REQUEST FOR PROPOSAL (RFP)
e-Commerce Marketplace Platform

NAME & ADDRESS OF FIRM	DATE: 09 February 2021
	REFERENCE: **RFPMUS2021-001**

Dear Sir / Madam:

We kindly request you to submit your Proposal for **A market assessment for the trading of perishable goods and Development and implementation of an e-Commerce Marketplace Platform for the agricultural sector under the JSB COVID PREP project.**

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

Proposals may be submitted on or before **28th February 2021 at 16:00 (Mauritian Time)** via email to **Procurement Unit** at **procurement.mu@undp.mu.**

Your Proposal must be expressed in the **English,** and valid for a minimum period of **90 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,

Fatuma Musa
Operations Manager

Description of Requirements

Context of the Requirement	In the context of the recent and unprecedented situation caused by COVID-19 pandemic, many producers and traders in Mauritius took the support of Social Media for selling fresh vegetables and fruits during the confinement period. Fewer large operators invested in e-Commerce platforms which performed to some limited extent. However, it was also observed that there was some important logistics and some crucial factors missing to realise the performance and sustainability of the tried methods. Some failures, unfairness and illegal practices were also reported due to lack of a proper platform for trading vegetables and fruits. Under the "Supporting an Inclusive and Multi-Sectoral Response to COVID-19 and Addressing its Socio-Economic Impact in the Republic of Mauritius" project, UNDP Mauritius, with the financial support of the Government of Japan, provides assistance to the Ministry of Agro Industry and Food Security/ Food and Agricultural Research and Extension Institute (FAREI), to conduct a market systems assessment of the trading of fresh vegetables and fruits in the local context as well as the implementation of an e-Commerce Marketplace platform to allow producers to sell their perishable goods and at the same time for consumers to have easy access to a supply of a range of produce, anywhere and anytime.
Implementing Partner of UNDP	Ministry of Agro Industry and Food Security/ Food and Agricultural Research and Extension Institute (FAREI)
Brief Description of the Required Services[1]	The main objectives of this assignment are split into two phases: 1. A market assessment of the trading of fresh vegetables and fruits in the local context and detailed design of an e-Commerce Marketplace platform; 2. Development and Implementation of an e-Commerce Marketplace platform for facilitating trade of perishable goods
List and Description of Expected Outputs to be Delivered	Kindly refer to Annex 3 – Terms of References
Person to Supervise the Work/Performan	

---

[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.*

ce of the Service Provider	Kindly refer to Annex 3 – Terms of References for details on the reporting line
Frequency of Reporting	1) **Weekly status reports** on project activities (from start of assignment until project completion (12 weeks). 2) **Monthly status reports** on technical support activities following go-live (during 12 months).
Progress Reporting Requirements	Kindly refer to Annex 3 Terms of References
Location of work	This assignment will be undertaken remotely and in the locations designated in the Terms of References – Annex 3.
Expected duration of work	12 weeks
Target start date	01 April 2021
Latest completion date	30 June 2021
Travels Expected	Given the agile nature of the assignment and the need for both phase I (market assessment and design of the platform) and phase II (development and implementation of the platform) to run in parallel, the key staff (Market Specialist and Website Development Expert) of the service provider are expected to be in Mauritius during the entire 12 weeks of the assignment.

Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s
Mauritius	12 weeks	Market Assessment, Design, Development and Implementation of Web Platform (Phases I and II)	01 April 2021 to 30 June 2021

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	☒ Required
Names and curriculum vitae of individuals who will be involved in completing the services	☒Required
Currency of Proposal	☒ United States Dollars ☒ Local Currency Mauritian Rupees
Value Added Tax on Price Proposal	☒ must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (*Counting for the last day of submission of quotes*)	☒ 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	☒ Not permitted
Payment Terms	Kindly refer to Annex 3 – G. Scope of Price Proposal and Schedule of Payments.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Mauritius CO will be managing this contract The consulting firm will continually interact and report progress to Head of environ ment Unit and Project Manager and will work closely to ensure the successful implementation of the assignment. Kindly refer to Annex 3 – para F for further details on the proposed contractual arrangement
Type of Contract to be Signed	☒ Purchase Order ☒ Facesheet
Criteria for Contract Award	☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ 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	**Technical Proposal (70%)** The minimum technical score required to be responsive is 70% **Financial Proposal (30%)** To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.	

Detailed Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms	Score Weight	Maximum Points Obtainable
1. Expertise of Firm/Organization	33%	100
2. Proposed Methodology, Approach and Implementation Plan	33%	100
3. Management Structure and Key Personnel	34%	800
Total		**1000**

Section 1. Expertise of the Firm/Organization		Maximum Points Obtainable
1	**Firm's general Experience** (*years of the organization's existence*)	**50**
	Below 10 years (0 points)	
	10 - 15 years (45 points)	
	Beyond 15 years (50 points)	
2	*Specific experience in carrying similar projects (Number of projects)*	**50**
	At national level: Less than 3 projects (0 points)	
	At national level :3-5 projects (40 points)	
	At national level: More than 5 projects (45 points)	
	At least one project at regional /international level (5 points)	
Total section 1		**100**

Section 2. Proposed Methodology, Approach and Implementation Plan		Maximum Points Obtainable
1	*Technical approach and methodology*	**50**
	Understanding of the objectives of the assignment	15

		Interpretation of scope of tasks in line with the Terms of Reference	15
		Methodology for carrying out the activities and obtaining the expected output/Degree of detail of output	20
	2	*Workplan*	**50**
		Main activities of the assignment and its logical sequences	30
		Efficient implementation plan, milestones and delivery dates of the assignment	20
		Total section 2	**100**

