

REQUEST FOR PROPOSAL (RFP) 60486

Dear Sir / Madam:

We kindly request you to submit your Proposal for **the provision of tracking tools for tablets used in the delivery of financial and digital literacy programs.**

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

Proposals may be submitted on or before **Tuesday, November 12, 2019** via email to the address below:

United Nations Capital Development Fund
Dar es Salaam, Tanzania
Ivana Damjanov, Technical Specialist
uncdf.procurement@uncdf.org

Your Proposal must be expressed in the English language, and valid for a minimum period of 120 (one-hundred twenty) 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 UNCDF 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 UNCDF 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 UNCDF, 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 UNCDF'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 UNCDF after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNCDF 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 UNCDF, herein attached as Annex 3.

Please be advised that UNCDF 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.

UNCDF'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>

UNCDF encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNCDF 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.

UNCDF implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNCDF, as well as third parties involved in UNCDF activities. UNCDF 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/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Ivana Damjanov
Technical Specialist
10/22/2019

Description of Requirements

Context of the Requirement	Tracking tools for tablets used in the delivery of financial and digital literacy programmes, Tanzania and Rwanda															
Implementing Partner of UNCDF	n/a															
Brief Description of the Required Services	UNCDF intends to choose a firm offering a tool which will allow oversight, management, and data collection for tablets deployed by implementing partners in both countries. The successful applicant will offer a previously tested tool and financial proposal. See Annex 3 for detailed terms of reference (ToR) for this RFP.															
List and Description of Expected Outputs to be Delivered	<table><tr><td colspan="2">Tablet-based application with ongoing support for tracking and oversight of UNCDF partner tablets (up to 200 tablets in two countries, Rwanda and Tanzania)</td></tr><tr><td>Date:</td><td>Deliverable:</td></tr><tr><td>01 Dec 2019</td><td>Contract signature and draft work plan</td></tr><tr><td>30 Dec 2019</td><td>Application installed onto up to 100 tablets in Tanzania (KJP and Refugee/Host Community partners)</td></tr><tr><td>31 Jan 2020</td><td>Application installed on to 100 tablets for Rwanda Refugee/Host Community Partners</td></tr><tr><td>Feb 2020 – 31 Dec 2020</td><td>Monthly data reports</td></tr><tr><td>Feb 2020 – 31 Dec 2020</td><td>Support and troubleshooting</td></tr></table>		Tablet-based application with ongoing support for tracking and oversight of UNCDF partner tablets (up to 200 tablets in two countries, Rwanda and Tanzania)		Date:	Deliverable:	01 Dec 2019	Contract signature and draft work plan	30 Dec 2019	Application installed onto up to 100 tablets in Tanzania (KJP and Refugee/Host Community partners)	31 Jan 2020	Application installed on to 100 tablets for Rwanda Refugee/Host Community Partners	Feb 2020 – 31 Dec 2020	Monthly data reports	Feb 2020 – 31 Dec 2020	Support and troubleshooting
Tablet-based application with ongoing support for tracking and oversight of UNCDF partner tablets (up to 200 tablets in two countries, Rwanda and Tanzania)																
Date:	Deliverable:															
01 Dec 2019	Contract signature and draft work plan															
30 Dec 2019	Application installed onto up to 100 tablets in Tanzania (KJP and Refugee/Host Community partners)															
31 Jan 2020	Application installed on to 100 tablets for Rwanda Refugee/Host Community Partners															
Feb 2020 – 31 Dec 2020	Monthly data reports															
Feb 2020 – 31 Dec 2020	Support and troubleshooting															
Person to Supervise the Work/Performance of the Service Provider	Financial Inclusion Programme Coordinator, UNCDF															
Frequency of Reporting	Monthly															
Progress Reporting Requirements	Monthly data reports will be required for ongoing monitoring of application usage and efficacy.															
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor’s Location															
Expected duration of work	Fourteen months (through the end of 2020)															
Target start date	December 2019															
Latest completion date	December 2020															

Travels Expected	No travel is expected for this assignment.
Special Security Requirements	n/a
Facilities to be Provided by UNCDF (i.e., must be excluded from Price Proposal)	n/a. The service will be provided remotely from the contractor's location; should the contractor incur in any costs for the supply of the service, they shall be considered in the financial proposal.
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	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" 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 type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNCDF 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	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Payment will occur upon successful completion of each deliverable (see Table on Page 3)..

Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Programme Coordinator, Financial Inclusion, UNCDF
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 <input type="checkbox"/> Other Type of Contract
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals, respectively, where the minimum passing score of technical proposal is 70% <input checked="" type="checkbox"/> Full acceptance of the UNCDF 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 30% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 30% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 10% <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 UNCDF.</p>
UNCDF will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers
Contract General Terms and Conditions	<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	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input type="checkbox"/> Others <i>[pls. specify]</i>
Contact Person for Inquiries (Written inquiries only)	<p><i>Anna Ferracuti</i> <i>Programme Coordinator, Financial Inclusion</i> <i>uncdf.procurement and cc to: procurement.tz@uncdf.org,</i> <i>anna.ferracuti@uncdf.org</i></p> <p>Any delay in UNCDF's response shall be not used as a reason for extending the deadline for submission, unless UNCDF determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information <i>[pls. specify]</i>	

FORM FOR SUBMITTING SERVICE PROVIDER PROPOSAL

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

[insert: Location]

[insert: Date]

To: Ivana Damjanov

Dear Madam:

We, the undersigned, hereby offer to render the following services to UNCDF in conformity with the requirements defined in the RFP dated 10/1/2019 , and all of its attachments, as well as the provisions of the UNCDF 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 UNCDF 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 UNCDF, 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; 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.

C. Qualifications of Key Personnel

Not applicable for this project.

D. Cost Breakdown per Deliverable*

Level of effort		# Days	Cost	Total
	Team member #1	.. days		
	Team member #2	.. days		
 days		
			Sub-Total LOE	USD ...
Other			Cost	Total
	Equipment / Technology			
	Consultants / sub-grantees			
	Other (describe)			
			Sub-Total Travel	
			Total	USD ...

**This shall be the basis of the payment tranches*

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

TERMS OF REFERENCE

TOR TITLE:	Tracking tools for tablets delivering financial and digital literacy in Rwanda and Tanzania
AGENCY/PROJECT NAME:	UNCDF Tanzania
PLACE OF ASSIGNMENT:	Tanzania and Rwanda (country-wide)
STARTING DATE/ END DATE	December 2019 - December 2020 (extendable)

1. ORGANIZATIONAL CONTEXT AND BACKGROUND INFORMATION

UNCDF makes public and private finance work for the poor in the world's 47 least developed countries (LDCs). With its capital mandate and instruments, UNCDF offers “last mile” finance models that unlock public and private resources, especially at the domestic level, to reduce poverty and support local economic development. This last mile is where available resources for development are scarcest; where market failures are most pronounced; and where benefits from national growth tend to leave people excluded.

UNCDF's financing models work through two channels: savings-led financial inclusion that expands the opportunities for individuals, households, and small businesses to participate in the local economy, providing them with the tools they need to climb out of poverty and manage their financial lives; and by showing how localized investments — through fiscal decentralization, innovative municipal finance, and structured project finance — can drive public and private funding that underpins local economic expansion and sustainable development. UNCDF financing models are applied in thematic areas where addressing barriers to finance at the local level can have a transformational effect for poor and excluded people and communities.

By strengthening how finance works for poor people at the household, small enterprise, and local infrastructure levels, UNCDF contributes to SDG 1 on eradicating poverty with a focus on reaching the last mile and addressing exclusion and inequalities of access. At the same time, UNCDF deploys its capital finance mandate in line with SDG 17 on the means of implementation, to unlock public and private finance for the poor at the local level. More information is available on the UNCDF website: <http://www.uncdf.org/>

UNCDF in Tanzania: As part of a United Nations Joint Program in Kigoma, Tanzania under the Youth and Women's Economic Empowerment outcome, UNCDF Tanzania is championing the formation and strengthening of savings groups complemented with digital and financial literacy for refugees and host communities. UNCDF is also testing mechanisms for delivering financial and digital education using tablets, mobile phone platforms, comics, short videos and supplementary face-to-face training sessions. Because participation in savings groups and usage of mobile financial services can have a clear and direct impact on livelihoods, economic growth, and inclusive social and economic development, UNCDF supports these interventions, along with the necessary financial and digital literacy to use them, in and around the refugee camps in the Kigoma Region, benefiting both the refugee and host communities, with a focus on women and youth.

