REQUEST FOR PROPOSAL (RFP)
(For Low-Valued Services)

TO INTERESTED SUPPLIERS	DATE: March 13, 2018
	REFERENCE: UNDP-BMS-RFP-2018-003

Dear Sir / Madam:

We kindly request you to submit your Proposal for Services of a POPP Mobile Application Development

Please be guided by the form attached hereto as Annex IV, in preparing your Proposal.

Proposals may be submitted on or before **12p.m. EST Tuesday, 27 March 2018** via email to the address below:

cpu.bids@undp.org

Email Subject reference: UNDP/BMS/RFP/2018/003– *RFP for Mobile Application*

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days. **Proposers may send as many e-mails as needed; however, the size of each e-mail should not exceed five megabytes (5 MB).** As an e-mail can take some time to arrive after it is sent, we advise all Proposers to send e-mail submissions well before the deadline. Proposers are solely responsible for ensuring that any and all files sent to UNDP are readable, that is, uncorrupted, in the indicated electronic format, and free from viruses and malware. Failure to provide readable files will result in the proposal being rejected.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

The Technical Proposal and Financial Proposal files **MUST BE COMPLETELY SEPARATE** and sent separately and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address**.**

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:
http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,
Central Procurement Unit
UNDP

Description of Requirements

Context of the Requirement	Services of a POPP Mobile Application Development
Implementing Partner of UNDP	Please refer to Annex I
Brief Description of the Required Services[1]	Please refer to Annex I

List and Description of Expected Outputs to be Delivered	The scope of this work is to produce a mobile app for IOS and Android that displays an up-to-date POPP content with the ability to get customized notifications based on user's preferences on areas of interest.
	
	Contractor is expected to:
	
	- Review POPP content (https://popp.undp.org) specifically:
	     o POPP by policy areas (https://popp.undp.org/SitePages/POPPHome.aspx?Menu=BusinessUnit)
	     o Indexes (https://popp.undp.org/SitePages/POPPIndex.aspx)
	     o What's New (https://popp.undp.org/SitePages/POPP%20Recent%20Changes.aspx)
	- Working with business user to create an UI design and wireframe for the app development which should support the available languages in the POPP site
	- Create a mobile API that connect directly with POPP (SharePoint platform) to retrieve the data and allow the mobile app to consume to keep the mobile app up to date
	- Create a mobile application for iOS and Android using the UI designed and API created with a desire functions including customized notifications.
	
	Refer to Annex I – Terms of Reference for full details.

Person to Supervise	Project Manager
Frequency of Reporting	As needed

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[1] *A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.*

Progress Reporting Requirements	Contractor may use remote communication meant (Skype, Phone …) for the ongoing work communication need.
Location of work	☒ At Contractor's Location - The contractor must be available to work on Eastern Time zone.
Expected duration of work	5 weeks
Target start date	April 5, 2018
Latest completion date	5 weeks from contract starting date
Travels Expected	No travel required.
Special Security Requirements	N/A
Facilities to be Provided by UNDP	N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required ☐ Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required ☐ Not Required
Currency of Proposal	☒ United States Dollars
Value Added Tax on Price Proposal[2]	☒ must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☐ 60 days ☒ 90 days ☐ 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.

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[2] *VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.*

Partial Quotes	☒ Permitted			
Payment Terms[3]	Outputs	Percentage	Timing	Condition for Payment Release
	Design of the UI acceptation	30%	April 19, 2018	Within thirty (30) days from the date of meeting the following conditions:
	Development and tests of the App	40%	May 3, 2018	a) UNDP's written acceptance (i.e., not mere receipt) of the
	Publication of the App and set up of all support platforms	30%	May 17, 2018	quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/complet ed services and authorize the disbursement of payment	Project Manager (to be named at time of Contract award)			
Criteria for Contract Award	☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	**Technical Proposal (70%)** ☒ Expertise of the Firm **30%** ☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan **30%** ☒ Management Structure and Qualification of Key Personnel **40%** ***Please refer to Annex I (Terms of Reference) for qualifications and Annex IV for details and documentation requested.*** **Financial Proposal (30%)** To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.			

