



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: November 19, 2020
	REFERENCE: RFP/TLS/2020/019- Migration of data servers and Developing of 2 nd phase of municipality portal

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Migration of data servers and Developing of 2nd phase of municipality portal**.

Please be guided by the form attached hereto as Annex 2 and Annex-1, in preparing your Proposal.

Proposals may be submitted on or before **17.00 hrs (Timor-Leste local time) Tuesday, December 01, 2020** and via email to the address below:

United Nations Development Programme

Subject line: RFP/TLS/2020/019

Migration of data servers and Developing of 2nd phase of municipality portal

Submission by e-mail: bids.tp@undp.org

Quotation submitted by E-mail should indicate Reference Number and Description of:
RFP/TLS/2020/019– Migration of data servers and Developing of 2nd phase of municipality portal for UNDP, Timor-Leste

The Financial Proposals must be with password protected. The bidders have to send password on 02nd Dec 2020 after the bid deadline using same email address.

The Technical Proposal and Financial Proposal files MUST BE COMPLETELY SEPARATE and send to bids.tp@undp.org separately and clearly named as either “TECHNICAL PROPOSAL” or “FINANCIAL PROPOSAL” as appropriate. The file with the “**FINANCIAL PROPOSAL**” must be encrypted with a password so that it cannot be opened nor viewed until the Technical Proposal has been found to be pass the technical evaluation stage. Once a Technical Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request the Proposer to submit the password to open the Financial Proposal.

Quotations submitted by email must be limited to a maximum of 2MB per email transaction and virus-free. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Your Proposal must be expressed in the English, and valid for a minimum period of 30 days

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Ahmad Zubair
Head of Procurement Unit
11/19/2020

Description of Requirements

Context of the Requirement	Migration of data servers and Developing of 2nd phase of municipality portal for Decentralization Project
Implementing Partner of UNDP	Municipalities of Timor Leste
Brief Description of the Required Services	Please refer to Annex-3 Terms of Reference
List and Description of Expected Outputs to be Delivered	Please refer to Annex-3 Terms of Reference
Person to Supervise the Work/Performance of the Service Provider	<i>Project Manager</i> <i>Please refer to Annex-3 Terms of Reference</i>
Frequency of Reporting	Please refer to Annex-3 Terms of Reference
Progress Reporting Requirements	Please refer to Annex-3 Terms of Reference
Location of work	At different municipalities of Timor Leste, Please refer to Annex-3 Terms of Reference
Expected duration of work	4 months with 1-year maintenance service
Target start date	Immediately after issuance of Contract/PO
Latest completion date	Please refer to Annex-3 Terms of Reference
Travels Expected	No international travel expected, for details please: Please refer to Annex-3 Terms of Reference
Special Security Requirements	NA
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Please refer to Annex-3 Terms of Reference
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars

Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 30 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Upon completion and acceptance of each deliverables mentioned in TOR Annex-3
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Project Manager
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) The minimum technical score required to pass is 70%. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC).
Eligibility Assessment	<input checked="" type="checkbox"/> Valid business license to operate locally in relevant field of work <input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions <input checked="" type="checkbox"/> At-least 1 similar contract for provision of similar service to international organizations during last 5 years with value of US\$ 20,000. <input checked="" type="checkbox"/> At-least 3 years of operational experience <input checked="" type="checkbox"/> An average Financial turnover of \$30,000 during last 2 years (2019 and 2018)
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm 300 <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 400

	<input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 300 Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions ¹	<input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR – Annex 3 <input checked="" type="checkbox"/> Others ² written self-declaration- Annex 4
Contact Person for Inquiries (Written inquiries only)	<p> <i>Ahmad Zubair</i> <i>Head of Procurement Unit</i> procurement.staff.tp@undp.org +67078367023 </p> <p>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.</p>

¹ 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.

² A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Latest Business Registration Certificate from local authorities where is the company is operational; <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input checked="" type="checkbox"/> List of previous clients <input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages, demonstrating company experience in the field of services and list of similar works undertaken. <input checked="" type="checkbox"/> Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;
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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL³

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁴)

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) 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.

³ This serves as a guide to the Service Provider in preparing the Proposal.

