



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: January 7, 2021
	REFERENCE: UNDP-SYR-RFP-003-21

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Provision of Design, develop and publish Charity Resource Planning System (CRPS)**.

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

If you are interested in submitting a Bid in response to this RFP, please prepare your Bid in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Bids set out in the system.

In case your company is not registered in the E-Tendering Module, please use the following temporary username and password to register your company/firm:

Username: event.guest

Password: why2change

Bidders who will be registered on the e-tendering will be able to download the complete bidding documents from the e-tendering website at: <https://etendering.partneragencies.org>

“Bidders can download the complete tender documentation from the e-Tendering upon registration”. You may acknowledge receipt of this RFP utilize the “Accept Invitation” function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Bid and thank you in advance for your interest in UNDP procurement opportunities.

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 indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

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](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

**Sincerely yours,**  
**Hanan Al Ali**  
**Head of Procurement Unit**  
**1/7/2021**

### Description of Requirements

Context of the Requirement	Provision of design, develop and publish Charity Resource Planning System (CRPS)
Implementing Partner of UNDP	Beneficiaries: Civil Organization in Damascus Union of Charities and its member NGOs as well as supporting integration and service-orientation among those NGOs.
Brief Description of the Required Services	To provide analyzing, designing and developing a web-based and mobile application for Charity Resource Planning System.
Person to Supervise the Work/Performance of the Service Provider	UNDP Syria Co- NGOs Capacity Development & Liaison Team.
Frequency of Reporting	As mentioned in the TOR
Progress Reporting Requirements	As mentioned in the TOR
Location of work	As mentioned in the TOR
Expected duration of work	7 months
Start date	Date of signature of the contract with the selected qualified service provider.
Duration of Contract	7 months
Travels Expected	N/A
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A
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 as in the TOR
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars or Syrian Pounds.
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes

Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days  In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	The payments shall be in one installment upon completion of the requirement service:  Payment will be released when meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP, NGO Capacity Development & Liaison Analyst
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non- acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<b><u>Technical Proposal (70%)</u></b> <input checked="" type="checkbox"/> Expertise of Institute/Organization Submitting Proposal: 30% <input checked="" type="checkbox"/> Proposed Methodology, Approach and Implementation Plan: 40% <input checked="" type="checkbox"/> Management Structure, Key Personnel, and the CVs: 30%  Kindly refer to below detailed evaluation tables in the TOR.  <b><u>Financial Proposal (30%)</u></b> 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.
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract Face Sheet for Services - UNDP.
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services)

	Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 1) <input checked="" type="checkbox"/> Detailed TOR (Annex 2) <input checked="" type="checkbox"/> Financial Proposal Form (Annex 3)
Contact Person for Inquiries (Written inquiries only)	<p><i>Walid Okla</i>  <i>Procurement Associate</i>  <a href="mailto:walid.okla@undp.org">walid.okla@undp.org</a></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>
Deadline for the Submission of proposals	<p><b>Wednesday; 20 January 2021, on or before 15:00 PM Damascus time.</b></p> <p><b>Notes:</b></p> <ol style="list-style-type: none"> <li>1. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system.</li> <li>2. Submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.</li> </ol>
Required documents to be attached	<input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages. <input checked="" type="checkbox"/> Certificate of Registration of the business in Syria or valid license, for performing the consultancy service in the software development work in Syria. <input checked="" type="checkbox"/> List of qualified and specialized key personal who are working in the entity/company and will be involved during the executing of the contract. <input checked="" type="checkbox"/> List and value of similar contracts performed with similar nature and complexity, plus client's contact details who may be contacted for further information on those contracts. <input checked="" type="checkbox"/> CVs of Project Manager, System Analysts, Developers and other key personnel to be engaged in contract implementation. <input checked="" type="checkbox"/> A proof letter confirms to provide free support for a period of 1 year from the time of acceptance of the software (Warranty support), and availability to make minor changes as well as to fix the bugs, if any During the warranty period.

