

Solicitation Title:	IT Officer for Strengthening National AMR and Priority Pathogen External Quality Assessment Programs
Solicitation Number:	STRIDES-002
Submit Questions and Proposal to:	Procurement.STRIDES.th@fhi360.org
Date of Issue of RFP:	7 October 2026
Date Questions from Supplier Due:	13 October 2026
Date Answers due from FHI 360:	14 October 2026
Date Proposal Due:	14 October 2026
Approximate Timeframe Consultant Agreement Issued to Successful Candidate(s):	Working Days: 90 days (Period: 1 November 2026 – 28 February 2027)
Method of Submittal:	
Respond via e-mail with attached document in pdf format. Pricing should be provided in Excel format unless otherwise specified.	
Quote Validity:	
The Consultant agrees to hold the prices in its offer firm for 30 days from the date specified for the receipt of offers unless another time is specified in the addendum of the RFP.	

Background

The Strengthening Infectious Disease Detection Systems (STRIDES) activity, implemented by FHI 360, invites qualified individual/organizations to submit proposals to facilitate standardized proficiency testing and continuous quality improvement. This project has been focused on national, reference and high-performing laboratories within the human health sector across Asian countries. It seeks to enhance diagnostic accuracy, promote harmonization of laboratory practices, and support regional efforts in AMR surveillance and control.

Antimicrobial resistance (AMR) continues to pose a significant threat to global public health, undermining the effective prevention and treatment of infectious diseases. Strengthening laboratory capacity is a critical component in addressing AMR, particularly in ensuring the accuracy, reliability, and comparability of diagnostic and surveillance data to support interventions across countries. The National Institute of Health (NIH) serves as the proficiency testing (PT) provider, particularly for AMR, and is responsible for the scheme design, preparation and distribution of PT materials to participating laboratories.

Scope of Work

The Strengthening National AMR and Priority Pathogen External Quality Assessment Programs necessitates the establishment of a dedicated information system to facilitate the efficient management of participant data, test result submission, score calculation, and reporting processes. The system is expected to enhance accuracy, improve operational efficiency, shorten processing time, and provide a structured mechanism for monitoring and evaluating program performance.

To address these requirements, a web-based EQA information system will be developed to support all key program activities, from participant registration and test round administration to result submission, performance assessment, and dissemination of evaluation reports to participating laboratories.

This activity aims to:

1. To develop a web-based External Quality Assessment (EQA) management system to support the administration and operation of the EQA program.
2. To facilitate member registration, enrollment, and test result submission through an online platform, providing a convenient and user-friendly experience for participating laboratories.
3. To support automated performance evaluation and report generation, ensuring timely, accurate, and standardized assessment outcomes.
4. To enhance the efficiency of data management and communication between program administrators and participating members, thereby improving overall program coordination and effectiveness.

General System Requirements

1. The system should be accessible and fully functional through standard web browsers.
2. The system should support access and use on desktop computers, tablets, and mobile devices.
3. The system shall support both Thai and English languages.
4. The system shall incorporate appropriate security measures to protect confidentiality, integrity, and availability of data.
5. The system shall maintain user activity logs (audit trails) for monitoring, tracking, and security purposes.

Activity and Anticipated LOE

Activity	Anticipated LOE
Activity 1: Develop Member Registration and Management System • Develop a web-based registration portal for laboratories and members applying to participate in the EQA program.	14 days (112 hours)

• Support member enrollment during two registration periods per year. • Allow administrators to define registration opening and closing periods, as well as submission periods. • Enable members to update and maintain their personal and institutional information. • Allow administrators to review, approve, and manage member records and registrations	
Activity 2: Develop News, Announcements, and Communication System • Provide a platform for publishing announcements and notices on the website. • Enable administrators to send notifications and messages to members through the system. • Support the dissemination of news, updates, and downloadable documents.	5 days (40 hours)
Activity 3: Develop Member Login System and Role-Based Access Management • Allow members to access the system using a username and password. • Support role-based user access and permission management. • Enable members to submit test results, monitor submission status, and download historical evaluation reports.	5 days (40 hours)
Activity 4: Develop Test Result Submission System Allow administrators to create and configure result submission forms through the web interface. • Support the submission of results for both Identification and Antimicrobial Susceptibility Testing (AST). • Enable customized distribution of bacterial isolates and submission forms to individual members or member groups. • Support the classification of members into at least two groups, with the capability to manage up to three distinct groups. • Provide draft-saving functionality, allowing members to save, edit, and review data prior to final submission.	18 days (144 hours)
Activity 5: Develop Automated Scoring, Evaluation, and Reporting System • Automatically process and calculate performance scores.	23 days (184 hours)

