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**REQUEST FOR PROPOSAL (RFP)**

**(For Low-Valued Services)**

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| To whom it may concern | DATE: August 31, 2020 |
| REFERENCE: RFP/1823/31/08/2020 Request for Proposals for the Provision of staff capacity building in digital finance to support the implementation of UNCDF LNOB strategy |

Dear Sir / Madam:

We kindly request you to submit your Proposal for staff capacity building in digital finance to support the implementation of UNCDF LNOB strategy

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

Proposals may be submitted on or before 15 September 2020 and via email to the address below: Digital Procurement BRU [digital.procurement.bru@uncdf.org](mailto:digital.procurement.bru@uncdf.org)

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

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNCDF after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNCDF requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions 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 UNCDF is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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

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

UNCDF **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.

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

*Carlos Escriva Gil*

*UNCDF/MM4P Programme Analyst*

DATE: August 31, 2020 **Annex 1**

**Description of Requirements**

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| --- | --- |
| Context of the Requirement | **Staff capacity building in digital finance to support the implementation of UNCDF LNOB strategy** |
| Implementing Partner of UNCF | [N/A] |
| Brief Description of the Required Services | Capacity building in digital finance to support the implementation of UNCDF LNOB strategy |
| List and Description of Expected Outputs to be Delivered | See Terms of Reference below |
| Person to Supervise the Work/Performance of the Service Provider | Sabine Mensah <sabine.mensah@uncdf.org> |
| Frequency of Reporting | As and when required |
| Progress Reporting Requirements | As and when required |
| Location of work | Home based |
| Expected duration of work | 12 months |
| Target start date | 1 October 2020 |
| Travels Expected | N/A |
| Special Security Requirements | N/A |
| Facilities to be Provided by UNCDF (i.e., must be excluded from Price Proposal) | N/A |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | Not Required  Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | Required  *CVs and copies of certificates for at least three key staff that will be engaged on the Contract meeting the qualifications and experiences indicated in the TORs (Annex 3) should be submitted with the proposal. The CVs should clearly indicate the qualifications, experience and relevant previous projects undertaken by the staff.* |
| Currency of Proposal | United States Dollars |
| Value Added Tax on Price Proposal | Must be exclusive of VAT and other applicable indirect taxes |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | 120 days  In exceptional circumstances, UNCDF may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal. |
| Partial Quotes | Not permitted |
| Payment Terms | See Terms of Reference below |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Regional Technical Specialist |
| Criteria for Contract Award | Lowest Price Quote among technically responsive offers  Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)  Full acceptance of the UNCDF Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal. |
| Criteria for the Assessment of Proposal | **Technical Proposal (70%)**  Expertise of the Firm *[indicate percentage]*  Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan *[indicate percentage]*  Management Structure and Qualification of Key Personnel *[indicate percentage]*  **Financial Proposal (30%)**  To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNCDF. |
| UNDP will award the contract to: | One and only one Service Provider |
| Type of Contract to be Signed | Contract Face Sheet (Goods and-or Services) |
| Contract General Terms and Conditions | 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[[1]](#footnote-1) | Form for Submission of Proposal (Annex 2)  Detailed TOR  Others *[pls. specify]* |
| Contact Person for Inquiries  (Written inquiries only) | [digital.procurement.bru@uncdf.org](mailto:digital.procurement.bru@uncdf.org)  Any delay in UNCDF’s response shall be not used as a reason for extending the deadline for submission, unless UNCDF determines that such an extension is necessary and communicates a new deadline to the Proposers. |
| Other Information *[pls. specify]* | N/A. |

**TERMS OF REFERENCE FOR STAFF CAPACITY BUILDING IN DIGITAL FINANCE TO SUPPORT THE IMPLEMENTATION OF UNCDF LNOB STRATEGY**

1. **Background Information and Rationale, Project Description:**

The UN Capital Development Fund makes public and private finance work for the poor in the world’s 47 least developed countries (LDCs). UNCDF offers “last mile” finance models that unlock public and private resources, especially at the domestic level, to reduce poverty and support local economic development. UNCDF’s financing models work through three channels: (1) inclusive digital economies, which connects individuals, households, and small businesses with financial eco-systems that catalyze participation in the local economy, and provide tools to climb out of poverty and manage financial lives; (2) local development finance, which capacitates localities through fiscal decentralization, innovative municipal finance, and structured project finance to drive local economic expansion and sustainable development; and (3) investment finance, which provides catalytic financial structuring, de-risking, and capital deployment to drive SDG impact and domestic resource mobilization.