Section 3. Management Structure and Key Personnel		Maximum Points Obtainable
Management structure and key personnel		
1	*Management structure*	*200*
	Composition of team	100
	Organisational structure	100
2	*Key expert qualifications and competence for assignment*	*600*
2.1	*Key Expert 1 – Market Specialist*	
A	**General Academic Qualification:** • A Master's degree in Economics or e-Commerce or Marketing (including Digital Marketing or in a related field which is substantially relevant to the scope defined for Phase 1 of the assignment.	
	Below Master's (0 points)	100
	Master's (80 points)	
	Doctorate (100 points)	
B	**Years of relevant experience in implementing assignments of similar nature**	
	At least 5 years' relevant experience in similar assignments.	90
	Less than 5 years (0 points)	
	5 – 8 years (75 points)	
	Beyond 8 years (90 points)	
	Excellent communication skills - written and oral (English and French)	10
	English only (5 points)	
	English and French (10 points)	
2.2	*Key Expert 2 - Website Development Expert*	
A	**General Academic Qualification:** • A Degree in Information System, Software Engineering or any other closely related field(s)	50
	Below Bachelor's Degree (0 points) Bachelor's degree (40 points) Above Bachelor's degree (50 points)	
B	**Years of relevant experience in implementing projects of similar nature**	
	At least 5 years' relevant experience in terms of successful design and development of responsive websites for public or private sector in Mauritius and/or abroad,	90
	Less than 5 years (0 points)	
	5 – 8 years (75 points)	
	Beyond 8 years (90 points)	
	Experience in implementing at least 2 similar projects (e-Commerce platform, Open-Source CMS and	100

		integration with payment gateway).	
		Less than 2 assignments (0 points)	
		2 - 4 assignments (80 points)	
		More than 4 assignments (100 points)	
		Excellent communication skills - written and oral (English and French)	10
		English only (5 points)	
		English and French (10 points)	
	2.3	*Key Expert 3 - System/Cloud Engineer*	
	A	**General Academic Qualification:** • Diploma in Information Technology or closely related field(s)	
		Below Diploma (0 points) Diploma (15 points) Above Diploma (20 points)	20
	B	**Years of relevant experience in implementing projects of similar nature**	
		At least 3 years' relevant experience in deployment of websites and related services (e.g. Apache) on public or private cloud	40
		Less than 3 years (0 points)	
		3 – 5 years (30 points)	
		Beyond 5 years (40 points)	
		At least 3 years' relevant experience in providing technical administrator support for content management systems e.g. WordPress, Drupal, etc.	40
		Less than 3 years (0 points)	
		3 – 5 years (30 points)	
		Beyond 5 years (40 points)	
		At least 3 years' relevant experience in sizing, configuration and installation of operating systems and services on servers on the cloud	40
		Less than 3 years (0 points)	
		3 – 5 years (30 points)	
		Beyond 5 years (40 points)	
		Excellent communication skills - written and oral (English and French)	10
		English only (5 points)	
		English and French (10 points)	
		Total Section 3	**800**

	The formula for the rating of the Proposals will be as follows:
	<table><tr><td>Rating the Technical Proposal (TP): **TP Rating** = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100 Rating the Financial Proposal (FP): **FP Rating** = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100 Total Combined Score: **Combined Score =** (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</td></tr></table>
UNDP will award the contract to:	☒ One and only one Service Provider
Contract General Terms and Conditions[2]	☒ General Terms and Conditions for contracts (goods and/or services) 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[3]	☒ Form for Submission of Proposal (Annex 2) ☒ Detailed TOR

---

[2] *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.*
[3] *Where the information is available in the web, a URL for the information may simply be provided.*

Contact Person for Inquiries (Written inquiries only)[4]	Deepa Seeburn Procurement Assistant deepa.seeburn@undp.org with copy to Hemchandra Betchoo Project Manager hemchandra.betchoo@undp.org 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]*	**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, 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. **Previous Relevant Experience** Please list only previous similar assignments successfully completed (minimum 3 projects) in the last 5 years as per the format below. List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate

the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details (include Phone and Email Addresses)	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

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.

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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[5]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[6])

[insert: *Location*].
[insert: *Date]*

To: Procurement Unit

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 *09-Feb-21*, 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, 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.*

---

[5] *This serves as a guide to the Service Provider in preparing the Proposal.*
[6] *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

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.*

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 *[list them as referred to in the RFP]*	**Percentage of Total Price** *(Weight for payment)*	**Price** *(Lump Sum, All Inclusive)* *USD*
1	Project Charter Document or Inception Report covering both Phases I and II	5%	
2	Approved Report on Market Systems Assessment (Phase 1)	10%	
3	Approved Detailed Design Document including detailed architecture of the e-Commerce Marketplace Platform (Phase 1)	10%	
4	Approved Report on Development of e-Commerce Marketplace Platform including approved demos of working versions/iterations of the web platform (Phase 2)	10%	
5	Draft version of the full-fledged e-Commerce Marketplace Platform deployed on hosting	10%	

	infrastructure and submission of an approved report on the successful deployment and security audit of the system (Phase 2)		
6	Approved UAT Sign-Off document which testifies all user comments and feedback have been incorporated, all bugs have been corrected and security vulnerabilities and non-conformities have been fixed (Phase 2)	10%	
7	Final Version of the full-fledged e-Commerce Marketplace Platform deployed on hosting infrastructure and submission of an approved report on the successful security audit of the system (Phase 2)	10%	
8	Submission of 3 SSD hard disk drives (1 Government, 1 UNDP, 1 backup) containing the source code and user manuals for the e-Commerce Marketplace Platform as well as full online access to the server on which the source code for the e-Commerce Marketplace platform will be located (Phase 2)	5%	
9	Approved report on the training, including the training plan, training materials for users and administrators, and training sign-off (Phase 2)	5%	
10	Commissioning report confirming e-Commerce Marketplace Platform is free from vulnerabilities, fully operational and has gone-live (Phase 2)	5%	
11	Knowledge Transfer and handing over of complete system to Ministry of Agro Industry and Food Security/FAREI (Phase 2) (see note below)	20%	
	Total	100%	