## Annex 1

### FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>1</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>2</sup>)*

[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. Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- d) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- 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.*
- f) Performance evaluation with satisfactory record from sponsor of previous workshops or technical reports from these workshops; materials and samples from previous activities.*
- g) Copy of previous contracts or letters of recommendation.*

#### 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.*

*A detailed Work Plan and Approach shall be submitted as part of the proposed methodology.*

<sup>1</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>2</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

**C. Qualifications of Key Personnel**

*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.*

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

**Annex. 2:**

**Terms of Reference (TOR)  
Design, Develop and Publish  
Charity Resource Planning System (CRPS)**

## **1. Background Information**

In the framework of UNDP's strategy for developing capacities of civil organizations, namely under the strengthening an enabling environment for Syrian NGOs, a dedicated project with main objective of supporting capacities of Damascus Union of Charities and its member NGOs as well as supporting integration and service-orientation among those NGOs.

As a result of capacity needs assessment convened during the first phase of the project, it was noted that there are many NGOs working with similar mandates, yet there is no standard operations nor integration or proper deployment of ICT, which proven to negatively affect the effectiveness and efficiency of the NGOs operation.

Against this background, this CRPS will enable those NGOs to serve more beneficiaries with less duplications and more meaningful coordination. UNDP is seeking services of a specialized ICT company to be contracted to analyse, design, develop, and deploy an integrated web-based and mobile application for CRPS (Charity Resources Planning System ), with good potential for scaling up or duplicating in other governorates.

### ***1.1. Main Objective***

In order to improve the NGOs communication with the beneficiaries and to enhance effectiveness and efficiency of NGOs performance, UNDP Syria is planning to develop an online system to empower the beneficiaries and allow them to submit their requests online. A request by beneficiary is an expression of a needed service or item, according to the type of the request the system will forward it to the available service providers through specialized NGOs which may provide the services immediately, or simply referring the beneficiary to direct service providers like : orphanage, hospital, doctors, laboratories, products providers, pharmacies and other service providers.



## ***1.2. Specific Objectives***

According to a big demand required by the beneficiaries against NGO's limited available resources, as well as, the dire need for effective communication and coordination either between the NGOs themselves or between the NGOs and the service providers. This platform will serve to provide a shared place (online platform) that fulfills the bellow main functions:

- Fairly manage provision of scarce NGOs' resources available to people in need PINs.
- Support decision making at the NGO's, UOCA as well as policy makers, through capturing a clear view of the huge demand for service/items that needed more support.
- Save resources by duplication of services received from many NGOs or service providers.
- Strengthen accountability to affected population (AAP), through a transparent service assessment platform, with proper feedback to their complaints.

## **2. Scope of Work**

In order to achieve the stated objective, the winning bidder will have the following responsibilities:

- Analyze the full business requirements of the CRPS, prepare a comprehensive analysis document and prototype for the system.
- Design the web pages and mobile application interfaces of the CRPS in a full compatibility with the new design trend standards, as well as, the corporate identity of UNDP.
- Develop the CRPS business logic as a web-based system along with Android and iPhone mobile applications according to the specifications stated in the approved business analysis document.
- Deploy CRPS on the agreed servers, domain name and mobile application stores.
- Provide test plan, detailed test cases, and final test report upon delivering the system.
- Provide comprehensive operational and technical training for the union, membered NGOs staff, and Master Trainers along with the needed training with supporting user guides to master trainers or users of the system.
- Provide one-year maintenance and upgrade service to the published system.

### ***2.1. Functional Requirements***

The system must have the following features:

- Mobile application works on Android and iPhone devices, for the beneficiaries by which they can also do all the functionalities from a web (browse the available service providers' services and items, submit a request, follow the status of the request, rating, and edit profile).
- Ability to track each request with a unique identification tag (Request#).
- Ability to track request history and resolutions in one request.
- Ability to assign a request to NGO, service provider organization or individual in a defined workflow with multi levels approval.
- Ability to track status and assignment changes for a request.
- Ability to track time associated with work on a specific request.

