB, Cassandra, Gremlin, Etcd, and Table. • Native support for Apache Spark and Jupyter notebooks, to reduce time to insights by ingesting and serving data and running analytics against the local database replica by enabling direct Apache Spark queries execution on indexed multi-model data stored within partitions, without any unnecessary data movement. |
| Redis (5.1.1) | Fully managed Cache for Redis to be used as an in-memory data structure store, a distributed non-relational database, and a message broker to help improve application performance by taking advantage of the low-latency, high-throughput performance of the Redis engine with SLA of 99.9% (Connectivity between the Cache endpoints & Internet gateway) | To improve the performance and scalability of systems that rely heavily on backend data-stores. Performance is improved by temporarily copying frequently accessed data to fast storage located close to the application. |
| Media Services | Fully managed platform to build scalable media management and delivery applications based on REST APIs to securely upload, store, encode, and package video or audio content for both on-demand and live streaming delivery to various media clients such as TV, Mobile etc. with SLA of 99.9%. | • To deliver videos (on-demand & live streaming) in various formats so they can be played on a wide variety of browsers and devices with encoding & packaging. • HTTP Live Streaming (HLS), MPEG-DASH, and Smooth Streaming encrypted with the AES by using 128-bit encryption keys & DRM (Digital Rights Management). • Ability to analyze recorded videos or audio content. |
| Blob Storage | Fully Managed service providing cloud storage that is highly available, secure, durable, scalable, and redundant. | • Durable and highly available. Redundancy ensures that that data is safe in the event of transient hardware failures. Ability to replicate data across geographical locations for additional protection from local catastrophe or natural disaster. Data replicated in this way remains highly available in the event of an unexpected outage. • Secure.  • All data written to be encrypted (256-bit AES encryption, & FIPS 140-2 compliant) with fine-grained control over who has access to data. • Scalable. Designed to be massively scalable to meet the data storage and performance needs of the application scaleout. • Managed. to handle hardware maintenance, updates, and critical issues. |
| Container Image Registry | Build, store, secure, scan, replicate, and manage container images and artifacts with a fully managed, geo-replicated instance of OCI distribution. | • OCI artifact repository for adding Helm charts, Singularity support, and new OCI artifact-supported formats. • Automated container building and patching including base image updates and task scheduling. • Integrated security with authentication, role-based access control, Docker Content Trust, and virtual network integration |
| Queuing Service | A single service for managing routing of all events from any source to any destination. Designed for high availability, consistent performance, and dynamic scale. SLA to publish messages to Service of 99.99%. | • Ability to automate every part of the setup, running and scaling of clusters.  • Eliminate polling & the associated cost and latency.  • Ability to decouple event publishers from event subscribers using a pub/sub model and simple HTTP-based event delivery to build scalable serverless applications, microservices, and distributed systems. |
| Elastic Search | Fully managed search as a service to reduce complexity and scale easily | • Auto-complete, geospatial search, filtering, and faceting capabilities for a rich user experience  • Built-in AI capabilities including OCR, key phrase extraction, and named entity recognition to unlock insights  • Flexible integration of custom models, classifiers, and rankers to fit your domain-specific needs |
| Reporting & Visualization | Self Service managed BI platform with minimal coding to create interactive, immersive dashboards and reports that provide actionable insights and drive business results. | • Minimize Coding for Self Service User. • Ability to support graph data |
| API Management | Fully managed platform for API Management, API gateway, API Analytics and API Throttling | • Create & publish APIs to external, partner, and internal developers with in-built API gateway (endpoint) that accepts API calls and routes them to backends, verifies API keys, JWT tokens, certificates, and other credentials, enforces usage quotas and rate limits with ability to transform API on the fly without code modifications, caching backend responses & logs call metadata for analytics purposes. |
| Security & Threat Management | Fully managed, network & application security service (stateful firewall) and monitoring for DDOS, ATP, IPS/IDS Malware with built-in high availability and unrestricted scalability. | • Web Application Firewall • Anti-DDoS • AntiAPT • IPS • IDS • Anti-Malware |
| Resource Monitoring | Platform Service that helps maximizes the availability and performance of applications and services by delivering a comprehensive solution for collecting, analyzing, and acting on telemetry from environments. It helps understand how the applications are performing and proactively identifies issues affecting them and the resources they depend on. | To provide Managed Logging & Log Archival To provide Managed Auditing & Audit Reporting  To provide Managed Infrastructure Monitoring & Alerting, To provide Managed Security Auditing & Monitoring |

# Requirements Document

In this section, technical setup and processes, hardware/software costs, security, data protection and organizational capacity requirements of the RFP are described. Interested candidates should provide a point-by-point response to each question and/or requirement. Please use this document for your answers or make sure that the respective question number is mentioned when using a different document.