This shall be the basis of the payment tranches

E. **Cost Breakdown by Cost Component** *[This is only an Example and description of activity can be customized]*:

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				
Etc…				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				
Administrative costs				

F. **Reimbursable Operational Costs – OPTIONAL**

> *Financial proposal (Table D.   Cost Breakdown per Deliverable) should include all operational costs applicable for the **first year (Warranty)** of the complete e-Commerce Marketplace platform and components (BI tool, antivirus, licenses, certificates, third party modules, add-ons, tools etc.). **No hidden costs will be entertained by the Client during execution of the contract.***
>
> *For Year 2 to Year 5, the service provider should fill the following table with a detailed breakdown of yearly operational costs, **as an option,** for the complete e-Commerce Marketplace platform and components.*
> ***If funds are available, the costs may be added to the contract price at the discretion of the client, in which case, only costs mentioned in the table below would be reimbursed to the service provider upon submission of valid payment receipts <u>before end of contract</u>.***

Detailed Breakdown of Operational Costs	**Service Provider to include Year 1 costs in Contract Price**	**Year 2 to Year 5: Optional**			
	Year 1 (Warranty)	**Year 2**	**Year 3**	**Year 4**	**Year 5**
Web Hosting Charges – provide details	To be Included in Contract Price				

Detailed Breakdown of Operational Costs	Service Provider to include Year 1 costs in Contract Price	Year 2 to Year 5: Optional			
	Year 1 (Warranty)	Year 2	Year 3	Year 4	Year 5
Licenses – provide details	To be Included in Contract Price				
Other Operational Costs (please specify each cost as a separate line item)	To be Included in Contract Price				

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

TERMS OF REFERENCE

a. Background Information and Rationale, Project Description

In the context of the recent and unprecedented situation caused by COVID-19 pandemic, many producers and traders in Mauritius took the support of Social Media for selling fresh vegetables and fruits during the confinement period. Fewer large operators invested in e-Commerce platforms which performed to some limited extent. However, it was also observed that there was some important logistics and some crucial factors missing to realise the performance and sustainability of the tried methods. Some failures, unfairness and illegal practices were also reported due to lack of a proper platform for trading vegetables and fruits.

Under the "Supporting an Inclusive and Multi-Sectoral Response to COVID-19 and Addressing its Socio-Economic Impact in the Republic of Mauritius" project, UNDP Mauritius, with the financial support of the Government of Japan, provides assistance to the Ministry of Agro Industry and Food Security/ Food and Agricultural Research and Extension Institute (FAREI), to conduct a market systems assessment of the trading of fresh vegetables and fruits in the local context as well as the implementation of an e-Commerce Marketplace platform to allow producers to sell their perishable goods and at the same time for consumers to have easy access to a supply of a range of produce, anywhere and anytime.

In Mauritius, over 110,000 tonnes of fresh vegetables and fruits, amounting to an estimated value of some 2.5 billion rupees, are produced and consumed annually. Trade of fresh vegetables and fruits are carried out daily and involves the farmer, auctioneers, intermediaries, transformers, retailers and consumers at the end of the chain. Given the highly perishable nature of fresh vegetables and fruits, all produce harvested have to be marketed or disposed within a very short period of time. The market benefits and turnovers at different stage of marketing of agricultural produce are quite significant. However, farmers quite often do not get the best return from their investment due to various factors and due to poor marketing practices. Reduced revenue of farmers, faced by other constraints of production and changing climatic conditions, is forcing traditional farmers to retire from their activities while youngsters are not attracted with such low benefits. As per the Food and Agricultural Research and Extension Institute (FAREI), opinion surveys and feedback from farmers has shown that marketing constraints is equivalent to production issues and farmers do not get the best price for their produce.

Using an e-Commerce Marketplace platform for the commercialisation of perishable goods provides both a number of tangible and intangible benefits to players in the marketing process and ultimately a better service to consumers at reasonable prices. e-Commerce already exists in Mauritius and is gaining momentum as an increasing number of people are using this means of trading for commodities at different levels. Several local e-Commerce services are currently available while international platforms are constantly accessed for purchase of goods. The rise of e-Commerce results in new opportunities for participation in trade, but also presents new challenges to farmers and institutions in upgrading to e-Commerce competitiveness.

Hence, an e-Commerce Marketplace within the process of commercialisation of agricultural produce, unlike other e-Commerce platforms, creates opportunities for the development of several activities leading to value addition. The advantages of the setting up of the online system would be numerous and include:

a. Easy access to a large number of producers with the possibility of negotiation leading to facility for entrepreneurs to enter the field of transformation and development of derived products.
b. Development of packaging, pickup and delivery services.
c. Establishment of standards and norms for vegetables and fruits.
d. Planned production and contractual undertakings by farmers avoiding gluts

b. Specific Objectives

The main objectives of this assignment are split into two phases:
1. A market assessment of the trading of fresh vegetables and fruits in the local context and detailed design of an e-Commerce Marketplace platform;
2. Development and Implementation of an e-Commerce Marketplace platform for facilitating trade of perishable goods

Phase 1 shall consist of an empirical and analytical study of the market system as well as the dynamics surrounding producers, entrepreneurs and concerned stakeholders involved in the trading of fresh vegetables and fruits in the local context. The study will encompass, among others, assessment of current methods of trading; market demand and supply estimates for online trading channel; feasibility of improving shelf-life, appropriate packaging and delivery to customers; payment methods; issues and constraints in the marketing; and cost-benefit analysis in the context for online trading of vegetables and fruits. The recommendations of the market assessment will then form the basis for the detailed design of an e-Commerce

Marketplace system which is intended to bring innovation and is not intended to replace existing market systems.