### **I. Beneficiary/User**

The system should allow beneficiaries / users to manage the following:

- 1) Allow new users to register on the system.
- 2) The system performs a user validation by sending out automated SMS code to be entered in the registration session to validated users.
- 3) Allow all registered users to fill a request of service or item.
- 4) The sign-up form must use captcha human checking.
- 5) The system must allow the users to search on their requests by request number.
- 6) Allow the user to rate an NGO / service provider.
- 7) The registered users should be able to edit their profile details.
- 8) The system must allow the registered users to reset their password.

### **II. NGO**

The system should allow the NGO admin to manage the following:

- 1) The provided services / items.
- 2) The beneficiary's details with the ability to import these data from csv files, or 3<sup>rd</sup> party system.
- 3) The ability for NGO to capture estimated and actual services/items costs; through the financial and accounting data available at the NGO's end.
- 4) Edit the content of the NGO page on the system as well as the contact details.

### **III. Service Provider**

The system should allow the service provider admin to manage the following:

- 1) The provided services / Items.
- 2) Edit the profile of the account.
- 3) Edit the content of the service provider's page on the system.
- 4) Update status of beneficiary upon service provision

#### **IV. System Admin**

The system should allow the system admin to manage the following:

- 1) NGOs and service providers accounts.
- 2) Submitted requests by users.
- 3) Administration of the system lists, data fields of request form.
- 4) Administration of the system content pages (about, FAQ, contacts, news, etc.)
- 5) Managing the submitted complains and filtering by a specific service provider or service / Item, with the ability to notify the user on response.
- 6) Dynamic dashboard charts and reports.
- 7) Ability to import data from 3<sup>rd</sup> party source.
- 8) Ability to export data in a variety formats data files and csv excel.
- 9) **Roles and permissions:** Manage users and administrators. Ability to create unlimited number of users and granting each user the appropriate permission to add/edit specific components/modules content inside the platform.

#### **V. System Modules**

The system must also have the following features:

- 1) An automated workflow for requests management.
- 2) An automated notification system for requests status updates, service/item delivery, news and announcements.
- 3) A full ticketing system that allows the users to submit a complain to be managed by the relevant system admin.
- 4) A Content Management System (CMS) with advanced features and flexible management for platform components, modules, pages and sections content should be controlled and updated to micro-level details from the CMS.

## **2.2. Non-Functional Requirements**

### **I. Performance**

- Support advance caching for navigation.
- Support page caching.
- Since, bandwidth of the network through which the application is going to be used is low; the system developed must run optimally (page load time below 30 seconds) on a PC connected to a network with minimum network bandwidth of 56 kbps. The system including the database must provide at least 10,000 concurrent accesses.

### **II. Security**

The software must have standard security features inbuilt so that the software has all the checks and balances to ensure integrity of data and the software does not have any flaws or bugs which inadvertently or by design, permit the users to tamper, alter or modify any data without the appropriate permissions. The software should provide highest degree of security in the architecture. The vendor must suggest a suitable security component required in software. In case of any failure, vendor shall be liable for penalty. The following are some of the security issues, but not limited to, which must be addressed in the proposal.

- The system should comply with the **Syrian information security standards**, the information security, integrity and confidentiality are the major concerns of the system.
- The system would ensure that the users follow login procedures, support the Captcha and mobile verification.
- The system would ensure the granular privileges of the different types of users and support login history.
- The access to the database should be based on the user roles of the organization.
- SSL Certificate should be installed.

### **III. Browser Compatibility**

- The system developed must be compatible with and well rendered in Microsoft Internet Explorer Edge and above, Mozilla Firefox 50.0 and above, Google Chrome 55.0 and above, safari 5.0 and above, Opera 9.5 and above.
- The system must run on any screen size. Using modern UI frameworks for responsive design like (bootstrap library ) is highly requested.

