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Request for Proposal / Terms of Reference –Mobile App Developer for SDGIIF

Bid Description:	Appointment of a suitably qualified and experienced service provider to Create and Develop the SDGIIF Mobile Application aimed at on boarding MSMEs .
Name of the responsible office	UNDP Procurement Office
Address for submitting proposals & other correspondence	UN House, 38 - 44 Stein Street Klein Windhoek Republic of Namibia Private Bag 13329. Windhoek Namibia Tel: +264 61 204 6111, All Enquiries to be send to: procurement.na@undp.org
Closing Date & Time for submission of proposals:	02 September 2020 16:30PM
Assignment	UNDP Namibia requires suitably qualified and experienced service providers to submit proposals to fulfil Communication and Marketing responsibilities in accordance with the given scope. To support the Sustainable Development Goals Impact Investment Facility (SDGIIF) programme.

Title: Mobile App Developer for SDGIIF

Unit: UNDP Namibia

Duty Station: Namibia UNDP Country Office as required Duration of Assignment is from **5 months**

Background:

UNDP Namibia and the Ministry of Industrialization and Trade (MIT) have jointly established a Sustainable Development Goals Impact Investment Facility (SDGIIF).

The SDGIIF will be used to provide mentorship grants and debt financing to women and youths in business, social enterprises and **Micro, Small and Medium Enterprises** (MSMEs) to address the challenges of the financing gap to MSMEs The International Finance Corporation (IFC) in 2017 estimated the annual financing gap to MSMEs in Namibia to be \$1.8 billion.

The impact investment fund platform is aimed at accelerating the implementation of SDGs with the support of the private sector. Through dynamic partnerships, the programme intends to encourage the private sector to transform their traditional corporate social responsibility (CSR) into modern corporate social investments (CSI) that have a greater and standardize measurable impact. This partnership will allow corporates to invest in social impact micro and small enterprises with the aim of turning them into potential suppliers for local and regional value chains.

Objective

- By 2020 Digital platform for tracking key business data and measuring year to year revenue is fully developed and functional,
- Digital platform for MSMEs to apply for funding, track their application and keep up with their funds received information
- Two log-in interfaces each with their receptive functions for SDGIIF Admin Staff, committee and for the MSMEs

Link App to local, regional and international market information, in order for it to also be a source of information that will allow MSMEs to make informed decisions.

Expected Key Deliverables:

Scope of Services and expected outcomes:

The task of the provider will be to develop, design and assist in the launch of a platform mobile application focused on being an administration extension and information tool for SDGIIF. It will also provide additional information such as information on the MSMEs performance and social impact. The mobile platform will be linked to the existing web-based platforms, as well as other sources such as the, UNDP Country Office, UNCDF websites, and non-UNDP website. It will also feature data specifically developed for the purpose of this app. While not exhaustive, the following basic requirements for the app have been identified (the list of features will be expanded based on the findings resulting from the ideation phase):

- The mobile platform should be accessible on multiple platform
- The data displayed on the app from existing sources (UNDP Country Office websites, etc.) should update automatically
- A Content Management System to enable UNDP and MIT staff to upload, update and tag new content Display multimedia content
- Features such as notification system, specification for target devices and localization (Geo tagging)
- The applications interface will be designed for English but possibility of being expanded to other Namibian local languages
- The mobile platform should enable SDG Admin staff to collaborate and gather knowledge and review MSMEs applications online for approval
- Focus on simplicity, great performance and attractive design Expected outputs and estimated timeframe
- Mobile platform research and ideation, including stakeholder interviews with MIT, UNDP and UNCDF and the field, discovery and specification for infrastructure technology (present pro

and cons for development options: native, hybrid, web-app), options data sources, API, and design requirements;