Phase 2 shall involve the development and implementation of an open-source, cloud-hosted and web-enabled e-Commerce Marketplace platform for the Ministry of Agro Industry and Food Security/ Food and Agricultural Research and Extension Institute (FAREI) based on the recommendations of the market assessment carried out in Phase 1. The e-Commerce Marketplace, which shall be a web platform accessible over standard browsers as well as optimised for use on mobile devices (for Android and IOS compatible mobile phones and tablets), should allow farmers to sell their produce and at the same time for consumers to have easy access to a supply of a range of products, anywhere and anytime. The e-Commerce Marketplace platform should be implemented using open-source technologies rather than proprietary solutions to ensure the web platform is extensible, and sustainable to manage and operate independently by the Ministry of Agro Industry and Food Security/FAREI. To this end, the proposal from the service provider should include necessary transfer of knowledge, licenses, access to systems, dependencies and complete working source code of the e-Commerce Marketplace platform to Ministry of Agro Industry and Food Security/FAREI before the end of the contract.

Given the wide availability of open-source based Web/Content Management Systems and e-Commerce solutions on the market, the service provider is expected to work on both phases 1 and 2 of the assignment **in parallel**, i.e. develop the core modules of the e-Commerce Marketplace platform and make necessary customisations as the market assessment progresses. The service provider should consider researching and leveraging on secure, highly-rated and well-supported third-party modules available in Web/Content Management Systems which are relevant to e-Commerce/Marketplaces and that, most importantly, meet user requirements rather than developing an entire platform from scratch.

c. Scope

The selected service provider shall consult all the relevant stakeholders and shall have the entire responsibility to undertake the following services to achieve all the objectives of this assignment (main objective and specific objectives) together with the deliverables expected within the timeframe required. The selected service provider should adopt an iterative/agile methodology which is focused on addressing user needs in iterations through active user and stakeholder engagement for executing all phases of the assignment.

Phase 1: Market Assessment and Detailed Design of the e-Commerce Marketplace platform

The service provider will avail the services of a Market Specialist who will be responsible for conducting a market systems assessment which should include:

1. Assessment of market players, methods of trading of fresh vegetable and fruits and share of volume traded in the different identified methods of trading;
2. Estimation of the volume and value of trade possible through an e-Commerce Marketplace platform in the local context including during crisis situations e.g. pandemic;
3. Methods for improving shelf-life, packaging and delivery methods, together with different practical payment methods with low operational cost;
4. Advise on popular and existing electronic and mobile payment gateways (local and international service providers) that e-Commerce Marketplace platform could integrate with in view of maximum user adoption and engage with the service providers to ensure successful implementation of the payment interfaces;
5. Identification of constraints that may limit buying and selling through such a system and recommendation of appropriate solutions;
6. The identification of similar systems in other developing countries and the analysis of best practices well as modalities explored elsewhere (e.g. partnerships with commodity providers) to feed the initiative;
7. Analysis of institutional capacity and the national context for the establishment of such a system;
8. Conceptualisation and detailed design of an e-Commerce Marketplace platform for fresh vegetables and fruits, following the whole process chain starting from farm to delivery of commodities to customers. The system should be designed and segregated in such a way that it caters for different uses, i.e. customers, vendors, administrators among others;
9. Advise on appropriate user interfaces to meet the needs for completing trade transactions and payment with special attention to the use of such system by traders/farmers/vendors who are mostly on the field;
10. Definition of IT security measures for secure trading involving financial transactions;
11. Legal/regulatory provisions for operationalisation and sustainability of the e-Commerce Marketplace platform in the local context (e.g. terms and conditions of use, privacy policy, disclaimers, eligibility criteria for registration of each type of user on the system; among others);
12. Recommendation of a marketing strategy and action plan with budgetary estimates for the system; The service provider is not expected to execute the strategy;
13. Analysis of the different options for the management and technical maintenance of the system to ensure sustainability;
14. Recommendation of the material, human and financial resources (including operational and maintenance) required for the system over at least 5 years; The financial estimates would be used as a reference for ease of planning resources for sustaining the platform.
15. Engagement with key users and stakeholders for gathering and documenting requirements for the system;

16. Provision of a site map in the form of a tree structure to show the architecture of the site as described. This will be presented in schematic form with the main headings, the sub-headings and the links which unite them;

17. Design a mock-up of the system (desktop version and mobile-responsive version of the web platform) with special attention to User Experience (UX). The purpose of the mock-up is to verify that the system complies with the objectives and to validate navigation on desktop and mobile devices ensuring an intuitive user experience;

18. Recommendation of a cloud-based hosting infrastructure which is fit for purpose for the system taking into consideration all relevant parameters to ensure acceptable response times and round the clock availability during varying loads, especially in the event of a national lockdown;

19. Advise technical team on necessary customisations on the system and workflows to ensure requirements of key users and stakeholders are met;

20. Recommendation on types of reporting and business intelligence reports that would be beneficial to stakeholders for making data-driven decisions;

21. Advise on datasets that could be exported from the system as Open Data for consumption by the National Open Data portal (data.govmu.org) for the benefit of the Public;

22. Formulate a training plan and design different types of trainings that would be required for continuous training of stakeholders by the Ministry of Agro Industry and Food Security/FAREI after the contractual period;

23. Advise on most appropriate and simple language for the e-Commerce Marketplace platform;

24. Act as key liaison person with the Client and oversee the installation of the e-Commerce Marketplace system on an appropriate hosting facility to be proposed as part of the assignment;

25. Supervise/ project manage the implementation of the e-Commerce Marketplace platform and provide necessary advice where required on the Capacity Building and Training Programmes on the system deployed.

Phase 2: Development and Implementation of an e-Commerce Marketplace platform

In Phase 2, the service provider through the Website Development Expert and System/Cloud Engineer under the guidance of the Market Specialist, shall start implementation of the core functionalities of the e-Commerce Marketplace platform as early as possible in the assignment and in parallel to Phase 1. As and when the market systems assessment progresses, the service provider shall draw upon the findings and recommendations of the market systems assessment, make necessary customisations and finalise implementation of the e-Commerce Marketplace platform. In Phase 2, the service provider is expected to:

1. Design, develop and deploy all the elements of the e-Commerce Marketplace platform based on the recommendations from the market systems assessment and be responsible for subsequent software development and installation/deployment.

