

REQUEST FOR PROPOSAL (RFP)

To All Interested and Qualified Firms	DATE: August 20, 2020			
	REFERENCE: RFP/UNDPKEN/011/2020			

Dear Sir / Madam:

We kindly request you to submit your Proposal for the Consultancy to "Terms of Reference for Provision of Contact Tracing System and Support for the PSV Sub-Sector, Kenya"

While preparing and submitting your proposal, it shall remain your responsibility to ensure that it is submitted into the system before the deadline. The system will automatically block and not accept any bid after the deadline. Kindly ensure that supporting documents required are signed and in the .pdf format, and free from any virus or corrupted files.

It shall remain your responsibility to ensure that your quotation is submitted on or before the deadline indicated by UNDP in the eTendering system. Bids must be submitted in the online eTendering system in the following link: https://etendering.partneragencies.org using your username and password. If you have not registered in the system before, you can register now by logging in using

username: event.guest

password: why2change

and follow the registration steps as specified in the system user guide.

Your proposal must be expressed in the English, and valid for a minimum period of 120 days from the bid closing date. You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation".

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.

Queries about this Request for Proposal can be directed to: undp.kenya.procurement@undp.org;

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

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

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

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

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

http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Margaret Mbugua

Head of Procurement Unit
8/20/2020

Annex 1

Description of Requirements

Implementing Partner of UNDP Brief Description of the Required Services The COVID-19 pandemic has presented an unprecedented health challenge that provides opportunity for innovation and adaptation. The transport sector in Kenya remains a frontline in the fight against the pandemic. Unfortunately contact tracing, which has been embraced globally as one mechanism to managerise of infections remain largely unimplemented in the sector. Within Public Service Vehicles (PSV) sub-sector, contact tracing can help track and tell where those who may have encountered a positive victim can be located at any time. This ensures that the safety of the person and future passengers are safeguarded. UNDP Kenya is seeking an IT company which has designed and prototyped and industry-driven digital manifest system that can help the transport sector in contact tracing to be implemented in partnership with Matatu Welfare Association (MWA) and Nairobi Metropolitan Authority, NAMATA, NTSA and County Government of Nairobi or Machakos. The contact tracing application will need to be tailored to capture specific aspects of PSV environment and related actors and aligned to data collection for the vehicle's passengers. List and Description of Expected Outputs The objective of the contact tracing system is to support the Ministry of Health	Context of the	The purpose of this consultancy is to engage an IT company which has designed
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Person to	Julius Coredo – Portfolio Analyst, Inclusive Growth
Supervise the	
Work/Performanc	
e of the Service	
Provider	Mackly undates
Frequency of Reporting	Weekly updates
Progress	Draft Report on Deliverable 1
Reporting	Final Report on Deliverable 1
Requirements	Draft of Deliverable 2
Requirements	Final of Deliverable 2
	Draft Report on Deliverable 3
	Final Report on Deliverable 3
	Final document of Deliverable 4
	Final document of Deliverable 4
Location of work	The consulting firm will be expected to work virtually
Expected duration	3 months
of work	
Target start date	
Latest completion	
date	
Travels Expected	N/A
Special Security	
Requirements, if	
applicable	
Implementation Schedule	
indicating	⊠ Required
breakdown and	
timing of	
activities/sub-	
activities	
Names and	
curriculum vitae	⊠ Required
of individuals who	- Negarica
will be involved in	
completing the	
services	
Currency of	☑ United States Dollars/Kenya shillings
Proposal	
Value Added Tax	☑ must be inclusive of VAT and other applicable indirect taxes.
on Price Proposal	
Validity Period of	☑ 120 days
Proposals	In exceptional circumstances, UNDP may request the Proposer to extend the
(Counting for the	validity of the Proposal beyond what has been initially indicated in this RFP. The
last day of	Proposal shall then confirm the extension in writing, without any modification
	whatsoever on the Proposal.

