

United Nations Development Programme



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Resilient nations.*

CALL FOR PROPOSALS

Call for Proposals for the setting up of a Business Intelligence Platform for the SADC Region

CFP No.: **CFP-MUS2020-002**

Project: Engagement Facility project 2020

Project ID: 00102361

Country: Mauritius

Issued on: 24 September 2020

Section 1. Letter of Invitation

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Call for Proposals (CFP) for the above-referenced subject. This CFP includes the following documents and the Standard Terms and Conditions of Contract:

- Section 1: This Letter of Invitation
- Section 2: Instruction
- Section 3: Terms of Reference
- Section 4: Scope of Technical and Financial and Format
- Section 5: Capacity Assessment Checklist (CACHE) for NGO
- Section 6: CSO Responsible Party Agreement

If you are interested in submitting a Proposal in response to this CFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this CFP and submit it by the Deadline for Submission of Proposals.

Important Note – mandatory requirements:

- 1) In this call for proposals, maximum amount which can be devoted to project management/management structure is 10%.
- 2) NGOs attention is also drawn to the need to provide in-kind/cash contribution to the project, as co-financing expected to provide co-financing in the ratio of 1:1.
- 3) NGOs applying should fill the PCAT form, i.e. in terms of Funding Sources, audits being carried out, and Leadership and Governance capacities, Personnel capacities, Infrastructure and Equipment, and Quality Assurance.

The contact person for this call for proposals is Mr Satyajeet Ramchurn, Head of Environment Unit (Email: satyajeet.ramchurn@undp.org). Interested bidders should inform the Project Manager accordingly.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Approved by:



Name: Sameer Khudaroo
Title: Operations Manager a.i.
Date: **September 24, 2020**



Section 2

Call for Proposals for the setting up of a Business Intelligence Platform for the SADC Region

CFP-MUS2020-002

CFP-MUS2020-002 “The setting up of a Business Intelligence Platform in the Republic of Mauritius as a pilot project for a BI platform for the SADC Region”

INSTRUCTIONS

I. BACKGROUND

UNDP partners with people at all levels of society to help build nations that can withstand crisis, and drive and sustain the kind of growth that improves the quality of life for everyone. On the ground in 177 countries and territories, UNDP offers global perspectives and local insights to help empower lives and build resilient nations

This Call for Proposals (CFP) is specifically related to the UNDP supported funds for the setting up of a Business Intelligence Platform in the Republic of Mauritius. UNDP Mauritius intends to contract the services of NGOs to implement activities earmarked under Output 2.1 in order **to promote the dissemination of key business data to businesses and entrepreneurs based in Mauritius and the SADC region such that they can cope with the New Normal posed by the COVID-19 pandemic.**

Project Goals

The Covid-19 pandemic is having a big impact on the Mauritian economy. [The Gross Value Added at basic prices and Gross Domestic Product at market prices are forecasted to contract by around 13.0% in 2020, the worst contraction since 1980.](#) Domestic demand is expected to be weak whilst the tourism and export manufacturing sectors will be severely affected. It is estimated that there could be up to 100,000 job losses in the private sector. The SADC region faces similar impacts on its member states' economies.

In such difficult a context, businesses have to re-invent themselves to cope with weak domestic demand and face the challenges in the export markets. Business intelligence (BI) can be one of the solutions to respond to this unique situation. By revisiting past historical data and comparing with current ones, predictive modelling can ensure effective decision making. As such, advances in information technology have made it possible for business organisations to accumulate large amounts of data either internal, external or both through their business processes. What is considered as more important is to analyse the data and interpret them into concrete business intelligence rapidly to capture opportunities in the current volatile business environment.

The overall objective of this assignment is to kick start the setting up of Business Intelligence Dashboard in Mauritius.

II. OBJECTIVES AND EXPECTED OUTPUTS/ DELIVERABLES

The objective of this Call for Proposals is to set up an integrated Business Intelligence Platform for Mauritius and thereafter for the SADC region to serve the following goals and objectives:

- To provide a tool set for businesses in the SADC regions to absorb, organize, discover, and analyse data to reveal actionable insights that can help improve decision-making.
- To develop a synergy among all economies of the SADC in terms of economic indicators, sectoral analysis, and to compare the competitiveness of sectors across various economies of the region.
- To enhance regional cooperation and integration of the SADC region in terms of availability of concurrent business and economic statistics, trade, import and export statistics, data analytics to help countries to reposition themselves as centers of excellence in key sectors.