• Support scoring and evaluation of both Identification (ID) and AST results by comparing participant submissions against established target results. • Allow administrators to define scoring criteria and passing thresholds. • Generate summary reports by testing round, annual performance, and individual member performance.	
Activity 6: Develop Administrative Data Management System, including Excel/CSV Import and Data Backup/Restoration Functions • Generate individual participant reports according to templates and formats specified by the program administrators. • Support report export and download in PDF format. • Allow administrators to distribute evaluation reports to members through the system. • Include a user satisfaction survey module that members must complete prior to downloading their PDF reports.	10 days (80 hours)
Activity 7: Conduct System Testing, User Acceptance Testing, Training, Documentation, Deployment, and Post-Deployment Support • Enable administrators to manage member information, testing rounds, bacterial isolate databases, antimicrobial agent databases, and submission forms. • Support bulk data import through Excel and CSV files. • Provide data backup and restoration capabilities to ensure data security and business continuity.	15 days (120 hours)

Deliverable and Required Outputs:

Deliverables/Milestones and Required Outputs	Submission Date
Deliverable 1: Functional Information System • A fully functional web-based information system developed in accordance with the approved requirements and specifications	December 2026
Deliverable 2: System Source Code	January - February 2027

Complete source code of the developed system, including all modules and components	
Deliverable 3: Database and System Architecture Documentation Database schema, data structure, and system architecture documentation	February 2027
Deliverable 4: User Manual for Administrators and Members Comprehensive user manuals covering system functions, workflows, and operational procedures for administrators and members	February 2027
Deliverable 5: System Installation Manual Documentation covering system installation, configuration, backup, recovery, and maintenance procedures	February 2027
Deliverable 6: Administrator Training completed with Supporting Report Training and knowledge transfer sessions for system administrators, including system operation, management, maintenance, and basic troubleshooting	February 2027

Location of Work: National Institute of Health of Thailand (NIH), Department of Medical Sciences, Ministry of Public Health, Bangkok Thailand

Travel: No travel required

Timetable and Address for Submission

Proposals are due no later than 4:00 PM (Thailand time) on Wednesday, October 14, 2026.

Required documentation listed below must be e-mailed to

Procurement.STRIDES.th@fhi360.org

Qualifications:

- Demonstrated experience in information system, web application, or database system development.
- Availability of qualified personnel with expertise in software programming, system development, and database management.
- Ability to provide technical consultation, troubleshooting, maintenance, and post-implementation support following system delivery

Evaluation Criteria: Proposals will be evaluated in accordance with the following criteria:

Evaluation will be based on past experiences, technical expertise in web-based External Quality Assessment (EQA) management system. Ability to coordinate multiple laboratories, manage timelines, documentation, communication, and deliverables

Warranty and Maintenance

The contractor shall provide a warranty for the system for a period of not less than one year from the date of system acceptance. During the warranty period, the contractor shall correct any system defects, errors, or malfunctions at no additional cost to the client.

Required Documentation: Proposals must include the following components:

- Technical Proposal responding to the Statement of Work (SOW), including proposed methodology and work plan.
- Financial Proposal, including the completed and signed Quotation Submission Form.
- CV or portfolio in English demonstrating the skills and knowledge to provide this service or similar past experiences.
- Company profile and business registration documents (for firms, if applicable)

All documents must be submitted in English and signed by an authorized representative, where applicable.

FHI 360 Disclaimers

- FHI 360 may perform a background check on any selected Consultant candidates.
- FHI 360 may cancel the solicitation and not award
- FHI 360 may reject any or all responses received
- Issuance of the solicitation does not constitute an award commitment by FHI 360
- FHI 360 reserves the right to disqualify any offer based on failure of the offeror to follow solicitation instructions
- FHI 360 will not compensate any offeror for responding to solicitation
- FHI 360 reserves the right to issue award based on initial evaluation of offers without further discussion
- FHI 360 may choose to award only part of the activities in the solicitation, or issue multiple awards based on the solicitation activities
- FHI 360 reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition
- FHI 360's supplier terms and conditions can be found [here](#) while our consultant terms and conditions can be found [here](#)

Annex 1
Quotation Submission Form

Name – Surname or Company Name
Address:
(Contact details: email and mobile number)

Quotation

Family Health International

130-132 Sindhorn Building, 19th Floor, Tower3, Wireless Road, Lumpini,
Pathumwan, Bangkok, 10330, THAILAND

Date:

Item	Description	Qty/Day	Unit Price	Amount (THB)
	GRAND TOTAL			

Signed: _____

Name - Surname

Remark: The expert will be solely responsible for 3% withholding tax.