submission of			
quotes) Partial Quotes	☑ Not permitted		
Payment Terms	Installment of Payment/ Period	Deliverables or Documents to be Delivered	Percentage of Payment
	1 st Instalment /	Provide a USSD and web-based platform through which passengers in PSV can register their use of that vehicle to support rapid contact tracing, if the need ever arises.	40%
	2nd Instalment /	Train users on the operations of the system, including MWA, NAMATA, NTSA, County Government, PSV investors, Sacco operators, PSV matatu crew and Stage workers;	15%
	3 rd Instalment/	Maintain the complete database of PSV passenger manifest data and share it with the Ministry of Health (in case contact-tracing becomes necessary);	30%
	4 th Instalment/	To provide timely data to the Ministry of Health and the County Government regarding all other passengers who may have shared a vehicle with an infected person during a specified time (e.g. over a period of14 days).	15%
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Portfolio Analyst, Incl	usive Growth Lab Head of Experimentation	
Criteria for Contract Award	weight distribution) ☑ Full acceptance of This is a mandatory c	Score (based on the 70% technical offer an the UNDP Contract General Terms and Condiriteria and cannot be deleted regardless of the acceptance of the GTC may be grounds for the CTC ma	itions (GTC). ne nature of
Criteria for the Assessment of Proposal	Technical Proposal (7 ⊠ Expertise of the Fire ⊠ Methodology, Its Implementation Plan	m 200pts Appropriateness to the Condition and Timeli	iness of the

	⊠ Key Personnel 400pts
	Please refer to the TOR for further details on the Technical Assessment criteria
	Financial Proposal (30%)
	To be computed as a ratio of the Proposal's offer to the lowest price among the
	proposals received by UNDP.
UNDP will award	
the contract to:	☑ One and only one Service Provider
Type of Contract	⊠ Purchase Order
to be Signed	☑ Contract Face Sheet (Goods and-or Services) UNDP (this template is also
	utilised for Long-Term Agreement and if LTA will be signed, specify the document
	that will trigger the call-off. E.g., PO, etc.)
	☐ General Terms and Conditions for contracts (goods and/or services)
Contract General	Applicable Terms and Conditions are available at:
Terms and	http://www.undp.org/content/undp/en/home/procurement/business/ho
Conditions	
Conditions	<u>w-we-buy.html</u>
Annexes to this	☐ Form for Submission of Proposal (Annex 2)
RFP	☑ Detailed TOR
Contact Person for	Julius.coredo@undp.org
Inquiries	A. dala in the Section of the Sectio
(Written inquiries	Any delay in UNDP's response shall be not used as a reason for extending the
only)	deadline for submission, unless UNDP determines that such an extension is
	necessary and communicates a new deadline to the Proposers.
Allowable manner	☐ Electronic submission of bids through UNDP e-tendering portal
of submitting	
proposals	
Conditions and	☑ Free from virus
Procedures for	☑ Format: PDF files only
electronic	Technical and financial proposals should be separated and Financial Proposals
submission and	password protected. The firm that meets the 70% score in the technical
opening	evaluation will be further evaluated financially. The firm with the highest
	combined score (based on the 70% technical offer and 30% price weight
	distribution will be awarded contract)
	Reference for Provision of Contact Tracing System and Support for PSV Sub sector,
	Kenya.
	✓ Digital Certification/Signature: Required
	Queries about this Request for Proposal can be directed to:
	undp.kenya.procurement@undp.org;
Deadline of	Monday, August 31, 2020 at 4.30 p.m. (Kenyan time-GMT+3.00)
Submission	
	I .

