



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: February 19, 2021
	REFERENCE: UNDP-RFP-2021-029

Dear Sir / Madam:

We kindly request you to submit your Proposal for the provision of services to **Develop a software to help management in tracking and quality assurance of the Economic Task Team's Workplan and Development Products**. Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Your proposal should be submitted through e-Tendering online system by or before the deadline of Wednesday **8th March 2021 12:30 PM PST OR 2:30 AM EST** indicated in <https://etendering.partneragencies.org>.

Detailed instructions on how to submit, modify or cancel a bid in the e-Tendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

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

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation" button no later than **Thursday 25th Feb 2021**. If that is not the case, UNDP would appreciate your indicating the reason, for our records. Clicking the Acceptance button **will enable you to receive updates/notifications, but it will not restrict you from submitting the bid till the deadline**.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it is submitted through the e-Tendering system 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 there is requirement of any clarification related to this RFP, kindly send queries to pakistan.procurement.info@undp.org.

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.

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A handwritten signature in blue ink, appearing to be 'Sajid'.

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 4.

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

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

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



17-Feb-2021

**For Knut Ostby
Resident Representative**

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Annex 1

Description of Requirements

Context of the Requirement	Hiring of a firm to develop a software to help management in tracking and quality assurance of the Economic Task Team's Workplan and Development Products.
Brief Description of the Required Services ¹	<p>1. Background</p> <p>The project needs to contract a firm for the following reasons:</p> <p>The MAGP has several Task Teams working on different initiatives; Currently, management tracks the task team's work manually through a detailed workplan (in excel) which consists of:</p> <ol style="list-style-type: none"> 1. Result Areas 2. Work Areas 3. Monthly Activities 4. Deadlines 5. Responsible Team Member for Each Activity. 6. Final Development Products (which are uploaded to a separate dropbox) 7. Consultant Invoices and Individual Monthly Reports (stored in yet another dropbox) <p>In recent months, the task team members tripled in number, expanded/diversified in their activities and final development products with varying deadlines and circumstances. Management now finds it increasingly challenging to manually track and individually follow up with each team member's assignments. It has led to delays (especially in real time information), human errors and other inefficiencies.</p> <p>Management is seeking to not only do these tasks effectively but also prioritize adding more value to the process. This requires setting up protocols, routines and processes that are embedded in IT. Such value added will include taking up activities to strengthen product development, information management, curate communication materials and reports, invest in team capacities and ensure achievement of results.</p> <p>This will be possible through a management software that is able to process information, serve as an organization template for activities, ascertain clarity on assignments and provide ready access to data and convert it into reports.</p> <p>A detail research was conducted to see if available softwares in the market can cater to the team's specific needs. Findings of the research has been attached as a separate document to these ToRs. The research concludes that majority of the available software (e.g. Ms Project, Microsoft Teams, Asana and several others) requires the teams to mold their requirements to fit the features of the software and not vice versa. For these reasons it has been decided to hire the expertise of a firm that will help tailor make a software that will fit the unique requirements of the economic task teams. Details of the specific needs of the team and the required software features are described in the 'scope of work' section below.</p> <p>Background:</p>

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.

MAGP works to accomplish a legitimate governance structure and improved services in Merged Areas (MA) of Khyber Pukhtunkhwa (KP). MAGP provides the KP government with strategic support (high level political support), normative support (human rights, gender, repugnancy and fundamental rights) and kinetic support (momentum and implementation planning) in different spheres to help implement the Accelerated Implementation Programme (AIP)². To do this MAGP is divided into several Task Teams of which the workstreams mentioned below come under the category of Economic Task Teams.