2. Implement the web platform (front-end and back-end interfaces) using responsive

design for use on popular browsers for desktop PCs, notebooks and mobile devices including tablets and smartphones (Android and IOS);

3. Design and create all high-quality graphic elements and branding (logos, images, animations, page background, buttons, icons, etc.) for the e-Commerce Marketplace platform;
4. Use an iterative development methodology whereby after each development iteration, a minimum viable product of the system is demonstrated to key users and stakeholders;
5. Specify the location, duration and details of the hosting infrastructure (allocated disk space, available shared bandwidth, hot user link service, protection of pages and hosted applications, backup periodicity, recovery time in service interruption, among others);
6. Provide hosting for the new system in a secured environment, installation of new platform and associated digital resources on hosting facility;
7. Purchase and transfer of the domain name from the identified host;
8. Purchase necessary licences, security certificates, public IP address (if applicable) and any such service which are required for smooth running of the e-Commerce Marketplace platform;
9. Develop interfaces for integration with popular electronic and mobile payment gateways (existing local and international service providers), email servers and any other service/system on which the e-Commerce Marketplace platform is dependent upon;
10. Implement extensive security measures to address web application security risks such as the latest "Open Web Application Security Project (OWASP) Top 10 Web Application Security Risks".
11. Conduct full-fledged technical validation of the system through necessary tests to ensure the e-Commerce Marketplace platform is fit for use on the Internet including performance load tests, system tests, security and vulnerability tests among others;
12. Conduct security audit and resolve all the vulnerabilities found before go-live of the system;
13. Optimization of system from time to time for better performance;
14. Development using current technology available, including PHP, (.) NET, Java, SQL, JSON, REST and XML to develop an efficient system;
15. Assist, and provide necessary handholding to, key users and stakeholders during user acceptance of the system on production environment;
16. Produce user manuals as well as training videos for all those using the system including the administrator;
17. Specify system traffic statistics, in particular: number of visitor accesses, keywords typed by Internet users, number of visits, pages visited, geographical origin of visitors, days and time slots of visits, types of browsers used, providers of original access;
18. Carry out comprehensive and tailored training of trainers in order to equip the trainers with the skills necessary for the daily management and customisation of the web pages and its content (webmaster), create and generate reports in the business

intelligence tool as well as to allow them to train stakeholders (sellers and buyers) in the relevant use of the system;

19. Provide technical support to the Ministry of Agro Industry and Food Security/FAREI on the e-Commerce Marketplace platform and associated components including business intelligence tool for a period of 12 months following commissioning of the system. Technical support should include, *inter-alia*: administration of hosting infrastructure and technical component of the platform; technical assistance to designated staff of Ministry of Agro Industry and Food Security/FAREI for customising content and layout in the platform; system and performance monitoring; system maintenance and optimization; identify, analyse, troubleshoot and fix issues, errors and bugs; apply upgrades, patches, bug fixes and releases; manage and track incidents and problems; and perform system backup and, if required, recovery to ensure uninterrupted service;

20. Knowledge transfer and handing over of all components and dependencies of the e-Commerce Marketplace platform to the Ministry of Agro Industry and Food Security/FAREI including complete updated documentation, source code in working condition, source computer files (HTML pages, graphics, databases, programs, etc.) in working condition, valid licenses, administrator accounts and latest credentials, and any other information or artefact to ensure the Ministry/FAREI are able to take up the administration, management, customisation and technical maintenance of the e-Commerce Marketplace platform and business intelligence tool independently of the service provider after the contractual period. The service provider should submit the components in 3 SSD hard disk drives (1 Government, 1 UNDP, 1 backup).

Business Intelligence Tool

The e-Commerce Marketplace platform should include an open-source based business intelligence tool that offers an easy way to transform fruits and vegetables data into intelligence for predictive analysis.

The tool should allow easy access, compile and analyse data and information depending on the actual and future requirements. The purpose of the business intelligence tool is to enable FAREI to make better decisions and to provide historical, current and predictive views on various products.

The business intelligence tool should be user friendly in such a way that users at all levels should be able to use the tool without any technical knowledge. The tool should bring business intelligence to the people that generate results, analyze data and make decisions in real time, in order to create innovative key performance indicators (KPIs), trending and predictive analysis.

The tool should *inter-alia* provide the following benefits: -

o Intuitive and intelligent presentation of product information

- o Quickly find meaningful data points from large volumes of data
- o Social sharing of results and business analyses with colleagues
- o Visual, intuitive and easy end-user tool
- o Ad-hoc and pre-set reports and data analyses
- o User-driven business intelligence tools
- o Reporting – seamlessly embedded, on-demand reporting and data visualization tools
- o Dashboards – powerful business management tool provides an "at a glance" view of e-Commerce Marketplace platform pages as well as definable key performance indicators (KPI) using graphical presentation formats including pie charts, spark lines, and gauges. SEP

The service provider will be responsible for organization, coordination of all software design, compilation of data and timely submission of deliverables.

d. Approach and Methodology

The bidder should submit a detailed project methodology and approach in their submission for the implementation of the project in line with the prescribed scope and objectives as well as based on acceptable international best practices. The bidder must also include the relevant architecture (with details of technology, software versions etc), project plan etc. in technical bid document.

The Consultants should also provide a project implementation schedule to carry out this project aligning with the various milestones/deliverables identified further below. This projects schedule shall indicate the detailed sequence of activities that will be undertaken by the Consultant and their corresponding timing.

e. Response to Functional Requirements

Bidders must complete the e-Commerce Marketplace platform Functional Requirement Questions sheets as per Appendix 1 and submit same in MS-Word format. The proposed solution for each functional requirement should be briefly described with screenshots where possible.