⁴ 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/ Outputs	Target Due Dates	Amount- US\$	Payment
Delivery 1: Submission of work plan for data migration, additional features, and assessment of municipal conference rooms	(1 week after signing contract) 18 Jan 2021		10%
Delivery 2: Report on result of data migration and development of additional features	(one month after signature of contract) 18 Feb 2021		40%
Delivery 3: Report on implementation of new municipal portal features including recommendation for improvement and training of TOTs on data management and update the municipal portal's manual	01 March 2021		30%
Delivery 4: Report on findings of municipal conference room assessment and a final report.	30 March 2021		10%
Delivery 5: provision of quarterly maintenance service of portal for period of one year	30 March 2022		10%
Grand TOTAL	US\$		100%

**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 1 TERMS OF REFERENCE

POST TITLE: : National IT firm to develop the 2nd phase of Municipal Portal

AGENCY/PROJECT NAME: : **UNDP Timor-Leste/ Decentralization project**

PERIOD OF ASSIGNMENT/SERVICES: : 4 months with additional one year maintenance period

COUNTRY OF ASSIGNMENT: : Dili, Timor-Leste

1) BACKGROUND

The United Nations Development Programme (UNDP), as the United Nations' global development network, is mandated to take on integrator role in driving the Sustainable Development Agenda, based on Member States' priorities and country context. Currently, the UNDP is present in 170 countries and territories

Anchored in the 2030 Agenda for the Sustainable Development Goals (SDGs) and committed to the principles of universality, equality and leaving no one behind, UNDP has issued its Strategic Plan 2018-2021 as guideline to help countries achieve SDGs by focusing UNDP's competence and expertise on three sets of development settings:

1. Eradicate poverty in all its forms and dimensions;
2. Accelerate structural transformation for sustainable development (addressing inequalities & exclusions, transitioning to zero-carbon development & building a more inclusive accountable governance system);
3. Build resilience to shocks and crises.

Aligned with the Strategic Plan, UNDP supports the National Government of Timor-Leste at the policy and program implementation level, working overall to support country's national priorities to:

- Reduce inequalities, including gender inequality, to ensure inclusive development;
- Improve access to social protection;
- Improve natural resources management and address issues in climate change mitigation and adaptation for a greener and resilient development;
- Enhance access to justice and more accountable public institutions.

To ensure a successful implementation of the country's roadmap for the implementation of the SDGs, the Strengthening Integral Local Development by Building the Capacities of the Municipal Authorities in Timor-Leste Decentralization Project will support the development of a platform and an integrated framework that will enable the government and policymakers to identify inequalities and employ evidence-based decisions to ensure no one is left behind. This way, the proposed platform will be used as the key entry point to leverage public-private partnerships on the identified SDGs accelerators.

UNDP is working with to support the Government of Timor-Leste's decentralization agenda. Part of this support includes the development of a central Open Data Portal to collect and display development and investment indicators disaggregated by sucos and municipalities across the country.

2) OBJECTIVES OF THE ASSIGNMENT AND SCOPE OF WORK

The Open Data Portal, namely Municipal Portal – (<http://www.portalmunicipal.gov.tl/>) is serving as a national portal to track and monitor the development status of the municipalities, Administrative Posts and their sucos based on a set of development and investment indicators. The Portal will display all targets and indicators at municipal level, providing information about the progress and trends over time for each of the municipalities in Timor-Leste.

The Open Data Portal was officially launched in March 2020. UNDP and MSA are now entering to the second phase of development of Portal, to ensure its proper functioning and utilization.

Scope of Work

After the development of the Portal in the first phase, UNDP Timor-Leste is procuring a national qualified firm to develop the second phase of the Portal. The Portal has combined data from different agencies of the Timor-Leste government into one central database and viewing platform. This is to enable the government and policymakers to identify inequalities and employ evidence-based decisions to ensure no one is left behind.

The contracted party will be required to provide a qualified Information Technology (IT) Coordinator & System Analyst and develop some additional features, provide training and maintenance services an installation of conference room in twelve municipalities and at Ministry of State Administration.

While not exhaustive, **key deliverables will include:**

- 1. Provide an IT Coordinator & System Analyst for Municipal Portal,**
- 2. System Migration** – facilitate the migration of Municipal Portal from Cloud (Amazon AWS) to On-Premises IT Infrastructure owned by Timor-Leste Government,
- 3. Feature Development:**
 - a. Provide a plan for continual improvement of open data platform and database, by adding several required features, as per listed below:
 - Add a section on Services to the Citizens, additional landing pages and visitor comment feature:
 - ✓ Provide the public with information about the criteria regarding the several services to citizens listed in Municipal Portal,
 - ✓ The Portal provide information on procurement and human resources opportunities to ensure that the information is spread widely at the local level.
 - ✓ The Municipal Portal should be more interactive by allowing the public to post their comments or questions for any information published.
 - User and Role Management including Data Workflow Publishing:
 - ✓ The Municipal Portal should have users accounts with the defined roles and access permission level,
 - ✓ The Portal should have features for workflow system data entry, information review and approval prior to posting into Portal. This feature will assist the Administrator to review and approve uploaded information by Coordinators in 12 municipalities before publishing it.
 - Geospatial Tools including GPS localization and Tracking Visitor:
 - ✓ The Portal should have some geospatial tools such as Remote Sensing/Geographic Information Systems (GIS) and other tools for the visualization,