UNCDF in Rwanda: As part of its Financial Inclusion for Refugees programme, UNCDF Rwanda is championing the formation and strengthening of savings groups complemented with digital and financial literacy for refugees and host communities. UNCDF is also testing mechanisms for delivering financial and digital education using tablets, a mobile-phone based platform, short videos and supplementary face-to-face training sessions. Because participation in savings groups and usage of mobile financial services can have a clear and direct impact on livelihoods, economic growth, and inclusive social and economic development, UNCDF supports these interventions, along with the necessary financial and digital literacy to use them, in and around the refugee camps in Rwanda, benefiting both the refugee and host communities, with a focus on women and youth.

2. OBJECTIVE OF THE CURRENT PROJECT AND RFP

2.1. Access to Finance for Refugees and Host Communities

Since mid-2017, UNCDF has led a financial inclusion program in the Kigoma Region of Tanzania to improve economic self-sufficiency for refugees and those living in the surrounding host communities. Through this programme, UNCDF developed and piloted an innovative package of technology-based tools to build the digital literacy and financial capability of refugees and members of the host community. Along with these tools, UNCDF has supported the creation of savings groups, working with three local NGOs. As of **December 2018, UNCDF and partners have created 337 groups with over 7,500 members, the majority of whom are women. Through these groups, members have saved over USD 51,000 and accessed almost USD 40,000 in loans.** In addition to supporting NGOs, UNCDF has convened the wider stakeholder community in the Kigoma Region for workshops that build organizations' capacity to create strong and sustainable savings groups and shared learnings with government and other UN agencies.

Building on lessons learned from Tanzania, in January 2019 UNCDF launched a new program so that refugees and host-community members in Rwanda, particularly women and youth, can make use of a wide variety of available financial products and services to increase resilience, regulate incomes and improve their economic lives. Through its programme in Tanzania, UNCDF created a toolkit to strengthen digital and financial literacy, including tablet-based applications, videos, mobile-phone based modules, and face-to-face materials. Because the FDP population in Rwanda is similar to that of Tanzania, with both Congolese and Burundian refugees, many of the tools developed in the Tanzania programme can be easily adapted and used in Rwanda. As UNCDF has global reach, these tools will also become available over time to programmes in other countries where refugees and host communities will be targeted, subject to resource mobilization.

Both country programs focus on developing strong partnerships with a range of stakeholders to ensure that implementation is sound, and monitoring & evaluation is thorough, leading to improved program outcomes and maximum impact. Ultimately, by pairing scaled programming with advocacy at the policy level, building partner institutional capacity to better serve savings groups through training and access to new tools, UNCDF aims to empower vulnerable populations and ultimately to improve relations between refugees and host communities through economic empowerment.

2.2 UNCDF's Request for Proposals (RFP)

The purpose of this RFP is to support UNCDF in the *strengthening of financial and digital literacy* (savings, budgeting, use of formal and informal services) and *promoting women and youth's empowerment* through *tablet-based applications among savings groups in refugee camps and surrounding host communities* in Tanzania and Rwanda. From amongst applications, UNCDF intends to choose a firm offering a tool which will provide oversight, management, and data collection for tablets deployed by implementing partners in both countries. The successful applicant will offer a previously tested tool and financial proposal.

Applicants will be evaluated based on:

- 1) Clear overview of the tool and its capabilities in providing remote oversight, management, and data collection for tablets
- 2) Demonstrated successful experience in previously deploying the tool in similar projects
- 3) Online dashboard for real-time monitoring and management of tablets by UNCDF staff and consultants
- 4) Commitment to provision of ongoing technical support on tool management, including initial training
- 5) A financial proposal including up to 200 tablets that may be tiered over time; UNCDF currently has deployed 100 tablets with partners in Tanzania and will add up to 140 more by 1 October 2019 in Rwanda, with more potential tablets to be added in 2020

2.3. Timing

Applications should be returned to UNCDF Tanzania by email, no later than midnight on 12 November 2019 EST NY Time. It is anticipated that the shortlisting will be completed within 2 weeks of application submission. The time needed for submission of revised proposals, if necessary, will depend on the thoroughness and complexity of initial applications but should take no more than 2 weeks.

The expected grant period is approximately 16 months; the expected date of end of contract is December 2020. Further collaboration may be sought contingent upon performance and availability of funding. The applicant(s) should propose a timeline and work plan for their proposed project.

2.4. Contact

Questions for this RFP should be submitted via email at: uncdf.procurement@uncdf.org, copying fipa.procurement.tz@uncdf.org and anna.ferracuti@uncdf.org

2.4. Responses

All queries and submitted applications will be acknowledged.

3. SCOPE OF WORK

Target Population

The overall target population will be refugees with Congolese and Burundian origin and host communities with a focus on women and youth in the Kigoma region of Tanzania, and in the refugee camps and host communities throughout Rwanda.