1. Technical Setup and Processes
2. Describe your hosting infrastructure set-up and include information on:
   1. Server situation, major function of server solution, server availability (24x7 or 8x5), and software used to manage servers;
   2. Geographic location of servers;
   3. Total network speed (bandwidth) at your facility? Share latency/speed SLAs from existing projects;
3. What applications do you use, who is it used by, what functions does it serve, is it hosted/local/COTS and when are the applications available to be used (24x7 or 8x5)?
4. What is your technical standards reference model? How would you break down your system into application layer, data layer, security layer and infrastructure?
5. Do you provide enterprise Azure services, such as Virtual networks, Public IP address, network security groups, application Insight, and more?
6. Describe the deployment process for any given service and give information on:
   1. Can services be deployed remotely?
   2. How do you allocate server resources for new projects?
   3. Are resources available immediately, or do they need to be provisioned?
   4. Should the project require additional resources as it grows, how what are the processes/timelines necessary to manage that growth?
7. What are your SLAs for system downtime, or restoration of services in the unlikely case of an outage?
8. What are your processes for scheduled maintenance?
9. Who is in charge of the hosting environment?
10. Who is currently providing technical support and guidance?
11. Do you have managed services (someone in-house to monitor the health and uptime of the services)?
12. Provide timeline to deploy the ASCENT adherence platform on your hosting infrastructure. What SLA, penalties or other enforcements are in place to ensure timely deployment of services?
13. Hardware/Software Requirements: Availability and Cost
14. Please use **Appendix 1-A** to provide information if required services are available and their estimated cost. If the specific service is not available, describe alternatives offered. Use **Appendix 1-B** to describe any other one-time fees or initialization costs associated with service provision.
15. *(Optional)* In order to further demonstrate the budget suitability of your service provision, please share your public “rate card” and/or the budget of a similarly-sized project, if available. These will be treated as supplementary resources in the assessment process and will be taken into consideration as supporting documents.
16. Security, Data Protection and Privacy Requirements

The ASCENT Project works in consultation with the local health department, National Tuberculosis Program and Ministry of Health to ensure privacy and data security standards are maintained.

1. Please submit any documented and enforced security, data protection and privacy policies and practices. Describe how information confidentiality, integrity and availability of information is maintained by these policies and practices.
2. Which privacy standards for encryption do your services adhere to? (e.g. HIPAA, GDPR, ISO, etc.)
3. If available, provide proof of certification to work with personal and medical-related data.
4. Organizational Capacity
5. How long has your company been providing hosting services?
6. Describe your company setup, including the teams related to customer/client interactions and technical teams responsible for (server) hosting service provision & engineering.
7. What is the capacity and technical structure of your team for handling:
   1. issue resolution?
   2. resource allocation?
   3. technical development, if required?
   4. overall project management?
8. Provide proof of the expertise, capacity and experience in the successful execution of comparable service provision. Share 1-3 examples of similar projects including references.
9. *(Optional)* Provide professional resumes or job descriptions of the project manager, lead architect, and other key individuals involved in the implementation.

# Appendix 1

1. Availability and Cost of Services Required

Vendor should complete columns H, I, J, and K (optional) in order to be assessed for technical suitability of service provision. For column *J. Estimated costs (USD)*, please indicate what fixed costs and variable costs are associated with the service. Fixed cost should include things like setup cost, fixed maintenance cost, etc., whereas variable costs would include things like the per core/GB cost and other costs that scale based on increased usage of the platform, for example.

