



RFQ Reference: **RFQ/UNDP/SP4N-LAPOR!/118176/059/2020- Support for Social Assistance (BANSOS) Complaint Handling in SP4N-LAPOR! System**

Date: 13 November 2020

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature:  _____

Name: Martin Stephanus Kurnia

Title: Procurement Analyst, UNDP Indonesia

Date: 13 November 2020

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>please refer to the etendering system with event id IDN10 - 7808</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input checked="" type="checkbox"/> E-tendering</p> <p><input type="checkbox"/> Dedicated Email Address</p> <p><input type="checkbox"/> Courier / Hand delivery</p> <p><input type="checkbox"/> Other Click or tap here to enter text.</p> <p>Bid submission address: Click or tap here to enter text.</p> <ul style="list-style-type: none"> ▪ File Format: PDF ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 10 MB ▪ Mandatory subject of email: RFQ/UNDP/SP4N-LAPOR!/ 106301/059/2020- Support for Social Assistance (BANSOS) Complaint Handling in SP4N-LAPOR! System ▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y.” ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The bidder should receive an email acknowledging email receipt. <p>For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information]</p> <ul style="list-style-type: none"> • The Event ID for etendering system: IDN10 - 7808 <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</p>
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p>

	<p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_and_investigation.html#anti</p>
Gifts and Hospitality	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent 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, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p>Select the applicable GTC:</p> <p><input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions for Contract.</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p><input type="checkbox"/> General Terms and Conditions for Works</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<p><input checked="" type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by [5 (five) calendar days]</p> <p><input type="checkbox"/> Others [pls. specify]</p>
Eligibility	<p>A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative</p>
Currency of Quotation	<p>Quotations shall be quoted in <input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency: IDR for Local Bidders</p>

Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <p><input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p> <p><input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p>
Language of quotation	<p><input checked="" type="checkbox"/> English</p> <p><input type="checkbox"/> French</p> <p><input type="checkbox"/> Spanish</p> <p><input checked="" type="checkbox"/> Others Bahasa Indonesia for any legal certificate issued by the local government Including documentation including catalogues, instructions and operating manuals.</p>
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Company Profile. <input checked="" type="checkbox"/> Registration certificate; <input checked="" type="checkbox"/> List and value of projects performed for the last 10 years plus client's contact details who may be contacted for further information on those contracts; <input checked="" type="checkbox"/> List and value of ongoing Projects with UNDP and other national/multi-national organization with contact details of clients and current completion ratio of each ongoing project; <input checked="" type="checkbox"/> Statement of satisfactory Performance (Certificates) from the top 3 clients in terms of Contract value in similar field; <input checked="" type="checkbox"/> Completed and signed CVs for the proposed key Personnel; <input checked="" type="checkbox"/> Other: Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;

Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted If permitted, an alternative quote may be submitted only if a conforming quote to the RFQ requirements is submitted. Where the conditions for its acceptance are met, or justifications are clearly established, Click or tap here to enter text. reserves the right to award a contract based on an alternative quote. If multiple/alternative quotes are being submitted, they must be clearly marked as “Main Quote” and “Alternative Quote”
Payment Terms	<input type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> Other Please refer to the payment schedule specified in the TOR
Conditions for Release of Payment	<input type="checkbox"/> Passing Inspection [specify method, if possible] Complete Installation <input type="checkbox"/> Passing all Testing [specify standard, if possible] <input type="checkbox"/> Completion of Training on Operation and Maintenance [specify no. of trainees, and location of training, if possible] <input checked="" type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements <input checked="" type="checkbox"/> Others [upon acceptance and certification of list of deliverable specified in the TOR
Contact Person for correspondence, notifications and clarifications	E-mail address: Armada Eras Pratama/ Intan Faradila Procurement Unit armada.pratama@undp.org/intan.faradila@undp.org Attention: Quotations <u>shall not</u> be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. 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.
Clarifications	Requests for clarification from bidders will not be accepted any later than 2 (two) days before the submission deadline. Responses to request for clarification will be communicated directly by replying email and may be posted in the relevant tendering system and UNDP Website by 19 November 2020
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other Click or tap here to enter text.
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input type="checkbox"/> Comprehensiveness of after-sales services <input type="checkbox"/> Earliest Delivery /shortest lead time <input checked="" type="checkbox"/> Others compliance to the requirement specified in the TOR
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	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.
Type of Contract to be awarded	<input type="checkbox"/> Purchase Order

	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) (this template is also utilised for Long-Term Agreement) and if an LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]
Expected date for contract award.	30 November 2020
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.