Refugees: According to UNHCR's report on Tanzania Refugee Population released on May 31, 2019, among the 312,152 refugees in Tanzania, while UNHCR Rwanda reported 148,746 refugees in country as of June 30, 2019. In both countries, refugees are largely semi-literate and have low digital financial literacy, particularly adult women.

Women: Women in refugee camps and surrounding rural communities often have less access to economic activities than men, are less likely to own phones, and have lower digital literacy, although they are interested in saving and gaining financial education. They would therefore benefit from programming that meets their specific needs.

Youth: In contrast to women, research from UNCDF and partners suggests that youth have a higher digital literacy than other segments of the population, are familiar with mobile money services, and have a particular interest in saving for the future. These young people also express the motivation to learn new skills and help others in their communities, presenting a potential target group to both receive financial and digital education and to be trained as community trainers. Under this scope of work, the grantees are expected to perform the following activities.

3.1. Expected Activities and Outputs

Under this agreement, the firm will provide an application for up to 200 UNCDF and UNCDF partner tablets for tracking and monitoring as well as service on an as-needed basis. Specifically, the schedule and deliverables will include:

Date:	Deliverable:
1 Nov 2019	Contract signature and draft work plan
30 Nov 2019	Application installed onto up to 100 tablets in Tanzania (KJP and Refugee/Host Community partners)
31 Dec 2019	Application installed on to 100 tablets for Rwanda Refugee/Host Community Partners
1 Jan 2019 – 31 Dec 2020	Monthly data reports
1 Jan 2019 – 31 Dec 2020	Support and troubleshooting

4. AGREEMENT PARAMETERS

4.1. Outputs and deliverables

The written outputs and deliverables of the work are considered a public good unless otherwise agreed. Thus, all the outputs and deliverables will be placed in the public domain with the intent that they can and should be freely and widely used by other parties. The underlying data used does not need to be made public.

4.2. Language

The deliverables, as well as any and all related correspondence exchanged by the organization and UNCDF, shall be written in English. English, Kiswahili and Kirundi will be used for the technical tools and documents to be used in reaching beneficiaries.

4.3. Global Access and Intellectual Property

Public good: The outputs produced will have the consideration of public good. In line with the public good nature of the grant, UNCDF may place all the deliverables specified in the public domain with the intent that they can and should be freely and widely used by other parties and the RECIPIENT INSTITUTION shall not be excluded from the ability to use such deliverables on the same basis as other external parties. The RECIPIENT INSTITUTION will sign and accept the legal language in Annex 2, without modification, of the UNCDF grant agreement (performance based). UNCDF also has the right to assign custody of this public good to a public authority as appropriate

5 ELIGIBILITY REQUIREMENTS

5.1. Minimum qualification criteria

- Any type of organization (commercial for-profit firms, educational institutions, and non-profit organizations, Universities) is eligible to apply.
- At least two years' experience and capability in providing a similar application; preferably in East Africa.
- Have confirmed human resources to cover all planned/required activities.
- At least five years' of experience in designing and delivering edutainment material for low-income, rural communities in Africa.
- Current presence in Tanzania or Rwanda is preferred.
- Submit a complete application.

5.2 Other requirements and qualifications

- Commitment and ability to provide on-site or remote assistance (e.g. from staff, consultants) as needed.
- Demonstrated successful prior usage of proposed tracking mechanism backed by monitoring data and/or evaluation(s).
- Production of high-quality outputs and reporting.

6 APPLICATION REQUIREMENTS

6.1 Structure of the Application

- A suggested template for submissions is available in Annex 1: *Submission Format*.
- Additional documents or links to documents may be included at the applicant's discretion.
- **Please consider that UNCDF email accounts are only able to receive attachments of up to 35MB.** If size of the application is an issue, a DropBox or Google Drive link is acceptable.

The application shall contain:

- Methodology and approach to achieve the objectives of the project
- Detailed work plan with timeline of major activities
- Overview of past examples of similar projects, including references
- Examples of online monitoring systems previously employed (i.e. dashboard snapshots)
- Proposed budget

6.3 Evaluation Criteria

Applicants will be evaluated based on:

- 1) Examples of previously employed applications (or previous experience with proposed application) (30 points)
- 2) Example of online dashboard for monitoring and evaluation (30 points)
- 3) Current presence in Rwanda and/or Tanzania (20 points)
- 4) Proof of similar projects successfully implemented (20 points)