



Ref. RFP - PAL-0000109735

DATE: 27 July 2020

REQUEST FOR PROPOSAL (RFP)
AI Fakhora Management Information System "MIS"
System Design, Development and Maintenance

Dear Sir / Madam:

We kindly request you to submit your Proposal for **consultancy services for AI Fakhora Management Information System "MIS" - System Design, Development and Maintenance**

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal. Pre-bid meeting will take place as per the following schedule:

Pre-bid meeting Date & Time	Venue & address
6 August 2020 @ 10:00 a.m.	Zoom Meeting https://undp.zoom.us/j/96033899324

Bidders are advised to attend the pre-bid meeting (on their own cost and responsibility). Bidders will be required to sign an attendance form.

The pre-bid meeting minutes, and any further enquiries received on or before 08 August 2020, will be documented and sent to invited bidders (via the eTendering system) on 10 August 2020. No inquiries will be accepted after 08 August 2020.

Please note that this procurement process is being conducted through the online tendering system of UNDP. Bidders who wish to submit an offer must be registered in the system. Visit this page for system user guides and videos in different languages:
<http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-nt- notices/resources/>

If already registered, go to <https://etendering.partneragencies.org> and sign in using your username and password.

Use "Forgotten password" link if you do not remember your password. Do not create a new profile.

If you have never registered in the system before, you can register by visiting the link below and follow the instructions in the user guide (attached)

<https://etendering.partneragencies.org>

- Username: event.guest
- Password: why2change

It is strongly recommended to create a username with two parts: your first name and last name separated by a ".", (similar to the one shown above). Once registered you will

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Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

receive a valid password to the registered email address which you can use for signing in and changing your password.

Please note that your new password should meet the following criteria:

- Minimum 8 characters
- At least one UPPERCASE LETTER
- At least one lowercase letter
- At least one number

You can view and download tender documents with the guest account as per the above

username and password, However, if you are interested to participate, you must register in the

system and subscribe to this tender to be notified when amendments are made.

Proposals may be submitted on or before the deadline stated in the eTendering system for the subject event.

Your Proposal must be expressed in the English Language, and valid for a minimum period of 90 days.

Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. Kindly ensure that documents 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.

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

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/unscconduccconduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

27-Jul-2020
Shehadeh Habash
Shehade Habash

Head of Procurement

UNDP/PAPP

United Nations Development Programme
 Programme of Assistance to the Palestinian People
 برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

Annex 1 Description of Requirements

Context of the Requirement	Consultancy services for Al Fakhoora Management Information System "MIS" System Design, Development and Maintenance.
Implementing Partner of UNDP	N/A
Brief Description of the Required Services	<p>The Intended consultancy services aimed to assist UNDP/PAPP to carry:</p> <p>(a) Implement the current needs of Information Management System from ready SRS which is (90 % covering the needs), thus additional analysis is required including an external website.</p> <p>(b) develop and support a comprehensive website with conducting SRS.</p> <p>(c) Work daily as agile methodology rules with stakeholders,</p> <p>(d) apply support and maintenance for the system.</p> <p>See attached TOR - Annex 3.</p>
List and Description of Expected Outputs to be Delivered	See attached TOR - Annex 3.
Person to Supervise the Work/Performance of the Service Provider	<i>Project Coordinators</i>
Frequency of Reporting	Every Two Weeks
Progress Reporting Requirements	Required as per milestones mentioned in the ToR
Location of work	<input checked="" type="checkbox"/> Exact Address/es UNDP/PAPP – Gaza office and Al Fakhoora Partners offices
Expected duration of work	<p>90 working days as per milestones mentioned in the ToR</p> <p>The total amount of the bid is lump sum. If more time needed beyond the 90 working days, UNDP must approve the additional period, however with No additional costing.</p> <p>In all cases, the project implementation should not exceed 130 working days.</p>
Target start date	01 September 2020
Latest completion date	28 February 2021
Travels Expected	N/A
Special Security Requirements	<p><input type="checkbox"/> Security Clearance from UN prior to travelling</p> <p><input type="checkbox"/> Completion of UN's Basic and Advanced Security Training</p> <p><input type="checkbox"/> Comprehensive Travel Insurance</p> <p><input checked="" type="checkbox"/> Others N/A</p>
Facilities to be Provided by UNDP	<p><input type="checkbox"/> Office space and facilities</p> <p><input type="checkbox"/> Land Transportation</p>