ANNEX 1: SCHEDULE OF REQUIREMENTS

TERMS OF REFERENCE

Support for Social Assistance (BANSOS) Complaint Handling in SP4N-LAPOR! System

1. Background

The United Nations Development Programme (UNDP) Indonesia Country Office is initiating a new programme to support the Government of Indonesia in strengthening the capacity of government to handle civil petitions that can improve public service provision over time. In doing so, UNDP established a collaboration with the Ministry of Administrative and Bureaucratic Reforms (KemenPAN-RB) through a project that named with SP4N-LAPOR! project.

The project aims to 1) strengthen the regulation on social protection (BANSOS) through SP4N-LAPOR!; 2) enhance inter-ministerial collaboration platform on social protection monitoring through SP4N-LAPOR!; 3) strengthen SP4N-LAPOR! to integrate with other national and sub-national government agencies handling social protection and 4) improve the internal capacity of SP4N-LAPOR for social protection.

As part of increasing visibility of SP4N-LAPOR!, public outreach activities have been developed to encourage Indonesian citizens to use the system. During the COVID-19 condition, timely response from the government is very crucial to protect citizens and save lives. One of the crucial issues is the handling of Social Assistance (Bantuan Sosial or BANSOS) to be accelerated and achieve the targets. In this context, exclusion and inclusion errors in targeting social assistance to beneficiaries can be used as feedback for the government, especially in determining target beneficiaries in the next distribution period, including periodically updating in the database.

The project will be implemented by UNDP as an implementing agency with close coordination with KemenPAN-RB which is the responsible for managing and operating SP4N-LAPOR! as main beneficiary at national level and with intensive collaboration with the RESTORE Project. Along with that, UNDP, RESTORE, and KemePAN-RB have decided that the project will be taking 4 (four) pilots which are selected to conduct the activities at national level (which include Ministry of Social Affairs (Kemensos) and Ministry of Village (Kemendes) and sub-national level (which include Provinces of East Java and West Nusa Tenggara).

2. Objectives

There are two main objectives to support the handling of Social Protection (Bantuan Sosial or BANSOS) to be accelerated and achieve the targets, which include:

- Improve and add the features of LAPOR! application to accelerate and monitor the handling of BANSOS complaints;
- Develop and uniform the business process of BANSOS complaints handling mechanism to integrate the process.

3. Timeline & Duration

- The development and uniformity of business process of BANSOS complaints handling mechanism to integrate the process will be conducted from November 2020 to March 2021.
- The improvement and addition of features of LAPOR! application to accelerate and monitor the handling of BANSOS complaints will be conducted from November 2020 to December 2020;

4. Source of Fund

The activities will be funded by UNDP RESTORE Project.

5. Scope of Work

The company assigned to implement the activities has to directly coordinate with the teams from SP4N-LAPOR! team and RESTORE Project. The job description is as follows:

- a. Develop and uniform the business process of BANSOS complaints handling mechanism to integrate the process, which includes the following tasks:
 - Assess & report the current condition of BANSOS complaint handling, including its constraints, challenges and opportunities of existing business process and how to accelerate for better handling, particularly in the four pilots, including:
 - Asses the business process and SOP from social assistance program especially for related social assistance program to COVID-19 including food aid, family hope program, cash assistance from village fund and other bansos scheme from local government.
 - Identify the current business process including grievance mechanism from each social assistance program.
 - Asses and identify the connection level between complaint/grievance mechanism from each social assistance program and SP4N LAPOR!.
 - Identify and provide a map of key actors both national and sub-national levels from national official institutions to work unit/taskforce in the social assistance program.
 - Conduct a number of FGDs with relevant stakeholders and the four pilots to develop common understanding and commitment for better handling of BANSOS complaints;
 - FGD will be held 4 (four) times in 4 stars hotel in Jakarta, East Java and West Nusa Tenggara (full day meeting package for approximately 40 participants).
 - Participants for national level FGD will include any persons from the key stakeholder (approximately 25 persons): 20 resource persons from national level (5 from KemenPAN-RB, 3 from ORI, 3 from KSP, 5 from Kemensos, 4 from Kemendes); and 5 from other related stakeholder in national level.
 - Participant for sub-national level will include any persons from the key stakeholder (approximately 25 persons): 4 resource persons from national level (2 from KemenPAN-RB, 1 from Kemensos, 1 from Kemendes); 21 resource persons from sub-national level (6 from KemenPAN-RB, 5 from Kemensos, 5 from Kemendes, 5 from other related stakeholder in sub-national level).
 - Minimum required personnel that need to be involved e.g: notetaker, moderator, facilitator (Moderator: 1; Facilitator: 2; Notetaker: 2).

- Airfare for participant from national level will be handled by UNDP/Project (4 persons).
 - Reimbursement of local travel expense using available SBM (Standard Biaya Masukan) rate for participants will be handled by the selected company.
 - The company is responsible for finding and payment for venue, meal, reimbursement for local transport or local travel expenses for participants (exclude airfare for participants from national level), accommodation for participants from the sub-national level (if necessary) as well as DSA/Daily Allowance.
 - The Company is responsible for distribution and follow-up of invitation to invitees and participants.
 - The Company is responsible for practicing physical distancing as well as following health protocol such as provide hand sanitizer (5 bottle x 500 ML) and two units infrared thermometer (thermo gun).
- Develop a better and uniformed business process for better handling of BANSOS complaints, including the monitoring and evaluation processes. This activity includes the following tasks:
 - Provide gap between the current social assistance complaint handling mechanism and SP4N LAPOR! in the context of management and business process.
 - Identify best practice from the current social assistance that will be applied into SP4N LAPOR! or otherwise.
 - Provide technical guideline in integrating social assistance complaint handling/grievance mechanism and SP4N LAPOR! SOP into uniform SOP.
 - Conduct series of trainings for relevant stakeholders in handling BANSOS complaints (including but not limited to leaders of national and sub-national government agencies, middle-level management, and administrators/IT personnel). These trainings must provide an understanding on the business process of complaint handling mechanism, the latest features of complaint handling and follow-up plans of each pilots.
 - Training will be held 3 (three) times in 4 stars hotel in Jakarta, East Java and West Nusa Tenggara (full day meeting package for approximately 50 participants).
 - Resource Persons for national and sub-national level will include 6 persons from KemenPAN-RB, Kemensos and Kemendes.
 - Participants for national level will include 50 persons (15 from KemenPAN-RB, 15 from Kemensos, 15 from Kemendes); and 5 from other related stakeholder in national level.
 - Participant for sub-national level will include 50 persons (15 from KemenPAN-RB, 15 from Kemensos, 15 from Kemendes); and 5 from other related stakeholder in sub-national level.
 - Minimum required personnel that need to be involved e.g: facilitator (3 persons).
 - Airfare for resource persons from national level will be handled by UNDP/Project (6 persons).
 - Reimbursement of local travel expense using available SBM (Standard Biaya Masukan) rate for participants will be handled by the selected company.
 - The company is responsible for finding and payment for venue, meal, reimbursement for local transport or local travel expenses for participants (exclude airfare for participants from national level), accommodation for participants from the sub-national level (if necessary) as well as DSA/Daily Allowance.

- The Company is responsible for distribution and follow-up of invitation to resource person and participants. The invitation must include training content and agenda.
 - The Company is responsible for practicing physical distancing as well as following health protocol such as provide hand sanitizer (5 bottle x 500 ML) and two units infrared thermometer.
- b. Improve and add the features of LAPOR! application to accelerate and monitor the handling of BANSOS complaints. The LAPOR! Application is an open source basis of application. These activities includes the following tasks:
- Develop gender segregation database in the LAPOR! system by creating gender feature which obligates complainants to fill out when registering their complaints/aspirations/queries into LAPOR!;
 - Create profile of LAPOR! users based on age/life cycle;
 - Develop monitoring features for complaint handling and its follow up in LAPOR! system, particularly on BANSOS complaints.