1. Trade and Economic Activates Team:

This team works on development of interventions for job creation, youth employment and women economic empowerment. It focuses on private sector development in the Merged Areas and policy recommendations to the KP government

2. Special Emphasis Programme (SEP) Task Team

In addition to the traditional sector approach, AIP includes Special Emphasis Programmes (SEPs). SEPs are a set of projects approved by the Provincial Cabinet, which will work under the ambition of incorporating innovative designs into programmes and projects. Partnerships will be encouraged (i.e. with the private sector or non-government organizations) and the SEPs will be tightly monitored for impact to weave lessons learned into subsequent generations of the projects.

3. Accelerated Implementation Mechanism (AIM)

To address the scale of the implementation challenge AIP has been broken down into Augmented Implementation Mechanisms (AIM) for accelerated development of the MA. It places iterative planning and development at the heart of the enterprise, needing accurate and timely data, the capacity to analyze the data, arrive at usable information and insert course correction measures. It has been broken down into several work areas as follows:

- **AIP Plan of Action for Optimal Utilization-** This will help address issues related to low projectization and utilization of funds during AIP 2019-2020.
- **AIP Portfolio (Expedited Projectization)-** This aims at accelerated preparation and approval of PC-1s
- **AIP Portfolio Review-** This aims at assessing the AIP II portfolio with reference to sector PAMFRAMES.
- **High Level Oversight Committee –** This will aim to identify in a timely manner the bottlenecks and challenges through data driven, analytical reporting, enable government to take timely corrective actions
- **PAMFRAME Institutionalization-** This aims at linking projects with outputs and outcomes which will be measurable and verifiable.
- **Enhanced Appraisal Method –** It will help in quality of project appraisal.

² A Tribal Decade Strategy (TDS), 2020-2030 was created to address the historic development lag in a time-bound manner and to provide the citizens living in Merged Areas with the same opportunities - political, social and economic - enjoyed by all Pakistanis. The AIP translates the Tribal Decade Strategy (TDS) into actionable initiatives over the first three years emerging on the perspective planning horizon. The AIP development portfolio consists of projects and interventions separately conceived, funded and monitored from the traditional Annual Development Programme (ADP). AIP aims to address the lag in development through both a dramatic increase in resources as well as innovative and materially different approaches to development. It is designed to be results-based; designed around logically planned and coherently organized outputs and outcomes.

4. D. Analytics

This task team works on creating research products that are linked to or requested by the different workstreams of MAGP. It is also managing several surveys to collect baseline data that will help make informed decisions on various initiatives that the other task teams are working on e.g. SEP Baseline Survey, Business and Labour Survey. It also organizes seminars on topics relating to MA development with an objective to increase awareness, support and invite innovative solutions. These seminars will invite dialogue and input from both international and local experts.

5. Field Augmentation & Support Tasks (FAST)

This team focuses on increased pace and quality of field implementation of AIP/ADP schemes. They also work towards improving monitoring systems and timely course corrections for schemes. They will make sure district administrations have an enhanced role in development as enunciated by P&D.

6. Qabail Led Development Program

This team will focus on linking social capital of the tribal communities to local development. They will prioritise local needs for funds allocation. They will also develop local mechanisms for high allocative efficiency.

7. Management

The management group within the economic task teams has established several layers of quality assurances for Development Products submitted by consultants. The layers include:

- Management leads on a Problem Driven Iterative Adaptation (PDIA)³ approach to compile monthly and quarterly workplans.
- Once the workplans are compiled, management extracts each consultant's monthly DPs in an excel tracker for the Lead Economic Advisor's (LEA) review.
- Once final, the approved DPs are shared with the team at the start of the month for them to initiate their respective work.
- There are six layers of reviewers:
 - a. *First Reviewer* – They make sure to check-in with the consultant throughout the month to assess the deliverables are on track and arrange support if there are challenges. They also make sure all DPs are submitted on time with in the workplan deadlines. They also assess the days allocated to each assignment to make sure they are appropriate to the amount of effort required on each deliverable.
 - b. *Second Reviewer* – All first reviewers then forward the DPs to the second reviewer for a second layer of quality assurance check
 - c. Some DPs might need an additional review and a Resource on Call (RoC) will be assigned to conduct the review.
 - d. *Lead Economic Advisor Review*- The final review of DPs, monthly report and invoices is done by the LEA.