United Nations Development Programme
 Programme of Assistance to the Palestinian People
 برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

(i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Others N/A
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 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 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 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
Performance Security	Required in the amount 10% of the resulting contract value and valid for the contract duration. A separate Performance Security for the 12 months maintenance contract.

United Nations Development Programme
 Programme of Assistance to the Palestinian People
 برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

Payment Terms	Milestone		% Payment	Target Date	Condition for Payment Release
	A - System Design, Development				
	Upon satisfactory Completion of the First Development Stage	40 %	After 45 working days from signing the contract	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.	
	Upon Satisfactory Completion of Second Development Stage	30%	After 70 working days from signing the contract and successfully completion of the assignment		
	Upon Satisfactory Completion of Testing Stage	15%	After 87 working days from signing the contract and successfully completion of the assignment		
	Upon Satisfactory delivery of the system and handover of the source code	15%	After 90 working days from signing the contract and successfully completion of the assignment		
	B - Maintenance				
	Maintenance Services for one year	100%	50 % after first six months 50 % after second six month		
	C – Hosting and other recurring Services				
	Cloud Hosting Services for 1 Year (server, SSL, domain, storage, etc.)	100%	After approving the delivery of the system		
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Programme Analyst				

United Nations Development Programme
 Programme of Assistance to the Palestinian People
 برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services
Criteria for Contract Award	<p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) The formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><u>Rating the Technical Proposal (TP):</u> TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u> FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u> $\frac{(TP \text{ Rating}) \times (\text{Weight of TP, 70\%}) + (FP \text{ Rating}) \times (\text{Weight of FP, 30\%})}{100}$ Total Combined and Final Rating of the Proposal</p> </div> <p>The UNDP procuring entity will award the Contract to the Offeror who receives/achieves the Highest Combined score.</p> <p><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.</p>
Criteria for the Assessment of Proposal	<p>Stage #1: detailed technical evaluation of proposals that passed stage #1 to identify qualified Proposals (i.e., offers that are rated 70% and above) Technical Proposal (70%)</p> <p><input checked="" type="checkbox"/> Expertise of the Firm 40%</p> <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 10%</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 50%</p> <p>Evaluation of the technical proposals will be done prior to any price proposal being opened and compared. The financial proposal will be opened only for submissions that passed the minimum technical score (70%) in the evaluation of the technical proposals. The technical proposals are evaluated based on their responsiveness to the Terms of Reference (TOR).</p> <p>The evaluation form for the technical proposals follows. The obtainable number of points specified for each evaluation criterion indicates the relative significance of weight of the item in the overall evaluation process.</p> <p>Technical Evaluation Criteria that will be used - Technical proposals will be evaluated based on the following criteria:</p>

United Nations Development Programme
 Programme of Assistance to the Palestinian People
 برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

No.	Technical Evaluation Criteria	Weight	Points
1	EXPERTISE OF THE FIRM Previous experience in the MIS/website development	40	
a	Does the company profile reflect the requirements of the TOR?		5
b	Does the company has experience in specific field Web-Development Language ASP.NET, PHP, etc.		10
c	Does the company has experience in similar assignments and technical specialty (TDD, Agile, etc)		10
d	Do projects undertaken relate to the TOR? Sample of similar projects		10
e	References provided		5
2	Detailed methodology and proposal outline (workplan)	10	
a	Methodology		5
b	WORKPLAN Detailed work plan		5
3	MANAGEMENT STRUCTURE AND QUALIFICATION OF KEY PERSONEL CV's of all the staff engaged in the survey	50	
a	Team Leader		10
b	Frontend Coders (Programmers)		10
c	Backend Coders (Programmers)		20
d	Tester		5
	Total points:	100	

- For each key staff / expert, the following will be the basis for evaluation / scoring:

	% weight
- General Experience	10%
- Specific Experience relevant to the assignment / Professional Experience in the area of specialization	40%
- Training Experience	20%
- Regional/International experience	20%
- Language Qualifications	10%

Stage # 2, the financial proposal of all Offerors, who have attained the minimum 70% score in the technical evaluation will be opened and evaluated.