UNCDF has formulated its strategy ‘Leaving no one behind in the digital era’ based on over a decade of experience in digital finance in Africa, Asia and the Pacific. UNCDF recognizes that reaching the full potential of digital financial inclusion in support of the Sustainable Development Goals aligns with the vision of promoting digital economies that leave no one behind. The vision of UNCDF is to empower millions of people by 2024 to use services daily that leverage innovation and technology and contribute to the Sustainable Development Goals. For further detail on UNCDF strategy, refer to; https://[www.uncdf.org/article/4931/global-strategy-leaving-no-one-behind-in-the-digital-era.](http://www.uncdf.org/article/4931/global-strategy-leaving-no-one-behind-in-the-digital-era)

UNCDF is seeking a service provider to offer an online training program to contribute to its staff capacity building in digital finance to support the implementation of UNCDF LNOB strategy and promote inclusive digital economies.

1. **Specific Objectives:**

To train register up to 15 staff on an online course for the certification of a digital finance programme.

The outcome of the training is for UNCDF to build knowledge on best practices around the world related to Digital Finance /digital money as well as and on emerging digital economy topics, digital innovations and technologies.

UNCDF staff after successful completion of the training program will receive a professional certification in Digital Finance

The trained staff must be able to:

1. Understand the following concepts:

* The business case for Digital Services to serve the needs of Youth, women, migrants, refugees, and micro-small-and medium-sized enterprises.
* Existing use cases and best practices for Digital Services in the finance, agriculture, energy, education, health and transport sectors.
* How **polices and regulations** enable support the necessary incubation for an inclusive digital economy.
* How **digital payments** the basis for sustainable, economically impactful digital services are.
* Understand how **inclusive innovation** can be used to support local entrepreneurs and MSMEs to build inclusive services for the local digital economy.
* How to **empower customers** to acquire the necessary skills (digital and financial) to adopt new digital services and leveraging digital services to increase their soft and hard skills

1. Be able to design programme interventions/business cases (technical assistance plans, grants, loans, granaries) for all the above categories.

**Scope:**

**Major activities expected to be undertaken by contractor**

1. Provide a training curriculum with the following structure:

* Core mandatory body of courses on fundamentals of digital finance and digital money, including e-money, customer due diligence, agent networks, consumer protection.
* Set of required elective courses related to digital economy, innovations and technologies in relations with UNCDF LNOB workstreams (customer, digital payment, innovation, policy). UNCDF staff will be able to select the electives to enroll in based on staff focused area of work and programmatic agenda in their country or region. At minimum, elective courses should include options related to:
  + Customer and digital payment: financial inclusion, gender, MSME, mobile money, remittance, digitization of agricultural value chains…
  + Innovations and regulations: Blockchain, Artificial Intelligence, cryptocurrency, digital Identity, cybersecurity, consumer protection…

1. Deliver the courses to participants:

* All courses are delivered online with curriculums available in English and French for staff to select their language preference
* Online course availability: immediate

1. Test the participants and provide certifications:
2. Provide mentoring to participants
3. **Approach and Methodology**

Several courses already exist in this area. UNCDF will conduct a limited competition exercise with institutions already providing similar certifications.

It is expected for the institutions to tailor existing courses to cover the topics listed above. Trainings must be conducted online and must have both English and French versions.

1. **Deliverables and Schedules/Expected Outputs**
2. **Work plan for the course.**
3. **Training materials:**

* The curriculum, which will be structured in modules in line with the learning specific objectives listed above;
* Each module will also be presented through audio commented PowerPoint slides; a simulation of in-class presentation with comments made by the resource person selected for the module.
* Each module will also be accompanied with additional readings;

1. **Online lectures:**

The course will be run as an interactive online course. presentation of the course modules will combine an illustrated narrative document, audio commented PowerPoint presentation, additional readings, knowledge-building component with experience-sharing among participants and a practical, hands-on technique designed to impart core skills.

