



Clinton Health Access Initiative, Inc.

Request for Proposals

Request for Proposals (RFP) for the Development of the Digital Community Health Worker Master List (CHWML) Platform.

Funded by: Bill & Melinda Gates Foundation

Date Issued: 06/07/2026

Ethical Conduct and Conflicts of Interest

In accordance with CHAI's [Global Code of Conduct](#) and [Conflict of Interest policy](#), CHAI is committed to conducting procurements with integrity and objectively selecting suppliers and vendors. CHAI maintains a zero-tolerance policy for acts including but not limited to collusion among vendors, submitting falsified bids, bribery, and/or other forms of fraud. Vendors engaging in such conduct will be disqualified from current and future opportunities. CHAI employees and others acting on CHAI's behalf are prohibited from accepting or asking for bribes, gifts, fees, or any other object of value or compensation related to doing business. Please contact ethics@clintonhealthaccess.org with any questions or concerns or to report any violations.

Summary of terms

A. Background

The Clinton Health Access Initiative, Inc. (CHAI) is a global health organization committed to saving lives and improving health outcomes in low- and middle-income countries by enabling the government and private sector to strengthen and sustain quality health systems. For more information, please visit www.clintonhealthaccess.org

The Clinton Health Access Initiative, Inc. (CHAI), in close collaboration with the Directorate of Healthcare Organization and Health Technology (DOSTS) of the Cameroon Ministry of Public Health (MINSANTE) invites interested and capable software development organizations to submit proposals for the design, development, testing, deployment, and post-deployment support of a fully functional, interoperable digital Community Health Worker Master List (CHWML) platform within Cameroon's national eHealth architecture. Offerors are invited to submit proposals in response to this RFP in accordance with Section D, instructions for preparation of proposal and submission to CHAI.

This RFP does not obligate CHAI to make an award or fund an applicant, nor does it commit CHAI to reimburse for the costs incurred for proposal preparation. All costs related to proposal preparation must be borne by the offeror. CHAI will accept no fee for the submission of these applications. CHAI makes no representations or warranties and will not incur any liability under any law as to the accuracy, reliability, or completeness of the information contained in the RFP.

B. Proposal Dates and Requirements

The below table summarizes key dates in the RFP process. Offerors are expected to comply with these dates and deadlines. CHAI reserves the right to modify the dates at its discretion.

Milestone	Date and Time
RFP Released	06/07/2026
Deadline for Written Questions	7 days after publication of RFP
Answers for Questions Released	No later than Five (05) workdays after reception of questions
Proposals due	No later than fourteen (14) workdays after reception of this RFP, at 3:00 PM (Yaoundé time)
Estimated award	

1. Questions and Answers

All questions regarding this RFP must be submitted by the date above and in writing to chaicameroneprocurement@clintonhealthaccess.org. Questions and CHAI responses will be circulated among those who have submitted questions. CHAI will only consider written requests for clarification. Only written answers from CHAI will be considered official and carry weight in the RFP process and subsequent evaluation. Answers of guidance received outside of the official channel from employees or representatives of CHAI will not be considered official information regarding this RFP.

2. Proposal Submission and Validity

All responses to this RFP must be submitted by the date and time above and must comply with the instructions below in Section D. Instructions and Preparation of Proposal and Submission to CHAI. Offers

must be submitted to chaicameroonprocurement@clintonhealthaccess.org. Submissions should be labeled: “RFP for the development of the digital CHWML platform in Cameroon.”

CHAI reserves the right to evaluate late offers at its discretion. By submitting this proposal, the offeror confirms that the proposal is valid for a period of 60 days.

3. Award

CHAI will examine the offers to determine if they are complete, comply with all the conditions of the RFP, and have been duly signed and are in general order. CHAI will select the offer that represents the best overall value. CHAI anticipates making one award to one entity; but reserves the right to make no award, or to make multiple awards.

C. Eligibility Requirements

Offerors must be legally registered to conduct business in Cameroon; Individual consultants are not eligible for this procurement. A valid copy of a business license and/or registration must be provided with the submission offer. All offers must be submitted using Annex A below and must be signed by cognizant officers of the organization.