Financial Proposal (30%)
 To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

Stage # 3 (final)
 Total Combined and Final Rating of the Proposals will be calculated as per the above relevant formula

UNDP will award the contract to:

☒ One and only one Service Provider

United Nations Development Programme
 Programme of Assistance to the Palestinian People
 برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

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) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> Dynamic Futures, MIS System Requirements Specification <input checked="" type="checkbox"/> Others UNDP - e-Tendering User Guide For Bidders
Contact Person for Inquiries (Written inquiries only)	UNDP Procurement Analyst Proc10.papp@undp.org Any request for clarification related to this RFP should be submitted in writing to proc10.papp@undp.org no later than 8 August 2020 . Answers to any clarifications received will be posted on 10 August 2020 . 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.
Deadline for Submission	18 August 2020 @ 5:00AM EST (12:00 PM – Jerusalem Time) For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.
Other Information eTendering submission	Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows: <ol style="list-style-type: none"> Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/



Ref. RFP - PAL-0000109735

Annex 2
FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹
(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[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, 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.

¹ This serves as a guide to the Service Provider in preparing the Proposal.

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

United Nations Development Programme
 Programme of Assistance to the Palestinian People
 برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

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

D. Cost Breakdown per Deliverable*

#	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
A	System Design, Development		
1.	Completion of the First Development Stage	40%	
2.	Completion of Second Development Stage	30%	
3.	Completion of Testing Stage	15%	
4.	Delivery of the system and handover of the source code	15%	
A	Sub- Total (System Design and Development)		
B	Maintenance		
1.	Cloud Hosting Services for 1 Year (server, SSL, domain, storage, etc.)	100 % after approving the delivery of the system	
2.	Maintenance Services for one year	50 % after first six months 50 % after second six month	
	Sub- Total (One Year Maintenance)		
	Total (A+B)		

**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				

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

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]

United Nations Development Programme
 Programme of Assistance to the Palestinian People
 برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

Annex 3 ***Terms of Reference (ToR)***

1. Background

UNDP's Programme of Assistance to the Palestinian People (UNDP/PAPP) is the leading development agency working together with the Palestinian people to fulfill their vision of a peaceful, sustainable, and equitable society by promoting safe environment, democratic governance, human development, human security, and livelihoods. UNDP/PAPP has allocated financial resources to support the solid waste sector in the Gaza Strip.

Al Fakhoora Dynamic Futures Programme aims at building a cadre of educated and trained leaders who are civic-minded, intellectually able, and professionally skilled to become the community, business, and national civic leaders of the future. The programme, which targets Palestinian postsecondary students of underserved backgrounds, avails opportunities for them to actualize their potential by overcoming socioeconomic, political and cultural limitations and enable them to become productive members in the society.

The proposed Program is multi-faceted, with strategic interventions to support directly the students and indirectly their families, across a number of technical areas. The structure of the Program can be articulated in terms of four main components:

- **Quality Education**, including domestic undergraduate scholarships as well as technical advisory work to support the improvement of quality education in Gaza;
- **Student Services**, including comprehensive support services to contribute to students' academic success wellbeing and to equip them with internationally recognized employable skills,
- **Leadership Development**, including a comprehensive multi-stage training program to empower students to become civic leaders as well as a wide range of opportunities for students to apply the related skills and contribute in their communities throughout their studies;
- **Economic Empowerment**, including work to bridge educational opportunities to success in professional life through career preparation, internships, networking, and opportunities for entrepreneurship and economic empowerment.