Annex II

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

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

Nairobi August 20, 2020

To: Resident Representative, United Nations Development Programme, United Nations Office Nairobi, Block N Level 3, P.O. Box 30218, 00100 Nairobi, Kenya

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 4/6/2020, 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;
- d) Track Record list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- e) Certificates and Accreditation including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.1

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	Percentage of	Price
	[list them as referred to in the RFP]	Total Price	(Lump Sum,
		(Weight for	All Inclusive)
		payment)	
1	To provide a USSD and web-based platform through which	40%	
	passengers in PSV can register their use of that vehicle to support		
	rapid contact tracing, if the need ever arises		
2	To train users on the operations of the system, including MWA,		
	NAMATA, NTSA, County Government, PSV investors, Sacco		
	operators, PSV matatu crew and Stage workers	15%	
3	To maintain the complete database of PSV passenger manifest		
	data and share it with the Ministry of Health (in case contact-	30%	
	tracing becomes necessary);		
4	To provide timely data to the Ministry of Health and the County	15%	
	Government regarding all other passengers who may have shared		
	a vehicle with an infected person during a specified time (e.g. over		
	a period of14 days).		

^{*}This shall be the basis of the payment tranches

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

Description of Activity	Remuneration	Total Period of	No. of	Total Rate
	per Unit of Time	Engagement	Personnel	
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
c. Expertise 3				
2. Services from Field Offices				
a . Expertise 1				
b. Expertise 2				
c. Expertise 3				
3. Services from Overseas		_		
a. Expertise 1				

b. Expertise 2		
c. Expertise 3		
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

Annex III SECTION 3: TERMS OF REFERENCE (TOR)



Empowered lives.
Resilient nations.

Application Type:	External Vacancy
Job Title:	Provision of Contact Tracing System and Support for the
	PSV Sub-Sector
Category:	Application design, development and installation; Analysis
	and Reporting
Brand:	UNDP
Application Deadline:	Monday, 31 August 2020 at 4.30 P.m. (Kenyan time-
	GMT+3.00)
Duty Station:	Nairobi
Type of Contract:	Contract for professional Services
Languages Required:	English
Duration of Contract:	Three Months (90 Days, cumulative)

Terms of Reference for Provision of Contact Tracing System and Support for the PSV Sub-Sector, Kenya" (Firm).

Background

In Kenya, COVID-19 outbreak was first reported in March 2020 in Nairobi. The country has since reported 26,928 confirmed cases with 423 deaths and 13,495 recoveries across 47 counties. More impact is being witnessed in the business community as disruptions in global value-chains and local public health measures translate into loss of livelihood in many sectors. The transport sector in Kenya remains a frontline in the war against the pandemic. It is also the bloodline of the economy. Unfortunately, contact tracing, which has been embraced globally as one mechanism to manage rise of infections remain largely unimplemented in the sector. Within Public Service Vehicles (PSV) sub-sector, contact tracing can help track and tell where those who may have encounter a positive victim can be located at any particular time. This ensures that the safety of the person and future passengers are safeguarded.

As cases of COVID-19 began to rise in Kenya, the government instituted public health and geographic containment measures, aimed at limiting widespread community-based transmissions. These measures included stay-at-home advisory, shutdown of select businesses, and restriction of movement into and out of regions considered to be the main coronavirus infected counties, such as Nairobi, Kilifi, Mombasa, Kwale and Mandera. While these measures contributed to slowing down the spread of the pandemic, they also had attendant economic costs, especially in the transport sector. PSV sub-sector actors such as

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¹ Source: Ministry of Health • Updated: 10/08/2020

Matatu crews, and stage operators found themselves increasingly threatened by the high level of interaction and exposure to COVID-19 infection that their occupation presented. Matatu Welfare Association, an umbrella organisation of matatu owners and crew approached UNDP for assistance in order to safeguard livelihoods and stem the impact of the pandemic on the sector. Alongside other actors in the road safety solutions network, the idea of pioneering a contact-tracing system for the sub-sector was mooted.

Contact tracing is a robust tool for helping control the spread of infectious diseases. It has been used successfully in efforts to contain Ebola, SARS, MERS, tuberculosis, and other disease outbreaks. It is now a critical part of the fight against COVID-19. In practice, contact tracing begins with those who test positive for COVID-19. Those with whom they have had close contact are then identified, as they may have been infected too. These contacts are notified and supported through a period of isolation until they develop symptoms, pass the window of risk, or are proven not to have been exposed. However, optimal contact tracing has to be augmented by widespread testing.