6. Duration of Assignment

The Duration of assignment is five months (November 2020 until March 2021) from the signing of the contract by both parties.

7. Expected Output

The Company will be expected to produce the below deliverables:

1. Activity Plan on the Support for Social Protection (BANSOS) Complaint Handling in SP4N-LAPOR! System. This plan must include specific activities, targeted output and detail timeline for each activities.
2. Comprehensive assessment report on :
 - Constraints, challenges and opportunities of BANSOS complaint handling mechanism and its existing business process.
 - The need assessment from relevant stakeholders including report on the field assessment in 4 pilots if applicable.
3. Comprehensive report on development of Gender segregation database and profile of LAPOR! users based on age. The Report must include:
 - The detailed development reports.
 - The user technical manual including troubleshooting and maintenance services for software glitches (for admin).
4. Comprehensive report on the development of monitoring and evaluation features for complaint handling mechanism. The report must include:
 - The detailed development reports.

- The user technical manual including troubleshooting and maintenance services for software glitches (for admin).
5. Comprehensive report on series of FGD. The report must include:
 - Invitation Proofs.
 - Attendance records.
 - FGD content and agenda.
 - Resource person materials.
 - Minutes of meeting.
 - Result of FGD including conclusion and recommendation.
 - Follow up plan.
 - Documentations.
 6. Comprehensive report on the training. The report must include:
 - Invitation proofs.
 - Attendance records.
 - Training content and agenda.
 - Training methods/approach.
 - Training materials.
 - Training evaluation.
 - Documentations
 7. Final Report on Support for Social Assistance (BANSOS) Complaint Handling in SP4N-LAPOR! System. The report must include:
 - Introduction including objective and expected outputs.
 - Activity Plan.
 - Implementation process of each activities.
 - Comprehensive result of each activities.
 - Conclusion and Recommendation.
 - Documentations, including technical manual of the latest features of complaint handling.

8. Qualifications of the Company

a. Company Experience

- The Service Provider should have minimum of 2 (two) projects in providing technical assistance or technical advisory to the national or the local government in the last 3 (three) years in area of public service or government affair.
- The company should have minimum of 2 (two) project experiences as application developer. This requirement should be proven by the list of clients and [application development portfolio](#) of the relevant projects.
- The company must have variety of experiences in dealing various stakeholder and also provides technical assistance to the government in the area of public services or government affairs.

- Experienced in conducting need assessment and capacity building inclusive to government and development sectors tailored to different participants (government, community leaders or young leaders) is a distinct advantage.
- Having previous experience working with international organizations or national government in the area of public services or government affairs particularly in the public complaint mechanism is preferred.

b. Personnel Qualification

The company must provide personnel who will work for the positions below and attach the Curriculum Vitae (CV) and experience portfolio for each member in the bid proposal.

- **Team Leader (1)**
He/She will be working as a contact point between UNDP Indonesia and selected company to discuss all matters related to the project. He/She will be responsible for managing project and budget for this activity and also for drafting and submitting reports.
Qualifications: Minimum master degree with 5 years of experiences for working as Team Leader in relevant field, managing project, experience working with international organization and government, developing report for client and managing events
- **Technical Officer (1)**
He/She responsible to create a designs, executes, and interprets research projects, and performs complex laboratory and data collection techniques.
Qualification: Minimum Bachelor degree in Social Sciences, Development Studies, and/or a relevant field of studies and has 5 years solid experience on online complaint handling system.
- **Content Developer /Analyst (1)**
He/She responsible for creating original content goals and strategies and pitching ideas to Technical Officer and Team Leader.
Qualification: Minimum Diploma degree in Computer Science, Marketing, Mass Communication or related field with 4 years of experiences in copywriting, graphic design, programming, or a related field may be advantageous.
- **Web Programmer (2)**
He/She will responsible for coding Web pages and server programs. He/She also responsible on the website and software application designing, building and maintaining.
Qualification: Minimum Diploma degree in Web Development or related field and has 4 years of relevant experience. Solid knowledge and experience in programming applications. Proficient in JavaScript, HTML, CSS, My SQL, VBScript, ASP, Java, Python, Perl, C/C++ and others.
Familiar with framework software such as Laravel, CodeIgniter, Symfony, Zend, Phalcon, and others.
- **Mobile Programmer (1)**
He/She will responsible to create, maintain and implement the source code to develop mobile apps and mobile platform programs that meet the needs and requirements using the computer languages. He/She responsible for translating code into user-friendly applications
Qualification: Minimum Diploma degree in Computer Science or relevant field is required and 3 years of demonstrable experience for mobile developers. In-depth knowledge of at least one