As part of Al Fakhoora Programme Management, Al Fakhoora Programme utilizes an information Management System (MIS), built on Database Management System that help in the facilitate the storage, organization and retrieval of students and alumni information. The System contributes in easing data collection, sorting and analysis as well as providing information readily to the Programme Stakeholders. The system helps in the data-driven decision making when it comes to analyzing information.

The current MIS does not meet the programmatic, business and technical needs in terms of scope of data delivered, reports produced, newly developed components emerged after the completion of the design and programming of the original MIS.

Based on this, UNDP/PAPP is seeking an experienced **Information Technology Development Consulting firm** to carry (a) Implement the current needs of Information Management System from ready SRS which is (90 % covering the needs), thus additional analysis is required including an external website (b) develop and support a comprehensive system/website with based on the current system

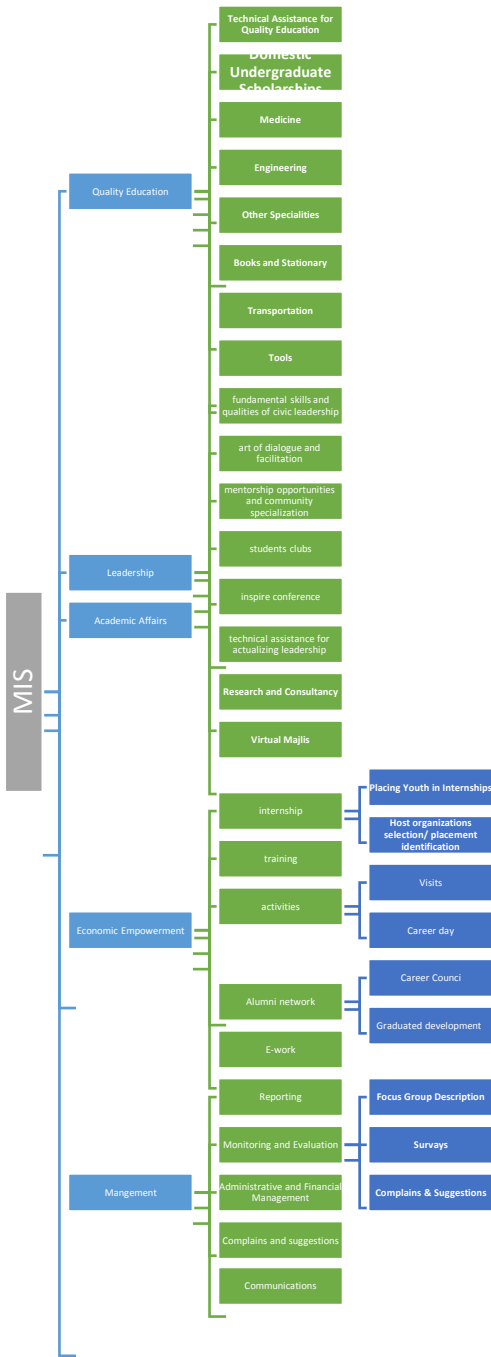


Ref. RFP - PAL-0000109735

and the new requirements, (c) Work daily as agile methodology rules with stakeholders, (d) apply support and maintenance for the system.

2. System Overview

The system has six main departments and many sub departments, which can be summarized in the next figure:



United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

3. Technical Definitions:

- **"MIS"** shall mean the Al Fakhoora Management Information System (MIS)'s Portal & Online Application and their components in any versions made available to Al Fakhoora including extra modules.
- **"Contract"** shall mean the MIS Institutional Contract, including any subsequent amendments made hereto.
- **"Hosting"** shall mean the MIS application server
- **"EULA"** shall mean the End User License Agreement between the Parties, including any subsequent amendments made hereto.
- **"Al Fakhoora Dynamic Futures Program"** shall mean the customer that has exclusive license the System pursuant to a EULA. In this contract.
- **"Maintenance Period"** shall mean the period of 12 months in a calendar year.
- **"Party"** shall mean Al Fakhoora Dynamic Futures Programme or the Servicer Provider, as the case may be, and the "Parties" shall mean Client and Al Fakhoora Dynamic Futures Programme
- **"SRS"** System Requirements Specifications

4. Objectives of the Assignment:

The overall objective of the assignment is to design and program a new inclusive System for Al Fakhoora MIS and develop the needed functionalities and applications.

