



REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

NAME & ADDRESS OF FIRM	DATE: October 27, 2020
	REFERENCE: MyRFP_2020_025

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Digitalization Of Iskandar Malaysia Ecolife Challenge Module & Implementation (National Firm- Malaysia) .**

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

Proposals may be submitted on or before Wednesday, November 04, 2020 and via email, courier mail or fax to the address below:

United Nations Development Programme
Menara PJH, Level 10, No 2, Jalan Tun Abdul Razak, Precinct 2, 62100 Putrajaya.
procurement.my@undp.org

Your Proposal must be expressed in the English language, 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/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Patrick Pee
Assistant Resident Representative
10/27/2020

Description of Requirements

Context of the Requirement	Digitalization Of Iskandar Malaysia Ecolife Challenge Module & Implementation.
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	UNDP will like to engage a digital media and creative content company (Malaysia) to set up a user-friendly and interactive i) mobile application, ii) web/portal application and customize iii) digitalization and gamification content for IMELC workbook module on objective i and ii.
List and Description of Expected Outputs to be Delivered	<ul style="list-style-type: none"> i) Development of the web/portal application: <ul style="list-style-type: none"> - User management, teacher and student registration, chat system, assignment management, report management, announcement management, point system, hosting and domain. ii) Development of mobile application: <ul style="list-style-type: none"> - Chat system, upload functions of assignments and reports, announcement notification, point system, application deployment iii) Digitalization and gamification
Person to Supervise the Work/ Performance of the Service Provider	Head of Solutions Mapping, Accelerator Lab
Frequency of Reporting	Reporting will be done on a monthly basis from start to finish.
Progress Reporting Requirements	<p>Progress Report will include information on:</p> <ol style="list-style-type: none"> 1. State of progress on web portal and mobile application development, content development and digitalization/animation/gamification process 2. Current and outstanding work plans 3. Timeline and estimated completion date
Location of work	<input checked="" type="checkbox"/> At Contractor's Location, Malaysia.

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.

Expected duration of work	3 months
Target start date	15 November 2020
Latest completion date	31 January 2021
Travels Expected	Not Applicable
Special Security Requirements	Not Applicable
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Not Applicable
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"/> Local Currency_ Malaysia Ringgit
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes
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

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

Payment Terms ³	Outputs	Percentage	Timing	Condition for Payment Release
	Upon issuance of contract	20%	November 2020	Within thirty (30) days from the date of meeting the following conditions: a) UNDP’s written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
	Upon satisfactory and acceptance of web and mobile application development, digitalization and gamification of content completed	80%	End of January 2021	
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Senior Economists, Assistant Resident Representative (Programmes) and Head of Solutions Mapping, Acclerator Lab.			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Goods & Services			
Criteria for Contract Award	<input checked="" 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	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm (35%) <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (40%) <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel (25%) <u>Financial Proposal (30%)</u> 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			

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.

Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> 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 ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Page 7-9) Note: Please separate the Financial Proposal (Section D & E) and ensure that is password protected.
Contact Person for Inquiries (Written inquiries only) ⁶	procurement.my@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.
Other Information [pls. specify]	Please refer to the detailed Terms of Reference (TOR) for all other information.

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.

Terms of Reference

Context

UNDP long term partner, Iskandar Regional Development Authority (IRDA) in collaboration with University Teknologi Malaysia (UTM), Jabatan Pendidikan Negeri Johor (JPNJ), and SWM Environment Sdn. Bhd. organizes Iskandar Malaysia Eco Life Challenge (IMELC) annually starting 2019 to create awareness of Low Carbon Society (LCS) among students, teachers and their families in achieving the target of carbon reduction for Iskandar Malaysia by year 2025, as outlined in the Low Carbon Society Blueprint for Iskandar Malaysia 2025 (LCSBPIM2025).

One of the key objectives of IMELC, is to foster LCS awareness among primary students, teachers and their families (public community) in Iskandar Malaysia through education and to disseminate knowledge, awareness and good practices of LCS among Iskandar Malaysia community through primary students ----and teachers.

