**REQUEST FOR PROPOSAL (RFP)**
**(For Low-Valued Services)**

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|  | DATE: February 18, 2021 |
|  | REFERENCE: RFP-024-PHL-2021 |

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Procurement of Software Development Firm for Development Live (Phase 3)**.

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

Proposals may be submitted on or before **Wednesday, March 03, 2021, 1AM Eastern Time** via eTendering system using the following details:
https://etendering.partneragencies.org

**Insert Business Unit Code: PHL10**
**Event ID number: 0000008561**

**United Nations Development Programme**
*15F North Tower, Rockwell Business Center Sheridan, Brgy. Highway Hills Mandaluyong City, Philippines*

Your Proposal must be expressed in the English, and valid for a minimum period of 120 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,

*Alka Aneja*
*Procurement Team Leader*
2/18/2021

**Description of Requirements**

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|---|---|
| Context of the Requirement | As part of its 10-point Economic Agenda from 2016-2022, the new Duterte administration targets to spend 5-7% of GDP on infrastructure. While the government reached this target in 2019, in the following year the COVID-19 pandemic brought with it a halt to many infrastructure programmes, as well as economic recession as low as -16.5% in GDP. The government plans to recover from this devastation through strong investments in infrastructure. Among the frontline agencies overseeing the infrastructure programmes are the Department of the Interior and Local Government's (DILG's) Barangay Support Programme, Assistance to Municipalities (AM) programme, and Conditional Matching Grants to Provinces programme which collectively involve the construction of evacuation centres, water and sanitation facilities, and roads for local communities; the Department of Information and Communication Technology (DICT)'s free public Wi-Fi programme, and the Bangsamoro of the Autonomous Region in Muslim Mindanao's LEAPs programme. To ensure that corruption is mitigated in infrastructure initiatives, UNDP in partnership with DILG and DBM launched a project entitled "Development LIVE: Developing Infrastructure through Local Integrity, Innovation & Citizen Empowerment." Development LIVE or DevLIVE is essentially an online data capture and visualisation platform that allows citizens to upload their monitoring reports and live stream their monitoring activities online for public viewing. Furthermore, DevLIVE allows government personnel to respond to issues raised by citizens to fast-track project implementation, thereby fostering a state society partnership that is participatory, transparent, and ultimately democratic. The development of the system has been ongoing since November 2017. There is now a need to enter a phase 3.0 of the system to ensure enhancement of features and customisation for new projects, especially those at the local government level. |
| Implementing Partner of UNDP | n/a |
| Brief Description of the Required Services | The development firm shall be needed to maintain and further customise the DevLIVE system for the various national programmes. (see full Terms of Reference) |
| List and Description of Expected Outputs to be Delivered | See Terms of Reference for details. |
| Person to Supervise the Work/Performance of the Service Provider | UNDP Pintig Lab Project Manager |

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| Frequency of Reporting | *Weekly* |
| Progress Reporting Requirements | See Governance and Accountability clause in Terms of Reference. |
| Location of work | ☒ At Contractor's Location |
| Expected duration of work | 10 months |
| Target start date | March 2021 |
| Latest completion date | January 2022 |
| 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 | ☒ Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | ☒ Required for the 4 key personnel |
| Currency of Proposal | ☒ United States Dollars for international firms<br>☒ Local Currency for Philippine-based firms |
| Value Added Tax on Price Proposal | ☒ must be exclusive of VAT and other applicable direct taxes |
| Validity Period of Proposals *(Counting for the last day of submission of quotes)* | ☒ 120 days<br><br>In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal. |