The consulting firm required to develop the whole System. The vendor will be required to create (design, develop, integrate, transfer, test, and implement) a web platform

5. Scope of Work:

Under the direct supervision of Al Fakhoora Programme Management Unit team, and in full coordination with AL Fakhoora Programme stockholders namely donor and local implementing partners, the consulting firm will be responsible for developing a System "Management Information System with a dynamic website as per the following terms:

- The consulting firm will carry out system analysis at low levels (ex: UI/UX) because some departments are not ready during the analysis phase (so agile is required)
- Design and Develop the system from scratch based on SRS
- Develop a Website for the Dynamic Futures Programme.
- Ensure implementation, troubleshooting, and maintenance support for the system, serve as a resource for problem analysis and solution for the duration of the Programme.
- The System Requirements Specifications "SRS" covers almost 90% of the system architecture, as few of the components are still under development, particularly, but not limited to the online selection system.
- The consulting firm must use agile methodology because Agile helps teams provide quick and unpredictable responses to the feedback they receive on their project.
- An increase in the work required may reach 10% over the SRS, so the consulting firm must take in their plans.
- Provide effective development and design for the functionality of the system.
- Provide technical and creative expertise to create, manage, and update.
- **The consulting firm can request System requirements specifications (SRS) from UNDP to estimate the project.**

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

A. Testing, Fixing and Refining for 12 months period on hosting services provided by the consulting firm.

- Testing the system and the website and their functionalities for all users
- Testing the loads and accessibility of the system and the website
- Ensure the Compatibility of the system and the website with different environments
- Ensure the Compatibility with Mobile phones both iOS and Android

B. REGULAR TECHNICAL SITE and CODE MAINTENANCE

- Assure the system and the website Maintenance.
- Maintain development or staging environments separate from live environments.
- Install system, module/Security patches and upgrades including bug fixes.
- Install, upgrade or modify existing modules on sites.
- Manage, edit, update and maintain the site (this includes all development work: CSS/Theming, , jQuery, etc.).

C. GENERAL GUIDELINES:

- Once a contract has been signed, the system must deliver within 90 working days unless agreed with UNDP.
- Technical design and development of functionalities on the system;
- Refinement of architecture and design following inputs from staff and identified users;
- Develop a user--guide for the system and website and complete with the most common troubleshooting guidelines;
- Guide Al Fakhoora PMU team through the web hosting needs and security setups/controls. This should be done through a training to the UNDP Programme team to orient them about the system.
- Following an internal appraisal process, install the system on the server, and transfer all archived content from Al Fakhoora Information System (images, text, embedded video, PDFs, HTML, photo albums, etc.). This is related to the legacy system that is already existing.
- The final product will be approved by UNDP/PAPP ICT Expert, who will approve the delivery, and consequently payment will be released.

User Groups/Audiences

The intended users of the system include, but are not limited to, the following

- Donor, Al Fakhoora Programme, Education Above All Foundation
- Local and International NGOs/Partners
- UNDP local and Global Staff
- Public Audience for the Website

The number of users for MIS system will be maximum 1000 users, yet as for the website, it will be accessed for browsing by unlimited number of visitors.

6. Copyrights

United Nations Development Programme/Programme of Assistance to the Palestinian People will hold exclusive rights to all design and other work products contained on the system. Should the company require use of the website in their portfolio, they will require written permission from UNDP/PAPP.