In addition to business registration, offerors must provide the following administrative and tax documents:

- Taxpayer ID
- Attestation of non-indebtedness
- Location plan
- Bank attestation in the organization’s name

D. Instructions for Preparation of Proposal

Offerors are required to use the form in Annex A, below, to reply to this RFP. Failure to provide all the information required by the RFP or submitting an offer that does not respond to the RFP in all respects may result in the rejection or disqualification of the offer. The information that the respondent considers proprietary must be clearly marked as such. All such information will be treated confidentially and used by CHAI for evaluation purposes only.

1. Technical Proposal

Offerors are required to write a technical response to the scope of work in Section G, Scope of Work and Deliverables. The technical proposal must be organized into the following sections:

- a) **Technical Approach and Methodology (maximum 6 pages)**
 - Demonstrate a clear understanding of the CHWML platform objectives and Cameroon’s national eHealth architecture
 - Describe the proposed technology stack, platform architecture, and hosting strategy
 - Explain the approach to interoperability with the Master Facility List (MFL), Health Management Information System (HMIS) in DHIS2, Carte Sanitaire Application (in IASO/Superset), and Integrated Supportive Supervision platform (ISS) in IASO.
 - Describe the data model, access control framework, and security approach
 - Describe how the platform will support CHW payment workflows, supervision, and performance tracking
 - Explain the strategy for delivering a lean, maintainable solution within the budget ceiling

b) Alignment with functional requirements (maximum 3 pages)

- Provide an explicit mapping between the proposed solution and the functional requirements for the Cahier des charges
- Identify any gaps or proposed adaptations relative to the documented requirements, with justification

c) Work Plan and implementation timeline (maximum 2 pages)

- Provide a draft work plan covering about 9-month contract period
- Map the work plan to the deliverables defined in Section G
- Identify key dependencies, risks, and mitigation strategies

d) Capabilities statement and relevant experience (maximum 4 pages)

- Provide a capabilities statement describing the organization's capacity to execute this scope of work
- Present at least two completed projects of similar scope, including client name, project description, technologies used, and outcome
- Describe any prior experience working with MINSANTE, DOSTS, or equivalent institutions

e) Key Personnel (maximum 3 pages + CVs)

- Identify all key personnel assigned to the project with their specific roles and time allocation per phase
- Provide CVs (maximum 2 pages each) demonstrating relevant technical qualifications and prior experience

2. References

Offerors must complete the table in Annex A with past performance references for similar work. CHAI reserves the right to contact these references at any time.

3. Budget

The resultant award will be deliverables-based. The vendor must submit each deliverable by the agreed due date. Upon CHAI's written validation and acceptance, the vendor is authorized to submit the corresponding invoice. Offerors must provide a detailed budget in XAF that includes:

- Professional fees expressed as an hourly rate, estimated hours per deliverables
- Total professional fees over the consulting period
- Any applicable taxes
- Grand total including taxes

The budget must be accompanied by a cost narrative describing each line item and the assumptions made. No additional fees, taxes, or costs may be added post-award. The target maximum budget for this engagement is **XAF 20,000,000** inclusive of all applicable taxes. Budgets must be submitted in XAF (Central African CFA Francs).

E. Evaluation Criteria and Negotiation

CHAI will make an award based on which proposal represents best value to CHAI. CHAI may award to a higher priced offeror if a higher technical evaluation justifies the additional cost. CHAI will use the following criteria to evaluate proposals:

Category	Criteria	Points
Technical Approach and Platform Architecture	Clarity, rigor, and appropriateness of the proposed technical approach and architecture Interoperability design with MFL, DHIS2, ISS, and Carte Sanitaire (IASO/Superset) Security, data governance, and scalability of the proposed solution Strategy for delivering a lean, maintainable solution within budget constraints	30
Alignment with functional requirements	Quality and completeness of the mapping between the proposed solution and the Functional Requirements Document / Cahier des charges Relevance and technical justification of any proposed adaptations	20
Team qualifications and organizational capacity	Qualifications and relevant experience of key personnel assigned to the project Organizational track record: prior delivery of comparable digital health or public sector platforms Prior experience working with MINSANTE, DOSTS, or equivalent institutions	25
Work Plan and implementation feasibility	Realism and clarity of the proposed work plan within the 9-month contract period Quality of risk identification and mitigation strategies Proposed approach to post-deployment support and handover to CHAI and MINSANTE	15
Cost and value for money	Completeness and reasonableness of the budget breakdown by deliverable and cost category Cost-effectiveness: value of the proposed solution and team relative to the total budget	10
	TOTAL	100

Offerors are expected to submit their best offer. CHAI reserves the right to hold further discussions, conduct negotiations, ask for additional information, or request clarifications before making an award. CHAI reserves the right to hold a best and final offer or competitive range stage prior to award. CHAI may, at its sole discretion, ask for offerors to conduct oral presentations.

