

TERMS OF REFERENCE (TOR)

I. GENERAL INFORMATION

Services/Work Description: **National Firm Level Consultancy for Web portal platform for innovators, startups, Entrepreneurs and researchers**

Project/Program Title: Innovation for Development Project

Duty Station: Addis Ababa, Ethiopia

Type of the Contract: **National/Local Firm**

Duration: 13 weeks

Expected Start Date: Immediately after concluding the contract

II. BACKGROUND

As part of its mandate, the Ministry of Innovation and Technology (MInT) is engaged in formulating technology & Innovation related projects and programs to guide the various aspects of technology and innovation developments of the country focused on strengthening the on-going initiatives aimed at improving citizens' service deliveries while contributing to economic and social development endeavors of the country.

The overall objective of the project is to strengthen the innovation and entrepreneurship ecosystem in Ethiopia in order to enhance economic growth and productivity, and contribute to job creation, focusing in particular on women and youth. In order to achieve the project objective, and address the barriers that hinder the development of the innovation ecosystem, the project's intervention will be organized around six outputs

Output 1. Enabling policy environment for ICT based start-ups and SMEs to innovate is supported

Output 2. Institutional coordination among innovation ecosystem actors is facilitated

Output 3. Capacity of SMEs and start-ups for entrepreneurship and innovation is strengthened

Output 4. Capacity of key institutions in the innovation and entrepreneurship ecosystem is strengthened.

Output 5. Capacity to operate the Innovation Fund and Credit Guarantee Fund is enhanced Output 6. Innovative financial mechanisms are made available to SMEs and start-ups

As per the agreement made between Ministry of Innovation and Technology and UNDP on the project titled “**Innovation for development**”, in order to archives output 3, one of the activity that need to be done is to setup an information platform on innovation .As it is well known, information regarding all aspects of the innovation process is missing in the country. There is currently no organized platform or entity that would provide structured information about innovations, programs to support or fund innovation, etc. Key informants lament particular shortages of information about government sponsored programs for innovation, information on new technologies, information in universities and in government about innovation in the business sector.

This activity will support the launch of an online information portal that will be dedicated to the advancement of innovation, and hosted on MInT's official website. This portal will include information on doing business regulations and requirements, available business development services provided by government and private sector institutions, entrepreneurship training

and capacity building opportunities, networking opportunities, programs that provide grants and subsidized loans, upcoming events and conferences on innovation, etc.

III. OBJECTIVE OF THE SERVICE

The main objective of setting up an information platform is to design, develop and deploy a web portal (a fully-fledged content management system) with the following aspects:

- An application managementsystem
 - A system to manage an applicant's system, from the inception throughout the journey.
- Financial management system
 - A system to track the journey of a funded applicant and their loan status. Main database will be held with the Financial Institution.
- Complaint management system
 - Asystemthattrackscomplaints,questionsandqueriesaboutanapplicant.
- A monitoring and evaluationsystem
 - A system that monitors and evaluates a funded projects (MSMEs, Innovation, research etc..) journey and provides the necessary knowledge material, content and progress.
- Knowledge management system
 - Asystemthatsharesvariousforms of content in the form of visual, written form
- Ticketing system
 - To ensure that the above systems are tracked throughout an applicant's journey with the Innovation development and research fund projects.

The aim of this assignment is to develop a tool that will promote information sharing, the online application process and simplify the communication process among Innovation development and research sector of MINT, the Khalifa Fund Project office, Khalifa Funded Micro, Small, Medium Enterprises and other users.