#### IV. Scalability

It is expected that the database repository will grow, and the possibility to be used by large number of users from multiple governorates. UNDP may request additional modules to be added to expand and/or replicate the platform in other governorates. Thus the bidder should assess current platform modules linkages with the new needed modules.

#### V. Multi-lingual

This platform should be developed in **English and Arabic** which are the primary languages of the platform.

#### VI. User friendly interfaces, reliability, recoverability and maintainability.

### ***2.3. Technical Requirements***

- Commitment to comply with international standards in web and native mobile application development.
- Using latest web and mobile application features and technics like (Oodo, Open Bravo, Wise system, Microsoft dynamic SL) .
- A modern design to make the digital platform attractive and interactive, with an enhanced user experience/satisfaction and advanced usability and accessibility provided by the interaction between the user and the variety of modules.
- Provide simple and flexible administration panel.
- The reporting will have to be done graphically as well as in text/tabular form. The system will have a customized Query Builder feature. In every report there must be facility to generate the report as MS Excel Sheet, or as HTML format.
- **The system shouldn't include any library that needs a license renew in the future.**
- All the used libraries must be used without the need for any kind of VPN.
- The system should be fully integrated.
- The system should use the UTF-8 coding system.
- Modernize the technology behind the platform, especially the back-office technology/user experience for high-speed data entry and reports generation.

- **The system should be implemented as 3-tier system architectures as minimum 4-tier system is recommended.**

## ***2.4. Hosting Requirements***

The vendor should provide the needed technical support to deploy the web-based system on the servers of **NANS (National Agency for Network Services)** or other professional and reliable hosting company in Syria upon UNDP and UOCA's approval, as well as, the publishing of mobile application on App store and Google Play store, in full cooperation with the technical responsible from UNDP.

The bidder shall provide hosting stable plan for one year, staging and production with the following specifications:

- World leading hosting company.
- Efficient hosting for the chosen Platform technology: the bidder shall consider offering a hosting plan compatible with the technology he has chosen for the Platform development and which provides efficiency of services.
- Webmail with enough mailbox size, POP3 and IMAP access, auto responder, forwards, aliases and mailing lists, Anti-Virus and spam filtering (configurable).
- Available hosting control panel.
- Hosting site statistics.

## **3. Deliverables**

All deliverables shall be delivered in one hard copy, and one electronic soft copy, preferably in Microsoft Word format, where applicable.

The following deliverables are requested:

- A final, fully operational, bug-free, version of the platform complying with the requirements listed in this TOR.
- The complete source-code of the website and the mobile application.
- The Database including tables, views, store-procedures, etc.
- Comprehensive documentations including both technical and non-technical reports.

- Provide all needed technical and operational guide and all used libraries with a full technical developer documentation.
- All necessary documentation (hardware and Software): to maintain the system where the software has been installed and all related passwords.
- **All user profiles and access credentials:** including the administrator profile and any related password to the database or source code or online host/website related to the software.

Note: The source code which includes source code of the platform, web-services, mobile application source code, libraries developed by the bidder, database scripts, database stored procedures, or any script is solely the ownership of UNDP & UOCA.

## 4. Methodology and Project Management

It is the responsibility of the supplier to provide the best project management plan in agreement with UNDP to set timeliness and achieve best results of the delivery. The bidder should explain in detail the **methodology used to develop the platform**. A **detailed project plan** should be provided and agreed on at the beginning of the project.

The bidding company must implement the system using the **Agile methodology** and will work directly with NGOs Capacity Development team at UNDP, and the Union of charities will secure access and facilitate all needed recurrent meetings and brainstorming sessions with concerned NGOs staff to track the work progress.

Modular based approach based on prototyping model must be used for the design and development of the system.