F. Terms and Conditions of Resultant Agreement

Any agreement that results from this solicitation will be subject to CHAI's standard agreement terms and conditions. A copy is available upon request. For the purpose of this solicitation, please note that the following terms apply:

- I. **Confidentiality:** Information which the offeror considers to be confidential or proprietary must be clearly marked as such. All such information is treated as confidential by CHAI for assessment purposes only. Should the offeror anticipate submitting confidential or

- propriety information to CHAI, please contact the POC for this procurement to request a copy of CHAI's standard NDA.
- II. **Intellectual Property:** All deliverables, source code, technical documentation, training materials, and any other work product developed under the resulting agreement shall be the exclusive property of CHAI and MINSANTE. All copyrightable works shall be deemed works made for hire to the extent permissible under applicable law. The vendor may not retain, reuse, or repurpose any deliverable, code component, or platform element developed under this agreement without prior written consent from CHAI and MINSANTE.
 - III. **Source Code and Deployment Package:** The vendor must deliver complete, documented, and version-controlled source code and a fully functional deployment package upon contract completion. Source code must be handed over to IT department of MINSANTE and may be deposited in a repository (GitHub or equivalent).

G. Scope of Work and Deliverables

1. Scope of Work

The selected vendor will design, develop, test, deploy, and provide post-deployment support for a digital CHWML platform within Cameroon's national eHealth architecture, over a 9-month period. All work must be conducted in close coordination with MINSANTE/DOSTS and CHAI Cameroon and must align with the Cahier des charges provided at contract signature.

Platform Core Functions

- Serve as the authoritative single source of reference for CHW data in Cameroon, establishing a unified national registry
- Enable CHW enumeration, registration, profile management, and geolocation at national, regional, district, and health area levels
- Support CHW payment management workflows, including beneficiary data verification and payment request processing
- Enable planning, supervision, and performance management of CHWs through structured dashboards
- Facilitate resource distribution and strategic deployment of CHWs and health inputs
- Support institutionalization of the CHW corps within the national health system
- Align with national Universal Health Coverage (UHC) and community health strengthening strategies

More detailed features are found in the Cahier des charges

Interoperability Requirements

The CHWML platform is interoperable with relevant health information systems:

- Master Facility List (MFL): bidirectional linkage of CHWs to their associated health facilities
- National Health Information System (DHIS2): integration for routine reporting, data flows, and performance indicators
- Carte Sanitaire (IASO/Superset): integration for geographic visualization and spatial analysis of CHW deployment
- Integrated Supportive Supervision: integration to enable supervisions of CHWs by health system actors.

Dashboards and Analytical Features

- Real-time geographic visualization of CHW distribution, density, and coverage gaps at all administrative levels
- Target-setting and deployment planning tools at subnational levels
- Performance monitoring dashboards accessible at national, regional, and district tiers
- Payment tracking and status dashboards
- Integration with Superset (and other visualization tools) for advanced data visualization and export

2. Deliverables and Deliverables Schedule

a) Descriptive and Analytical CHWML Platform

A fully deployed and operational platform providing a comprehensive, georeferenced registry of all CHWs in Cameroon, with descriptive profiles, analytical dashboards, and reporting features enabling census, monitoring, geographic targeting, and data-driven decision-making at all administrative levels.

b) Interoperability between the CHWML Platform and relevant health information systems (MFL, DHIS2, IASO/Superset)

A fully implemented and tested bidirectional data exchange mechanism between the CHWML platform and the relevant health information systems: the Master Facility List, The Carte Sanitaire Application, the National Health Information System, The Integrated Supportive Supervision platform.

c) Manuals and Standard Operating Procedures (SOPs) for CHWML Management

A formal set of manuals and SOPs governing the entry, validation, update, and ongoing maintenance of CHW data within the platform, defining roles, responsibilities, data quality standards, and update cycles to ensure the registry remains accurate and current over time.