The pilot project aims to target members of the business community, including SMEs and local entrepreneurs, together with Government entities for the provision of reports and analytics that will allow them, inter alia, to:

- Perform data exploration through linking and drilling
- Derive context from historical trends
- Compare results to business/ sectoral goals

To implement, contribute and support the achievement of the pilot project, the following outcomes /deliverables will be achieved:

1. Workplan/Implementation plan
2. BI architecture

The project should be implemented over **a period of 10 weeks** and cover following activities:

1. Environment set-up
2. Requirements gathering
3. Solutions mapping
4. Implementation
5. Testing
6. Documented user Manual
7. User training
8. Project signoff

The detailed scope of work and related outputs and deliverables are provided in the Terms of Reference at **Annex 1**.

Final Beneficiaries

Eligible proposals will be those focused on **achieving the specified results in the project document** and targeting the following:

- Training of the NGO staff on the Business Intelligence tools developed to visualize data by different dimensions using filters and appropriate graphical visuals
- Create awareness amongst the whole business community and Government entities on the

Business Intelligence made available and how to use them.

In order to achieve the above objective of ensuring that the relevant beneficiaries participate in the projects, the NGO shall demonstrate in its proposal how the relevant stakeholders will be involved.

III. PROPOSAL

Proposed Methodology, Approach, Quality Assurance Plan and Implementation Plan – this section should demonstrate the NGO's response to the Terms of Reference by identifying the specific components proposed, how the outputs/ delivery shall be addressed, as specified; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted.

Moreover, the proposal should demonstrate how the proposed methodology meets or exceeds the TOR, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment. This methodology must be laid out in an implementation timetable and a quality assurance.

Management Structure and Resource (Key Personnel) – This section should include the comprehensive description of the management structure and information regarding required resources including curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the proposed methodology, clearly defining the roles and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.

The following proposed format can be used – **See Annex 2**

IV. EVALUATION CRITERIA & METHODOLOGY

a) Proposals will be evaluated based on the following criteria:

- 1) Sound technical proposal that includes innovative and replicable inclusion mechanisms to maximize the value transfer to the beneficiaries.
- 2) High impact interventions directly targeting and responding to the needs established in the Terms of Reference (ToR).
- 3) Size of budget requested commensurate with the organization's proven administrative and financial management capacity.
- 4) Participatory monitoring and evaluation that will contribute to building a sense of ownership among the beneficiaries to promote the sustainability of the interventions.

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of the NGO	30%	300
2.	Design, Methodology, Approach, Quality Assurance Plan, M&E and Implementation Plan	40%	400
3.	Resources and Qualifications of Key Personnel	30%	300
Total		100%	1000

Technical Proposal Evaluation Form 1		Points obtainable
Expertise of the NGO		
1.1	-Reputation of Organization and Staff	15
	-Credibility	15
	-Reliability	10
	-Industry Standing	10
1.2	General Organizational Capability which is likely to affect implementation	15
	- Financial stability	15
	- loose consortium, holding company or one NGO	15
	- age/size of the NGO	15
	- strength of project management support	15
	- project financing capacity	15
	- project management controls	15
1.3	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialised skills.)	15
1.4	Quality assurance procedures, warranty	25
1.5	Relevance of:	
	- Specialised Knowledge	30
	- Experience on Similar Programme / Projects	30
	- Experience on Projects in the Region	30
	- Work for UNDP/ major multilateral/ or bilateral programmes	30
		300

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task?	30
2.2	Have the important aspects of the task been addressed in sufficient detail?	25
2.3	Are the different components of the project adequately weighted relative to one another?	20
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?	55
2.5	Is the conceptual framework adopted appropriate for the task?	65
2.6	Is the scope of task well defined and does it correspond to the TOR?	120
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	85
		400

Technical Proposal Evaluation Form 3			Points Obtainable
Management Structure and Key Personnel			
3.1	Task Manager		140
		Sub-Score	
	General Qualification	120	
	Suitability for the Project		
	- International Experience	25	
	- Training Experience	20	
	- Professional Experience in the area of specialisation	45	
	- Knowledge of the region	30	
	- Language Qualifications	20	
		140	

