# REQUEST FOR PROPOSAL
## RFP 153/20

| NAME & ADDRESS OF FIRM | DATE: November 30, 2020 |
|---|---|
| | REFERENCE: Website and mobile application designer and developer for BarevBalik portal |

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Website and mobile application designer and developer for BarevBalik portal (the detailed TOR is attached as Annex 1a)**.

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

Proposals need to be submitted on or before **7 December 2020, 4:00 pm** local Yerevan time (GMT +4) via email to the following e-mail address: tenders.armenia@undp.org

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than 3 transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

*Please note that proposals received through any other e-mail address will not be considered.*

**Your Proposal must be expressed in the English**, and valid for a minimum period of 60 calendar 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/protestandsanctions/

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 : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Procurement Unit / UNDP Armenia*

# Description of Requirements

| | |
|---|---|
| Context of the Requirement | Website and mobile application designer and developer for BarevBalik portal |
| Implementing Partner | Ministry of Health of RA |
| Brief Description of the Required Services[1] | As per attached Terms of Reference (TOR), Annex 1a |
| List and Description of Expected Outputs to be Delivered | As per attached Terms of Reference (TOR), Annex 1a |
| Person to Supervise the Work/Performance of the Service Provider | Stepan Margaryan, UNDP SDG Innovation Lab Lead |
| Frequency of Reporting | Weekly progress reports |
| Progress Reporting Requirements | On a regular basis |
| Location of work | ☐ Exact Address/es *[pls. specify]* <br> ☒ At Contractor's Location |
| Expected duration of work | 4 months |
| Target start date | December 15, 2020 |
| Latest completion date | April 15, 2021 |
| Travels Expected | ☒Not Required |
| Special Security Requirements | ☒Not Required |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | ☒Not Required |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | ☒ Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | ☒ Required |
| | ☒ United States Dollars |

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[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.*

| Currency of Proposal | ☒ Local Currency | | | |
|---|---|---|---|---|
| Value Added Tax on Price Proposal[2] | ☒ must be exclusive of VAT and other applicable indirect taxes | | | |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | ☒ 60 days<br>☐ 120 days<br>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 | ☒ Not permitted<br>☐ Permitted | | | |

| | Outputs | Percen-tage | Timing | Condition for Payment Release |
|---|---|---|---|---|
| Payment Terms[3] | Development of website and app layout, design | 40% | 3 weeks after contract signed | Within thirty (30) days from the date of meeting the following conditions:<br>a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and<br>b) Receipt of invoice from the Service Provider. |
| | Development of website's and application's backend | | 5 weeks after contract signed | |
| | Website and application frontend, integration of APIs and database | 60% | 10 weeks after contract signed | |
| | Development of administration panel (common for website and application) | | 14 weeks after contract signed | |
| | Comprehensive quality assurance and testing | | 17 weeks after contract signed | |
| | Website and application security | | 19 weeks after contract signed | |
| | End to end integration and deployment | | 19 weeks after contract signed | |
| | Development of system documentation | | 19 weeks after contract signed | |

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

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

| | |
|---|---|
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Tatevik Koloyan, Team leader, Innovation and SDG Finance portfolio |
| Type of Contract to be Signed | ☒ Contract Face Sheet (Goods and-or Services) UNDP |
| Criteria for Contract Award | ☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%. |
| Criteria for the Assessment of Proposal | **Technical Proposal (70%)**<br>☒ **Expertise of the Firm** - **Maximum obtainable points: –** 3**00**<br>- Minimum of 2 years' experience in ICT with a focus on the website, mobile applications, and web-portal development **(max. score: 50);**<br>- Experience in web and app software design, installation and technical support in web system management; Proven experience in API pipeline development and integration; Proven experience in deployment of Machine Learning models; Proven experience and capacity in understanding the Healthcare context and tailoring the UI/UX to the needs of potential users; **(max. score: 150);**<br>- Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in web site design; mobile app design; security and administration; Experience in working with modern hardware server solutions and software platforms; Experience in working with modern hardware server solutions and software platforms; Experience in ensuring systems compatibility to find highly productive and reliable solutions; Workforce with related qualifications, including at least one expert with a minimum of 3 years' experience in the design of web-portal management systems; Experience in working with state or government systems**; (max. score: 100);**<br><br>☒ **Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan, technical capacity - Maximum obtainable points: 200**<br>- The detailed description of implementation methods and organisational approaches, milestones, timeframe and detailed budget breakdown (see budget breakdown template attached)- **max. score 200.**<br><br>☒ **Management Structure and Qualification of Key Personnel** - **Maximum obtainable points: 500** |