IV. SCOPE OF THE SERVICE

The scope of the assignment is limited to the development, deployment and commissioning of a Web Portal with all the functionalities to support links to:

- Manage innovation development and research online management system , the Khalifa Fund online application management system, Administrative processes,
- Online Project office services,
- Monitoring and evaluation system,
- Knowledge management portal, for KF project, innovation development and research projects
- Financial management system
- Ticketing system
- Complaint management system

The scope will entail understanding the technical details, modules, components, features, and deployment environment of the portals, highlighting the following:

- Identify the system requirement for innovation development and research projects, Khalifa fund project offices.
- Analyze the processes involved in innovation development and research projects, Khalifa fund project offices. This application management system, monitoring and evaluation system, Knowledge management system and compliant management system and others.
- Fully understand the technical details, modules, components, features, and deployment environment of the portals.
- WebPortal must have a simple format to make it accessible for users to access as part of the online delivery platform
- Install operating systems, database software, and security patches to ensure the platform is secured from internal and external threats.
- Produce portal management and quality assurance guidelines
- The Web Portal should provide easy access not only to Innovation development and research projects team, KFPO MSME's but to stakeholders and employees.
- The WebPortal should provide a fully-fledged Content Management System (CMS) for efficient maintenance and update of portal information, structure and database.
- Develop Software Requirement Specification to assist the design, development and deployment process.
- Engage Innovation development and research & KFPO counterpart team in the overall system development life cycle (SDLC) to help the approach of incremental iteration.
- Develop the required software.
- Conduct Unit Testing.
- Fine-tune the software to be delivered.
- Input test data.
- Develop User Acceptance Test (criteria) and obtain approval.
- Conduct User Acceptance Test.

V. EXPECTED OUT PUT OF THE INNCUBATION SUPPORT

The following outputs are expected from the consultancy:

- Inception Report.

System Requirement document

- Beneficiary Application management requirement specification document
- Monitoring and evaluation management requirement specification document
- Compliant handling management requirement specification document
- Financial management requirement specification document
- Knowledge management requirement specification document
- Ticketing system requirement specification document

System Design Document.

- Beneficiary Application management design specification document
- Monitoring and evaluation management design specification document
- Compliant handling management design specification document

- Financial management design specification document
- Knowledge management design specification document
- Ticketing system design specification document
- Prototype for all systems
- Fully tested and working Portals & integrated systems
- Maintenance and support for two years
- Training for the user and administrator
- Well documented Online help system and
- Visually rich Training manual
- Bi-weekly progress report.
- User Acceptance Test case.
- Conduct Stakeholders Workshop.
- Final Report for Project Closeout.
- Deployed system
- Administrator and User manual
- Source code

The main deliverables of this assignment and expected submission of deliverables after commencement are presented in the table below:

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Table 1:1 Deliverable Schedule

Deliverable Schedule	Duration	Location and Action to be Undertaken
Inception report detailing the work plan	1 week	MiNT
Web portal/website SRS, SDD & prototype	1 weeks	
Assessment Report and comprehensive and consolidated System Requirement Study Document (SRSD), for web-portal/ MIS	1.5 weeks	
System Design Document (SDD) for web-portal MIS	1.5 weeks	
Web portal /content management of the web site dev't	2.5 weeks	
Develop the web portal/MIS system based on the agreed SRS and SDD with all modules using the proposed technology.	3.5 weeks	
Provide web portal /MIS software and hardware (specification) requirement	Should be completed during the process of System Design Document preparation	
Provided Training for users, System administrator	After handing over & approval of the software. Both in hardcopy & softcopy in three copies.	
Test plan and perform the MIS user testing.	During Implementation testing and training (rollout, testing and training)	
Deliver training manuals, system operational manual, user manual, deployment guideline, etc.	During Implementation testing and training (rollout, testing and training)	
Deployment, final testing and approval	1 week	
Training for system administrator and user	1 week	
Total working weeks	13 weeks	

VI. METHODOLOGY/APPROACH OF THE SERVICE

The consulting firm /service provider can use an appropriate methodology and approach of its best interest to address the following requirements: -

a. General requirements for web portal

The web portal should include online services of application management system, monitoring and evaluation system, knowledge management system and compliant management system and links to available and relevant government online services