3.2	Senior Expert			120
			Sub-Score	
	General Qualification		100	
	Suitability for the Project			
	- International Experience	15		
	- Training Experience	15		
	- Professional Experience in the area of specialisation	45		
	- Knowledge of the region	25		
	- Language Qualifications		20	
			120	
3.3	Junior Expert			40
			Sub-Score	
	General Qualification		30	
	Suitability for the Project			
	- International Experience	5		
	- Training Experience	5		
	- Professional Experience in the area of specialisation	10		
	- Knowledge of the region	10		
	- Language Qualification		10	
			40	
	Total Part 3			300

b) Evaluation methodology: Quality based under Fixed Budget Selection (QB-FBS)

QB-FBS methodology implies that all proposals have the same maximum overall price (which cannot exceed a known fixed budget amount), focusing the selection on the quality of the proposal and the NGO proposed approach and methodology. The NGO has to provide their best technical proposal and financial breakdown (within the budget) in one single envelope (clearly stating proposed overheads). Evaluation of all technical proposals shall be carried out, in accordance with above outlined evaluation criteria, and the institution which obtains the highest technical score and whose **management fee for implementing this project should not exceed 10% of the amount allocated by UNDP shall be selected. NGOs exceeding the established fixed budget in their financial proposals will be rejected.**

Proposals have to translate community needs into implementable activities by the NGOs. Under QB-FBS, assessment focuses on maximizing transfer of value to the beneficiary user within a given budget.

c) Budget size and duration

It is intended to award up to three projects to NGOs in the Republic of Mauritius more specifically in Mauritius and Rodrigues, proposals' amounts should be to a maximum of **USD 50,000** for direct interventions in each single community as stated in the ToR. The potential NGO who wants to apply for the two projects in total each for Mauritius and Rodrigues, should be aware of the criteria of selection. In addition, they should know that based on the criteria, applicants will be evaluated separately for each location.

However, the NGO should demonstrate the ability to mobilise themselves at least 30% (either in-kind or in cash) of the amount to be disbursed by UNDP towards the submitted alternative livelihood project. The contribution in-kind or in cash should be reflected in the financial proposal.

The amount requested in the proposal should commensurate with the organization's administrative and financial management capabilities. The project duration will not exceed **18 months**. As regards the budget of the proposal, UNDP retains the right to negotiate with the selected NGO, prior to signing agreement, to ensure value for money.

V. SELECTION PROCESS:

UNDP will review proposals through a five-step process:

- (i) determination of eligibility;
- (ii) technical review of eligible proposals;
- (iii) scoring and ranking of the eligible proposals based on the assessment criteria outlined in the previous section to identify highest ranking proposals;
- (iv) round of clarification (if necessary) and verification (office presence, license to operate in target state/districts) with the highest scored proposals; and
- (v) Responsible Party Agreement signature.

VI. SUBMISSION PROCESS

Applicants shall bear all costs related to proposal preparation and submission.

Applicants must submit their proposals to: procurement.mu@undp.org with the subject line **“CFP-MUS2020-002–The setting up of a Business Intelligence Platform for the SADC Region Project”**

Closing date of the CFP: **Friday 02 October 2020 – 16:00 hours Mauritius Time (GMT +4)**

The following documents must be submitted in order for the submission to be considered:

- a) Detailed Proposal
- b) CVs of key personnel proposed
- c) Information and details of facility proposed for this beneficiary focused project including photos of classes, training equipment and the location. All in PDF format
- d) Audited financial statements for past two years, including management report.
- e) Copy of the registration certificate at national level.
- f) Any recommendation and endorsement letters from UN partners and INGOs.

g) Duly filled **PCAT** form as at **Annex 3**.

Only one submission per organization for each location is allowed. Once the application is complete and submitted, revised versions of proposal documents will not be accepted.

Submission Deadline

Proposals, with supporting documents, should be submitted by **Friday 02 October 2020 – 16:00 hours Mauritius Time (GMT +4)**

Potential applicants should refer to the “Frequent Asked Questions” posted in UNDP’s website.

http://www.undp.org/content/undp/en/home/operations/about_us/frequently_askedquestions.html

For additional questions about the Call for Proposals Guidelines or application forms, please e-mail procurement.mu@undp.org, [cc: satyajeet.ramchurn@undp.org](mailto:satyajeet.ramchurn@undp.org) and Vichitra.purdassee@undp.org

Note: UNDP reserves the right not to fund any proposals arising from this Call for Proposals

Estimate Competition Timeline

Below is an estimated timeline for this Call for Proposals.