Bidders should complete column C (Compliance) with either 'C' for compliance and 'NC' for non-compliance and provide explanatory notes / remarks as indicated in the tables. Attach detailed technical literature if required. BIDDERS ARE ALSO ADVISED THAT ANY BLANKS IN THE "Compliance" COLUMN WILL BE TREATED AS NON-COMPLIANCE TO REQUIREMENT.

f. Software License

The list of third-party software licenses (like Database, application server etc.) required for the development and hosting proposed online platform shall be provided to the client by

the selected bidder without any cost. However, if the software is open source then a stable version should be identified by the bidder.

g. Project Documentation

The service provider is expected to submit the following deliverables during the course of the project:

1) A project charter or inception report consisting of the following: -
   a. A detailed Gantt chart showing milestones/major deliverables and highlighting the critical path as well as the duration for the assignment, including expected completion date(s).
   b. A schedule detailing timing of consultations with stakeholders
   c. Any other relevant section(s), document(s), process(es), literature and reference.
2) An approved report on Market Systems Assessment which includes all assessments, action plans, strategies, recommendations and outputs defined in the scope of work for Phase 1.
3) An approved Detailed Design Document including detailed architecture of the e-Commerce Marketplace Platform and all technical elements mentioned in the scope of work for Phase 1.
4) An approved Report on Development of e-Commerce Marketplace Platform including approved demos of working versions/iterations of the web platform.
5) An approved report on the successful deployment and security audit of the Draft version of the full-fledged e-Commerce Marketplace Platform on hosting infrastructure.
6) An acceptance test plan along with test cases and expected results traced to the requirements.
7) An approved UAT Sign-Off document which testifies all user comments and feedback have been incorporated, all bugs have been corrected and security vulnerabilities and non-conformities have been fixed.
8) An approved report on the successful deployment and security audit of the Final version of the full-fledged e-Commerce Marketplace Platform on hosting infrastructure.
9) 3 SSD hard disk drives (1 Government, 1 UNDP, 1 backup) containing the source code and user manuals for the e-Commerce Marketplace Platform as well as full online access to the server on which the source code for the e-Commerce Marketplace platform will be located.
10) An approved report on the training, including the training plan, training materials for users and administrators, and training sign-off.
11) A commissioning report confirming e-Commerce Marketplace Platform is operational and has gone-live.
12) A project completion report following satisfactory knowledge transfer and handing over of complete system to Ministry of Agro Industry and Food Security/FAREI.

13) Weekly status reports on project activities (from start of assignment until project completion (12 weeks).

14) Monthly status reports on technical support activities following go-live (during 12 months).

h. Acceptance, Certification and Roll-out

As this project involves the development of a web-based application, the following points related to Acceptance, Certification and Go-live shall be considered:

- An acceptance test plan along with test cases and expected results traced to the requirements shall be provided by the selected service provider during the development and the same shall be accepted by the Ministry of Agro Industry and Food Security/ Food and Agricultural Research and Extension Institute (FAREI) and its stakeholders.
- Any observations/feedback from the Ministry of Agro Industry and Food Security/Food and Agricultural Research and Extension Institute (FAREI) related to the test plan and test cases shall be duly factored in as relevant.
- The Ministry of Agro Industry and Food Security/ Food and Agricultural Research and Extension Institute (FAREI) shall constitute a team of users who will facilitate the test process, but the selected service provider's personnel shall carry out full-fledged unit and integration tests with evidence of satisfactory test results.
- Only after successful User Acceptance Testing of the e-Commerce Marketplace platform, the Ministry of Agro Industry and Food Security/ Food and Agricultural Research and Extension Institute (FAREI) will issue a User Acceptance Testing Sign-off to the selected service provider.
- After UAT sign-off, training of users and successful commissioning of the platform on the proposed hosting infrastructure, the system will be declared as "Go-Live".

i. Deliverables and Schedules/Expected Outputs

The service provider should provide high quality services to the UNDP. They will prepare necessary deliverables, to be sent to the UNDP Head of Environment Unit. All deliverables shall be paid only after approval by the Project Steering Committee (PSC), comprising stakeholders from UNDP, various Ministries, agencies and others, which has been set up for the implementation of this project.

The outputs, sequence of work and the corresponding target delivery are as follows: -

SN	Deliverable	Tentative date (T=Contract Start Date)	Fee (%)
1	Project Charter Document or Inception Report covering both Phases I and II	T+1 week	5%
2	Approved Report on Market Systems Assessment (Phase 1)	T+3 weeks	10%
3	Approved Detailed Design Document including detailed architecture of the e-Commerce Marketplace Platform (Phase 1)	T+4 weeks	10%
4	Approved Report on Development of e-Commerce Marketplace Platform including approved demos of working versions/iterations of the web platform (Phase 2)	T+8 weeks	10%
5	Draft version of the full-fledged e-Commerce Marketplace Platform deployed on hosting infrastructure and submission of an approved report on the successful deployment and security audit of the system (Phase 2)	T+9 weeks	10%
6	Approved UAT Sign-Off document which testifies all user comments and feedback have been incorporated, all bugs have been corrected and security vulnerabilities and non-conformities have been fixed (Phase 2)	T+10 weeks	10%
7	Final Version of the full-fledged e-Commerce Marketplace Platform deployed on hosting infrastructure and submission of an approved report on the successful security audit of the system (Phase 2)	T+11 weeks	10%
8	Submission of 3 SSD hard disk drives (1 Government, 1 UNDP, 1 backup) containing the source code and user manuals for the e-Commerce Marketplace Platform as well as full online access to the server on which the source code for the e-Commerce Marketplace platform will be located (Phase 2)	T+11 weeks	5%
9	Approved report on the training, including the training plan, training materials for users and administrators, and training sign-off (Phase 2)	T+11 weeks	5%
10	Commissioning report confirming e-Commerce Marketplace Platform is free from vulnerabilities, fully operational and has gone-live (Phase 2)	T+11 weeks	5%
11	Knowledge Transfer and handing over of complete system to Ministry of Agro Industry and Food Security/FAREI (Phase 2) (see note below)	T+12 weeks	20%
	Total		**100%**

Notes:

- **Payment of deliverable 11 at week 12 shall be made upon submission, by the service provider, of a bank guarantee, representing 20% of the contract value, valid for 12 months i.e. duration of technical support by the service provider.**
- **Bidders must abide to the above implementation schedule**
- Payments are directly linked to deliverables.
- All reports must be submitted in an editable draft version in Word, Excel or other as well as a PDF version (for comments) and then final version, following incorporation of all comments and suggestions by the PSC before payment is effected.
- The consultants may also be requested to present the full scope of findings and recommendations to the PSC and relevant stakeholders.
- Price proposed must be in an all-inclusive fee, supported by a breakdown of costs.
- Contract price is fixed for the duration of the project.
- Contract signature does not warrant any advance payment.

j. Workshops/Online Consultations

For the purposes of the assignment, workshops shall be conducted by the service provider throughout the implementation of the project for the purposes of: requirement gathering, necessary validations and trainings. The workshops would be borne by UNDP.

The bidder will provide familiarization program to the earmarked resources without any extra cost. The service provider shall provide technical support on the e-Commerce Marketplace platform for a period of 12 months from the date of commissioning of the platform.

k. Governance and Accountability

The service provider appointed for this assignment will report to and will be supervised by Mr Satyajeet Ramchurn, Head of Environment Unit, UNDP Mauritius Country Office and any other UNDP personnel delegated by him, as well as Government counterparts who will be identified in due course.

All deliverables shall be in English and submitted in appropriate format, in MS Word and in PDF as per requirement of the Client to the following address:

Mr Satyajeet Ramchurn, Head of Environment Unit, UNDP Mauritius CO at satyajeet.ramchurn@undp.org.

There shall be no security restrictions on printing/editing in the deliverables. The Consultant will have to submit all the deliverables where applicable, in draft form (in soft format - MS Word) in the first instance and should thereafter incorporate any comments the

stakeholders may submit, prior to their finalisation. Draft reports and documentation would have to be submitted at least 2 weeks before the final reports/documentation are due so that ample time is available for review. Payment will be made only on the final deliverables, and these final deliverables should be to the satisfaction of the UNDP Country Office.

The Head of Environment Unit will be responsible for further distribution. The deliverables should be of high quality in form and substance and with appropriate professional presentation. The consultant should fully comply with the requirements of UNDP in terms of content and presentation and respect UNDP visibility guidelines, since unsatisfactory performance may result in termination of contract.

All project implementation documents such as progress reports, draft project documents, templates, preliminary and intermediate designs, layouts, specification documents etc. shall be submitted in editable Microsoft Office Word Version and editable PDF Version, and in hard copies (4 copies) in a scale to be agreed with all stakeholders and in soft copy. The soft copy should not be secured with password(s) to allow printing or copy and paste of extract from the reports.

l.   Facilities to be provided by UNDP

The UNDP may act as facilitator between Government entities and the service provider for the organisation of meetings and site visits. All transportation costs and administrative costs related to the execution of the assignment are to be borne by the service provider. In case workshops/training sessions have to be organised, all costs will be borne by UNDP. No additional costs to those in the financial proposal would be borne by the UNDP.

m. Expected duration of the contract/assignment

The team will review all outputs/deliverables and their comments shall be communicated to the consultants within 14 days of submission of the output/deliverable. The consultants will then have to consider and incorporate the comments within a period of 2 weeks from the date of receipt of comments. The consultants will have to provide for justifications when comments are not incorporated in the output/deliverable.

n. Duty Station

During the field-based part of the assignment, the service provider may be based at the FAREI or Ministry of Agro Industry institutions identified for this assignment. The service provider should note that normal office hours of work are from 8.45 a.m. to 4 p.m. during weekdays. **The service provider may have to work during weekends and holidays to abide**

by the deadlines set in this RFP.

o. Professional Qualifications of the Successful Contractor and its key personnel

Firm's general Experience

The service provider to be awarded the contract would be expected to have at least 10 years of experience in this field.

The service provider should have experience in carrying at least 3 similar projects at national level during the last 5 years. **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**

Experience with Government processes, especially in the local context, would be an advantage.

Key expert qualifications and competence for assignment
At least one Market Specialist and one Website Development Expert should be fully dedicated to the assignment. The minimum qualifications of the key experts required for the assignment are as follows:

Key Expert 1 – Market Specialist

Education

A Master's degree in Economics or e-Commerce or Marketing (including Digital Marketing or in a related field which is substantially relevant to the scope defined for Phase 1 of the assignment.

Experience

At least 5 years' relevant experience in similar assignments. **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**

Skills and competencies:

- Strong leadership and planning skills.
- Strong understanding of needs and issues of non-profit companies.
- Strong analytical skills.

Language

- Excellent written and spoken French and English is required. Report writing skills is a must.

Key Expert 2 – Website Development Expert

Education
- A degree in Information System or Software engineering or closely related field(s).

Experience
- At least 5 years' relevant experience in terms of successful design and development of responsive websites for public or private sector in Mauritius and/or abroad,
- Experience in implementing at least 2 similar projects (e-Commerce platform, Open-Source (CMS) and integration with payment gateway). **Written evidence for experience claimed in the form of reference letters from the client should be provided in the technical proposal.**

Skills and competencies
- Strong leadership and planning skills

- Strong technical skills
- Strong understanding of IT needs and issues of institutions.
- Strong analytical skills

Language

- Excellent written and spoken French and English is required

Key Expert 3 – System/Cloud Engineer

Education
- Diploma in Information Technology or closely related field(s)

Experience

- At least 3 years' relevant experience in

    - Deployment of websites and related services (e.g. Apache) on public or private cloud
    - Providing technical administrator support for content management systems e.g. WordPress, Drupal, etc.
    - Sizing, configuration and installation of operating systems and services on servers on the cloud

Skills and competencies
- Strong technical skills
- Strong understanding of IT needs and issues of institutions.
- Strong analytical skills

Language

- Excellent written and spoken French and English is required

p. Price and Schedule of Payments

The financial offer should be quoted as a lump sum amount, all-inclusive (professional fee, insurance, all travel costs, per diem, etc.). In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the consultants wish to travel on a higher class they should do so using their own resources.