- I. The bidder should perform a demo of the solution with at least 60% of the features that included in his solution at the start of the project as a proof of concept & the knowledge required from the bidder to carry out the implementation of the project.
- II. The bidder will carry out a detailed requirement study including Process Re-engineering wherever possible, which will result in formulation of a Software Requirement Specification (SRS) document, Software Design document and associated AS-IS and TO-BE workflows.
- III. On acceptance of SRS, workflows and Design document by the UNDP & UOCA, the vendor will develop and present a nonfunctional User Interface prototype for both web and mobile application to the UNDP and the Union to obtain approval for each module.

- IV. The bidding company should propose a suitable transfer method of knowledge to the ICT personnel of the Union for the system sustainability.
- V. After the development is over, the developed software will be first tested (Alfa tested) in the premises of the bidder by the testers from the bidder's side.
- VI. The final testing (Beta Testing) of the software package with sample test data will be done at the premises of the UOCA under the supervision of the UNDP's assigned expert. After the user acceptance test succeeds, the software will be deployed for live operation.
- VII. The bugs are classified into two categories: Critical and Non-Critical.
  - a. **The Critical bugs** are those which freeze the system and the normal functioning of the system. The bidding company must give immediate attention to the Critical bugs and attend to them within 24 hours of receiving the complaint from the user in any form of media. The critical bugs must be fixed within 2 working days. However, in some exceptional cases, the bidding company may negotiate for time extension if acceptable to the UNDP.
  - b. **The Non-critical bugs** should be fixed within 3 working days.

#### ***4.1. Warranty, Support, Maintenance & Change Management***

- The Bidder must provide free support for a period of 1 year from the time of the system's deployment (Warranty support).
- During the above-mentioned warranty period, the vendor will be responsible for making minor changes as well as to fix the bugs within 2 working days from reporting.
- For the major changes, a separate change management contract may be agreed upon in accordance with the UNDP's financial rules and regulations.

#### ***4.2. Backup and Recovery***

- The vendor is requested to coordinate with the hosting company to schedule a hot backup of database on a daily basis.
- The problems other than hardware failure will be addressed by the bidder under the one-year warranty support.
- The bidder will also provide adequate training to assigned System Administrators from the Union and UNDP so that routine checks and basic recovery can be handled inhouse. In addition, the bidder must address the following during the warranty period:



- I. The Database backup should be taken on daily and/or weekly incremental basis.
- II. Full back up of relational database and source code files should be taken on monthly basis whenever changes take place.
- III. A full (cold) backup should always be kept in a safe location.

## 5. Contract Duration and Milestones

The duration of the contract will last for 7 months, according to the following milestones:

Stage	Duration
System Analysis	2 weeks from contract commencement
Web and mobile UI Prototypes	2 weeks from System analysis acceptance
Web-based development	1.5 months
Mobile application development	1.5 months
CMS & Reporting Module	1 months
Acceptance test (Beta test acceptance)	2 weeks
Prepare final versions	2 weeks
Deployment, publishing, operation test and delivering the source code with technical and users guides	2 weeks from final approved versions
Training	2 weeks from final deployment
Warranty	1 year from the first day of final deployment of the system

## 6. Agency Credentials

The bidding company should satisfy the following minimum requirements:

- I. The bidder should have **relevant and valid** license for performing the required services in the software development work in Syria.
- II. The bidder should have adequate technical manpower to carry out the project and complete it on time. All the professionals **should be employed on full time basis** and their responsibilities delegated based on the standard software development team.

- III. The bidder can collaborate and partner with the foreign firms, but presence of local manpower is necessary for the local firm to provide Maintenance support to the system as and when required.
- IV. There must be at least 1 full time National Project Manager with sound technical knowledge of ICT Project Management, 1 National Senior System Analysts with sound knowledge of System and Database Architecture and Design and 2 National Senior Developers having thorough knowledge on recent IT technologies, as well as mobile and web development experience. Provided CVs will be objectively evaluated along with the bidder's quotation.
- V. The Project Manager, System Analyst, Developers or any other technical member of the team must be involved in the project on full-time basis and shouldn't leave until the system is accepted by UNDP, unless under unavoidable circumstances whereby permission to replace a particular resource may be sought in written form, from UNDP on a condition that there would not be a major impact on the project. Thus, it is advisable for the bidder to have a bond signed with the personnel involved in the project at least for the period of the execution of the project.