| | |
|---|---|
| | - Project manager (Development Team leader), M.Sc. in Computer Science, Math or related filed as well as Project management with a minimum of 3-year experience**; (max. score: 150);**<br>- At least 2 Software Engineers with 2 years and more software design and development experience in the design of electronic management systems with the focus on web programming; **(max. score: 100);**<br>- Database specialist, with 2 years and more experience. Should have extensive skills in MongoDB; **(max. score: 100);**<br>- At least 2 specialists with 2 years and more experience in API pipeline development and integration, as well as deployment of Machine Learning models; **(max. score: 100);**<br>- Quality assurance specialist with 2 years and more experience **(max. score: 50);**<br><br>**Financial Proposal (30%)**<br>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: | ☒ One and only one Service Provider |
| Annexes to this RFP[4] | ☒ Detailed Terms of Reference (Annex 1a)<br>☒ Form for Submission of Proposal (Annex 2)<br>☒ General Terms and Conditions / Special Conditions (Annex 3)[5] |
| Contact Person for Inquiries<br>(Written inquiries only)[6] | *Procurement Unit, UNDP Armenia*<br>*procurement.armenia@undp.org*<br>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]* | |

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

## 1. General

Post Title:                Website and mobile application designer and developer for BarevBalik portal
Country Programme:    Innovative Solutions for SDG Implementation in Armenia
Project Title:            BarevBalik: Enhancing access to maternal and child health services in Armenia (00109316)
Duration:                4 months (80 working days) with possibility of extension
Start date:              15 December, 2020
Duty Station:            Yerevan, Armenia

### I. Project Background

Improvement of maternal and child health is an important SDG target which is relevant to Armenia and to which relates the Government with its most recent Government Plan. Moreover, many reforms have been undertaken by the Government in the past year to improve the reproductive health, decrease maternal and child mortality ratio, and increase fertility in Armenia.

Within this context, BarevBalik is a project that aims to enhance the quality and accessibility of maternal and child health services as well as to bring data, evidence and citizen-centric approaches into policymaking in maternal and child healthcare. The goal of this project is to create an infrastructure for modernizing and improving the maternal and child healthcare system in Armenia through the development of website and mobile application which stand as a unified portal for people interested in maternal and child health. The project emphasizes on the creation of an information portal that provides up-to-date scientific information on pregnant women's, and children's health and development, along with information on maternal and child services available in Armenia. The target audience are couples involved in family planning, pregnant women, people with infertility issues, and parents of children of up to 6 years old. This project also includes a behavioral experiment to nudge potential beneficiaries to benefit from the BarevBalik portal. Ultimately, this project will put in force the effective collaboration of healthcare service providers, relevant public institutions and citizens receiving healthcare services through gathering data, identifying patterns and flaws in the healthcare system and communicating those with the relevant public institutions for effective policymaking. Therefore, the project will create a system rather than just tools that will enable the government to develop sustainable healthcare data for its citizens and policymakers.

### II. Scope of Work, Terms and Conditions

The overall objective of the assignment is the development and design of the BarevBalik website and mobile application (Android and iOS based on React Native) which will serve as a unified information portal for maternal and child healthcare. The portal will provide pregnant women and parents of children up to age 6 with information on their health condition and relevant healthcare and other services, and support tools available. The BarevBalik portal will have the possibility to later integrate AI models to provide personalized services to its users as well as allow them to benefit from online services. The portal will also have tools related to maternal and child health. The Web Development firm will work with the Public Policy Innovation Team and Task Leads, Communications Lead, Design Thinking team as well as the Data Science and the project team to ensure that the website and the mobile applications correspond to the specified technical and design requirements.