The development, deployment and commissioning of the Web portal must:-

- Provide simple access to Innovation development and Research team of MINT, KFMSME's and the Project team.
- Provide a facility to capture basic user information through a self-registration system, while the verification of the user is carried out by system administrator.
- Provide a fully-fledged Content management system (CMS) for efficient maintenance and update of portal information, structure and database,
- Maintenance of the content should be intuitive and simple so that System Administrators or Web Masters can update the content of the website without advanced training.
- Workflow could be used to implement rules for maintaining the content on the site, such as review before publication.
- Provide repositories to which, authorized and registered portal users can upload their documents.
- Provide features to include statistical usage and usage trace to deliver insight in the usage of the website.
- Provide basic survey capability to collect visitors' information that can be used for improvements to the site.
- Provide a form or email address where users can send remarks for improvement or complains on lack of info or functionality, improve the site with dynamic and up to date information to provide information to MSME, researchers, stakeholders and other groups
- Provide search engine optimization to place the website in the top search result, during searching utilizing leading search engines (e.g. Google).
- Collaboration should be one of the most powerful & extensive feature of the Portal solution. Users can participate and collaborate using several out the box portlets like:
 - Message Boards with support for role-based permission, user data display, rich text editor (WYSIWYG), threaded comments and categories management, versioning, statistics, recent posts, Email based subscriptions and RSS;
 - Blogs with support for rich Text Editor (WYSIWYG), social bookmarking, threaded comments, tags and Labels, social bookmarking, rating system, trackback URLs and RSS;
 - Email, Calendar, Polls, Announcements & Alerts, Bookmarks, directory etc.
- It should provide a flexible yet robust Authentication & Authorization support. For authorization, a granular & role based access management capabilities. The portal administrator can define Roles, user groups and permissions, both for portal as well as portlets while the content owners can define access levels available to users.
- It should support sitemap Protocol to notify Google or Yahoo of the sitemap of the web site. The search engine uses this site map to crawl the website, to get notified for the updates to the website. It should allow administrators to push updated to search

engines and even customize your sitemap – specify higher priority pages; exclude unimportant pages; frequency of updates.

- It should support scalable architecture to meet high performance and availability requirements - Multi-tier clustering at any combination of multiple tiers - presentation, service, business logic as well as database. The portal performance can be further enhanced by leveraging the caching framework.
- It should support creation of multiple sites on a single instance of the portal server. Each of these sites should have its own independent Virtual host, Role, Users, Content as well as Look-and-feel.
 - It should enable users to send SMS message via portal.
 - Incorporate responsive design
 - Multiple languages availability (Amharic, Oromiffa, Tigrigna, Somali, Afaraign, English)

Interested parties must provide the details of all quality measures in their proposals including but not limited to the following:

- Minimum guaranteed throughput supported
- Minimum and maximum response time for each portal

The web portals must be able to generate reports related to the portal and application usage based on various parameters.

b. Basic Requirements of the MIS

General Settings

In this section the general settings required to manage the MIS system are listed but not limited to the following:

- Ability to enter general system settings required to manage the MIS.
- Ability to register users with all required user attributes and assign roles.
- Ability to manage applications of the MSME items including the management of relevant items (add, make change or delete)
- Ability to manage the application process items including the management of relevant items
- Ability to manage the monitoring and evaluation process items including the management of relevant items
- Ability to manage compliant handling process items including the management of relevant items
- Ability to manage financial process items including the management of relevant items
- Ability to manage knowledge management process items including the management of relevant items
- Ability to manage Ticketing system process items including the management of relevant items
- Ability to generate MIS reports.

VII. LOCATION AND DURATION

The expected delivery shall be organized in a well manner and the whole program should not exceed more than 13 (thirteen) weeks from the launch date. The service provider has to indicate a clear process/procedure and time frame for the assignment.