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

The Company is required to provide UNDP's Al Fakhoora Programme Management Unit with **the Source Code** of the Final product/System, the UNDP have the entire right to amend, develop and fix it as written in EULA

The consulting firm will be responsible for developing a system and external website within the designated timeline which meets the following criteria:

- **Students management:** includes their information, academic scores.
- **Students services** such as Provision of Tuition, Provision of Transportation, The Books and Stationary, Tools, Other Study Requirement, Graduation Project Allowance.
- **Track students' study,** student Enrollment and Addition, students Withdrawal and Failure, Transference, Study Deferral and Academic Procedures such as Warning, Scholarship Freezing and Scholarship Termination
- **Training Courses:** manage all training courses based on main component.
- for example; English Language Training and Computer Skills Training at Student Services Component, Fundamental Skills and Art of Dialogue and Facilitation at Leadership Development Component, Pre-internship training and Remedial training at Economic Empowerment Component.
- **Training Course Evaluation,** students fill surveys after course for evaluation.
- **Student attendance:** attendance sheet should be filled for each course.
- **Workshop and activities:** The programme has several activities and workshop, the system should manage these activities, students join this activities and other information.
- **Psycho-social Support:** student Psycho-social Support sessions and training should be saved and managed.
- **Internship:** the system should save data about employers and students have internship.
- **Student clubs:** the programme has many clubs that should be saved and managed.
- **Communications Plan:** All documentaries and photo albums should be arranged and managed.
- **Reporting:** Detailed report for all component should be generated, all report should be available for print and exported as excel sheet or pdf.
- **Administrators** should be able to review user registration/profile details, change user roles/access rights, terminate / close user accounts.
- **User Profile and Account Administration:** Users should be able to view and update user generated information on self, for example personal details, password and account details, posts, preferences and interests.
- **Privacy Settings Administration:** Members should be able to configure how much of their profile information is shared with different users/user groups.
- **Site Statistics/Management Reports:** The solution should provide authorized users with a number of relevant reports, for example students registration, courses details, key interests/topics being discussed within the collaborative spaces and other relevant statistical data.
- **Calendar, Events, Reminders, calendar integration:** Specific authorized users should have the ability to create and administer events and event details. Members should be able to receive notifications that an event has been scheduled and reminders of upcoming events.
- **Document Management System (DMS):** Document upload (any file format) with Description - Who uploaded - Date of upload - File Format etc., creation of new relevant page (if required).
- **Documentation:** the system shall have an online user guide that explains the functions of the System.

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

- **Performance:** the system shall return the results within 4 seconds, 80% of the time, and weekly Backup shall be completed between 11 p.m. starting on Friday night and 6 a.m. on Monday.
- **Search:** The solution should provide users with the ability to search for and locate content based on keywords and key phrases.
- **Maintenance:** a separate agreement that contains
 - Maintain full backup of the web site throughout the duration of the contract, and at least 12 months after finishing the contract with separate agreement. However, the backup, code and source files will be delivered in full to the client when closing the contract.
 - Have an automated testing system that checks for broken hyperlinks on the site.
 - Verify regularly that the site is up and running, and will revert to the back up whenever necessary.
- **Content Moderation Mechanism:** Users/Members who have been granted relevant access rights should be allowed to flag.
- **Interactive web design:** Web Designs are very subjective; we expect the hired a vendor to show-case their best elements in delivering suitable internet design options (developing innovative new design with appealing layout and graphics. The design and solution must be easy to use
- **Dynamic Website for the programme:** the system should have an interactive dynamic frontend, creatively designed, that can serve as the Dynamic Futures Programme Website, and can be controlled from admin panel, no need for CMS, just controlling some components
- **Old System:** the current Old System must transfer its old Data to our new System and there an exit strategy from old system to the new system must be applied. The data existing in the old system "legacy system" is arranged in formal SQL database. So, it should be easy to transfer.
- Design and Development will be from scratch point,
- **Both Arabic and English Language versions**, and more languages in the next version.
- Average site load-time should be reasonable
- Search engine and Mobile friendly
- Able to render appropriately on a wide variety of different browsers, and operate on Windows, iOS and Android Oss
- Front end technologies: HTML5, CSS3, bootstrap
- Back End technologies: MVC framework (PHP Laravel, ASP.NET MVC, etc.) and coded by Test Driven Development (TDD).
- Copy all data from current legacy system.
- Vendor should not use already tailored, Content Management System (CMS)
- Hosting Type: Cloud Hosting.
- Secure the existing site during the transition to the new platform; preservation of all current website content and functionality.
- The system shall embed security measures to ensure that the records present in the system are secure and no unauthorized personnel can access them