### a. Functions of BarevBalik portal:
➢ Provision of health information;
  o Interactive maps and story maps, thematic graphs, bubble or rank charts, tree maps or tables, time-series analysis
  o Short texts, catchy images, links to other sources, uploaded documents, etc.
➢ Provision of information on healthcare institutions shown on a map;

- o This will be in the form of "services near me" or any other interactive map
- o This will include links that directs the user to the health provider's website or social media page if applicable
- ➢ Creation of personal profile for distinct users;
  - o Data collection for signing up
- ➢ Creation of personal health record for children
- ➢ Provision of tools used in maternal child healthcare
  - o Financial assistance tool which checks the eligibility of the user to benefit from a particular assistance tool
  - o Other tools such as due date calculator, baby cost calculator, weight and height percentile calculator, etc.
- ➢ Any other data visualization that the project team will find necessary to be displayed on the website;
- ➢ Integration of BarevBalik system with Mobile ID (one of identification systems in Armenia)
- ➢ Integration of online healthcare or any other digital service to BarevBalik website and application
- ➢ Send nudging messages to registered users either through email or via mobile application;
- ➢ Possibility of any kind of push notifications via mobile application;
- ➢ Advanced search with keywords, stages, tools, services, etc;
- ➢ To be shared on social media (Facebook, Instagram, twitter);
- ➢ User feedback window.

### b. Customer Journey

The user enters the websites and selects the stage of their parenthood, the type of information they need (services or health information), and the topic (reproductive health, prenatal care, neonatal care, financial aid, etc). Then the user sees the information or the service available with links for further detail. To explore further data on the service or health information, he/she needs to sign up to BarevBalik.

The user then decides to check health information regarding their status/condition. The user clicks on their preferred topic (health, safety, development, sleep, etc.) and received the information or services relevant to the stage of parenthood they had initially chosen.

To benefit from the tools, the user should choose a tool, then sign up (if they have skipped signing up before) to be able to benefit from the tool. After benefiting from the tool, the user can choose to save the tool in their personal profile.

Also, the user can invite others through email or phone number to benefit from BarevBalik portal through a pop-up window that shows on several pages.

The user can click on the feedback box at the bottom of every page to leave his/her comments/feedback.

### c. Website Structure and Documentation

Main components of the BarevBalik platform development are:
- ➢ System documentation, providing an overview of the underlying technology, including:

  - o Website and application should be developed based on the React Native technology
  - o Software architecture documentation, designed APIs including Mobile ID integration, and diagrammatic representation of the overall system and underlying infrastructure
  - o Maintenance documentation, describing limitations and known problems within the system and implemented solutions. Dependencies between system components shall also be presented in this document.
- ➢ User manuals:
  - o End user manual
  - o System installation and administration guide
- ➢ Design of the user web interface (website and application) including:
  - o Data visualization capabilities - visualization of the maternal and child healthcare content. Visualization capabilities should enable adding new representations without source code modifications. Visualization templates shall enable data manipulation (adding data sources, modifying visualization methods) from administration panel.

- The website and application should be multilingual with gradual deployment: first in Armenian when deployment and then incorporation of the content in English and Russian later.
- The website and application should have a possibility of multi-level access with login. The design should reflect the main functionality of the website, be intuitive to use and need no or minimal training.
- Aimed to enhance scalability and ensure easier maintenance, it is recommended to develop the website and application based on an architecture, which will enable modularity, making it easy to maintain, add features, fix bugs in a short timeframe.
- Requests sent from the interface should receive response from backend in a timely manner, not making the user wait prolonged periods.

**d. Environment**

Web application shall be platform independent, meaning it should be possible to run on any platform, and be self-contained, deploying all external dependencies by itself without requiring extensive manual intervention.

Recommendations:
- It is recommended to use MongoDB as the database due to its flexibility and horizontal, scale-out architecture that can support huge volumes of both data and traffic.

