



REQUEST FOR PROPOSAL (RFP)
IATI Data Use Fund – Theme 2: IATI Data Quality

To: Interested Bidders	Date: 2 August 2018
	REFERENCE: RFP/BPPS/2018/005 – IATI Data Use Fund – Theme 2: IATI Data Quality

Dear Sir / Madam:

We kindly request you to submit your Proposal for **RFP/BPPS/2018/005 – IATI Data Use Fund – Theme 2: IATI Data Quality**. Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Tuesday, September 04, 2018** and via email to the address below, indicating the below indicated references in the subject of the emails:

bpps.procurement@undp.org

Your Proposal must be expressed in the English language, and valid for a minimum period of 120 days.

Proposals sent to other UNDP e-mail addresses will not be accepted and the Purchaser will not be responsible for the confidentiality of such offer.

Proposers must take into account the following:

Proposers must indicate the below in the e-mail subject box while submitting the Technical proposal and other documents related to this bid:

Technical Proposal (items A, B and C of Annex 2). RFP/BPPS/2018/005 – IATI Data Use Fund – Theme 2: IATI Data Quality

Proposers must indicate the below in the e-mail subject box while submitting the Financial proposal:

Financial Proposal (items D and E of Annex 2). RFP/BPPS/2018/005 – IATI Data Use Fund – Theme 2: IATI Data Quality

(Both financial and technical proposals must be submitted as separate files).

Upon finalizing the technical evaluation, only technically qualified bidders will be requested to provide the password of the financial proposal. The technically qualified proposers will have 24 hours to respond to UNDP's request for the password.

Proposers may send as many e-mails as needed; however, the size of each e-mail should not exceed seven megabytes (7 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.

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/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,


Margaret Thomas

Chief a.i.
Development Impact Group
Bureau for Policy and Programme Support

Bernardo Cocco
Officer-in-Charge
Aug- 2nd, 2018

Description of Requirements

Context of the Requirement	UNDP/IATI is seeking to contract a service provider, who has the capacity to plan, present and implement an innovative and effective small-scale activity that addresses the key challenge that “there are only limited opportunities for users to provide feedback on data to IATI”
Implementing Partner of UNDP	Direct Implementation
Brief Description of the Required Services	The service provider is expected to develop the concept and content of the activity (in coordination with the UNDP IATI Coordinator), to organize the logistical issues, e.g. identify and invite participants, arrange travel and accommodation (if applicable), deliver the proposed activity (according to the methodology provided with the initial proposal) and provide UNDP with a final report, including feedback from the participants (if applicable).
List and Description of Expected Outputs to be Delivered	Please refer to the Terms of Reference (Annex 3)
Person to Supervise the Work/Performance of the Service Provider	IATI Secretariat Coordinator
Frequency of Reporting	When and as needed.
Progress Reporting Requirements	Progress reports are not required. However, the proposed contractor is expected to be in regular contact with IATI secretariat coordinator to get progress reported and agree how to overcome possible challenges.
Location of work	At Contractor’s Location
Expected duration of work	4 – 6 weeks
Target start date	15 September 2018
Latest completion date	30 October 2018
Travels Expected	The expected contractor is not expected to undertake a travel
Special Security Requirements	Standard security requirements apply, that are governed by the local and international laws.
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Not applicable. Contractor is expected to have access to communication equipment and facilities deliver the assignment. All associated costs shall be reflected in the financial proposal.
Implementation Schedule indicating breakdown and timing of activities/sub-activities	Required and to be part of the technical proposal.
Names and curriculum vitae of individuals who will be involved in completing the services	Required. CVs and copies of certificates for at least three key staff that will be engaged on the Contract meeting the qualifications and experiences indicated in the TORs (Annex 3) should be submitted with the proposal. The CVs should clearly indicate the qualifications, experience and relevant previous projects undertaken by the staff.

Currency of Proposal	United States Dollars											
Value Added Tax on Price Proposal	Must be exclusive of VAT and other applicable indirect taxes											
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<input checked="" 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 Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.											
Partial Quotes	Not permitted											
Payment Terms	<table border="1"> <thead> <tr> <th>Outputs</th> <th>Percent</th> <th>Timing</th> <th>Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td>Delivery of the work and outputs as defined in the Terms of Reference TOR, and approval of the IATI Secretarial Coordinator</td> <td>100%</td> <td>As specified in the Terms of Reference (attached as Annex 3)</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> </tbody> </table>	Outputs	Percent	Timing	Condition for Payment Release	Delivery of the work and outputs as defined in the Terms of Reference TOR, and approval of the IATI Secretarial Coordinator	100%	As specified in the Terms of Reference (attached as Annex 3)	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.			
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	IATI Secretariat Coordinator											
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Goods/Services <input checked="" type="checkbox"/> Purchase Order											
Criteria for Contract Award	<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's 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	<p><u>Technical Proposal (70%) (Minimum pass score is 49 points out of 70 total obtainable)</u></p> <p>Proposals will be evaluated separately and based on the below criteria.</p> <p><u>Qualifications of Company (20 points):</u></p>											