About the Assignment

UNDP Kenya is seeking an IT company which has designed and prototyped an industry-driven digital manifest system that can help the transport sector in contact tracing to be implemented in partnership with Matatu Welfare Association (MWA) and Nairobi Metropolitan Authority, NAMATA, NTSA and County Government of Nairobi or Machakos. The contact tracing application will need to be tailored to capture specific aspects of PSV environment and related actors and aligned to data collection for the vehicle's passengers.

Tasks

- Contact Tracing System for PSV sub-sector operators in Kenya will include: -
 - Setting up of customer service and social media team for rapid dissemination of information.
 - Training for the first line support team for project implementation.
 - Setting up of a data centre
 - Setting up of application software user licenses
 - Development of modules for USSD integration
 - Database development and integration
 - Data security; including setting up of virtual server for data storage and back up services
 - o Data registration and web management
 - Data collection, cleaning and validation.
 - Support to partner management and API Support
 - o Database analytics and report generation and management
 - Other project documentation and reporting.

Deliverables:

- Provide a USSD and web-based platform through which passengers in PSV can register their use of that vehicle to support rapid contact tracing, if the need ever arises
- Train users on the operations of the system, including MWA, NAMATA, NTSA, County Government, PSV investors, Sacco operators, PSV matatu crew and Stage workers;
- Maintain the complete database of PSV passenger manifest data and share it with the Ministry of Health (in case contact-tracing becomes necessary);
- Provide timely data to the Ministry of Health and the County Government regarding all other passengers who may have shared a vehicle with an infected person during a specified time (e.g. over a period of14 days).

Time frames and duration

The total expected duration of the assignment is 3 months and will include design and development of contact tracing system and data gathering and reporting period.

Project Management and Reporting Requirements

The working and reporting arrangements are as follows:

- The Service Provider shall report to the Portfolio Analyst, Inclusive Growth UNDP Kenya; Regularly interact and liaise with the designated project reference organisations including MWA, NAMATA, NTSA, County Government, PSV investors, Sacco operators, PSV matatu crew and Stage workers;
- Provide quality assurance presentations as and when required to the project reference organisations and UNDP; and
- Adhere to corporate guidelines (weblink: <u>UNDP policies and procedures on knowledge</u> product development and standards)

Submission of proposal

The Service Provider must submit the following in the application for consideration:

- Technical proposal on the contact tracing system and support, including setting up the platform, managing its operations and database, trainings, reporting, handling potential enquiries and reporting as required;
- A detailed work plan, including mandatory briefing sessions to the client;
- Company profile;

- Individual resumes (CVs) of the Project Team, clearly showing the details of the Service Provider and his/her qualifications and experience in development of digital platforms for a diverse group of users; and
- Proposed fees (itemised) and other all-inclusive costs (including VAT).
- Education, skills and competencies of Key individuals forming the Project Team:

Project Leader

- The Project Leader should have at least a Degree in Computer Science, IT, software development and/or business management;
- The Project Leader should have a minimum of 7-years prior experience working with software development, Database management, IT management and live support;
- The Project Leader should have strong interpersonal skills and demonstrable delivery track record in similar projects;
- Good command of the English language;
- Appreciation of the transport sector in Kenya;
- Understanding of the Sustainable Development Goals or prior work experience with a development agency is an advantage.

Project Team Members

- Two Project Team Members should at least have Diploma in Information Technology, and a minimum of 5-years prior experience in software programming, data analysis and visualisation, research, and training skills;
- The Project Team Members should have strong interpersonal skills and demonstrable delivery track record in similar projects;
- Good command of the English language;
- Appreciation of the transport sector in Kenya; and
- Understanding of the Sustainable Development Goals or prior work experience with a development agency an advantage.