The proposals which do not meet above conditions will not be evaluated. The verification of these minimum requirements may involve visits of the assigned experts from UNDP to the bidder's premises.

## 7. Requested Documents

### **I. Qualifications of the Service Provider**

- a. Company 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. Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- d. Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- e. Performance evaluation with satisfactory record from sponsor of previous workshops or technical reports from these workshops; materials and samples from previous activities.

- f. Copy of previous contracts or letters of recommendation.
- g. Organisation Chart.

## II. Proposed Methodology for the Completion of Services.

- a. Methodology of implementation.
- b. Workplan.
- c. Financial offer.

## III. Qualifications of Key Personnel

- 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.

### Evaluation criteria:

1. Expertise of the Firm/Organization		
Reputation of Organization and Staff / Credibility / Reliability		60
At least 5 years of proven hands-on experience in software development domain		60
General Organizational Capability which is likely to affect implementation		150
Financial stability ( quick ration $\geq 1$ )	25	
Has an adequate organizational capacity ( org. chart provided with key staff identified )	20	
Experience in working with UN agencies, preferably with UNDP in Syria or in the region	15	
At least 6 ICT projects implemented successfully; preferably in Syria or the region	30	
Proven delivery of 3 successful similar contracts with similar level of technical complexity	60	
Clear and sound Risk analysis and risk mitigation measures		20
Quality assurance procedures, warranty		60
<b>Sub total 1</b>		<b>350</b>

<b>2. Proposed Methodology, Approach and Implementation Plan</b>		
The proposed methodology is well defined by the bidder such as Agile, Scrum, ..etc		100
Have the important aspects of the task been addressed in sufficient detail?		100
The proposed implementation timeframe is logical, realistic, promises efficient implementation to the project, and corresponds to the TOR?		100
The proposed technology for implementing		50
<b>Sub Total 2</b>		<b>350</b>
<b>3. Management Structure and Key Personnel</b>		
<b>Project Manager</b>		100
At least 5 years of Hands on experience in similar projects	40	
Certified in MSP or Prince II or alike	40	
Relevance of at least 2 previously managed projects to this project to the satisfaction of the requesting agency	20	
<b>Senior System Analyst</b>		80
Bachelor's degree in information Technology or relevant specialties	30	
At least 5 Years relevant experience in the System analysis, Data base architecture and Design	30	
3 years of proven relevant experience in similar projects	20	
<b>First Senior Developers</b>		60
Bachelor's degree in information management technology or relevant	25	
5 years of relevant experience in the field of the project	25	
3 years of proven relevant experience in similar projects	10	
<b>Second Senior Developers</b>		60
Bachelor's degree in information management technology or relevant	25	
5 years of relevant experience in the field of the project	25	
3 years of proven relevant experience in similar projects	10	
<b>Sub Total 3</b>		<b>300</b>
<b>Total</b>		<b>1000</b>

### Annex 3:

## Financial Proposal Form

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

### a) Price Schedule:

Training	# of Units A	Unit Cost B	Total C = A * B
Design, develop and publish Charity Resource Planning System (CRPS)	1		

### b) Cost Breakdown of Unit cost mentioned in above table in (B):

Details of costs	Unit	# of Units	Unit Cost	Total
cost of one National Project Manager per day	Day			
Cost of one National Senior System Analysts per day	Day			
Cost of 2 National Senior Developers per day	Lump Sum			
Admin cost	Lump Sum			
Other costs if needed, please specify	Lump Sum			