25.09.2020: Call for Proposal advertised and relevant documents are circulated.

02.10.2020: Deadline to submit proposals under this Call.

05.10.2020: Assessment and selection process

22.10.2020: Selected applicants will be notified and Award of Contract

IMPORTANT ADDITIONAL INFORMATION

UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities.

(See

http://www.undp.org/content/dam/undp/library/corporate/Transparency/UNDP_Anti_Fraud_Policy_English_FINAL_june_2011.pdf and

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/> for full description of the policies)

In responding to this Call for Proposals, UNDP requires all Proposers to conduct themselves in a professional, objective and impartial manner, and they must at all times hold UNDP’s interest paramount. Proposers must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. All Proposers found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Proposers, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:

* Are or have been associated in the past, with a NGO or any of its affiliates which have been engaged UNDP to provide services for the preparation of the design, Terms of Reference, cost analysis/estimation, and other documents to be used in this competitive selection process;

* Were involved in the preparation and/or design of the programme/project related to the services requested under this Call for Proposals; or

* Are found to be in conflict for any other reason, as may be established by, or at the discretion of, UNDP.

In the event of any uncertainty in the interpretation of what is potentially a conflict of interest, proposers must disclose the condition to UNDP and seek UNDP's confirmation on whether or not such conflict exists.

Section 3

Annex 1 - Terms of Reference

THE SETTING UP OF A BUSINESS INTELLIGENCE PLATFORM FOR THE SADC REGION

Pilot Project for the Republic of Mauritius

1. Project Description

The Rationale and Importance of BI in the new business eco system.

The Covid-19 pandemic is having a big impact on the Mauritian economy. [The Gross Value Added at basic prices and Gross Domestic Product at market prices are forecasted to contract by around 13.0% in 2020, the worst contraction since 1980.](#) Domestic demand is expected to be weak whilst the tourism and export manufacturing sectors will be severely affected. It is estimated that there could be up to 100,000 job losses in the private sector. The SADC region faces similar impacts on he its member states' economies.

Businesses have to re-invent themselves to cope with weak domestic demand and face the challenges in the export markets. Business intelligence (BI) can be one of the solutions to respond to this unique situation. BI has become a prerequisite in this covid-19 pandemic new business eco system. Business organisations around the world have started to revisit their past historical data and compare with current one with the aim to embark in predictive modelling to ensure effective decision making. furthermore, the advancement in information technology has also made it possible for business organisations to accumulate large amounts of data either internal, external or both through their business processes. For the continual existence of any organisation, it must have a survival strategy in the face of fierce competition, especially current turbulences in the market environment. Eliminating waste, reducing costs and delivering efficient and reliable products or services is currently the prerogative of any organisation and in doing so, they are turning to these large accumulated data for valuable insights. These insights also known as intelligence, what management needs in taking strategic actionable decisions in this ever-changing business environment, which requires organisations to have a reactive response in this new covid-19 business environment.

The aim pf the project is to assist in the setting up an integrated Business Intelligence Platform for Mauritius and regionally to serve the following goals and objectives:

- To provide a tool set for businesses in the SADC regions to absorb, organize, discover, and analyse data to reveal actionable insights that can help improve decision-making.
- To develop a synergy among all economies of the SADC in terms of economic indicators, sectoral analysis, and to compare the competitiveness of sectors across various economies of the region.
- To enhance regional cooperation and integration of the SADC region in terms of availability of concurrent business and economic statistics, trade, import and export statistics, data analytics to help countries to reposition themselves as centers of excellence in key sectors.