Payments would be effected based on deliverables as per above.

APPENDIX 1: NON-EXHAUSTIVE CORE FUNCTIONALITIES OF THE E-COMMERCE MARKETPLACE PLATFORM

Ref	e-Commerce Marketplace platform	Compliance (C=Comply/NC=Not Comply)	Explanatory Note/ Remarks
R1	The e-Commerce Marketplace platform should consist of a web platform which can be used on standard browsers of desktop, notebooks, etc as well as optimised for use on mobile devices (smart phones and tablets)		
R2	Be designed and segregated in such a way that it caters for different uses, i.e. customers, vendors, administrators among others		
R3	Be based on an open-source web-based technology.		
R4	Be based on open architecture and allow for interoperability, integration and data exchange with other systems		
R5	Be scalable to support the trade volume estimates from the market systems assessment		
R6	Overall system performance should support the trade volume transaction estimates from the market systems assessment		
R7	Provide for necessary online payment facilities between the seller and buyer through interfaces with secure and popular payment gateways (existing local and international payment services). Ability to accept multiple payment options with varying types of settlement methods and with various processors.		
R8	Include an open source-based business intelligence tool that offers an easy way to transform fruits and vegetables data into laboratory intelligence for predictive analysis		

R9	System should be free from security vulnerabilities and extensive measures should be implemented to address web application security risks such as the latest "Open Web Application Security Project (OWASP) Top 10 Web Application Security Risks".		
R10	Allow content creation and/or editing of existing site content using Open-Source Content Management System (CMS)		
R11	Content on the system must be easy to update by users of varied non-technical expertise from individual departments on a regular basis		
R12	CMS should provide a page building and layout environment where users can select or drag and drop from a palette of page elements (or modules) to change page designs		
R13	The CMS should be extensible via third-party plug-ins, modules, libraries etc.		
R14	The system should be database driven which is integrated with the CMS. The database should be open-source.		
R15	The system should provide a pleasant and delightful experience to all users by making it easy for them to complete their tasks or find what they want in a straightforward manner.		
R16	The system should be also be easy to maintain for our administrators and content creators, streamline business operations and increase productivity.		
R17	Major components should have import and export capabilities, and APIs should be defined.		
R18	Display of multilingual information in Creole, French and English		
R19	Interactive multimedia-oriented e-Commerce Marketplace design		
R20	Compatible to all the browsers like Chrome, Mozilla Firefox, Internet Explorer, Safari, Opera		

R21	Integrated search functionalities: An effective search system integration where user can search any content by entering text in the search box.		
R22	Facility to upload and download files		
R23	Allow for User Management via Admin Interface		
R24	Ability to create roles-based system access as well as both seller- and shopper-focused security		
R25	Administrator should be able to gain control over the front-end content, edit, add or delete content of the front end through administrative control panel.		
R26	Main navigation panel; Administrator can Add / Edit / Delete menu		
R27	Provide for registration of the users		
R28	Allow for Product management and multiple product configurations by non-technical users		
R29	Allow Tax Category Management and Tax exempt products		
R30	Allow for Inventory Management		
R31	Allow for Promotions Management		
R32	Allow for Search Engine Optimisation - CMS ensure that Page Title, Page Summary and other critical SEO elements can be created even by casual content contributors		
R33	Ability to define workflows through an easy-to-use administrative interface		
R34	Allow for Order Management, order processing and workflows. Ability to receive a customer's order, package the item(s) ordered and ship to the customer.		
R35	Allow for Shopping Cart management		
R36	Allow for Checkout		
R37	Allow for Shipping Options		
R38	Allow for interfacing with reporting tool (open-source Business Intelligence tool to be proposed) and website analytics (e.g. Google Analytics)		

R39	Ability to automatically export anonymised data for consumption by the National Open Data Portal (data.govmu.org)		
R40	Ability to integrate with social media		
R41	Ability to comply with Industry standards		
R42	The web platform should be Responsive i.e. compatible for use on mobile devices (Android and IOS-based smartphone and tablets)		
R43	The web platform should provide for a separate mobile-optimized version of the website		
R44	The web platform should support for navigation when viewed on a mobile device		
R45	The web platform should be built upon proven and accepted website development standards while maintaining flexibility to easily grow and add new functionality over time and with minimal cost		
R46	The user interfaces of the web platform (for all applicable types of users in the system) should meet the needs for completing trade transactions and payment with special attention to the use of such system by traders/farmers/vendors who are mostly on the field		
R47	**One-year Warranty** on complete e-Commerce Marketplace platform and components		
R48	Free upgrades, bug fixes, releases, software assurance on complete e-Commerce Marketplace platform during the one-year Warranty		
R49	Technical support on e-Commerce Marketplace platform and components for a period of **12 months** from the date of commissioning of the platform.		
R50	Financial proposal to **include** all		

	operational costs for the first year (Warranty) of the complete e-Commerce Marketplace platform and components. No hidden costs would be entertained by the client.		
R51	Proposal to include, **as an option in a separate table,** yearly operational costs for complete e-Commerce Marketplace platform and compoents for Year 2 to Year 5. If funds are available, the costs may be added to the contract value at the discretion of the client in which case only these costs would be reimbursed to service provider upon submission of valid payment receipts before end of contract.		