VIII. IMPLEMENTATION ARRANGEMENTS

The consulting firm will be recruited under the UNDP terms and conditions, and undertake the assigned tasks and responsibilities under the direct supervision of the Ministry of Innovation and Technology (MiNT) and UNDP. The web portal platform solution will be deployed in the Ministry's datacentre

IX. PAYMENT MILESTONES AND AUTHORITY

The prospective firm will indicate the cost of services for each deliverable in US dollars all-inclusive¹ lump-sum contract amount when applying for this consultancy. The consultant will be paid only after approving authority confirms the successful completion of each deliverable as stipulated hereunder. The qualified firm shall receive his/her lump sum service fees upon certification of the completed tasks satisfactorily, as per the following payment schedule:

Instalment of payment/period	Deliverables	Approval Should be Obtained	Percentage of Payment
1 st Instalment	An advance payment of 10% of the contract price upon submission of advance payment guarantee shall be paid following contract signature	UNDP	10%
2 nd Instalment	submission and approval of Inception Report	UNDP	10%
3 rd Instalment	submission and approval of requirement analysis/SRS/ and design document /SDD/	UNDP	25%
4 th Instalment	submission and approval of Beta version of the system	UNDP	30%
5 th Instalment	deployment, testing, training provision on portal/MIS/ administration and submission of source code	UNDP	25%

X. MINIMUM FIRM AND CONSULTANCY REQUIREMENT

Profile of the Consultant or Consulting Agency

- Ability to fully utilize an appropriate system development lifecycle methodology such as Agile or Rational Unified Process.
- Ability to manage complex software development project.
- Proven experience and track record of conducting similar studies
- Solid experience of developing advanced level software.
- Understanding of government and business services.
- Five years' experience in open standard portal solutions development, portlets customization, applications and modules integration, support & maintenance services and corporate portal development.
- At least five (5) successful (i.e. signed off and accepted as fully operational system) implementation with choice of Open standard portal solution with similar in nature and complexity during the last three (3) years.

¹ The term "All inclusive" implies that all costs (professional fees, international travel costs, living allowances, communications, consumables, etc.) that could possibly be incurred by the Contractor are already factored into the final amounts submitted in the proposal

The multi-disciplinary team should comprise members with the following educational qualifications; experience and competencies:

No	Title	Qualification	Qty	Experience
1	Project Manger	MBA/MSc. or equivalent in Management/Business Administration, Information Systems or Computer Science	1	8 Years of relevant experience in managing software development projects
2	System Architect	MSc in Computer Science or Information System or closely related field	1	6 Years of relevant Experience in developing system architecture
3	System Analyst	BSC in Computer Science, Information System	1	6 Years of Relevant Experience
4	Software Developers Expert	1 st Degree in Computer Science, Information System or IT related field of study	2	4 Years of relevant experience in software development
5	Portal developers	1 st Degree in Computer Science, Information System or IT related field of study	1	4 Years of relevant experience in portal development
6	Database Specialist	1 st Degree in Computer Science, Information System or IT related field of study	1	4 Years of relevant experience in database design, programming and implementation
7	Portal Graphics Designer	1 st Degree in Computer Science, Information System or IT related field of study	1	4 Years of relevant experience
8	Content Management Specialist	1 st Degree in Information System or related field of study	1	4 Years of relevant experience in content development

A. Functional Competencies

- All experts deployed to this assignment requires to have outstanding communication skills in English
- Positive and constructive approaches to work with energy
- Demonstrate openness to change and ability to receive and integrate feedback
- Excellent written and verbal communication skills
- Strong time management and meet established timelines.
- Training and hands-on experience in the assignment area;
- Ability to work under pressure, and to deliver in a timely manner without compromising quality standards;

B. Language and Other Skills

- Excellent knowledge of English, including the ability to write reports clearly and concisely and to set out a coherent argument in presentation and group interactions
- Capacity to facilitate and communicate with different qualification and experience participating in the training
- Computer skills: full command of Microsoft applications (word, excel, PowerPoint) and common internet applications