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

- Use simple, cost-effective techniques to test designs with representative users before implementation of major features such as restructuring the main navigation menu.
- Design and final solution should adhere to accessibility and compliance requirements (as defined by the project team): The Web solution should be designed to ensure that everyone, including users who have difficulty seeing, hearing, and making precise movements, can use them, it should be fully compliant with Section 508 of the US Rehabilitation Act.
- Secured and Authenticated Web Access Web solution should be secured in accordance with current best practices, for example through the use of an SSL Certificate and appropriate access control methods. Access to web solution to be authenticated.

7. Deliverables:

The consultant firm is expected to provide the following deliverable:

Item	Description	Level of efforts "Working Days"
Inception Report	Inception report to be submitted (in English) to the UNDP. The inception reports shall clarify the Consultant's Firm overall strategies, methodology, actions and plan on managing and conducting the assignment within the designated timeframe as well as the expected level of quality. The reports shall include a detailed implementation plan of the assignment. including the plan of distribution of the resources and responsibilities. The report should be submitted within one week after the start of the assignment	2 Working Days
System Design, Development, testing and delivery	The delivery should take place according to the following: Stage 1: Development Stage (50 % of the System) Stage 2: Development Stage (50 % of the System) Stage3: Testing Stage Stage 4: Delivery of the System running through online deployment on Cloud Hosting Services The system will be designed in English to the UNDP. The System should be delivered within four months after the start of the assignment	85 Working Days
System Source Code	The Consultant's Firm should submit the Source Code in a Hard Desk to UNDP/PAPP's Al Fakhoora Programme Management Unit	1 Working Day
Hosting Data	The Consultant's Firm should submit the Hosting Data "Server login information and all other related user's data" to UNDP/PAPP's Al Fakhoora Programme Management Unitn	1 Working Day

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

System Documents	The Consultant's Firm should submit the System Documents including the final version of System Requirement Specifications to UNDP/PAPP's Al Fakhoora Programme Management Unit	1 Working Day
Maintenance Contract	A One-year inclusive Maintenance Services starts from delivery acceptance of the system	1 year
Cloud Hosting Services	A One-year inclusive Cloud Hosting Services starts from delivery acceptance of the system	1 year

8. Team Qualifications

Team Leader

- Master's degree in information systems or Computer engineering with problem solving and business experience **or** BA with 8 years of experience.
- At least 5 years professional experience working in a high demand, service-oriented environment.
- Ability to solve problems / high pressure issues.
- Experience with requirements: elicitation, gathering, documentation and management;
- Modeling skills using modeling languages (UML) and tools to represent requirements information in graphical forms that augment textual representations;
- Good Software testing experience;
- Agile certificate is essential, Six Sigma or ISO is better.
- Software Requirement Engineering certificates are essentials
- Cloud Fundamentals certificates is essential
- Good programming skills and experience
- Excellent written and oral communication skills.
- Strong interpersonal and communication skills.
- Excellent time and organizational management skills.

Frontend Coders (Programmers)

- Bachelor's degree (Engineering, IT, Science) or any equivalent academic qualifications;
- Proficient understanding of web markup, including HTML5, CSS3, LESS or SASS.
- At least 5 years of experience as front-end Developer;
- Deep understanding in responsive design & cross-browser compatibility.
- Understanding of client-side scripting and server-side rendering SSR and JavaScript frameworks, like Vue.js, React.js or Angular is plus.
- Good understanding of asynchronous request handling, partial page updates, and AJAX.
- Experienced in build in SEO friendly applications.
- Basic knowledge of image authoring tools, to be able to crop, resize, or perform small adjustments on an image. Familiarity with tools.
- Proficient understanding of code versioning tools, such as Git.

