



REQUEST FOR PROPOSAL (RFP)

3108 PAN 2020 - Support the design, development and migration of two platforms for the Office for the Coordination of Humanitarian Affairs (OCHA)

Panamá, 11 de septiembre de 2020

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Support the design, development and migration of two platform for the Office for the Coordination of Humanitarian Affairs (OCHA)**

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

Proposals may be submitted on or before **Tuesday, September 22, 2020 until 3:00 p.m.. via email, adquisiciones.pa@undp.org**

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

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/unsccl/duct_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsccl/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Procurement Unit
UNDP, Panamá*

Description of Requirements

| | |
|--|--|
| Context of the Requirement | Support the design, development and migration of two platforms for the Office for the Coordination of Humanitarian Affairs (OCHA) |
| Implementing Partner of UNDP | NA |
| Brief Description of the Required Services ¹ | Check Term of Reference |
| List and Description of Expected Outputs to be Delivered | Check Term of Reference |
| Person to Supervise the Work/Performance of the Service Provider | <i>Check Term of Reference</i> |
| Frequency of Reporting | <i>Check Term of Reference</i> |
| Progress Reporting Requirements | Check Term of Reference |
| Location of work | Check Term of Reference |
| Expected duration of work | (three Months) |
| Target start date | 30/01/2019 |
| Latest completion date | October 2020 |
| Travels Expected | N/A |
| Special Security Requirements | |
| Facilities to be Provided by UNDP (i.e., must be | |

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

| | |
|---|--|
| excluded from Price Proposal) | |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | <input checked="" type="checkbox"/> Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | <input checked="" type="checkbox"/> Required |
| Currency of Proposal | <input checked="" type="checkbox"/> United States Dollars |
| Value Added Tax on Price Proposal ² | <input type="checkbox"/> Do not include |
| Validity Period of Proposals (Counting for the last day of submission of quotes) | <input checked="" type="checkbox"/> 90 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 |
| Payment Terms ³ | Check Term of Reference |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Check Term of Reference |
| | |

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

| | |
|--|--|
| Type of Contract to be Signed | <input type="checkbox"/> Contract |
| Criteria for Contract Award | <input type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <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. |
| Criteria for the Assessment of Proposal | Technical Proposal (70%) <input type="checkbox"/> Expertise of the Firm <i>[indicate percentage]</i> <input type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan <i>[indicate percentage]</i> <input type="checkbox"/> Management Structure and Qualification of Key Personnel <i>[indicate percentage]</i> 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: | <input checked="" type="checkbox"/> One and only one Service Provider |
| Contract General Terms and Conditions ⁴ | 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 ⁵ | <input type="checkbox"/> Detailed TOR (Annex 1) <input type="checkbox"/> Form for Submission of Proposal (Annex 1) Criteria Selection (Annex 3) |
| Contact Person for Inquiries (Written inquiries only) ⁶ | United Nations Development Program Procurement Unit adquisiciones.pa@undp.org 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. |

⁴ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

Panamá, 11 de septiembre de 2020

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, 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.

C. Qualifications of Key Personnel

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

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

- 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 <i>[list them as referred to in the RFP]</i> | Percentage of Total Price <i>(Weight for payment)</i> | Price <i>(Lump Sum, All Inclusive)</i> |
|---|---|---|--|
| 1 | Deliverable 1 | | |
| 2 | Deliverable 2 | | |
| 3 | Deliverable 3. | | |
| 4 | Deliverable 4 | | |
| 5 | Deliverable 5 | | |
| 6 | Deliverable 6 | | |
| 7 | Deliverable 7 | | |
| 8 | Deliverable 8 | | |
| | Total | 100% | |

**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 | | | | |
| 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]*

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| PROGRAMA DE LAS NACIONES UNIDAS PARA EL DESARROLLO | |
| TERMS OF REFERENCE | |
| OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS – OCHA | |
| A. GENERAL INFORMATION | |
| Services/Work Description: | Support the design, development and migration of two platforms for the Office for the Coordination of Humanitarian Affairs (OCHA) |
| Post Title: | National Consultant (Expert Firm) |
| Duty Station: | Remote |
| Duration: | 3 months |
| Expected Start Date: | Upon signature (September 2020) |
| Expected End Date | 31 December 2020 |
| B. BACKGROUND | |
| <p>The Office for the Coordination of Humanitarian Affairs – OCHA, has the mission to effectively mobilize and coordinate humanitarian action in accordance with humanitarian principles, with the support of national and international actors, to: a) alleviate human suffering, b) advocate for the rights of vulnerable people, c) promote contingency planning and prevention, and d) facilitate sustainable and durable solutions.</p> | |
| C. OBJETIVES OF CONSULTANCY | |
| <p>OCHA is convening technology services companies to offer a proposal proving full time system analysis and programming services in PHP on Symfony 5 to collaborate with the development of various information systems used by the organization:</p> <ol style="list-style-type: none"> 1. SARA (Single Application for Reporting Activities): an internal platform developed to make administrative processes more efficient and track activities carried out by the team throughout the region. | |

2. 345W: a system developed for partners external to OCHA to register information on their activities per geographic area and work area to support humanitarian assistance.

The company selected will provide system analysts and/or developers experienced with PHP and Symfony5, to work full time service (40 hours per week) in direct contact with the Head of the Information and Advocacy Unit to create the detailed work plan and the team of developers will be in direct contact with the Analyst Programmer and/or the Information Management Officer.