- **Minimum 3 years** of demonstrated experience with aid/development effectiveness efforts and/or transparency initiatives (mandatory requirement: 7 points);
- Proven experience with ICT approaches in development or humanitarian aid (7 points);
- Experience in establishing online feedback mechanisms (6 points).

Approach and Proposed Methodology (30 points):

- Quality of the methodology (logic and suitability of approach, consideration of sustainability and gender concerns) (25 points)
- Quality assurance mechanisms and risk mitigation are reflected in the methodology (5 points).

Qualifications of Key Personnel (20 points):

The **Team Leader** should have the following qualifications and experience:

- Bachelor's degree or higher in Computer Science, ICT, Public Administration, International Development, ICT4D, Humanitarian Assistance or related field with strong IT knowledge (5 points);
- Minimum of 1 year of proven experience in user-research for service design (5 points);
- Knowledge of IATI or other similar (open) data standards and online platforms (5 points);
- Experience designing technical solutions for development work or other low resource settings (5 points).

Language

- Excellent oral and written communication skills in English.

Bidders may offer additional personnel (for research and support work, for example) in their proposal. While UNDP expects that the scope for the assignment can be delivered, bidders may offer more experts in their proposal. Those personnel need to meet the requirements for the assignment and meet the same qualification requirements.

Financial Proposal (30%) (Only bidders which get minimum of 49 points on technical evaluation will be technically responsive and considered for financial evaluation)

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100

Total Combined Score:

(TP Rating) x (Weight of TP, e.g. 70%)

+ (FP Rating) x (Weight of FP, e.g. 30%)

Total Combined and Final Rating of the Proposal

UNDP will award the contract to:	One Service Provider only.
Contract General Terms and Conditions	<p>General Terms and Conditions for de minimal contracts (services only, less than \$50,000) would apply.</p> <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	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 1) <input checked="" type="checkbox"/> Detailed TOR (Annex 2)
Contact Person for Inquiries (Written inquiries only)	<p><i>Focal Person in UNDP: Annelise Parr, IATI Coordinator</i> <i>Email address: annelise.parr@undp.org copying bpps.procurement.team@undp.org and Lia Shelegia lia.shelegia@undp.org</i></p> <p>Last day to submit questions to UNDP is 7 days before the submission date. UNDP will provide responses on a rolling basis for each.</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>

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹)

[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 Details – license number, 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 at least three clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract 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 in form of a brief methodology (max. 2 pages); providing a detailed description of the foreseen scope of work, including 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 that the bidder suggests.

C. Qualifications of Key Personnel

¹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs of all personnel demonstrating qualifications must be submitted; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

The Price Schedule Sheet document should be provided as a separate document from the technical offer and to be password protected.

D. Price Schedule Sheet*

Outputs	Percentage	Price Per Output in USD
A detailed methodology and timeline for the work	100%	
A draft research and evidence portfolio including a prototype or clickable wireframes		
A draft recommendations report for feedback and input from IATI		
Final Report		
Total Price in USD:		

E. Cost Breakdown by Cost Component

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement/Unit price*	No. of Personnel	Total Rate in USD
1. Key Personnel				
1- Team Leader	Indicate all-inclusive daily professional fee in US\$	1 month (indicating number of working days)	1	
2. Other experts (indicate the cost for each personnel separately:				
# to be proposed by bidders	Indicate all-inclusive daily professional fee in US\$	1 month (indicating number of working days)		
II. Other Costs (As applicable)				
Total Price in USD:				US\$

The proposed period is an estimation. Bidders at their discretion may suggest the different period as long as it will allow UNDP to meet its project timelines.

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

[Designation]

[Date]

Terms of Reference

Title: IATI Data Use Fund – Theme 2: IATI data quality - feedback mechanisms

“Improve data quality and usability in order to assure users of its reliability, including through the development of feedback mechanisms.”