**e. The web development firm will be responsible for the following:**
- ✓ Documentations in a format which will be possible to maintain both paper based (e.g. searchable pdf) an digitally (e.g. Markdown making it possible to maintain on an internal wiki, such as Wiki.js).
- ✓ Website and mobile responsive design, Implementation of responsive interface for web site and mobile app, as well as user-friendliness on mobile devices as well
- ✓ Website frontend and backend development
- ✓ Mobile app front-end back-end for Android and iOS (based on React Native)
- ✓ Integration with external third-party APIs and those developed by the SDG Lab team
- ✓ Database development
- ✓ Logo development
- ✓ Development of data exporting capabilities, both raw data and with the visuals available on the website.
- ✓ Develop data visualization components and templates, enabling various visualizations based on the data source.
- ✓ Ensuring implementation of secure coding practices
- ✓ Implementation of multi-language functionality (Armenian, English and Russian)
- ✓ Creation of a Content Management System (admin panel) customized to the needs of the Lab (e.g. user management, customized reports based on available data)
- ✓ Supporting the process of content development and updates if/when necessary
- ✓ Ensuring quality assurance with completion for deployment
- ✓ End to end deployment and integration of the website and mobile application in a secure environment
- ✓ Connecting the domain of the website and mobile application with the hosting
- ✓ Ensuring security of the website and mobile application
- ✓ Work with the Lab's Data Analytics Team and the project team for coordinating actions
- ✓ Maintenance and minor development support for at least 2 years.

SDG Lab team will **validate** the selected design including data visualization options. This will ensure that the final product will have:
- ✓ An overall well-designed and functional website and mobile application
- ✓ A user-friendly navigation and interface with elements of interactivity and animation
- ✓ A consistent look and feel

Any identified deficiencies in the selected design identified during the validation process will be corrected by the contractor and approved and accepted by SDG Lab.

**f. Certification & Assessment**

For the completion of this Task section, close collaboration and guidance of the Lab's Data Analytics Team, Design Thinking Team, as well as the Project's team is anticipated from the Contractor.

**III.    Expected Outputs**

| # | Outputs / Deliverables | Cost | Due Date |
|---|---|---|---|
| 1 | Development of website and app layout, design | 20% | 3 weeks after contract signed |
| 2 | Development of website's and application's backend, | 20% | 5 weeks after contract signed |
| 3 | Website and application frontend, integration of APIs and database | 20% | 10 weeks after contract signed |
| 4 | Development of administration panel (common for website and application) | 5% | 14 weeks after contract signed |
| 5 | Comprehensive quality assurance and testing | 5% | 17 weeks after contract signed |
| 6 | Website and application security | 5% | 19 weeks after contract signed |
| 7 | End to end integration and deployment | 5% | 19 weeks after contract signed |
| 8 | Development of system documentation | 20% | 19 weeks after contract signed |

**IV.    Institutional Arrangements**

a. The contractor will work under the overall guidance of the SDG Lab Public Policy Innovation Team Lead, and in close collaboration with the Project team.

b. SDG Lab team will agree on design, server hosting (including duplications and backups) and maintenance arrangement for the website and the mobile application.

c. Participate in an initial kick-off meeting to meet with the SDG Lab team, to discuss the task, validate critical objectives, and to develop a task plan to guide the project through completion.

d. Provide weekly updates to the SDG Lab team on the progress of the assignment.

e. Prepare at least 2 comprehensive presentations on the complete layout of the website and mobile application, with other presentations to be prepared upon request.

f. Collaborate with SDG Lab Public Policy Innovation Team and Task Leads and the project team to review the website and mobile application development process.

g. The contractor should present the developed website and mobile applications for review of the SDG Lab team and UNDP Project Manager, revise, refine and complete the website and the mobile application based on recommendation and feedback of the project team.

h. After final acceptance of the software, the ownership of the Source codes should be transferred and become UNDP and/or Ministry of Health of RA property and can be changed if necessary. The Source code as well as the database data should not be transferred to the third party, and must be deleted from the Supplier's systems and computers. The Supplier shall be prohibited from disclosing confidential and proprietary information that is to be shared between one another in an effort to develop the Software.

i. SSL/TLS should be used for the security.

j. The website shall be fully compliant with the latest version of the browsers, including Chrome, Microsoft Edge, Mozilla Firefox, and Opera.

k.  During 1 year period 15% of the technical assignment can be revised on free of charge basis.