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| **Pre-Proposal Conference** | ==Will be Conducted==<br>==**Time: 2PM Manila, Philippines**==<br>==**Date:  February 22, 2021 2:00 PM**==<br>==**Venue: Zoom Conference**==<br>**Please confirm interest in joining by sending an email to** [procurement.ph@undp.org](mailto:procurement.ph@undp.org)<br>**Email Subject line: RFP-024 DevLive Software** |
| Partial Quotes | ☒ Not permitted |
| Payment Terms[1] | |

| Deliverables | Tranche Percentage | Condition of Payment for Release |
|---|---|---|
| 1. **Inception Report** including consolidated workplan for each national programme and refinements to ensure compliance with privacy rules and regulations. | 20% | Within thirty (30) days from the date of meeting the following conditions: |
| 2. **Progress report No.1** including the details<br><br>• System compliance with privacy rules and regulations.<br>• System migration to azure.<br>• Data integration with existing government systems.<br>• Progress on requested developments. | 25% | a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and<br>b) Receipt of invoice from the Service Provider. |
| 3. **Progress report No.2** including the details on:<br><br>• System compliance with privacy rules and regulations.<br>• System migration to azure.<br>• Data integration with existing government systems.<br>• Progress on requested developments. | 25% | |

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

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| | 4. **Progress report No.3** including details on:<br><br>• Developments on Programme customisation □ Citizen self-reporting feature.<br>• Dashboard template development.<br>• Adhoc features. | 10% | |
| | 5. **Project Terminal Report** including full turnover of assets, documentation of lessons learned & recommendations, and a strategy for institutionalization and full utilization of the database. | 20% | |
| | | 100% | |

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| Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment | Project Manager and Programme Analyst |
| Type of Contract to be Signed | ☒ Contract for Goods and/or Services |
| Criteria for Contract Award | ☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)<br>☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). ***Non-acceptance of the GTC may be grounds for the rejection of the Proposal.*** |
| Criteria for the Assessment of Proposal | **Technical Proposal (70%)**<br>☒ Expertise of the Firm 250 points<br>☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 420 points<br>☒ Management Structure and Qualification of Key Personnel 330 points<br>**The minimum passing score for the technical proposals to be deemed technically responsive is 700 out of 1,000 obtainable points.**<br><br>**Financial Proposal (30%)**<br>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. |
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| UNDP will award the contract to: | ☒ One and only one Service Provider |
| Contract General Terms and Conditions | ☒ 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 | ☒ Form for Submission of Proposal (Annex 2)<br>☒ Detailed TOR (Annex 3) |
| Contact Person for Inquiries (Written inquiries only) | *Kristel Aberilla*<br>*Procurement Associate*<br>*procurement.ph@undp.org*<br><br>*Note: Submission is through eTendering system. Above email address is only for clarifications.*<br><br>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers. |

The Technical Proposal will be assessed based on the criteria as shown in the table below (passing score is 700 out of 1,000 points):

| Technical Proposal Evaluation Criteria | |
| --- | --- |
| **Section 1. Firm's qualification, capacity and experience** | **Points obtainable** |
| 1.1 At least four (4) years in operation with general organizational capability and relevance of specialized competence and experience on data collection, validation, cleaning, processing, monitoring, analysis (both diagnostic and predictive), and management in response to governance concerns during times of crisis. The Firm must also have the capacity to use Microsoft Azure and ensure interoperability with different cloud platforms.<br><br>70 points for 4 years experience, additional 10 points for each additional year | 100 |
| 1.2 At least two completed similar projects in software development preferably in relation to the implementation of civic technology<br><br>105 points for 2 completed projects; additional 9 points for each additional project | 150 |
| **Total Section 1** | **250** |

| Section 2. Proposed Methodology, Approach and Project Implementation Plan | Points obtainable |
| --- | --- |
| 2.1 Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference | 105 |
| 2.2 Details on how the different service elements shall be organized, controlled and delivered | 105 |
| 2.3 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement | 105 |
| 2.4 Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract | 105 |
| **Total Section 2** | **420** |

| Section 3. Firm's Project Management Structure and Expertise/Experience of Key Personnel | | Points obtainable |
|---|---|---|
| 3.1 | Composition and structure of the team proposed; and Suitability of the proposed roles of the management and the team of four (4) key personnel for the provision of the necessary services | 40 |
| 3.2 | Project manager<br><br>Bachelor's Degree in computer science, business administration, or related field. 35 points for relevant Bachelor's, 45 points for Master's; 50 points for Doctoral | 50 |
| | 5 years of experience in managing software solutions projects. (35 points for 5 years, additional 5 points for each additional year) | 50 |
| | At least 2 completed software, application, and/or web development projects 21 points for 2 completed projects, additional 3 points for each additional project | 30 |
| | With at least 2 completed civic technology project with UN or national government (21 points for 2 projects, additional point for each additional project) | 30 |
| | Proficiency in English and Tagalog  (must be indicated in CV) | Pass/fail |
| 3.3 | Data scientist<br><br>Bachelor's degree in computer science, mathematics, statistics, or related field. 21 points for relevant Bachelor's, 25 points for Master's; 30 points for Doctoral | 30 |
| | Experience:  At least 3 years of experience in development of software solutions and data visualisation / dashboard development and training. 21 points for 3 years experience, additional 3 points per additional year) | 30 |
| 3.4 | Software Developer 1 Bachelor's degree in computer science, business administration, or related field. 11 points for relevant Bachelor's, 15 points for Master's | 15 |
| | Experience:  At least 2 years experience working on software development solutions. 14 points for 2 years experience; additional 2 years per additional year | 20 |
| 3.5 | Software Developer 1 Bachelor's degree in computer science, business administration, or related field. 11 points for relevant Bachelor's, 15 points for Master's | 15 |
| | Experience:  At least 2 years experience working on software development solutions. 14 points for 2 years experience; additional 2 years per additional year | 20 |
| **Total Section 3** | | **330** |

**FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[2]**

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[3])*

[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 submitting the following **required information and documentation:***

a) *Company Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
b) *Business Licenses – Business Permit, 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** (focal persons, mobile numbers, and email addresses);*
e) Details of at least two completed similar projects in software development preferably in relation to the implementation of civic technology
f) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
g) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

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

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

*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.*

*Proposal must present the following:*

*Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference*

*Details on how the different service elements shall be organized, controlled and delivered*

*Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement*

*Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract*

C. **Qualifications of Key Personnel**

*If required by the RFP, the Service Provider must provide :*

a) *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
b) *CVs demonstrating qualifications must be submitted if required by the RFP; and*
c) *Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. **Cost Breakdown per Deliverable***

|  | Deliverables<br>*[list them as referred to in the RFP]* | Percentage of Total Price<br>*(Weight for payment)* | Price<br>*(Lump Sum, All Inclusive)* |
|---|---|---|---|
| 1 | Deliverable 1 | | |
| 2 | Deliverable 2 | | |
| 3 | …. | | |
|  | Total | 100% | |

*This shall be the basis of the payment tranches*

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

| Description of Activity | Remuneration per Unit of Time | Total Period of Engagement | No. of Personnel | Total Rate |
|---|---|---|---|---|
| **I. Personnel Services** | | | | |
| 1. Services from Home Office | | | | |
| a.  Expertise 1 | | | | |
| b.  Expertise 2 | | | | |
| 2. Services from Field Offices | | | | |
| a .  Expertise 1 | | | | |
| b.  Expertise 2 | | | | |
| 3.  Services from Overseas | | | | |
| a.  Expertise 1 | | | | |
| b.  Expertise 2 | | | | |
| **II. Out of Pocket Expenses** | | | | |
| 1.  Travel Costs | | | | |
| 2.  Daily Allowance | | | | |
| 3.  Communications | | | | |
| 4.  Reproduction | | | | |
| 5.  Equipment Lease | | | | |
| 6.  Others | | | | |
| **III. Other Related Costs** | | | | |

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

**Format for CV of Proposed Key Personnel**

| | |
|---|---|
| Name of Personnel | [Insert] |
| Position for this assignment | [Insert] |
| Nationality | [Insert] |
| Language proficiency | [Insert] |
| Education/ Qualifications | [Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.] |
| | [Insert] |
| Professional certifications | [Provide details of professional certifications relevant to the scope of services] |
| | Name of institution: [Insert]<br>Date of certification: [Insert] |
| Employment Record/ Experience | [List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment.  For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.] |
| | ▪ Name of institution: [Insert]<br>▪ Date Employment: [To:]          [From:]<br>▪ Position: [Insert]<br>▪ Description of activities/functions performed: [Insert]<br><br>▪ Name of institution: [Insert]<br>▪ Date Employment: [To:]          [From:]<br>▪ Position: [Insert]<br>▪ Description of activities/functions performed: [Insert]<br><br>▪ Name of institution: [Insert]<br>▪ Date Employment: [To:]          [From:]<br>▪ Position: [Insert]<br>▪ Description of activities/functions performed: [Insert] |
| References | Reference 1:<br>[Insert]<br><br>Reference 2:<br>[Insert] |

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

_____          _____

Signature of Personnel                                       Date (Day/Month/Year)

**TERMS OF REFERENCE**
**Software Development Firm for Development Live**

**PROJECT ID and  PROJECT TITLE:  00127818 - Strengthening PHL Covid19 Response;  and**
**00125355 – Recovery from Covid and AAA Governance**

A. BACKGROUND

As part of its 10-point Economic Agenda from 2016-2022, the new Duterte administration targets to spend 5-7% of GDP on infrastructure. While the government reached this target in 2019, in the following year the COVID-19 pandemic brought with it a halt to many infrastructure programmes, as well as economic recession as low as -16.5% in GDP. The government plans to recover from this devastation through strong investments in infrastructure. Among the frontline agencies overseeing the infrastructure programmes are the Department of the Interior and Local Government's (DILG's) Barangay Support Programme, Assistance to Municipalities (AM) programme, and Conditional Matching Grants to Provinces programme which collectively involve the construction of evacuation centres, water and sanitation facilities, and roads for local communities; the Department of Information and Communication Technology (DICT)'s free public Wi-Fi programme, and the Bangsamoro of the Autonomous Region in Muslim Mindanao's LEAPs programme.

To ensure that corruption is mitigated in infrastructure initiatives, UNDP in partnership with DILG and DBM launched a project entitled "Development LIVE: Developing Infrastructure through Local Integrity, Innovation & Citizen Empowerment." Development LIVE or DevLIVE is essentially an online data capture and visualisation platform that allows citizens to upload their monitoring reports and live stream their monitoring activities online for public viewing. Furthermore, DevLIVE allows government personnel to respond to issues raised by citizens to fast-track project implementation, thereby fostering a statesociety partnership that is participatory, transparent, and ultimately democratic.

The development of the system has been ongoing since November 2017. There is now a need to enter a phase 3.0 of the system to ensure enhancement of features and customisation for new projects, especially those at the local government level.

B. SPECIFIC OBJECTIVES

B.1. To maintain and refine the existing mobile application and web console of DevLIVE.

B.2. To ensure good data governance of DevLIVE, overseeing data migration from Google to Azure cloud, and integration with other government systems via API.

B.3. To provide capacity building support to partners in the use of the DevLIVE application.

C. SCOPE OF WORK

C.1. The development firm shall be needed to maintain and further customise the DevLIVE system for the following programmes:

| NATIONAL PROGRAMME | GOVERNMENT AGENCY | DESCRIPTION |
|---|---|---|
| Assistance to Disadvantaged Municipalities (ADM), Assistance to Municipalities (AM) | DILG | Which constructs evacuation centres, roads, and water facilities in over 1,300 municipalities. |
| Conditional Matching Grant for Provinces | | Repair and Rehabilitation of roads in 78 provinces. |
| Barangay Development Fund | | Which constructs evacuation centres, roads, and water facilities in over 800 barangays. |
| Localization of citizen feedback on LGU-funded projects | | Locally-funded projects, prioritizing the Development Fund Projects and local infrastructure projects |
| Free WiFi for All | DICT | Providing free public Wi-Fi to 6,000 sites across the country. |
| Localizing E-Governance for Accelerated Provision of Services (LEAPS) | BARMM - MILG | Setting up digital centres, one-stop shops where citizens can easily access public information or transact through provision of various frontline services, in 6 LGUs |
| Participatory Audit | COA | Trained CSOs auditing government programmes in partnership with COA. |

The firm shall be required to perform the following.

C.2. Work Stream 1: Migrate the system to UNDP's Azure data warehouse platform (if the datasets are in Google Cloud, there should be specific work breakdown structure on how the Firm should execute the migration), and maintain existing system features, namely:

| BASE FEATURE | DESCRIPTION |
|---|---|
| Dashboard | ▫ The web console contains dashboards customised per programme, displaying information collected by the mobile application. The dashboard is customisable by the administrator, which means that data can be displayed in different visualization formats (bar, line, area, among others) without the need for code using Google Data Studio. |

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| | ⬚ Dashboard has computing capability including summation, percentage, etc. |
| | ⬚ Some of the information are viewable by the registered users and some by the public. |

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| | ⬚ Present the captured data from government and citizen reports in various forms in line, pie or bar graphs in real time (or at least updated daily) |
| | ⬚ Allow users to select, manipulate and compare data sets from different programmes, different projects, different regions and provinces. |
| GIS Interactive Map | ⬚ Contains a GIS interactive map that will capture status reports, geotagged pictures, and videos per project site. Close in proximity features/data or neighboring features/data should be visualized as clusters/hotspots. |
| | ⬚ Features overlaid are clickable and can show project/site info and description. |
| | ⬚ Integration with other programme's databases. |
| Government Reporting Stream (Web based) | ⬚ The platform allows government reporters to submit project reports based on customized form of each national programme. |
| | ⬚ The platform allows personnel to validate the submitted government reports. |
| | ⬚ The platform allows government reporters to upload geotagged photos and videos. |
| Citizen Technical Reporting Stream (Web based and Mobile Application) | ⬚ The platform allows Citizen Monitors to submit project reports based on a customised form of each national programme. |
| | ⬚ The citizen monitor can submit reports even they are offline, and once they have connection; the data will automatically be synchronised with the platform. |
| | ⬚ The citizen monitor can upload geo-tagged photos and videos as part of their report. |
| | ⬚ The citizen monitor is able to get the projects (from the listings uploaded in the application or the library of projects) to be monitored using assigned codes. |
| | ⬚ Aside from entering codes, a user-friendly search feature allows citizens to locate nearby projects using location data. |
| | The platform allows Citizen Monitor Admins to validate citizen monitor reports. |
| | ⬚ The citizen monitor shall be allowed to use the app to scan and validate QR codes as part of their report. |
| | ⬚ Must be developed using a cross-platform tool covering/enabling access in desktop (Linux, Windows, MacOS), web, mobile altogether. |
| Citizen Comment and Feedback mechanism (Mobile Application) | ⬚ The general public may submit feedback on a particular program related to the specific projects. |
| | ⬚ The general public can upload geotagged photos and videos on their feedback. |
| | ⬚ The general public can register using email and basic user information. |
| | ⬚ The platform will allow oversight government personnel and Citizen Monitors to validate the submitted feedback of concern citizen. |
| | ⬚ The general public may submit comments on a particular program related to the specific projects. |

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| Resource Library Management | ▪ The general public is allowed to download uploaded resources by<br>▪ administrators.<br>The platform will allow the project administrator to upload and manage resources<br>(E.g. Excel, CSV, PDF, Word Docs, Video files, KML, shapefiles) |

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| Feedback Loop System | ▪ Develop automatic prompts to project admins and project implementers (LGUs) when feedbacks or updates are received<br>▪ Develop LGU accounts which have the option to upload results of feedback investigation and response |
| Flagging System | ▪ The platform can identify what flag colour is committed based on project reports rules. Rules are identified by the programme administrator.<br>▪ The platform can identify what flag color is committed based on citizen feedback points. |
| Platform Management for Admin | ▪ The platform allows project administrators to upload projects on specific government programmes.<br>▪ The project administrators have full access in updating the database at the frontend.<br>▪ The platform will allow project administrators to modify basic project profiles, project cost, project location and project gallery. |
| Form Management for Admin | ▪ The platform allows the project administrator to manage the forms for LGU reporting and citizen feedback.<br>▪ The administrator can build custom citizen feedback forms or add fields when needed without programming to fit the requirements of each national<br>▪ programme. Customized forms and additional fields will be synchronized with the existing forms and database.<br>▪ Records entered into custom fields should be synched and added to the existing master list or database or library which can also be viewed in the dashboard. |
| User Management for Admin | ▪ The platform allows the project administrator to manage the Oversight, Validators, LGU Reporters, CSO Monitors, CSO Admin and registered users. |
| Social Media | ▪ The citizen monitor allows citizens to register and login to mobile application using their social media accounts. |
| | ▪ The mobile application allows the user to share post to their social media accounts using the #DevLivePH hashtag. |
| | ▪ In terms of accessibility and inclusiveness, diversifying input modalities of feedback through Facebook chatbots, etc. |
| Public Portal | ▪ The platform allows the General Public to view the information about various projects sourced from the DevLIVE mobile app and other databases. |
| | ▪ The portal allows citizens to view information on government projects. |

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| Citizen Alert | ▢ Government personnel is to receive an alert if the issues are not addressed within time frame.<br>▢ Citizens will allow to send an alert via push notifications to the accountable government personnel. The citizen is able to track the status pending alerts and whether or not the concerned government agency has taken steps to address the reports.<br>▢ Citizens are able to receive alerts / feedback from government re: the status of their report. |
| Gamification | ▢ Citizen monitors are awarded points and displayed on ranking board as an incentive to sustain their participation in the application. Marketplace developed where points can be redeemed. |
| Offline application, if internet is not available | ▢ LGUs and citizens can use the mobile application during their validation and monitoring activities in an offline environment. Users can answer survey forms, capture geotagged photos, and save filled-up forms even without internet connection. Sending forms will require them to connect to internet. |
| Interoperability and integrative functions | ▢ The platform supports integration or linkage with other systems. For the desktop console, the system is compatible with version 7 up to the latest version. For web, should be compatible with different web browsers.<br>▢ The mobile app is compatible with different android (should have consultations with the versions used at the ground) and IOS operating systems. |
| Predictive Search/ Autocomplete | ▢ The platform supports predictive search feature in searching projects, particularly in Pipol Konek. By this, the citizens do not need to bring the list of codes with them in validating sites. |
| Security | ▢ Block distributed denial of service (DDOS) attacks using a 3rd party service. |
| Data Privacy | ▢ Must be compliant with policies of National Privacy Commission of the Philippine government. |
| Data Exporting | ▢ Data from dashboard and data table will able to export in defined format (PDF, EXCEL, Word, JSON, CSV, KML, Shapefile) |
| General | ▢ Interoperability with other systems (i.e. DevLIVE+ / QlikSense), open data kit, |
| | ▢ User Acceptance Tests, by national programme |
| | ▢ Software Documentation, by national programme |

| System | The system is open sourced, and is operational on the minimum hardware requirements:<br><br>CPU: Octa-core 1.8 GHZ Cortex-A53<br>OS Android 8.0 Oreo<br>Chipset: Qualcomm SDM450 Snapdragon 450 (14nm)<br>Card slot: MicroSD up to 256GB<br>Internal: 64GB, 4GB RAM<br>Main camera: 16MP F 1.7 26mm wide<br>Display: Super AMOLED Capacitative touchscreen, 16M colours.<br>Battery: non removable li-ion 3500mAh battery.<br>SIM: Single SIM (Nano-SIM) or dual SIM. |
|---|---|

C.4. Work stream 2: The firm shall be tasked to develop new features of the system, including:

| Programme customisation | Administrator should be able to enroll new programmes and upload project lists without the use of code. |
|---|---|
| Citizen project report | Citizens should be able to upload feedback reports on projects not included in the list of programmes. In consultation with UNDP, DILG, LGUs and other |
| | relevant partners, the Administrator will integrate core indicators, including those that relate to local development results and SDGs, for citizen project analysis. |
| Data integration | Facilitate the integration of data into government / partner data warehouses. |
| Dashboard | Template for standard data fields for PowerBI and Google Data Studio which the user can use as a starting point for further customisation. |
| Privacy refinements | Refinement of system to ensure full compliance with national privacy rules and regulations. |
| Others | Ad-hoc system development requests coming from UNDP and government / CSO partners, subject to discussion with developer and within available work days allotted. |

C.5.  Work stream 3: The firm shall be tasked with providing online training and orientations to government and      CSO partners through:
- Online powerpoint presentations.
- Technical contribution to instructional videos and pamphlets / handbooks.

## D. APPROACH AND METHODOLOGY

D.1. The Contractor must be able to provide a combination of data-science and software development expertise, with a project manager to interface with UNDP and key partners.

D.2. The Contractor's personnel shall include at a minimum one (1) Project Manager, one (1) Data Scientist, and two (2) Software developers. The Contractor has a discretion on how much work it will allocate among its personnel but the aggregate length of employment by the Contractor on the Data Management must be equivalent to 500 hours over 10 months.

D.3. Due to the historic and unprecedented nature of the COVID-19 pandemic and human rights situation, candidate firms or research institutions are encouraged to include in their Technical and Financial proposals applications of CSR, philanthropic, and/or social impact initiatives that may add value to this project.

## E. DELIVERABLES AND SCHEDULE

The Firm shall perform its responsibilities and deliver its outputs following the schedule below.

| Deliverables/ Outputs | Estimated Duration to Complete | Review and Approvals Required |
|---|---|---|
| **Inception Report** including the consolidated workplan for each national programme and specific refinements to ensure compliance with privacy rules and regulations. | 0.5 months | *Main:* Project Manager <br><br> *Alternates:* |
| **Progress report No.1** including details on: <br> ⬚ System compliance with privacy rules and | 0.75 months | |
| regulations. <br> • System migration to azure. <br> • Data integration with existing government systems. <br> • Progress on requested developments (ad-hoc). | | Programme Analyst Project Manager |
| **Progress report No.2** including details on: <br><br> • System compliance with privacy rules and regulations. <br> • System migration to azure. <br> • Data integration with existing government systems. <br> • Progress on requested developments (ad-hoc). | 2.25 months | |

| | | |
|---|---|---|
| **Progress report No.3**<br>• Developments on programme customisation.<br>• Citizen self-reporting feature.<br>• Dashboard template development.<br>• Adhoc features. | 3 months | |
| **Project Terminal Report and Decommission Plan**<br>including full turnover of assets, documentation of lessons learned & recommendations, and a strategy for institutionalization and full utilization of the database. This should include a user manual of important components, such as the form builder and web console, and training on form and data management for UNDP and other partners UNDP may identify | 3.5 months | |

F. KEY PERFORMANCE INDICATORS AND SERVICE LEVEL

| Performance indicators | Service required | Frequency |
|---|---|---|
| Sustained communication with UNDP, NGAs, and LGUs | Regular coordination with UNDP, NGAs, and LGUs | Monthly meetings |
| Quality and timely submission of outputs and reports | Prepare and submit outputs and reports | Based on the target dates set in section F |

If the selected firm fails to meet its responsibilities or above-mentioned service levels, UNDP will communicate through a written notice and if there is no improvement noticed after the notice and agreed timelines, the agreement shall be terminated.

G. GOVERNANCE AND ACCOUNTABILITY

G.1. The Contractor will be under the direct supervision of the UNDP Pintig Lab Project Manager and coordinate with the Institutions and Partnerships Programme Analyst and LEAPs Project Manager. The UNDP Pintig Lab Project Manager shall regularly communicate with the Contractor and monitor the progress of their outputs. The social listening reports shall be shared with the Impact Advisory Team and Institutions and Partnerships Team as well as government partner.

G.2. The Contractor shall report progress, provide updates, or raise issues to the UNDP on a weekly basis. The Contractor is expected to be accessible to UNDP personnel through mobile and digital collaboration tools on an agreed schedule and when required.

G.3. Upon the direction of the UNDP focals, the Contractor is expected to coordinate with officials, personnel, and consultants of UNDP, government agencies, CSOs, private sector partners, and other stakeholders of the project.

G.4. In consultation with the UNDP Pintig Lab Project Manager, the Contractor shall provide and set up project collaboration tool/s (e.g. Teams, Slack, Trello, Wrike, Basecamp, Smartsheet, etc.) to be used for this project where UNDP project personnel may log into to check on progress and provide feedback.

G.5. All systems, reports, and video material shall be the sole property of UNDP.

G.6. The Contractor will facilitate the data sharing agreement needed in order to host the datasets in the UNDP Data Warehouse.

## H. FACILITIES TO BE PROVIDED BY UNDP

H.1. This work shall be performed remotely. The Contractor is expected to have their own workspaces, facilities, computers, equipment, and licenses to digital tools. UNDP shall not be responsible in providing these to the Contractor and its personnel.

H.2. UNDP and the Firm shall assess, once Community Quarantine restrictions are eased, if it is safe and necessary to have in-person meetings and activities.

## I. EXPECTED DURATION OF THE CONTRACT

I.1. The Firm will be hired for ten (10) months. The target start date of contract is March 2021.

I.2. Estimated lead time for UNDP or Implementing Partner to review each output, give comments, approve/accept outputs is 10 working days.

## J. LOCATION OF WORK

J.1.2. Due to various Community Quarantine (CQ) measures, the Contractor is expected to implement this project with a Work From Home (WFH) arrangement for its personnel based in the Philippines in compliance with the rules and guidelines set by the Philippine Government's Inter-Agency Task Force on Emerging Infectious Diseases (IATF). For out of country personnel, the Contractor is expected to implement the appropriate working arrangements that complies with the rules and guidelines of the respective jurisdictions where its personnel reside, especially those on physical distancing and home quarantines. Hence, meetings and coordination, whether regular or irregular, shall be conducted through digital collaboration and conferencing tools by default.

J.3. Should rules and guidelines on physical distancing and home quarantines be recalled or modified in the respective jurisdictions where personnel involved in this project reside, the UNDP and the Contractor shall exercise flexibility and prioritize the physical and mental well-being of all project personnel and stakeholders with view to attending meetings with government counterparts where necessary.

K. PROFESSIONAL QUALIFICATIONS OF THE SUCCESSFUL CONTRACTOR AND ITS KEY PERSONNEL

K.1. The successful Firm must have demonstrable capability and track record to undertake a combination of methodologies and tools for this project. The Firm must meet the following qualifications:
   a. At least four (4) years in operation with general organizational capability and relevance of specialized competence and experience on data collection, validation, cleaning, processing, monitoring, analysis (both diagnostic and predictive), and management in response to governance concerns during times of crisis. The Firm must also have the capacity to use Microsoft Azure and ensure interoperability with different cloud platforms.
   b. At least two completed similar projects in software development preferably in relation to civic technology

K.2. The Firm shall assign a minimum of 4 personnel for the project, specifically 1 project manager, 1 data scientist, and 2 software developers. The CVs of the 4 key personnel proposed will be evaluated according to the qualifications indicates in Section 4: Criteria for Evaluation.

The Firm may propose to include additional personnel as it sees fit, and these will be evaluated by UNDP based on their relevance and value-addition. The Firm must also demonstrate how its senior leadership and advisers can be tapped to provide guidance to the project as may be necessary.

L. PRICE AND SCHEDULE OF PAYMENTS

**L.1.** UNDP shall deliver payment to the Contractor in tranches contingent on both delivery and acceptance and certification of the outputs as presented in the Schedule of Payments table below.

**L.2.** Payments shall only be made upon review, acceptance, and rectification of errors and/or improvement of the work or service as necessary.

| Deliverables | Due Date | Tranche Percentage |
|---|---|---|
| 1. **Inception Report** including consolidated workplan for each national programme and refinements to ensure compliance with privacy rules and regulations. | 5 March 2021 | 20% |

| | | |
|---|---|---|
| 2. **Progress report No.1** including the details on:<br><br>• System compliance with privacy rules and regulations.<br>• System migration to azure.<br>• Data integration with existing government systems.<br>• Progress on requested developments. | 29 March 2021 | 25% |
| 3. **Progress report No.2** including the details on:<br><br>• System compliance with privacy rules and regulations.<br>• System migration to azure.<br>• Data integration with existing government systems.<br>• Progress on requested developments. | 15 June 2021 | 25% |
| 4. **Progress report No.3** including details on:<br><br>• Developments on Programme customisation ⬜ Citizen self-reporting feature.<br>• Dashboard template development.<br>• Adhoc features. | 15 September 2021 | 10% |
| 5. **Project Terminal Report** including full turnover of assets, documentation of lessons learned & recommendations, and a strategy for institutionalization and full utilization of the database. | 19 December 2021 | 20% |
| | Total | 100% |