Project/Institution Name: IATI Secretariat/UNDP

Region/Country: Global

Background

The International Aid Transparency Initiative (IATI) is a voluntary, multi-stakeholder initiative that seeks to increase the transparency of development cooperation and increase its effectiveness in tackling poverty and achieving the Sustainable Development Goals (SDGs). IATI was launched at the Third High Level Forum on Aid Effectiveness in Accra in 2008 and was designed to support donors in meeting their Accra commitments on transparency and simultaneously serve the information needs of developing countries to enable the planning and management of national budgets based on more accurate and timely information on resource flows.

IATI brings together donor and recipient countries, civil society organizations, and other experts in aid information. At the center of IATI is the IATI Standard, a format and framework for publishing data on development cooperation activities.

The initiative is governed by a multi-stakeholder Governing Board (GB), which comprises representatives from all three IATI membership categories (Partner countries, CSOs and others, providers of development cooperation) and the Members Assembly, formed of all members of IATI. The GB is supported administratively by a virtual Secretariat located in multiple locations and led by UNDP. The Secretariat is run by a consortium including UNDP, UNOPS, Development Initiatives (DI), Sweden and Ghana. Full membership is open to organizations involved in development cooperation who commit to the aims and objectives of the initiative. Technical advice on the Standard is provided by the IATI Technical Advisory Group (TAG).

Over 800 organizations now publish IATI data and IATI aims to continually improve the quality of IATI data to respond to the needs of all stakeholders and facilitate access to executive tools and support to use this information for better decision-making. While IATI has been very successful in increasing the supply of data since its launch, there is still need to increase and diversify the usage of the generated data.

A 2015 independent evaluation highlighted that strengthening the ‘demand side’, e.g. the use of IATI data, especially from partner countries should be a strategic priority for IATI programming. In more detail, the following key challenges have been identified in regard to IATI data usage:

- Partner countries have technical or other difficulties in integrating IATI data into national systems, e.g. beyond individual examples, IATI data is not yet routinely or systematically used in support of international development goals and one of the main objectives is to increase the integration of IATI data in Aid Management Systems (AIMS) and other national systems and therewith increase the usage in national planning processes;
- Lack of basic awareness, training and guidance, particularly amongst non-technical audiences on the availability and usage of data;
- Data quality issues affect trust in IATI data and the lack of the right data for users limit its usefulness;

- Existing tools, including the IATI website, datastore and d-portal may not be user-friendly to non-technical users or allow users to answer the questions they want answered in a way that facilitates easy access to the data in common usable formats;
- Language barriers, connectivity and low levels of data literacy impact accessibility and use in different countries and regions.

In order to address the outline challenges and implement the recommendations from the independent evaluation, the IATI Board has adopted a Data Use Strategy that includes the establishment of the IATI Data Use Fund (DUF). The DUF is administered by UNDP on behalf of the IATI Data Use Working Group and aligns to the Data Use Strategy's monitoring and results framework. The five outcomes of the strategy are:

1. Raise awareness of IATI as a source of aid data and develop a common understanding of the priority needs of different user groups. (Theme 1: IATI Awareness Raising)
2. **Improve data quality and usability in order to assure users of its reliability, including through the development of feedback mechanisms. (Theme 2: IATI Data Quality) – this assignment!**
3. Improve existing tools and develop new, user-friendly tools that help multiple actors access and use IATI data. (Theme 3: User-friendly IATI tools)
4. Improve guidance, training and support for specific user groups. (Theme 4: IATI User Guidance Material)
5. Promote integration of IATI data into partner country aid systems and processes. (Theme 5: IATI-AIMS Integration)

This request for proposals (RFP) focuses on theme 2, improving data quality and usability in order to assure users of its reliability, including through the development of feedback mechanisms. Special attention shall be paid to examine how partner countries are using IATI data and what barriers to data use exist. The recommendations coming from this proposal should focus on how communication between partner countries and publishers can be improved. Feedback from users of IATI data is a strong incentive for data publishers to improve the quality of their data. Currently there are limited opportunities for IATI data users to provide feedback.

Research is needed to explore the opportunities for increasing the communication between data users and publishers, with the primary goal of improving the quality of IATI data. In this context, data quality refers to the availability and accuracy of data that users need. This research is then crucial to designing a user-led design for feedback features that can be implemented into current data use tools.