An IMELC workbook module is currently utilized by the students, parents and teachers in their participation of the challenge. The IMELC 2019 attracted participations from 475 schools and recorded the involvement of 47,000 students in Johor. At the end of the challenge, the organizers need to tabulate the data and results submitted by the participants manually to reward deserving participants. The current data entry and tabulation process is tedious and time consuming. A more user-friendly and automated way is required for the IMELC to run at a smoother and bigger scale.

IMELC was also shifted abruptly online on September 2020 due to COVID-19. Before the pandemic, IMELC was held physically in schools with physical copies of the modules. Currently, due to movement control order (MCO) and the need for social distancing, the modules have been shifted online, hosted at Google Classroom. However, the current delivery of the online modules is not appealing and lacks interaction element to engage the participants meaningfully, especially the students, for them to learn effectively.

With the above-mentioned challenges in mind, Accelerator Lab seeks to support IRDA in digitalizing IMELC and implement it virtually to reach a wider audience next year. Accelerator Lab is looking at procuring services from local digital media and creative content company with the right expertise and experience to digitalise the IMELC content using more interesting and interactive media format.

Scope of Work

The digital media and creative content company is to set up a user-friendly and interactive i) mobile application, ii) web/portal application and customize iii) digitalization and gamification content for IMELC workbook module on objective i and ii.

- iv) Development of the web/portal application:
 - User management, teacher and student registration, chat system, assignment management, report management, announcement management, point system, hosting and domain.
- v) Development of mobile application:

- Chat system, upload functions of assignments and reports, announcement notification, point system, application deployment
- vi) Digitalization and gamification

Schedule & Terms of Payment

The contract and payments will be performance-based and assessed by UNDP Malaysia. For payment in instalments, certification of satisfactory performance at each phase of key deliverable is required. Timing of specific activities will be discussed and agreed between UNDP and the contractor:

1. Upon issuance of contract (20%)
2. Upon satisfactory and acceptance of web and mobile application development, digitalization and gamification of content completed (80%)

TIMELINE AND DELIVERABLES

Title : Digitalization of Iskandar Malaysia Eco Life Challenge Module and Implementation
 Duration : 1 November 2020 – 31 January 2021
 Deliverables : i)Information gathering, planning and content writing and assembly
 ii)Web/Portal and Web Application Development
 iii)Mobile Application Development
 iv)Digitalization and gamification for IMELC contents

Timeline:

Information gathering and planning	: 1 November 2020 - 14 November 2020
Content writing and assembly	: 1 November 2020 – 31 January 2021
Web application Development	: 15 November 2020 – 31 December 2020
Mobile Application Development	: 15 November 2020– 31 December 2020
Animation and Digitalisation	: 1 November 2020 – 31 January 2021

Experiences and Competencies

Experiences

- At least 3 years of experience in animation, gamification production and mobile app and web/portal development, specifically in the education field, providing edutainment and creative content for education purposes to all ages.
- Good reputation and strong financial standing in the digital media and creative content industry to deliver project task according to specification and timeline.
- Able to curate contents in according to local context and multilingual languages including Bahasa Malaysia and English.
- Preferably company situated at same site within Iskandar Region to enable better communication and discussion facilitation in lieu of the current COVID-19 situation.

Competencies

- Demonstrate relevant expertise and experience and expertise in multimedia, digitalization and gamification of content;
- Demonstrate relevant expertise and experience in research and development on environment related subjects for education purposes;
- Able to produce high quality web/portal application and mobile application that is stable and user-friendly and suitable for education purposes;
- Able to automate data collection, sorting, verification, progress update, reporting and visualization for ease of IMELC implementation;
- Ability to provide marketing support on final product and relevant training to users on interfaces usages.
- Capable of working in a high-pressure environment with short deadlines, managing many tasks simultaneously;
- Exercise the highest level of responsibility and be able to handle confidential.

Financial Proposal

Financial proposal based on required expertise and capacity for quality deliverables.

Fee includes 6% SST

.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷***(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)***

[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 :

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, contract 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

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

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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 :

- 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* (To be separated with password protected)

	Deliverables	Percentage	Price (MYR)
1	Upon issuance of contract	20%	
2	Upon satisfactory and acceptance of web and mobile application development, digitalization and gamification of content completed	80%	
	Total	100%	

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

E. Cost Breakdown by Cost Component [This is only an Example]: (To be separated with password protected)

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Team leader				
2. Team member				
3. Team member				
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]