- Development of an Authoring Product Requirements Document (PRD); • Consult with UNDP, MIT and UNCDF teams to enable the harvesting of data and other UNDP data sources. The provider will also be expected to engage with relevant UNDP, MIT and UNCDF colleagues to ensure that design and content of the app is coherent with SDGIIF identity;
- Creation of wireframes and detailed description of app features and user interface, including interface for display of donor and project data, featured stories, country information, and other multimedia (video, audio, images, interactive maps, etc.);
- Development of the design (at least 3 options to be submitted for review);
- Wireframes and design submitted for review and approval to the UNDP and MIT App Task Team followed by update based on feedback;
- Development and configuration of an Alpha version of the App focusing on key features (to be defined during project ideation);
- Review and approval of the Alpha App design and functionalities by UNDP App Task team;
- Quality, security and performance testing and fix;
- Full implementation and delivery of the features and design of the app (Beta version);
- Finalization, including final quality testing and approval;
- Support for the application process and launch of the app in the various stores

EXPECTED OUTPUTS AND DELIVERABLES

Progress towards achieving each task during the contract will be monitored on a regular basis and with reference to a clear set of deliverables, including, where needed/applicable:

- Initial and Final Application Development detailed plan and evaluation of the start status and final status.
 - The Detailed Application Specifications Document.
 - Weekly Progress Reports.
 - Issues Logs.
 - Final Coding Standards and Conventions Document.
 - Database Entity-Relationship Diagram.
 - Source codes of the application.
 - Database.
 - Application test plans.
 - Application detailed design report.
 - End-of-mission report that concludes mission and assesses it.
 - Copy of the program/final application (web and windows application if existed and it was compiled).
 - The Database: including the mdf and the ldf file, filled with the latest version of data.
 - The ERD (entity relationship diagram).
 - Object and Class diagram.
 - The Comments fields for all database tables.
 - The Source Code (ASP.net or any other used language).
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- All Data source.

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- The Data entry system (if it exists).
- All related electronic materials (CDs, e-books, etc) acquired as part of the project (originals where applicable)
- The Work Procedure.
- The Documentation about database procedures.
- The Functional documentation (cahier de charge)
- The Technical documentation including the installation documentation and the detailed application specifications document.
- The Help program: user and administrator manual documentation and any other software training materials related to the developer and the user.
- All necessary documentation (hardware and Software): to maintain the sites where the software has been installed and all related passwords.
- All user profiles and access credentials: including the administrator profile and any related password to the database or source code or online host/website related to the software.
- Procedure of back up and the disaster recovery plan.
- Any other information related to the software.
- Quality Assurance and test results.
- MSMEs Data Base linked to MIT and other business directories
- Weekly reports to the supervising team on the tasks performed and/or completed.

The final product is an information system which responds to the agreed strategy and criteria and provides a platform which ensures visibility of a large amount of resources, provides easy access to up-to-date information and materials in English and selected local dialect.

Since this is a service for **5 months**, tasks are not pre-determined, and each task assigned will have its own timeframe which will be agreed between the UNDP Project Manager and ICT Coordinator and the contractor.

Competencies

- Well-developed interpersonal and relationship management skills
- Excellent computer skills and experience in preparing and maintaining communication materials;
- Demonstrated ability to work with minimum supervision, be dynamic, proactive and creative;
- Understanding of key human development issues;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Builds strong relationships with external actors and our government partner;
- Demonstrates openness to change and ability to manage complexities;

Qualifications & Required Experience

IT and computer skills:

- Computer Science Degree/Information Technology Degree or equivalent
- Proven Mobile Application Development
- (Required) Five years developing and deploying mobile applications to Android and Apple iOS platforms using native code (Java and SWIFT) or any other framework/language (such as ionic, React or similar), vendor deployment portals and tools, and development tools
- (Required) Hands-on experience with Mobile Development Technologies.
- (Required) Experience with UX/UI testing of mobile application
- (Required) Knowledge of additional Programming Technologies such as Swift, HTML5, JSP, Java, JavaScript, CSS, Bootstrap, NoSQL databases, Android development concepts
- Proven experience in solution development life cycle methods, tools and techniques, using Agile principles preferred
- Proven Experience in Web programming languages, experience at least in one of the following is required: ASP.net, PHP, and ColdFusion
- Proven experience in developing responsive web designs. Experience in bootstrap is required.
- Proven experience in developing interactive maps, data visualizations.
- Proven experience in programming software back office.
- Experience in arts and graphics software (Adobe Photoshop or Corel Draw, Adobe animate) is required.
- Experience in database software, experience at least in one of the following is required: Access, MsSQL and MySQL is highly desirable
- Experience at least in one of the following design programs is required: (Visual Studio, Adobe Dreamweaver, HTML, DHTML, XML).
- Knowledge of Adobe Illustrator and Flash is desirable.
- Experienced in Network Programming is desirable.
- Experienced in Back-End Web development and MVC architecture is desirable.
- Experienced in Web frameworks is required.
- Experienced in Desktop Application development
- Experienced in the following languages are preferred C/C++, Objective-C, Swift, Python, C#, Java.
- Knowledge of open source CMS such as Drupal, Joomla, etc... are preferred.
- Demonstrated ability to adapt quickly to the working environment. Proven ability to work proactively and as part of a multi-sectoral cross-cultural team. A clear understanding of the Namibian MSME/entrepreneurship market
- Experience of working with the private sector and Namibian government