Scope of Work

UNDP/IATI is seeking to contract a service provider, who has the expertise to carry out research and provide recommendations to the IATI community of how a feedback mechanism between data users and publishers should work. Five challenges and key questions around feedback mechanisms are outlined below. The questions shall be understood as guiding questions, rather than limitations. Service providers are strongly encouraged to extend their recommendations and considerations beyond these questions: *(kindly include these in the methodology and demonstrate your understanding of the key challenges by breaking down and specifying each of the headlines:*

1. Who are the different types of data users (government officials, researchers, media, CSO, etc.), and how can the different perspectives be addressed?
2. What are the needs for partner countries regarding communicating with publishers?
3. What form of feedback mechanism could be designed to support improvements to data quality?
4. How do we ensure useful feedback is going to data publishers that ultimately improves data quality and therewith increases positive user experiences?
5. How should the feedback mechanism work? What type of tool would it be located on? What steps would be involved for both data users and data publishers?

The service providers are requested to highlight their understanding of the key challenges and outline plans for user research, including emphasizing the targeted key user-group, and any examples of similar work undertaken. The deliverable will be a report describing the issue and challenges, based on the research conducted, and recommending a feedback mechanism that could be adopted by IATI. A prototype or clickable wireframes should be user tested as part of this research.

Expected Outputs

- IATI has an understanding of how feedback on available data can be presented in a user-friendly manner from a data users perspective and in a constructive manner from a publisher perspective.
- The IATI community has a set of feasible recommendations for developing feedback mechanisms.
- The IATI community has a set of user-tested clickable wireframes or a prototype that can be used to help assess the feasibility and actual build of a feedback mechanism.

Deliverables

Under the overall guidance of the IATI Secretariat Coordinator, the service provider is expected to deliver the following:

1. A **detailed methodology** for undertaking the research: this shall include the challenges that will be addressed, an outline of the target groups to be focused on, an overview of other current feedback processes that are going to be analyzed and potential for corroboration. The methodology must also clearly detail how the research will meet the challenges and under which criteria the target groups are selected, and how the results of research and other findings are utilized for the final recommendations in terms of building a feedback mechanism.
2. A **portfolio of research and evidence** collected throughout the activity. All papers should be compiled into a portfolio and made available to IATI as an annex to the final report. This is to ensure that other members of the IATI community can use this data and use it to further investigate themes outside of the scope of this activity. All research should be collated and presented in a clear and logical way, with descriptions and explanations of the papers.
3. A **prototype or set of clickable wireframes** which have been tested with data users as part of the research phase. The results of the testing should be included as part of the portfolio of research. The nature and format of the prototype or wireframes is to be decided by the organization that is carrying out the research.
4. A **detailed final report** (5 – 10 pages) containing recommendations relevant to the IATI community, including tool and data visualization providers for setting up feedback mechanisms. The recommendations shall include reference to how data users can communicate the barriers or issues they are facing best with a data publisher; recommendation regarding once-off communication vs. on-going communication for most effective support for publishers to improve data quality; and recommendations on how outcomes be communicated and checked by data users if appropriate.

Actions / Deliverables	Indicative Date
1. Provide a detailed methodology and timeline for the work	10 days after contract start
2. A draft research and evidence portfolio including a prototype or clickable wireframes	Together with final submission
3. A draft recommendations report for feedback and input from IATI	4 weeks after contract start
4. Final report	1 week after receiving feedback from IATI on the provided draft

Institutional Arrangements

- The service provider will be working under the guidance of the IATI Data Use Task Force, with the UNDP IATI Coordinator as focal point for all matters;
- The service provider will be responsible for providing her/his own laptop and software and other equipment to be used;
- Payments will be made upon submission of the deliverables and a detailed time sheet and certificate of payment form, and approval and confirmation by UNDP.

Competencies

Functional Competencies of the Lead Expert

- Expert knowledge related to IATI (**Or** strong interest and clear plan for engaging relevant IATI expertise if not directly available to applicant), or other open data/government and transparency initiatives;
- Excellent organizational and time-management skills; ability to work independently against tight deadlines;
- Expert knowledge of designing web-based feedback mechanisms as a reusable service which can be integrated into existing IATI data visualization tools, usable for customer support or other non-aid or transparency purposes;
- Excellent writing, editing and oral communication skills.

Corporate Competencies

- Demonstrates integrity by modelling the UN's values and ethical standards;
- Promotes the vision, mission, and strategic goals of UNDP, IATI and partner organizations;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Excellent understanding of international development issues and knowledge of the UN system.

Required qualifications and experience of lead technical expert

Education

- Bachelor's degree or higher in Computer Science, ICT, Public Administration, International Development, ICT4D, Humanitarian Assistance or related field with strong IT knowledge.

Experience

- Proven experience in user-research for service design;
- Knowledge of IATI or other similar (open) data standards and online platforms;
- Experience designing technical solutions for development work or other low resource settings.

Language

- Excellent oral and written communication skills in English.