d) Pilot Test

A structured pilot test conducted with a representative sample of end users, documenting user feedback, usability findings, technical issues identified, and corrective actions applied, culminating in a formal sign-off confirming the platform's readiness for national rollout.

e) Data Sharing Policy

A formal data governance document defining the rules, conditions, and mechanisms governing the sharing, access, and use of CHW data across authorized stakeholders, including data ownership, user access tiers, consent requirements, confidentiality obligations, and inter-institutional data exchange protocols.

f) Six-Month Platform Maintenance and Technical Support

Six months of structured post-deployment technical support covering bug resolution, performance monitoring, system updates, and user assistance, concluded by a formal handover report documenting all interventions, platform performance metrics, and recommendations for long-term system sustainability.

3. Warranty and Insurance Requirements (if applicable)

The vendor must warrant that all deliverables are free from defects and conform to the agreed specifications for a minimum period of six (6) months following CHAI's written acceptance of the final platform. Any defects identified during this warranty period must be remedied by the vendor at no additional cost to CHAI. Insurance requirements, if applicable, will be specified in the resultant agreement.

4. Period of Performance

The period of performance covers about 9 months from the date of signature of the contract, including the post-deployment support period. The Offeror shall remain available for a period of three (3) months following contract closure to provide any further assistance as may be required.

Offerors must confirm their availability to commence work in July 2026.

Annex A: Proposal Application Form

[Instructions: All offerors submitting a bid in response to this RFP must fill out and complete this template letter. The letter must be signed by an authorized representative of your organization and must be dated appropriately. This letter must be submitted with a copy of your business license and any other documents as requested in the solicitation]

To: [Insert name of Procurement Lead]
 Reference: [Insert CHAI RFP number]
 Company Name: [Insert your company name]

General

We, the undersigned, hereby provide this offer to perform the work described in the referenced RFP. We acknowledge and agree to all terms and conditions. We certify that our organization, as well as our principal officers and key individuals, are eligible to participate in this procurement and are not debarred, nor on any watchlist or sanctions list. We further certify that, to the best of our knowledge, we have no close, familial, or financial relationships with CHAI staff or individuals representing CHAI; and that we have no close, familial, or financial relationships with any other bidders on this RFP. If we become aware of a potential conflict we will immediately notify ethics@clintonhealthaccess.org. We also certify that our business license, attached, is accurate and up to date with the relevant authorities.

Our offer remains valid for 60 days from the date of submission.

General Information	
Company Address	
Company Telephone	
Company Website (if applicable)	
Company Registration or Tax ID	
Does the company have a bank account?	
Name of Bank, if applicable	
Brief company description	

Past Performance

We hereby provide three references for similar work that we acknowledge may be contacted at any time by CHAI.

Past Performance	
Reference 1	
<ul style="list-style-type: none"> Company, Entity, or Individual Name Contact Information Brief description of work 	
Reference 2	
<ul style="list-style-type: none"> Company, Entity, or Individual Name Contact Information Brief description of work 	
Reference 3	
<ul style="list-style-type: none"> Company, Entity, or Individual Name 	

<ul style="list-style-type: none"> • Contact Information • Brief description of work 	
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Technical Proposal

Please attach your technical proposal (maximum 20 pages, excluding CVs and annexes) organized as follows: (a) Technical Approach and Platform Architecture, (b) Alignment with Functional Requirements, (c) Work Plan and Implementation Timeline, (d) Team Composition and Key Staff with CVs, (e) Organizational Capacity and Relevant Experience. Refer to Section D.1 above for detailed instructions and page limits for each section.

Budget

Deliverable	Hourly Rate (XAF)	Number of Hours	Maximum duration to deliver (in days)	Total Amount (XAF)
D1				
D2				
Total Professional Fees				
Applicable Tax (%)				
GRAND TOTAL (XAF)	<i>Target maximum: XAF 20,000,000 (inclusive of all applicable taxes)</i>			

Payment Schedule Confirmation

The resultant agreement will follow a deliverables-based monthly payment schedule. Payment will be triggered by the submission and CHAI acceptance of completed deliverables, as follows:

Invoice	Number of hours	Amount (XAF)	Submission Deadline	Deliverables Required

Key officer signatures:

Name (Printed):

Title

Signature

Date

Name (Printed):

Title

Signature

Date

Name (Printed):

Title

Signature

Date