XI. CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, qualified training institutions is expected to submit both the Technical and Financial Proposals. Accordingly; firms will be evaluated based on Cumulative Analysis as per the following scenario:

- Responsive/compliant/acceptable, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals are:
 - a. Technical Criteria weight is 70%
 - b. Financial Criteria weight is 30%

Summary of Technical Proposal Evaluation		Score Weight	Points Obtainable
1	Expertise of Firm / Organization	30%	300
2	Proposed Methodology, Approach and Implementation Plan	40%	400
3	Management Structure and Key Personnel	30%	300
TOTAL		100%	1000

Technical Proposal Evaluation		
Expertise of the Firm / Organization		Points Obtainable
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	50
1.2	General Organizational Capability which is likely to affect implementation - Financial Stability - Loose consortium, Holding company or One firm - Age/size of the firm - Strength of the Project Management Support - Project Financing Capacity - Project Management Control	90
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 specialized skills.)	15
1.4	Quality assurance procedure, warranty	25
1.5	Relevance of: - Specialized Knowledge - Experience on Similar Programme / Projects - Experience on Projects in the Region - Work for UNDP/ major multilateral/ or bilateral programmes	120
SUB TOTAL		300
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
SUB TOTAL		400
Management Structure and Key Personnel		
3.1	Task/Project Manager / Team Leader / General Qualification Suitability for the Project	
	- International experience	10
	- Training experience	15
	- Professional experience in the area of specialization	40
	- Knowledge of region	20
	- Language qualification	15
SUB TOTAL		100
3.2	System Architect General Qualification Suitability for the project	
	- International experience	2
	- Training experience	3
	- Professional experience in the area of specialization	10
	- Knowledge of the region	2

	- Language qualification	3
SUB TOTAL		20
3.3	System Analyst	
	General Qualification Suitability for the project	
	- International experience	2
	- Training experience	3
	- Professional experience in the area of specialization	10
	- Knowledge of the region	3
	- Language qualification	2
SUB TOTAL		20
3.4	Software Developers (2)	
	General Qualification Suitability for the project	
	- International experience	8
	- Training experience	12
	- Professional experience in the area of specialization	40
	- Knowledge of the region	12
	- Language qualification	8
SUB TOTAL		80
3.5	Portal developer	
	General Qualification Suitability for the project	
	- International experience	3
	- Training experience	6
	- Professional experience in the area of specialization	18
	- Knowledge of the region	5
	- Language qualification	3
SUB TOTAL		35
3.6	Database Specialist	
	General Qualification Suitability for the project	
	- International experience	2
	- Training experience	2
	- Professional experience in the area of specialization	7
	- Knowledge of the region	2
	- Language qualification	2
SUB TOTAL		15
3.7	Portal Graphic designer	
	General Qualification Suitability for the project	
	- International experience	2
	- Training experience	2
	- Professional experience in the area of specialization	7
	- Knowledge of the region	2
	- Language qualification	2
SUB TOTAL		15
3.8	Content management Specialist	
	General Qualification Suitability for the project	
	- International experience	2
	- Training experience	2
	- Professional experience in the area of specialization	7
	- Knowledge of the region	2
	- Language qualification	2
SUB TOTAL		15
	Aggregate	1000

XII. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating quotations whose contents are uniformly presented and to facilitate their comparative review, a prospect firm is given a proposed Table of Contents. Therefore, prospective firm Proposal Submission must have at least the preferred contents which are outlined in the Proposal Submission Form incorporated hereto.

XIII. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The firm shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the service without prior written consent. Proprietary interests on all materials and documents prepared by the firm under the assignment shall become and remain properties of MiNT/UNDP.

XIV. HOW TO APPLY

Interested consultancy firms with required qualification and experience must submit their applications through: <https://etendering.partneragencies.org> UNDP/ETH10/Event ID: **ETH1955**