Target Locations and Beneficiaries

The NGO should develop and host the BI Dashboard. To ensure feasibility of the project implementation, a pilot project must be implemented in a phased approach with initial support

from the UNDP. The pilot project will aim to target the business community as well as SMEs and local entrepreneurs, together with Government entities for the provision of reports and analytics that will allow them, inter alia, to:

- Perform data exploration through linking and drilling
- Derive context from historical trends
- Compare results to business/ sectoral goals
- Explore and uncover data relationships through data visualization

2. Strategy and Activities

To implement, contribute and support the achievement of the pilot project, the following outcomes /deliverables should be achieved:

- a) Workplan/ Implementation plan
- b) Development of the BI architecture for Mauritius

2.1. Workplan/ Implementation plan

The project should be implemented over a period of 6 weeks:

- a. Selecting IT partner if necessary (1.5 weeks)
- b. Pilot project implemented (3 weeks)
- c. Testing and confirmation of successful completion of project (1.5 weeks)

The pilot project should include training of selected users on the Business Intelligence tool. One or two report(s) with 4-5 pages should be built to visualize the data by different dimensions, using filters and appropriate graphical visuals. The gender dimension should also be integrated.

The plan should cover following activities:

- Environment set-up
- Requirements gathering
- Solutions mapping
- Implementation
- Testing
- Documented user Manual
- User training
- Project signoff

2.2. BI architecture

The NGO should be sharing the data for the use case identified for the Proof of Concept in Excel / CSV file formats which would be loaded into the BI platform post necessary transformation on the data using the out of the box ETL capabilities (extract, transform and load). The system should provide appropriate dashboard and reporting capabilities such as visualisation using different dimensions and filters and have the ability to drill up, drill-down, drill through etc. These reports and dashboards from the BI platform should be available for the end user consumption.

Manning and hosting of the BI platform will be the responsibility of appointed NGO.

3. Scope of Services, Expected Outputs and Target Completion

The potential NGO needs to come up and submit a proposal with a clear approach, methodology, implementation plan, budget and other relevant strategies and section to undertake the cover the following scope of work and deliver the expected outputs of the project outlined in the previous section.

The NGO should use its existing project monitoring team including, IT, finance and communication, to ensure that the implementation plan, budget and other relevant strategies to deliver the expected outputs of the project outlined in the previous section of this Terms of Reference (TOR) are achieved.

Management Arrangements

The NGO appointed Project Manager will be responsible for the overall coordination and ensure that the NGOs are on target in terms of project implementation.

He/ She will also need to ensure that activities implemented through NGOs are in line with the objectives of the project, have higher standard of quality and implementation is in accordance with the plan and the resources are expended properly in accordance with the approved budget.

A joint project steering committee consisting of UNDP designated personnel and the NGO will follow the implementation plan closely ensuring that deliverables have been achieved before any payment to the IT partner.

The UNDP will have an oversight on the project implementation.

General Monitoring requirements

In accordance with the programming policies and procedures outlined in the UNDP User Guide, and at the requirement by the donor, the project will be monitored and reported through the following:

Within the Project cycle

- On a bi-monthly basis, a joint monitoring will be undertaken by UNDP and the NGO Officials
- In addition, the selected NGO would be doing their own monitoring and will share the monitoring reports and findings with UNDP

Reporting and Visibility

As part of the technical proposal, applicant organization is required to propose comprehensive reporting and visibility plan of action with details of methods, channels, approach, capacities like communications person in order to provide sufficient reporting and visibility for UNDP and its donors. UNDP requires the following minimum report and visibility

- Monthly progress narrative reports with financial status:
- Ad-hoc reports: Upon the request of UNDP
- Final financial report, final narrative report (reflecting challenges, issues, risks, impact, roles of various stakeholders etc. as per reporting template will be provided by UNDP project team),
- Pictures, videos, press releases posted on MCCI website and social media
- Success stories and case studies

- Project signboards, banners, and posters

Duration of the Work

The activities and outputs will be reviewed regularly. The work is expected to be performed from early October 2020 to mid-December 2020. The target is to complete the project activities within 10 weeks.

Qualifications of the Successful Partner organization at Various Levels

The recipient organization should be a non-profit, a non-affiliated, non-governmental organization registered in the Republic of Mauritius.

The recipient NGO should have excellent track record and adequate experience in implementing similar projects with the UN agencies or International NGOs in Mauritius. The recipient organization should process adequate financial, human resource and management capacity to undertake the project.

The recipient organization its board members and its key staff members should be clean from any past corruption or misuse of funds or misuse of power of any kind. If there is a staff member of UNDP, who has any relationship with the organization, as an owner or relative of the owner or member of BOD or part of their management team, etc., should be officially reported prior to starting any process, if not reported prior to the selection process and then selected this will affect the organization.