Table 3: Detailed Services Required - Availability and Cost

| # | A. Name | B. Type needed | C. Data Storage | D.  Environment | E. Purpose | F. System | G. Configuration | H. Maximum instances available | I. If not available, are there alternatives? | J. Estimated costs (USD) | | K. Comments (optional) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  | *Fixed*  *costs* | *Variable*  *costs* |  |
| 1 | Managed Application (with load balancer) | PaaS | No | Training | Web for training | Windows | 4 cores @3.2GHz;  RAM = 4GB |  |  |  |  |  |
| 2 | Managed Application (with load balancer) | PaaS | No | Staging | Web Application | Windows | 2 cores@3.2GHz;  RAM = 4GB |  |  |  |  |  |
| 3 | Managed Application (with load balancer) | PaaS | No | Staging | Single Sign On | - | 4 cores @3.2GHz;  RAM = 4GB |  |  |  |  |  |
| 4 | Managed Application (with load balancer) | PaaS | No | Staging | Reports | Windows | 2 cores@3.2GHz;  RAM = 4GB |  |  |  |  |  |
| 5 | Application | IaaS | Yes | Staging | Video Server | - | 4 cores @3.2GHz;  RAM = 8GB |  |  |  |  |  |
| 6 | Managed Application (with load balancer) | PaaS | No | Staging | Communication | - | 2 cores @3.2GHz;  RAM = 4GB |  |  |  |  |  |
| 7 | Managed Application (with load balancer) | PaaS | No | Staging | Integrated Adherence Management | - | 2 cores @3.2GHz;  RAM = 4 GB |  |  |  |  |  |
| 8 | Job Scheduler | PaaS | No | Staging | Hangfire | - | 2 cores @3.2GHz;  RAM = 4GB |  |  |  |  |  |
| 9 | Queueing Service | PaaS | No | Staging | Cloud Service for scheduling | - | 2 cores @3.2GHZ;  RAM = 4GB |  |  |  |  |  |
| 10 | Managed Application (with load balancer) | PaaS | No | Staging | Payments | - | 4 cores @3.2GHz;  RAM = 8GB |  |  |  |  |  |
| 11 | Managed Application (with load balancer) | PaaS | No | Staging | Diagnostics | - | 2 cores@3.2GHz;  RAM = 4GB |  |  |  |  |  |
| 12 | Application | IaaS | Yes | Production | Matomo On-Premise (User Analytics) | - | 4 cores @2.8GHz;  RAM = 16GB |  |  |  |  |  |
| 13 | Application | IaaS | Yes | Production | Sentry On-Premise (Error Tracking) | - | 16 cores @2.8GHz;  RAM = 16 GB |  |  |  |  |  |
| 14 | Application | IaaS | No | Production | Jenkins On-Premise (Deployments) | - | 16 cores @3.2GHz;  RAM = 16 GB |  |  |  |  |  |
| 15 | Queuing Service | IaaS | No | Production | Apache Kafka (Event Bus) | - | 16 cores @3.2GHz;  RAM = 32GB |  |  |  |  |  |
| 16 | Searching Service | IaaS | No | Production | Elasticsearch | - | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 17 | Managed Application (with load balancer) | PaaS | No | Production | Web Application | Windows | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 18 | Managed Application (with load balancer) | PaaS | No | Production | Single Sign On | - | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 19 | Managed Application (with load balancer) | PaaS | No | Production | Reports | Windows | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 20 | Application | PaaS | Yes | Production | Video Server | - | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 21 | Queuing Service | PaaS | No | Production | Communication | - | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 22 | Managed Application (with load balancer) | PaaS | No | Production | Integrated Adherence Management | - | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 23 | Job Scheduler | PaaS | No | Production | Hangfire | Windows | 8 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 24 | Application | PaaS | No | Production | Diagnostics | - | 32 cores @3.2GHz;  RAM = 32GB |  |  |  |  |  |
| 25 | Managed Application (with load balancer) | PaaS | No | Production | Core Patient Management | - | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 26 | Managed Application (with load balancer) | PaaS | No | Production | Payments | - | 16 cores @3.2GHz;  RAM = 16GB |  |  |  |  |  |
| 27 | Application | PaaS | No | Production | Job Scheduler | - | 4 cores @3.2GHZ;  RAM = 16GB |  |  |  |  |  |
| 28 | SQL Server Enterprise | PaaS | Yes | Staging | Core Database | DatabaseWindows Server 2016 64-bit | 16 vcores 250GB Disk Storage |  |  |  |  |  |
| 29 | SQL Server Enterprise | PaaS | Yes | Production | Core Database | DatabaseWindows Server 2016 64-bit | 80 vcores 4TB Disk Storage |  |  |  |  |  |
| 30 | SQL Server Enterprise | PaaS | Yes | Production | Reports | DatabaseWindows Server 2016 64-bit | 32 vcores500GB Disk Storage |  |  |  |  |  |
| 31 | Postgres | PaaS | Yes | Staging | Adherence | DatabasePostgres v10 | 8vcores 200GB |  |  |  |  |  |
| 32 | Postgres | PaaS | Yes | Production | Adherence | DatabasePostgres v10 | 32 vcores 300GB |  |  |  |  |  |
| 33 | Postgres | PaaS | Yes | Staging | Communications | DatabasePostgres v10 | 8vcores 200GB |  |  |  |  |  |
| 34 | Postgres | PaaS | Yes | Production | Communication | Database Postgres v10 | 32 vcores250GB |  |  |  |  |  |
| 35 | Redis | PaaS | Yes | Staging | Data Caching Layer | Cache Storage  Redis 5.1.1 | 16 vcores 20GB |  |  |  |  |  |
| 36 | Redis | PaaS | Yes | Production | Data Caching Layer | Cache Storage Redis 5.1.1 | 16 vcores 80GB |  |  |  |  |  |
| 37 | PostgreSQL | PaaS | Yes | Production | Main Patient & Episode Service | DatabasePostgreSQL v10 | 64 vcores 500GB |  |  |  |  |  |
| 38 | PostgreSQL | PaaS | Yes | Staging | Main Patient & Episode Service | DatabasePostgreSQL v10 | 8 vcores 500GB |  |  |  |  |  |
| 39 | PostgreSQL | PaaS | Yes | Production | Diagnostics Service | Database PostgreSQL v10 | 32 vcores  250GB |  |  |  |  |  |
| 40 | PostgreSQL | PaaS | Yes | Staging | Diagnostics Service | DatabasePostgreSQL v10 | 8vcores 200GB |  |  |  |  |  |
| 41 | RethinkDB | PaaS | Yes | Staging | Payments | NoSQL DatabaseRethink 2.3.5 | 4vcores  100GB Storage |  |  |  |  |  |
| 42 | RethinkDB | PaaS | Yes | Production | Payments | NoSQL DatabaseRethink 2.3.6 | 16vcores 450GB Storage |  |  |  |  |  |
| 43 | Media Service | PaaS | Yes | Staging | Video Data | Video File Storage (optimized for delivery) | 4vcores 150GB Storage |  |  |  |  |  |
| 44 | Media Service | PaaS | Yes | Production | Video Data | Video File Storage (optimized for delivery) | 16vcores 2TB Storage |  |  |  |  |  |
| 45 | Blob Storage | PaaS | Yes | Production | Secrets like passwords | Secrets Storage | 10GB Storage |  |  |  |  |  |
| 46 | Image Repository | PaaS | Yes | Production | Deployment Support | Container Image Registry | 50GB Storage |  |  |  |  |  |