1. **Online mentoring:**

The course will have a e-forum facilitator and provide additional mentoring as needed,

**Calendar of deliverables:**

|  |  |  |
| --- | --- | --- |
| **Time frame** | **Deliverable** |  |
| 1 week after the signature of the contract | Curricula and work plan completed | 20% |
| 2 week after the signature of the contract | Staff enrolled in course | 30% |
| 6 months after the signature of the contract | Lectures completed  Students evaluated  Certifications issued | 50% |
| **Total** | | **100** |

1. **Key Performance Indicators and Service Level**

* The lectures and their dates will be determined in the Work plan for the course document.
* The lectures must be completed as per the agreed calendar and provided in both English and French.
* Should the contractor not meet the delivery schedule UNCDF will withhold payments.

1. **Governance and Accountability**

Under the supervision of the Global Technical Lead the consultants will manage the tasks as described above.

At the request of UNCDF the firm will organize follow-up meetings

1. **Facilities to be provided by UNCDF**

* UNCDF will not provide any facilities.

1. **Expected duration of the contract/assignment**

12 months.

**i. Duty Station**

Home based. Online.

**j. Professional Qualifications of the Successful Contractor and its key personnel**

**Trainers:**

**Education:** Advanced university degree (PhD degree will be desirable) in Information, Communication Technology, Digital transformation for socio-economic development or related discipline is required.

**Experience**: A minimum of 7 years of progressively responsible experience at the national and/or international level in research and teaching. Experience in research/analytical work as well as teaching on ICT, Digitisation and digital transformation for sustainable development.

The consultant must demonstrate an advanced knowledge and understanding of digital economy challenges and opportunities at national or sub-regional and regional levels in Africa.

The consultant should ideally possess considerable experience in designing and delivering online courses.

**Language:** English and French are the working languages of the United Nations Secretariat. For this assignment, the firm shall be fluent in spoken and written English and French. Good working knowledge of the other language will be an added advantage.

**k. Price and Schedule of Payments**

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| --- | --- | --- |
| **Time frame** | **Deliverable** |  |
| 1 week after the signature of the contract | Curricula and work plan completed | 20% |
| 2 week after the signature of the contract | Staff enrolled in course | 30% |
| 6 months after the signature of the contract | Lectures completed  Students evaluated  Certifications issued | 50% |
|  | **Total** | **100** |

**m. Additional References or Resources**

<https://www.uncdf.org/article/4931/global-strategy-leaving-no-one-behind-in-the-digital-era>.

**FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL[[2]](#footnote-2)**

***(This Form must be submitted only using the Service Provider’s Official Letterhead/Stationery[[3]](#footnote-3))***

[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:

1. **Qualifications of the Service Provider**

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNCDF by indicating the following:*

1. *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
2. *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
3. *Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
4. *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
5. *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
6. *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.*
7. **Proposed Methodology for the Completion of Services**

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| *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. **Qualifications of Key Personnel**

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

1. *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
2. *CVs demonstrating qualifications must be submitted if required by the RFP; and*
3. *Written confirmation from each personnel that they are available for the entire duration of the contract.*
4. **Cost Breakdown per Deliverable\***

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| --- | --- | --- | --- |
|  | **Deliverables**  ***[list them as referred to in the RFP]*** | **Percentage of Total Price *(Weight for payment)*** | **Price**  ***(Lump Sum, All Inclusive)*** |
| 1 | Deliverable 1 |  |  |
| 2 | Deliverable 2 |  |  |
| 3 | …. |  |  |
|  | Total | 100% |  |

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

1. **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 |  |  |  |  |
| 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*

1. *Where the information is available in the web, a URL for the information may simply be provided.* [↑](#footnote-ref-1)
2. *This serves as a guide to the Service Provider in preparing the Proposal.*  [↑](#footnote-ref-2)
3. *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*  [↑](#footnote-ref-3)