programming language like PHP, Swift and Java. Familiarity with OOP design principles and third-party libraries and APIs and any relevant skills.

- **Local Officer (2)**

He/She will responsible for assisting in the formulation, planning and monitoring of activities to all stakeholder in 2 sub-national level (Provinces of East Java and West Nusa Tenggara).

Qualification: Minimum Bachelor degree in Social Sciences, Development Studies, and/or a relevant field of studies with 3 years of experience in supporting implementation and administration related projects. Familiarity with online complaint handling system may be advantageous.

- **Operator (1)**

He/She responsible to monitor the capabilities of all systems to run the hardware operation smoothly. He/She will work closely with the team to track malfunctions and perform back-ups, run virus scans, and ensure the security of company information and operating systems.

Qualification: Minimum Diploma degree in computer technology, computer science, information systems, or related field preferred but not required and 2 years experience working with network and server management support.

9. Risk and Assumptions

Assumptions:

- a. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia endorsed the plan and methodology used by the service provider.
- b. Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia will make sure that the concept and content of developed features and activities will be different from the previous features and activities conducted for SP4N-LAPOR!.
- c. Routine coordination to anticipate late delivery of activities between UNDP and service provider.

Risk:

Considering the recent global and national security threat of the outbreak COVID 19, the implementation of this activity might be postponed or canceled if the situation gets worse;

10. Report and Schedule of Payment

No	Report	Time Target	Payment
1	Activity plan	4th week of November 2020	10%
2	Assessment report	2nd week of December 2020	10%

3	Report on the development of monitoring & evaluation features for complaint handling mechanism, gender segregation database, and profile of LAPOR! users based on age.	4th week of December 2020	20%
4	Report on series of FGD	4th week of January 2021	20%
5	Report on the training for relevant stakeholders	4th week of Februari 2021	20%
6	Final Report on Support for BANSOS Complaint Handling in SP4N-LAPOR! System.	End of Contract (4th week of March 2021)	20%

*The final payment will be made once service provider completes all of the obligations.

Technical Specifications

Items to be Supplied*	Quantity	Description/Specifications of Goods	Latest Delivery Date
Report 1	1	Activity plan This report must include specific activities, targeted output and detail timeline for each activities.	4th week of November 2020
Report 2	1	Assessment report This report must include need assessment.	2nd week of December 2020
Report 3	1	Report on the development of monitoring & evaluation features for complaint handling mechanism, gender segregation database, and profile of LAPOR! users based on age. This report must include the development activities and technical guidance for users.	4th week of December 2020
Report 4	1	Report on series of FGD This report must include activities detail plan, process and result. (as mention in the scope of work)	4th week of January 2021
Report 5	1	Report on the training for relevant stakeholders This report must include activities detail plan, process and result. (as mention in the scope of work)	4th week of Februari 2021

Final Report	1	Final Report on Support for BANSOS Complaint Handling in SP4N-LAPOR! System. This report must include objective and expected outputs, activity plan, implementation process & comprehensive result of each activities, conclusion & recommendation and documentations, including technical manual of the latest features of complaint handling.	End of Contract (4th week of March 2021)
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Prepared by,



Evi A. Iswanti

Outreach and Advocacy Officer

Approved by,



Fatahillah

National Project Manager