D. SCOPE OF WORK

The company will support in all platforms already developed by the organization but will focus the attention on two main platforms:

1) SARA (Single Activity Reporting Application)

- Migrate the platform from Symfony2 to Symfony5
- Develop new functions for staff Travel module
- Develop a module that allows for the approval or requests within the system, which also generates an alert email through MS Outlook
- Develop a module to track office items and other office inventory
- Redesign and develop modules within SARA to connect with Microsoft 365 tools to automate workflows
- Develop a user guide

2) 345W Platform

- Redesign the data entry interface adding easier methods for data collecting,
- Create the functionality to import from external files (.csv, .txt, .xls and others)
- Redesign the data analysis interface and connection with MS PowerBI
- Create an interface to generate APIs
- Redesign and implement a contact list module

E. IMPLEMENTATION SCHEDULE / PAYMENT MILESTONES

| DELIVERABLES | TIMELINE |
|--|----------|
| Available systems migrated from Symphony3 to Symphony 5 | October |
| Enhancement of the module of Contact List linked with dissemination systems (MailChimp and Outlook) | October |
| API for the 345W platform developed | October |
| Travel and activities module redesigned and implemented | November |
| Automated travel approval process implemented with workflow linked to email | November |
| SARA module to track staff activities and workplan redesigned | November |
| Assets inventory module developed and implemented | December |
| Code documentation, user guide material created and socialized | December |
| NOTE: Due the nature of OCHA, which is an organization working with emergencies, the development of any of these deliverables can be adjusted when deemed as priority by OCHA depending on the evolution of contexts. | |
| F. OTHER DETALIS | |
| <ul style="list-style-type: none"> • All terms of the contact will adhere to the rules and regulations established by UNDP • Information on the 345W system can be found by clicking here • The systems can be accessed in the following links: <ul style="list-style-type: none"> ○ 345W: https://rolac345w.humanitarianresponse.info/es/login ○ SARA: https://sara.un-ocha.org/admin/login • Service providers interested to participate can receive more technical details about the existing systems to better their proposal writing to the email indicated below. | |
| G. SERVICES DURATION | |
| <p>The programming services can be provided by one or more system analysts, according to the decision of the service provider. Typical working week considered for this opportunity has 40 hours.</p> <p>The total duration of this contract is 3 months.</p> | |

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| It can be extended with no extra-cost to the agreed amount proposed, upon consultation with OCHA immediate supervisor and with compelling reasons presented in advance. |
| H. LOCALIZACIÓN DE LOS SERVICIOS |
| The programmer(s) will work remotely, with daily and regular communication with the OCHA designated focal points |
| I. SELECTION CRITERIA |
| <ul style="list-style-type: none"> • Mandatory: Experienced system analysts and/or developers with extensive experience in PHP developed in Symfony3 or Symfony5. • Proven experience in establishing connections with MS PowerBI • Experience in collecting, compiling, analysing and disseminating data in view controller models • Experience in Geographic Information Systems (GIS) is preferred • Present their portfolio of technology services • Present references from prior internationally recognized companies |
| J.METHOD OF PAYMENT |
| <p>The selected service provider will receive payments based on the number of hours worked (agreed to be 40 hours per week) and/or delivered products agreed on this Terms of Reference.</p> <p>Payment must be done on monthly basis, upon certification of the immediate supervisor, according the stablished and accomplished workplan defined prior to the starting of each month.</p> <p>The total amount of the winning proposal will be equally spread during the months of the contract.</p> |
| K. OTRAS OBLIGACIONES |
| The Consultant shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy service without prior written consent from OCHA. Proprietary interests on all materials and documents prepared by the consultants under the assignment shall become and remain properties of OCHA. |
| L. ANEXOS |
| N/A |

SELECTION CRITERIA

| Selection Criteria Form no.1 | | |
|---|---|------------------------------|
| Technical proposal evaluation Form 1 Expertise of firm / organization submitting proposal | | Points Obtainable |
| 1.1 | Experience in PHP developed in Symfony3 or Symfony5. | 30 |
| 1.2 | Experience in collecting, compiling, analysing and disseminating data in view controller models | 10 |
| 1.3 | Experience in Geographic Information Systems (GIS) is preferred | 5 |
| 1.4 | Experience in establishing connections with MS Power BI | 5 |
| Total Form 1 | | 50 |

| Technical proposal evaluation Form nº 2 | | Points Obtainable |
|--|--|------------------------------|
| Proposed Work Plan and Approach | | |
| 2.1 | To what degree does the Offeror understand the task? | 10 |
| 2.2 | Have the important aspects of the task been addressed in sufficient detail? | 10 |
| 2.3 | Are the different components of the project adequately weighted relative to one another? | 10 |
| 2.4 | Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal? | 5 |
| 2.5 | Is the conceptual framework adopted appropriate for the task? | 5 |
| 2.6 | Is the scope of task well defined and does it correspond to the TOR? | 5 |
| 2.7 | Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project? | 5 |
| Total – Form 2 | | 50 |

| Technical Proposal evaluation Form nº 3 | | | Points Obtainable |
|--|---|----|----------------------|
| Personnel | | | |
| 3.1 | Programmmers must have a University Degree or Technical degree in computer science, database development, information and technology, or other related fields). | 5 | |
| 3.2 | At least five years of experience in Programming in PHP in Symfony3 or Symfony5 platforms | 30 | |
| 3.3 | Knowledge of HTML5, JavaScript and controller view programming model | 10 | |
| 3.4 | Communication in Spanish is mandatory, ability to communicate in English is desirable | 5 | |
| Total Form 3 | | | 50 |