### V.  Schedule of Payments

- Payment will be done in 2 instalments, upon timely completion of respective Outputs and their acceptance by SDG Lab based on the signed acceptance acts.
- Evaluation of outcomes is the responsibility of the SDG Lab.
- In case the conditions of the ToR are not met the contract may be terminated or the consultancy fee may be reduced.

### VI.  Required Qualifications

The company should demonstrate its capability and thorough understanding of the work to be carried out, as outlined in Terms of Reference and present clear capability for implementing the task, as well as it should be able to mobilize resources and the experts to successfully implement the works as per Terms of Reference.

The supplier qualifications eligible for the services described in this document include:

- Minimum of 2 years' experience in ICT with a focus on the website, mobile applications, and web-portal development
- Experience in web and app software design, installation and technical support in web system management;
- Proven experience in API pipeline development and integration;
- Proven experience in deployment of Machine Learning models;
- Proven experience and capacity in understanding the Armenian context and tailoring the UI/UX to the needs of potential users;
- Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in web site design; mobile app design; security and administration;
- Experience in working with modern hardware server solutions and software platforms;
- Experience in ensuring systems compatibility to find highly productive and reliable solutions;
- Workforce with related qualifications, including at least one expert with a minimum of 3 years' experience in the design of web-portal management systems;
- Experience in working with state or government systems.

The company should demonstrate:

- Demonstrated ability to multitask under pressure and to meet strict deadlines.
- Excellent organizational skills and ability to work effectively in teams, delivery through and with others.

Key personnel qualification requirements:

- Project manager (Development Team leader), M.Sc. in Computer Science, Math or related field as well as Project management with a minimum of 3 year experience;
- Software Engineers with 2 years and more software design and development experience in the design of electronic management systems with the focus on web programming;
- Database specialist, with 2 years and more experience. Should have extensive skills in MongoDB;
- Specialists with 2 years and more experience in API pipeline development and integration, as well as deployment of Machine Learning models;
- Quality assurance specialist with 2 years and more experience;
- Understanding of the Armenian context and user needs to match with adequate technical solutions;
- Demonstrated ability to multitask under pressure and to meet strict deadlines;
- Excellent organizational skills and ability to work effectively in teams, delivery through and with others.

# FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[7]

**(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[8])**

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[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, contact references;*
> e)   *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, licenses, etc.*
> f)   *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B.      **Proposed Methodology for the Completion of Services**

> *The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

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[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*

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***

| | **Deliverables** <br> *[list them as referred to in the RFP]* | **Percentage of Total Price (Weight for payment)** | **Price (Lump Sum, All Inclusive), currency** |
|---|---|---|---|
| 1 | Development of website and app layout, design | 40% | |
| 2 | Development of website's and application's backend | | |
| 3 | Website and application frontend, integration of APIs and database | 60% | |
| 4 | Development of administration panel (common for website and application) | | |
| 5 | Comprehensive quality assurance and testing | | |
| 6 | Website and application security | | |
| 7 | End to end integration and deployment | | |
| 8 | Development of system documentation | | |
| | Total | | |

*This shall be the basis of the payment tranches*

E.    **Cost Breakdown by Cost Component [*This is only an Example*]:**

| Description of Activity | Remuneration per Unit of Time | Total Period of Engagement | No. of Personnel | Total Rate |
|---|---|---|---|---|
| **I. Personnel Services** | | | | |
| 1. Services from Home Office | | | | |
| a.  Expertise 1 | | | | |
| b.  Expertise 2 | | | | |
| 2. Services from Field Offices | | | | |
| a . Expertise 1 | | | | |
| b.  Expertise 2 | | | | |

| | | | | |
|---|---|---|---|---|
| 3.  Services from Overseas | | | | |
| a.  Expertise 1 | | | | |
| b.  Expertise 2 | | | | |
| **II. Out of Pocket Expenses** | | | | |
| 1.  Travel Costs | | | | |
| 2.  Daily Allowance | | | | |
| 3.  Communications | | | | |
| 4.  Reproduction | | | | |
| 5.  Equipment Lease | | | | |
| 6.  Others | | | | |
| **III. Other Related Costs** | | | | |

*[Name and Signature of the Service Provider's Authorized Person]*
*[Designation]*
*[Date]*

*Annex 3*

(Attached separately)

General Terms and Conditions