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[3] *UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding $30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.*

	The following formula will be used to evaluate financial proposal: p = y (μ/z), where: p=points for the financial proposal being evaluated; y=maximum number of points for the financial proposal; μ=price of the lowest priced proposal; z = price of the proposal being evaluated.
UNDP will award the contract to:	☒ One and only one Service Provider
Type of Contract to be Signed	☐ Purchase Order ☒ Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilized for Long-Term Agreement[4] and *if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)* ☐ Other Type/s of Contract
Contract General Terms and Conditions[5]	☐ General Terms and Conditions for contracts (goods and/or services) ☒ General Terms and Conditions for contracts (services only, less than $50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html and the applicable Terms & Conditions for de minimi contract to be applied are available here.
Annexes to this RFP[6]	☒ Form for Submission of Proposal (Annex IV) ☒ Detailed TOR (Annex I) ☐ Others[7] *[pls. specify]*
Contact Person for Inquiries (Written inquiries only)[8]	***Ignacio Inestal / Shadi Hussein*** *CPU* ***cpu.bids@undp.org*** Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

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[4] *Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation*
[5] *Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.*
[6] *Where the information is available in the web, a URL for the information may simply be provided.*
[7] *A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.*
[8] *This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.*

ANEX I

Terms of Reference (TOR)

A.   Project Title

Mobile Application - UNDP POPP

B.   *Project Description*

The POPP is UNDP's centralized online resource of UNDP's Regulations, Rules, Policies and Procedures for use by all UNDP staff and other personnel. The Programme and Operations Policies and Procedures (POPP) contains policies, processes and procedures, and is the sole authoritative source of prescriptive content on programming and operational requirements. The POPP content also applies to UNDP affiliated Funds and Programmes to the extent that their authorities derive from the UNDP Financial Regulations and Rules.

The POPP is a living document, incorporating updates on a periodic basis, to align the organization's changing business processes and needs. All of the POPP's prescriptive content was first made available online through a User Guide. The User Guide was later transformed to the POPP in 2008. The POPP was subsequently moved to the Corporate "Share Point" platform in 2011 ("POPP Release 2.0") with added features and search capabilities. On 23 November 2012, with the recommendation of Operations Support Group (OSG) and the Bureau of Management (BOM), and as the first phase of the POPP Enhancement Project and consistent with UNDP's commitment to making information about its programmes and operations transparent, the POPP was made fully available to the public. The current project (the "Project") is essentially the second phase of the POPP Enhancement Project and draws from the substantial work, identification of challenges and solutions generated by OSG. Reasons

At this point in time and as technology is rapidly moving to mobility, transparency is not enough. What is needed is the ability to access information within finger tips at any time, at any place.

The smartphone is the number one means of communication. People spend more time with their smartphones than with anything else. The smartphone is currently the easiest and fastest access to information. Donors will be satisfied to receive their sponsored development projects updates status on demand, from anywhere and within seconds.

Creation of a mobile app that can provide easy and up-to-date access to the content in the POPP.

- The content in the POPP will have an easy and remote accessibility through a mobile app.
- The content in the POPP will be coherent with content at the appropriate level of readability where users can find solutions on how to address day-to-day operational matters from anywhere through their mobile devices.

C. Scope of Work

The scope of this work is to produce a mobile app for IOS and Android that displays an up-to-date POPP content with the ability to get customized notifications based on user's preferences on areas of interest.

Contractor is expected to:

- Review POPP content (https://popp.undp.org) specifically:
  - POPP by policy areas
    (https://popp.undp.org/SitePages/POPPHome.aspx?Menu=BusinessUnit)
  - Indexes (https://popp.undp.org/SitePages/POPPIndex.aspx)
  - What's New (https://popp.undp.org/SitePages/POPP%20Recent%20Changes.aspx)
- Working with business user to create an UI design and wireframe for the app development which should support the available languages in the POPP site
- Create a mobile API that connect directly with POPP (SharePoint platform) to retrieve the data and allow the mobile app to consume to keep the mobile app up to date
- Create a mobile application for iOS and Android using the UI designed and API created with a desire functions including customized notifications.

Out of scope

All necessary change(s) to the current POPP platform is not including in this work. However, contractor is expected to provide info of expected change if any at the beginning of the project.

D. Expected   Outputs

The Contractor is expected to deliver:

- Mobile App
- Data Update/Sync API
- Documentation of each component including:
  - Test Plan (Unit, System and Integration Testing)
  - Test Scripts (Unit, System and Integration Testing)

Mobile App
- UI Design that
  - Utilize the mobile capability and feature such as touch and gesture to optimize the user experience in viewing and seeking information in POPP.
  - UI design that equip with all function need and the accessibility that ensure simple and easy experience for end user.
  - Design theme align with UN and UNDP principle
  - UNDP Logo and Font must be complied with UNDP branding manual (refer to annex III)
  - Taking consideration of disability accessibility by taking advantage of existing OS

provided accessibility function.
- o UI language support: English, Español and Français as per available content of the current POPP
- Apply the UI Design and deliver native experience without the need of internet for regular usage
- App update/sync in the background (when connection is available) while providing indication and detail status if need
- Keep track of clearly present the Policy version and last successfully updated/synced
- Provide in-app document viewer for PDF and DOCX
- Ability to notify user on new announcement based on user preference of area of interest

Data Update/Sync API

The API must provide entry point need for mobile app to keep their content up to date and coordinate connection to exiting POPP platform. The API must:

- Single entry point for mobile app to check new data and collect content
- Connect to data in SharePoint lists at https://popp.undp.org
- Generate correct data schema for the payload deliver to mobile app for data sync service
- Ability to switch on/off to either stream file from SharePoint libraries to mobile app via the API or provide URL for mobile app to directly access document on SharePoint
- Able to push update notification to the mobile app to initiate synchronization

E. Institutional Arrangement

- The Project Manager will directly supervise the contractor. The contractor will be responsible to, report to, seek approval/acceptance of output from the Project Manager.
- The progress on the project must be reported weekly with a possibility of frequent follow-ups as needed.
- The contractor in the course of performing the work, is expected to interact with UNDP through Project Manager
- The UNDP will use UNDP's Apple Developer Account and Google Playstore Account to publish app at the testing stage.

F. Duration of the Work

- 5 Weeks (estimated), actual duration is expected part of the proposal timeline.

G. Duty Station

- The contractor is not required to be physically present at UNDP Office. However, the contractor must be available to work on Eastern Time zone.
- Contractor may use remote communication meant (Skype, Phone …) for the ongoing work communication need.
- The contractor will be required to report regularly or as needed.

H. Qualifications of the Successful Contractor

- The contractor must have at least 5 years of work experience or more in the field of mobile applications development
- Minimum 1 Year of experience in developing mobile app using the require platform and tools
- Minimum 2 sample projects of similar size and platform
- The contractor must be proficient in English. Knowledge in French and Spanish will be advantageous and vital to the success of the work implementation
- The number of team members can be determined by the contractor. However, they must be experienced in with SharePoint, mobile applications designing and development for iOS and Android

I. Scope of Bid Price and Schedule of Payments

- The contract price is a fixed output-based price regardless of extension of the herein specific duration.
- The cost components that the Proposer must include in the computation of contract price should be purely professional fee.
- The contractor will receive payments in:

30%	after UI design is accepted
40%	after app is developed and test
30%	after the app is published and all support platform are setup

J. Recommended Presentation of Proposal

- Company Background
- Past project of similar work
- Propose Team member(s) and their one pager resume
- Detail Timeline
- Approach and platform chosen for App and development
- Specific strategy/function to be used/considered to help improve the content explore ability and app usability
- Price/Quotation in **separated envelop**
  - o Specific functions which deem benefit but not part of the required deliver app, should be quote as separated items and is optional

ANNEX II: TECHNICAL SPECIFICATION

Mobile App

- Mobile Platform: iOS and Android

- Support OS Version: iOS 10+ and Android 6+

- Development Platform: Shared code platform which deliver native feel and performance such as Xamarin, React Native or equivalent

- Integrated with Visual Studio App Center https://appcenter.ms function as needed including Continuous Development, Testing, Analytics (usage and crash reporting) and Push notification

- Contractor may opt to use different platform for development and testing, however the app must be compatible and is required to use the App Center after published to production

Data Update/Sync API

- Platform: Azure Web App

- Read-Only: HTTP GET method only

- Language: C# or JS

- Authentication: App ID/Key

ANNEX III: UNDP BRANDING GUIDELINE

UNDP
BrandManual_rev201

ANNEX IV

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[9]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[10])

[insert: *Location*]
[insert: *Date*]

To: [*insert: Name and Address of UNDP focal point*]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated *[specify date]* , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A.   **Qualifications of the Service Provider**

> *The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:*
>
> a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
> b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
> c) *Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
> d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
> e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
> f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B.   **Proposed Methodology for the Completion of Services**

> *The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance*

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[9] *This serves as a guide to the Service Provider in preparing the Proposal.*
[10] *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

> *mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

C. **Qualifications of Key Personnel**

> *If required by the RFP, the Service Provider must provide:*
>
> a) *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
> b) *CVs demonstrating qualifications must be submitted if required by the RFP; and*
> c) *Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. **Cost Breakdown per Deliverable**

	Deliverables *[list them as referred to in the RFP]*	Percentage of Total Price *(Weight for payment)*	Price *(Lump Sum, All Inclusive)*
1	Deliverable 1 - Design of the UI acceptation		
2	Deliverable 2 - Development and tests of the App		
3	Deliverable 3 - Publication of the App and set up of all support platforms		
	Total	100%	

*This shall be the basis of the payment tranches

E. **Cost Breakdown by Cost Component** *[This is only an Example]*:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date