Backend Coders (Programmers)

- BS/MS degree in Computer Science, Engineering, MIS or similar relevant field Good knowledge with Databases
- Good knowledge in MVC Framework (ASP.NET or PHP oretc)
- At least 5 years professional experience working in a high demand, service-oriented environment.

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

- Very well understanding of Object-Oriented design and Service-Oriented design.
- Strong in Algorithms, analysis and troubleshooting.
- Clear problem-solving abilities.
- Knowledge on REST APIs.
- Experience with Source Control and CM Tools (Git, JIRA).
- Good communication skills.
- Experienced with Agile framework and ability to apply best practices using industry standards throughout all software development, Agile certificate is essential.
- Global web programming certificates is essential for his programming language, ex if ASP.NET must have Microsoft certificates and so on.

Tester

- Holds a bachelor's degree in computer science or software engineering or related fields.
- 2+ years of professional experience as software tester performing different testing types such as functionality coverage, integration, regression, performance/load, security, usability testing, etc.
- Demonstrable knowledge of software testing automation tools for web based and mobile based applications.
- Previous experience with developing or testing health information systems is a plus.
- Analytical and logical mindset.
- Excellent written and oral communication skills.
- Strong interpersonal and communication skills.
- Excellent time and organizational management skills.
- Master general principles and software testing methods
- Be familiar with the various software development models, including Agile and iterative models and be able to conduct tests as part of a lifecycle model
- International Software Testing Qualifications Board (IST QB) Foundation level certification is a plus.
- Differentiate between the developer's and tester's mindset
- Team player, confident and enthusiastic
- Ability to work under pressure beside good time management to deliver work on time.
- Cloud Fundamentals certificates is essential
- Agile certificate is preferred, Six Sigma or ISO is better.
- Software Requirement Engineering certificates are essentials

Note: The Company can provide more than one CV for each position (this will be considered as an added value). However, must refer to One Person as a main member as She/he be considered and selected for evaluation.

9. Quotation Process

TECHNICAL PROPOSALS

The technical proposal shall describe the approach and methodology that will be applied by the consulting firm to meet the objectives and scope of the assignment and shall include the following:

- a) The methodology.
- b) The suggested work plans.
- c) Detailed Timeline with Deliverables

United Nations Development Programme

Programme of Assistance to the Palestinian People

برنامج الأمم المتحدة الإنمائي / برنامج مساعدة الشعب الفلسطيني



Ref. RFP - PAL-0000109735

- d) Proposed Technology (with justification); please highlight the pros & cons of the technology proposed;
 - 1. Company Profile including description of company facilities and resources including
 - 2. Providing a user manual on how to create, manage and develop content.
 - 3. Provide a technical document on the system development
- e) List of relevant projects undertaken within the last two years. please list active web address
- f) Contact information for two previous clients for reference purposes to whom similar services has been provided and completed.
- g) Profile of experts included in the plan. A matrix should be provided to show which expert will work on what activities and for what duration.
- h) CVs of the experts who will participate in conducting the assignment.

The proposal shall be valid for a minimum of 90 days from the date of bid closing and shall be duly signed by the official representation of the consulting firm and stamped.

FINANCIAL PROPOSALS

- a) The offeror is asked to prepare the Price Schedule in **US Dollars**.
- b) The financial proposal shall specify a total lump sum amount all-inclusive for the provision of the requirement.
- c) The lump sum amount shall be broken down to show the following level of detail:
- d) (Design, Programming, Administration and Monitoring console, SSL Certificate, Security Audit, Hosting* (* with recurring charges. Example: 1st Year and for next 2 years) and Maintenance services;
- e) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP.
- f) UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.