1. Other Associated Costs

Use the below table to describe any other costs associated with provision of service. This should include any generic setup fees or one-time initialization costs. If there are no additional associated costs, indicate so in the table.

Table 4: Other associated costs

|  |  |  |  |
| --- | --- | --- | --- |
|  | 1. Name | 1. Description/Explanation | 1. Cost (USD) |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| … | *(add additional rows as needed)* |  |  |

# Appendix 2

1. RFP Response Cover letter

*To be submitted with full RFP response to* [*ascent@kncvtbc.org*](mailto:ascent@kncvtbc.org) *by the date specified in the RFP Timeline (page 3).*

[Original signed copy on company letterhead]

[Date]

To: Mr. Kristian van Kalmthout,

ASCENT Project Director

KNCV Tuberculosis Foundation

Benoordenhoutseweg 46,

2596 BC The Hague, Netherlands

[ascent@kncvtbc.org](mailto:ascent@kncvtbc.org)

**Ref: Request for Proposals (RFP) for Provision of hosting services for the ASCENT Digital Adherence Platform**

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, submit our proposal for Provision of hosting services for the ASCENT Digital Adherence Platform.

We agree to abide by this response for a period of six months from the last date for submission of RFP response.

The following persons will be the authorized representative of our company/ organization for all future correspondence between KNCV and our organization:

|  |  |
| --- | --- |
| Organization | Name:  Address:  Website:  Email:  Phone: |
| Primary Contact | Name:  Title:  Email:  Phone: |
| Secondary Contact | Name:  Title:  Email:  Phone: |
| Executive Contact | Name:  Title:  Email:  Phone: |

We fully understand that in the event of any change in our contact details, it is our responsibility to inform KNCV about the new details. We fully understand that KNCV shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication from KNCV to us, in the event that reasonable prior notice of any change in the authorized person(s) of the company is not provided to KNCV.

We confirm that the information contained in this response or any part thereof is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead KNCV in its short-listing process. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading, we are liable to be dismissed from the selection process or, in the event of our selection, our contract is liable to be terminated. We agree for unconditional acceptance of all the terms and conditions set out in this RFP document.

We hereby declare that in case our cloud services get provisionally empaneled, we shall acknowledge and accept the Letter of Award of Provisional Empanelment as per the requirements of the RFP within 30 working days from the date of notice of award. We agree that you are not bound to accept any response that you may receive from us. We also agree that KNCV reserves the right in absolute sense to reject all or any of the products/ services specified in the RFP response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/corporation/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature:

Name & Title:

Date: