



REQUEST FOR PROPOSAL (RFP)

Development of Unique ID System for Timor Leste

NAME & ADDRESS OF FIRM	DATE: April 8, 2019
	REFERENCE: RFP001TLS2019

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Development of Unique ID System for Timor Leste**

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Monday, April 15, 2019** and via email, courier mail or fax to the address below:

UNDP Timor-Leste
UN House, Caicoli Street (Obrigado Barracks)
P.O. Box No. 008
Claudio Providas
procurement.staff.tp@undp.org

Your Proposal must be expressed in the English, and valid for a minimum period of 30 Days

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.

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 attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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:

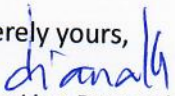
<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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 :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Diana Lina Bernardo
Operations Manager
4/8/2019

Description of Requirements

Context of the Requirement	<p><i>The Initiation Plan for Unique ID system as a gateway to E-Government is a yearlong project funded by the SDG Innovation Fund under UNDG. The project seeks to develop a roadmap towards the unique ID system-platform for Timor-Leste. Aligned with the global conversation on innovative use of technology in developing countries, this project therefore, focuses on accelerating progress in one high priority area—Innovations to boost social-inclusion and ‘leave no-one behind’—through the development of a roadmap towards the unique ID system-platform. The unique ID system is the foundation needed to improve delivery, efficiency, and planning of public services and to manage and coordinate social policy, that will contribute to establishing an e-government and other commitments made by the Government of Timor-Leste (GOTL). A Single registry or Unique ID system can provide a transformative effect that will accelerate achievement of the Sustainable Development Goals (SDGs) in Timor-Leste. The unique ID will enable the Government of Timor-Leste to manage efficiently service delivery to citizens particularly in relation to the administration of entitlements, transfers and benefits. As a country with a total population of 1.2 million with around 60% under the age of 25, the provision of a unique ID from birth, through a citizen’s life can enhance the provision of coherent and systematic public services, including social protection programmes, while simultaneously reducing overlapping, exclusion errors, and administrative burden. While there are several examples of single registry systems around the world, no “blue print” exists as the design depends on the country context, vision for the future, and other factors. adapted. []</i></p>
Implementing Partner of UNDP	UNICEF, UN Resident Coordinator
Brief Description of the Required Services ¹	<p>The firm/consultant/company will provide technical expertise and guidance on all activities. The scope of work includes:</p> <ol style="list-style-type: none"> 1. Produce one Government Strategy and Plan developed in accordance with national priorities, with a clear understanding of governance, management, implantation, technical and monitoring and evaluation structures. 2. Support the relevant government counterparts through technical expertise. 3. Consultation workshops. 4. Preform readiness assessment of all the relevant stakeholder through meetings with them. 5. Assess the technical and information infrastructure in place to identify gaps that need to be addressed to inform the work of the inter-ministerial working group.

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.

	<p>6. Develop an Options Paper with comparative studies and examples of best practices from relevant countries to assist in decision making at the request of the GoTL</p> <p>7. Support GoTL identify budget for creation of UID</p> <p>8. Develop a Government Strategy Plan for the implementation of Unique ID in Timor-Leste with clear actions and timelines</p> <p>9. Provide support in organizing an e-government and digital age seminar</p>
List and Description of Expected Outputs to be Delivered	<p>The firm/consultant/company will provide technical assistance for producing the following:</p> <p>Project Outcome: The government of Timor-Leste and stakeholders are fully prepared to implement a Unique ID system by the end of 2019.</p> <p>In doing so, the firm/consultant/company will assist in formulating the Government Strategy and Plan (formulated project). As such, the Team of Experts will need to address the aforementioned UID supporting structures.</p> <p>The firm/consultant/company will comprise of one business process analyst and one systems and security expert. The firm/consultant/company work closely with one law/legislation expert and one National Consultant to support the following outcomes:</p> <ol style="list-style-type: none"> i. Identify the strategic decisions to be made <ol style="list-style-type: none"> 1. Performed readiness assessment of all the relevant stakeholders through consultation meetings; 2. Facilitated government partners on strategic decisions to be made (Strategic questions identified in Annex A) ii. Create a timeline and plan for UID implementation <ol style="list-style-type: none"> 3. Prepared a detailed plan for the first year of implementation together with the task force and Project Management Unit based on the strategic decisions made; 4. Proposed implementation budget; 5. Detailed and identify technical sub-contracts; 6. Proposed Governance of UID (necessary regulatory changes); 7. Created Project monitoring and evaluation framework iii. Review and refine the project management arrangement, including: <ol style="list-style-type: none"> 8. Worked along with the inter-ministerial working group (Task Force) on the services reengineering around the UID as services 9. Revised existing TORs of all project personnel in the Project Document, if necessary;

	<p>10. Developed a detailed TOR for the Project Steering Committee. Clarify the role and</p> <p>11. functions of (and relationships between) the Project Steering Committee and the Annual Project Review;</p> <p>12. Clarified the role and responsibility of partners for achieving the project outcomes by identifying possible linkages and coordination mechanisms between partners and project activities;</p> <p>13. Reviewed and finalize the project management arrangement diagram, including reporting lines</p> <p>14. Final Government Strategy Plan for the implementation of Unique ID in Timor-Leste with clear actions and timelines submitted</p> <p>15. Provide support in organizing an e-government and digital age seminar</p> <p>Manage National Consultant</p> <p>16. The firm/consultant/company will take lead in undertaking all the tasks described above. One Timorese national consultant will be recruited to assist the International consultant with coordination to arrange for consultation meetings, taking note during the meetings (task 5 and 6), collecting and analysis of secondary data and documents (Task 1,2 and 3). S/he will be tasked by the International firm/consultant/company for the write up.</p>
Person to Supervise the Work/Performance of the Service Provider	[UNDP, UNICEF, UN RCO]
Frequency of Reporting	Weekly, or as needed]
Progress Reporting Requirements	
Location of work	<input checked="" type="checkbox"/> Exact Address/es UNDP Timo – Leste, Caicoli Street, Dili <input type="checkbox"/> At Contractor's Location
Expected duration of work	April to June 2019
Target start date	22 April 2019
Latest completion date	30 June 2019
Travels Expected	

	Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s
	N/A	N/A	N/A	N/A
	N/A	N/A	N/A	N/A
	N/A	N/A	N/A	N/A
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i>			
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i>			
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required			
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required			
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency			
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 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			

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

	Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.															
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>															
Payment Terms ³	<table border="1"> <thead> <tr> <th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr> </thead> <tbody> <tr> <td> 1. Performed readiness assessment of all the relevant stakeholders through consultation meetings; 2. Facilitated government partners on strategic decisions to be made (Strategic questions identified in Annex A) </td><td>25%</td><td>April 2019</td><td> Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. </td></tr> <tr> <td> 3. Prepared a detailed plan for the first year of implementation together with the task force and Project Management Unit based on the strategic decisions made; 4. Proposed implementation budget; 5. Detailed and identify technical sub-contracts; 6. Proposed Governance of UID (necessary regulatory changes); 7. Created Project monitoring and evaluation framework </td><td>25%</td><td>May 2019</td><td></td></tr> </tbody> </table>				Outputs	Percentage	Timing	Condition for Payment Release	1. Performed readiness assessment of all the relevant stakeholders through consultation meetings; 2. Facilitated government partners on strategic decisions to be made (Strategic questions identified in Annex A)	25%	April 2019	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	3. Prepared a detailed plan for the first year of implementation together with the task force and Project Management Unit based on the strategic decisions made; 4. Proposed implementation budget; 5. Detailed and identify technical sub-contracts; 6. Proposed Governance of UID (necessary regulatory changes); 7. Created Project monitoring and evaluation framework	25%	May 2019	
Outputs	Percentage	Timing	Condition for Payment Release													
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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.

	<p>8. Worked along with the inter-ministerial working group (Task Force) on the services reengineering around the UID as services</p> <p>9. Revised existing TORs of all project personnel in the Project Document, if necessary;</p> <p>10. Developed a detailed TOR for the Project Steering Committee. Clarify the role and</p> <p>11. functions of (and relationships between) the Project Steering Committee and the Annual Project Review;</p>			
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Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Project Steering Committee			
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ <i>(if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)</i> <input type="checkbox"/> Other Type of Contract <i>[pls. specify]</i>			

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion 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	<p><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm 20% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 20% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 30% <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i>
Contract General Terms and Conditions ⁵	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) <p>Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
Annexes to this RFP ⁶	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <i>[Attached as annex]</i> <input type="checkbox"/> Others ⁷ <i>[pls. specify]</i>

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.

Contact Person for Inquiries (Written inquiries only) ⁸	<p>Alvaro Noronha de Sousa UNDP-Timor Leste procurement.staff.tp@undp.org</p> <p>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.</p>
Other Information [pls. specify]	

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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[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 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.

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

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 <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3		
	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]*



TERMS OF REFERENCE

Development of Unique ID System for Timor-Leste

Post Title:	International Consultancy Firm Supporting Unique ID System Development in Timor-Leste
Agency/ Project Name:	UNDP, UNICEF, Resident Coordinator/ Unique ID for All as a Gateway to Social Inclusion and E-Government
Period of Assignment/ Services:	April – June 2019
Duty Station:	Dili, Timor-Leste
Starting Date:	21 st April 2019

A. BACKGROUND

The *Initiation Plan for Unique ID system as a gateway to E-Government* is a yearlong project funded by the SDG Innovation Fund under undg. The project seeks to develop a roadmap towards the unique ID system-platform for Timor-Leste.

Aligned with the global conversation on innovative use of technology in developing countries, this project therefore, focuses on accelerating progress in one high priority area—**Innovations to boost social-inclusion and ‘leave no-one behind’**—through the development of a roadmap towards the unique ID system-platform. The unique ID system is the foundation needed to improve delivery, efficiency, and planning of public services and to manage and coordinate social policy, that will contribute to establishing an e-government and other commitments made by the Government of Timor-Leste (GOTL).

A Single registry or Unique ID system can provide a transformative effect that will accelerate achievement of the Sustainable Development Goals (SDGs) in Timor-Leste. The unique ID will enable the Government of Timor-Leste to manage efficiently service delivery to citizens particularly in relation to the administration of entitlements, transfers and benefits. As a country with a total population of 1.2 million with around 60% under the age of 25¹, the provision of a unique ID from birth, through a citizen’s life can enhance the provision of coherent and systematic public services, including social protection programmes, while simultaneously reducing overlapping, exclusion errors, and administrative burden.

While there are several examples of single registry systems around the world, no “blue print” exists



as the design depends on the country context, vision for the future, and other factorsⁱⁱ. adapted.

B. SCOPE OF WORK

The firm/consultant/company will provide technical expertise and guidance on all activities. The scope of work includes:

1. Produce one Government Strategy and Plan developed in accordance with national priorities, with a clear understanding of governance, management, implantation, technical and monitoring and evaluation structures.
2. Support the relevant government counterparts through technical expertise.
3. Consultation workshops.
4. Preform readiness assessment of all the relevant stakeholder through meetings with them.
5. Assess the technical and information infrastructure in place to identify gaps that need to be addressed to inform the work of the inter-ministerial working group.
6. Develop an Options Paper with comparative studies and examples of best practices from relevant countries to assist in decision making at the request of the GoTL
7. Support GoTL identify budget for creation of UID
8. Develop a Government Strategy Plan for the implementation of Unique ID in Timor-Leste with clear actions and timelines
9. Provide support in organizing an e-government and digital age seminar

C. EXPECTED OUTPUTS/ KEY DELIVERABLES

The firm/consultant/company will provide technical assistance for producing the following:

Project Outcome: The government of Timor-Leste and stakeholders are fully prepared to implement a Unique ID system by the end of 2019.

In doing so, the firm/consultant/company will assist in formulating the Government Strategy and Plan (formulated project). As such, the Team of Experts will need to address the aforementioned UID supporting structures.

The firm/consultant/company will comprise of one business process analyst and one systems and security expert. The firm/consultant/company work closely with one law/legislation expert and one National Consultant to support the following outcomes:

- i. **Identify the strategic decisions to be made**
 1. Performed readiness assessment of all the relevant stakeholders through consultation meetings;
 2. Facilitated government partners on strategic decisions to be made (Strategic questions identified in Annex A)

- ii. **Create a timeline and plan for UID implementation**
 3. Prepared a detailed plan for the first year of implementation together with the task force and Project Management Unit based on the strategic decisions made;
 4. Proposed implementation budget;
 5. Detailed and identify technical sub-contracts;
 6. Proposed Governance of UID (necessary regulatory changes);
 7. Created Project monitoring and evaluation framework
- iii. **Review and refine the project management arrangement, including:**
 8. Worked along with the inter-ministerial working group (Task Force) on the services reengineering around the UID as services
 9. Revised existing TORs of all project personnel in the Project Document, if necessary;
 10. Developed a detailed TOR for the Project Steering Committee. Clarify the role and
 11. functions of (and relationships between) the Project Steering Committee and the Annual Project Review;
 12. Clarified the role and responsibility of partners for achieving the project outcomes by identifying possible linkages and coordination mechanisms between partners and project activities;
 13. Reviewed and finalize the project management arrangement diagram, including reporting lines
 14. Final Government Strategy Plan for the implementation of Unique ID in Timor-Leste with clear actions and timelines submitted
 15. Provide support in organizing an e-government and digital age seminar

Manage National Consultant

16. The firm/consultant/company will take lead in undertaking all the tasks described above. One Timorese national consultant will be recruited to assist the International consultant with coordination to arrange for consultation meetings, taking note during the meetings (task 5 and 6), collecting and analysis of secondary data and documents (Task 1,2 and 3). S/he will be tasked by the International firm/consultant/company for the write up.

D. INSTITUTIONAL ARRANGEMENTS

The selected firm/consultant/company will work in the designated office of the established Task Force. The consultant should use his/her own computer/laptop for the assignment, the office will provide access to internet to facilitate communication. Other logistical costs (local transport, communication, logging, etc. must be included as part of the financial proposal of the consultant).



The consultant must be available for regular meetings with the PMU (UNDP/UNICEF/RC) and other meeting with partners for consultation and discussion purposes. Arrangement for such visits will be coordinated by the consultant with the project team based on project work plan/schedule.

Key Performance Indicators and Service Level

The firm/consultant/company will be subject to the outputs and deadlines as listed above. Quality Assurance will be ensured by the Project Management Unit and the Task Force.

Governance and Accountability

Considering the multi-sectorial impact of the introduction of a single registry/Unique ID, partnership and collaboration are critical, strong and clear leadership is necessary for moving the process further.

According to the internal regulations of the UN, a Project Board was established including the senior Beneficiaries represented by the Ministry for Legal Reform and Parliamentary Affairs and other key line ministries; the Executive represented by the UN Resident Coordinator (UNRC), UNICEF and UNDP; as well as representatives of the donors.

A Project Management Unit was also established to ensure effective coordination among participating UN organizations and with ongoing/pipeline relevant programmes, project and activities, as describes in the mapping below. The Project will be led by the Project Management Unit (PMU) comprised of UNDP and UNICEF working team members. Administrative coordination will be determined based on funding source. Contracted International and national experts are to provide specific expertise during the different stages when needed and will work directly with the PMU and Task Force for necessary reviews and approvals as identified in their Terms of Reference.

E. REQUIRED EXPERIENCE AND QUALIFICATIONS

1. Company/organization

- Must have at least 5 years of relevant experience related to the development of Unique ID system, including proven records in the previous similar project(s);



- Experience and expertise in engaging with public sector and of non-governmental organizations;

2. Proposed Methodology

- Proposed methodology, approach and implementation plan for consultations with government as well as beneficiaries

Competencies

The firm/consultant/company is expected to possess the following competencies:

- Demonstrated knowledge and analytical thinking, planning, organizing and problem-solving skills;
- Excellent interpersonal and communication skills and sensitivity to cultural, socio-economic and political differences; and
- Ability to undertake work with minimum supervision and meet tight deadlines.
- Strong business Analysis skills
- Strong System Analysis skills

3. Personnel

Minimum requirements include:

Business Process Analyst

The assignment will require the services of a firm/consultant/company with technical competence in business process reengineering and restructuring. In addition, the following qualifications will be required:

- Advanced Degree in Economics, Law, Social Policy, e-government, Sociology, Gender Studies, Development or other relevant disciplines.
- Extensive experience in assessing and reengineering government and social services processes at the national and sub-national level.
- Extensive knowledge of Unique ID systems and E-governance;
- Extensive experience in creating roadmap for implementation;
- Experience in implementation and support for such exercises in international organizations.
- Experience in facilitating stakeholder consultation meetings in an effective and efficient way involving various audience;
- Experience both in the context of public sector and of non-governmental organizations;
- Knowledge and skills in capacity assessment in relation to large scale public programmes;



- Specific knowledge of mapping, programs coordination and data base development;
- Demonstrated ability to prepare for, facilitate and lead, national assessments;
- Demonstrated ability to present information and ideas and to communicate effectively;
- Demonstrated data collection and analytical writing skills;

Systems and Security Analyst

The assignment will require the services of a firm/consultant/company with technical competence in software and cybersecurity. In addition, the following qualifications will be required:

- Advanced degree in Information Science, Computer Engineering or Equivalent
- Extensive experience in the field of IT consulting services;
- Extensive experience in Software and cybersecurity auditing;
- Extensive experience in database assessment and management;
- Experience providing technical instruction/consultancy in information security and data protection;
- Familiarity with ICT and cyber security frameworks
- Experience both in the context of public sector and of non-governmental organizations;
- Specific knowledge of mapping, programs coordination and data base development;
- Demonstrated ability to prepare for, facilitate and lead, national assessments;
- Demonstrated ability to present information and ideas and to communicate effectively;
- Demonstrated data collection and analytical writing skills;
- Experience of working in other developing countries is an asset.

Language requirement:

- Excellent oral, written and presentation skills in English is required.
Knowledge of other languages such as Tetun, Portuguese or Bahasa Indonesia is an asset.

F. SCOPE OF PRICE PROPOSAL AND SCHEDULE OF PAYMENTS

Lump Sum Amount

Financial proposal must be expressed in the form of a lumpsum amount all-inclusive cost linked to deliverables under section C supported by a breakdown of cost as per the template provided. Under the lumpsum approach, the contract price is fixed regardless of changes in the cost components.

Schedule of payment:

To be agreed with the selected candidate and on the basis of deliverables stated in the TOR.



Schedule of payments

1. **April:** 25% of payment upon completion of deliverables #1, 2,
2. **May:** 25% of payment upon completion of deliverables #3,4,5,6,7
3. **June:** 25% of payment upon completion of deliverables #8,9,10,11
4. **July:** 25% of payment upon completion of deliverables #12,13,14,15,16

G. RECOMMENDED PRESENTATION OF OFFER

Firms/consultants/companies interested in the assignment must submit the following documents to demonstrate their qualification:

Interested service provider must submit the following to demonstrate their qualification and suitability for the assignment:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- c) 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.
- d) Financial Proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided.

G. CRITERIA FOR SELECTION OF THE BEST OFFER

Technical Criteria	Maximum obtainable points	Weight Percentage
1. Company/organization		
<ul style="list-style-type: none">Must have at least 5 years of relevant experience related to the development of Unique ID system; (10)	20	20%

<ul style="list-style-type: none"> Organization reputation and experience in engaging with public sector and of non-governmental organizations; (10) 		
2. Proposed Methodology		
<ul style="list-style-type: none"> Relevance, appropriateness and overall understanding of the proposed assignment 	20	20%
3. Expertise of key Personnel		
<ul style="list-style-type: none"> Qualification and relevant experience of team leader 	10	10%
<ul style="list-style-type: none"> Qualification and relevant experience of team members 	10	10%
Language requirement: <ul style="list-style-type: none"> Excellent oral, written and presentation skills in English is required. Knowledge of other languages such as Tetun, Portuguese or Bahasa Indonesia is an asset 	10	10%
Total technical score	70	70%
Financial: 30%	30	30%
Final Score	100	100%

Annexes to the TOR

A. ANNEX

The following includes strategic questions to be addressed as identified in expected outcomes:

1. Which UID conceptual solution is suitable for Timor-Leste?
2. What legal changes are required? What are the foundations that must be in place?
3. What is the structure of the unique ID? (number of digits, etc.)
4. What international standard will be adopted?
5. When and how is the unique ID issued? Is it a physical card or simply virtual, hiding behind passports and other documents?
6. How is UID managed? Will a new register be created or can something that already exists be used?
7. Does the system transition from a paper to a computerized system, or is computerization immediate? How are bar codes, QR code, RFIDs and other technology used?
8. More generally, what are the phases and sequencing of the project?
9. When does the ID become bio-metric, and what would be the process? (is it retinal, etc.)



10. How are birth certificates linked to the Unique ID? Are they the entry point? What is the basis for the Unique ID?
11. How is non-compliance with birth certificates addressed if it is the entry point? In general, whatever the basis (starting point) is, how are gaps and non-compliance addressed?
12. What are the incentives to getting a unique ID?
13. For each Ministry: (i) what services are linked to Unique IDs; (ii) what is their workplan, time frame, for linking to the unique ID, i.e. moving from an old system to the new system; (iii) how do they move from their current systems to the future one
14. What hardware and software is needed to implement the system? What is the cost structures (licensing, perpetual or annual) is it a proprietary system or Open System?
15. What are the rough costs of the project / plan? Are there any international sources of funds in this area? (outside normal ones, like ADB, WB, etc.)
16. What are the security issues and how will security be protected?
17. What is the institutional and organizational structure to lead the UNIQUE ID process?
18. What is the vision, purpose, objective (outcomes), etc. of unique IDs and how will these be measured?
19. Is the unique ID going to be on a smartcard form?
20. If so, is it contactless smartcard ID?
21. How to secure or protect private information on the ID Card?

Approval

This TOR is approved by : *[indicate name of Approving Manager]*

ⁱ General Directorate of Statistics/MOF and UNFPA (2016) Population and Housing Census Timor-Leste 2015

ⁱⁱ Iden