- ✓ The Portal should provide the GPS information to public about the location of Municipal Authorities Offices, Municipal Services Offices, Territorial Delegation Services Offices, Schools and Health Posts, by representing those GPS coordinates in an interactive map.
 - ✓ The Portal should provide relevant analytics reports, for example user registration, site usage, number of visitors, most downloaded tables/charts and other relevant statistical data to track numbers of visitors, visitor characteristics, and visitor preferences, etc.
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- Mobile App (offline viewing):
 - ✓ The Portal should provide an offline viewing option to guarantee citizens access when they do not have the internet in the remote areas.
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- b. Program is based on open source/public license software not requiring license or subscription fees.
 - c. Update the existing procedures manual (Interface User and Data Management Manual).
 - d. Provision of support, training services, including:
 - Training sessions for 50 people to learn on the Portal Data Management such as: data template (manage area, indicator, metadata, default chart and refresh data), data entry/edit (export and import data and add/edit data) and the required features listed above.
 - Three years of technical support and management of the database server from the date of the platform's delivery.
 - e. Provide the required features listed above available in 3 languages: Tetun, English and Portuguese.
4. **Conduct assessment to 12 municipalities for preparation of the installation of municipalities conference room**
5. **One time Training of trainers from 12 municipality users**
6. **Provide maintenance support of the municipal portal for period of one year after setting up of the new phase of municipal portal.**
- a. Quarterly maintenance support to all 12 municipalities
 - b. Providing report to UNDP of status of portals and developments

3) EXPECTED OUTPUTS AND DELIVERABLES

Deliverables/ Outputs	Target Due Dates	Review and Approvals Required	Payment
Delivery 1: Submission of work plan for data migration, additional features, and assessment of municipal conference rooms	(1 week after signing contract) 18 Jan 2021	Project manager	10%
Delivery 2: Report on result of data migration and development of additional features	(one month after signature of contract) 18 Feb 2021	Project manager	40%
Delivery 3:	01 March 2021	Project manager	30%

Report on implementation of new municipal portal features including recommendation for improvement and training of TOTs on data management and update the municipal portal's manual			
Delivery 4: Report on findings of municipal conference room assessment and a final report.	30 March 2021	Project manager	10%
Delivery 5: provision of quarterly maintenance of portal for period of one year	30 march 2022	Project manager	10%

4) INSTITUTIONAL ARRANGEMENTS

The Contractor will work under the direction and supervision of the respective UNDP Project Manager. And UNDP will provide to the selected vendor the following information:

- List of the users to be created and the workflow system data entry
- List of the criteria for administrative procedure for the Service of Citizens section
- List of the procurement and human resources opportunity at the local levels
- List of focal people to be trained and organize the logistics for the training session
- List of GPS coordinates of the location of Municipal Authorities Offices, Municipal Services Offices, Territorial Delegation Services Offices, Schools and Health Posts
- Interface User and Data Management Manuals

5) DURATION OF ASSIGNMENT, DUTY STATION AND EXPECTED PLACES OF TRAVEL

Duration: The assignment will start immediately after issuance of contract **and will continue for 4 months with addition period of one year maintenance services .**

Location of assignment: The project will be based in Dili Timor Leste.

6) QUALIFICATIONS OF THE SUCCESSFUL CONTRACTOR

Company Experience:

- Demonstrated expertise in website design, software development, database development and management and related IT services.
- Experience in completion of at least one contract in developing online platforms for data visualization with national or international organizations.
- 3 years or more of experience developing database, websites and visualization projects;
- Locally registered firm in relevant field of assignment (ICT),

Key Staff Qualification:

Team leader: (1 CV required)

Education:

- Bachelor's degree in software engineering, design, communication, or related area.

Work Experience

- 6 years or more of progressing experience in developing database, websites and visualization projects
- Strong interpersonal, oral and written communication skills in English are required.

Portal developer- (1 CV required)

Education:

- Bachelor's degree on software engineering, design, communication or related area.

Work Experience

- 3 years or more of experience developing database, websites and visualization projects;
- Strong interpersonal, oral and written communication skills in English are required.

Language of Work

- English and Tetum.

System Analyst- (1 CV required)

Education:

- Bachelor's degree on software engineering, design, communication, IT or computer science.

Work Experience

- 3 years or more of working experience in relevant field of assignment;
- Strong interpersonal, oral and written communication skills in English are required.

Language of Work

- English and Tetum

Form for Submitting Self-Declaration

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁵)

We, the undersigned hereby declare that we are not in the removed or suspended ineligibility list of the UN, UN Procurement Division list or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council.

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

[Designation]

[Date]

Yours sincerely,

⁵ *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*