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Evaluation:

The proposals will be evaluated using the cumulative analysis method with a split 70% technical and 30% financial scoring. The proposal with the highest cumulative scoring will be awarded the contract.

Applications will be evaluated technically, and points are attributed based on how well the proposal meets the requirements of the Terms of Reference using the guidelines detailed in the table below:

When using this weighted scoring method, the award of the contract may be made to the individual consultant whose offer has been evaluated and determined as:

- a) Responsive/compliant/acceptable, and
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* Technical Criteria weighting; 70%

* Financial Criteria weighting; 30%

Only candidates obtaining a minimum of 49 points in the Technical Evaluation would be considered for the Financial Evaluation. Interviews may be conducted as part of the technical assessment for shortlisted proposals.

Criteria	Points	Percentage
Qualification of Key Personnel to be assigned for this Consultancy		10%
Computer Science Degree /Information Technology Degree	10	
Experiences of Key Personnel to be assigned for this Consultancy		50%
5 years of work experience in the field of Computer Science and Application development * 3 years – 10 * >5 year – 30	30	
Company/Service Provider Experience working at UNDP and/or in the field of development * 1 years – 2 * 2 year – 5 * >3 year - 10	5	
Company/Service Provider Experience as a mobile app developer * 1 years – 2 * 2 year – 5 * >3 year – 10	15	

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Competencies		10%
<ul style="list-style-type: none"> • Excellent computer skills and experience in preparing and maintaining communication materials; 2 • Demonstrated ability to work with minimum supervision, be dynamic, proactive and creative; 2 • Understanding of key human development issues; Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability; 1 • Builds strong relationships with internal and external actors; 1 • Demonstrates openness to change and ability to manage 1 		
Technical Criteria *If necessary, interviews shall also be conducted as part of the technical evaluation to ascertain best value for money		70%
Financial Criteria – Lowest Price		30%
Total		100%

Documents to be included when submitting Consultancy Proposals, the following documents may be requested;

- a) Submission of **Technical Proposal** should not include any price or financial information. **Financial Proposal/Price Schedule** should be submitted in a separate envelope clearly marked Financial Proposal. (2 Envelopes to be submitted Technical Proposal and Financial Proposal, no duplicates required, and clearly Marked; RFP NO.....)
- b) *A Technical Proposal containing material financial information may be declared non-responsive.*
- c) Technical Proposal should Include CV's of key personnel to be assigned to this consultancy indicating all experience from similar projects, as well as the contact details (email and telephone number of those) and the **Mobile App Developer** firm and at least three (3) professional references of previous similar services provided by the Firm.
- d) Brief description of why the communication firm is the most suitable for the assignment, and a methodology, on how they will approach and complete the assignment. This proposal should include methods of how the **Mobile App Developer** firm will engage with stakeholders and MSMEs using virtual meeting tools and planned activities.
- e) Financial Proposal should have an all-inclusive fixed total contract price, supported by a breakdown of costs. Payments are based upon output, i.e. upon delivery of the services specified in the RFP/TOR. In order to assist the requesting unit and evaluation team in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount.
- f) All envisaged travel costs must be included in the financial proposal.
- g) This must include all travels to profile at least +- 10 MSMEs.

For any clarification regarding this assignment please write to procurement.na@undp.org . UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

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