Company Experience:

- The Company should have a minimum of five years of work experience in the development of software applications, database management, analytics, research, data analysis and visualization, IT strategy, and client support
- Evidence of similar applications development projects done in the past three years;
- Demonstrable networking capability, interpersonal skills and teamwork;
- The Company should have a strong delivery track record and good business practices;
- Provide certificate of incorporation and CR12
- Provide audited accounts for the last two-years
- References of three previous clients;
- Registration Certificate and PIN No.

Payment

	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)
1	To provide a USSD and web-based platform through which passengers in PSV can register their use of that vehicle to support rapid contact tracing, if the need ever arises	40%
2	To train users on the operations of the system, including MWA, NAMATA, NTSA, County Government, PSV investors, Sacco operators, PSV matatu crew and Stage workers	15%
3	To maintain the complete database of PSV passenger manifest data and share it with the Ministry of Health (in case contact-tracing becomes necessary);	30%
4	To provide timely data to the Ministry of Health and the County Government regarding all other passengers who may have shared a vehicle with an infected person during a specified time (e.g. over a period of14 days).	15%

PROPOSED STANDARD TECHNICAL PROPOSAL EVALUATION CRITERIA

Annex III. Technical Evaluation Criteria

Sumi	mary of Technical Proposal	Score	Points	Company / Other Entity				
Evalu	uation Forms	Weight	Obtainable	Α	В	С	D	E
1.	Expertise of Firm / Organisation	20%						
	submitting Proposal		200					
2.	Proposed Work Plan and	40%						
	Approach		400					
3.	Personnel	40%	400					
	Total		1000					

Tech	nical Proposal Evaluation	Points	ints Company / Other Entity				
Form	n 1	obtainable	Α	В	С	D	E
Expe	rtise of firm / organisation submitting proposal						
1.1	Reputation of Organisation and Staff	30					
	(Competence / Reliability)						
1.2	Previous work experience in the use of contact-	20					
	tracing application design and development,						
	installation, database management, analysis						
	and live support						

Technical Proposal Evaluation		Points	Company / Other Entity				
Form 1		obtainable	Α	В	С	D	E
1.3	General Organisational Capability which is likely	15					
	to affect implementation (i.e. loose consortium,						
	holding company or one firm, size of the firm /						
	organisation, strength of project management						
	support e.g. project financing capacity and						
	project management controls)						
1.4	Extent to which any work would be	15					
	subcontracted (subcontracting carries						
	additional risks which may affect project						
	implementation, but properly done it offers a						
	chance to access specialized skills.						
1.5	Quality assurance procedures, warranty	20					
1.6	Relevance of:	100					
	- Specialized Knowledge						
	- Experience on Similar Software						
	applications-based Projects						
	- Experience on Projects in the transport						
	sector						
	- Work for major multilateral / or bilateral						
	programmes						
Total		200					

Technical Proposal Evaluation		Points	Company / Other Entity					
Form 2		Obtainable	Α	В	С	D	Е	
Propo	sed Work Plan and Approach							
2.1	To what degree does the Offeror understand the task?	100						
2.2	Have the important aspects of the task been addressed in sufficient detail?	100						
2.3	Are the different components of the project adequately weighted relative to one another?	50						
2.4	Is the scope of task well defined and does it correspond to the TOR?	100						
2.5	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	50						
	Total Part 2	400						

Technical Proposal Evaluation				Points	Company / Other Entity				
Form 3			Obtainable	Α	В	С	D	E	
3.1	Team Leader								
			Sub-						
			Score						
	General Qualification Suitability for the Project								
	- General Qualifications,	100							
	Degree in Computer science								
	- Adequacy for the assignment	100							
	in the area of specialization								
	- Specific Qualifications	60							
		Total		260					
3.2	.2 Team Members								
			Sub-						
			Score						
	General Qualification Suitability for the Project								
	- General Qualifications:	50							
	Diploma in IT								
	- Adequacy for the assignment	50							
	in the area of specialization								
	- Specific Qualifications	40							
		Total		140					
	Total Part 3			400					