³ PDIA is a step-by-step approach which helps you break down your problems into its root causes, identify entry points, search for possible solutions, take action, reflect upon what you have learned, adapt and then act again. It is a dynamic process with tight feedback loops that allows you to build your own solution to your problem that fits your local context.

- e. *Operations Review*: The online DP tracker is then updated and shared with HR, Operations and Project Manager (PM) along with a Zip file of invoices to disburse payments.
- f. *Bi-Weekly Meetings* – The management team then provides a bi-weekly presentation to the Chief Technical Specialist in the presences of LEA, Operations, HR and PM on the quality and tracking of deliverables. Lessons learnt are shared and mutual decisions are reached on ways to further improve processes.

This detail description of management tasks need to be kept in mind when developing the software.

8. Additional Tasks and Sub-Teams (such as Land Settlement, Strategic Communications Unit and Local Governance)

Any other tasks assigned by the government or donors that were not part of the initial workplan but have been approved by the LEA or Chief Technical Specialist.

Desired Impact of the Software:

The management team (with the support of the software) is able to set up protocols, routines and processes in regards to workplan implementation, tracking team activities and quality assure final development products within assigned timelines. The software will ensure management is able to add value by taking up activities to strengthen product development, information management, curate communication materials and reports, invest in team capacities and ensure achievement of high quality results.

Scope of Work:

In order to achieve the above mentioned impact the contracting firm should keep in mind the following objectives during the software development:

Objectives:

9. Assign workplan work areas onto allocation of responsibilities through a predictable and managed process of assignment.
10. Outline key processes that link various team members, activities and project priorities and allow for evolution with time.
11. Create records of activities, development products and events.
12. Manage resources and align them with emerging project requirements.
13. Render information readily accessible to reporting.
14. Develop channels of communication in addition to management assigned activities.

Key Features of the Software:

To achieve the above mentioned objectives the following features must be incorporated into the software:

- Work plan levels linked and rationally schemed: result areas > work areas > activities > development products > evaluation > results (aligned with timelines)
- Generate reports on work load of team members
- Assign primary and secondary responsibilities to individual team members. For example if the activity is a team activity, who is leading the activity (primary responsibility) and who is offering support (secondary responsibility)?

- Team members should have a chat option next to each activity in case a discussion needs to be held.
- There should also be a 'red flag' option which highlights upcoming risks involved with a certain activity or if management needs to be notified to take key decisions for the activity to move forward.
- At times a team member would require extra support to complete an assigned activity. The software should be able to generate a request for collaboration from team members.
- The request for support or collaboration from other team members must be first approved by the Task Team Manager or Second Reviewer. All work areas will have a designated team a Task Team Manager.
- The team has two clients: the KP government and the international funding donor. Both clients have the tendency to make requests that have to be catered do. The software should enable both clients to notify the team with their requests.
- The software should enable management to have the ability to review and approve client request.
- Team should be able to request rescheduling an activity or development product
- Teams should be able to flag and identify any human resource requirement or new recruitment request (Resource on Call (RoC))
- The software should contain links or upload options for team members to submit their monthly DPs.
- The software should have an option to upload team member salary invoices confidentially (only visible to management)
- Monthly report submission where the format is automatically arising from assignments
- At times, some reports require an additional peer review. The software should contain an option to assign reviewers or RoC reviewers.
- The reviewers should have the ability to leave comments within the software regarding the document there are reviewing.
- There should be a response matrix for comments
- Each team member will be assigned first reviewer and second reviewer of their work. The software should enable this dual review process.
- Admin rights should only be with management for example, (i) Right to change due dates (ii) Rights to assign responsibilities (iii) Right to create Task Teams
- The software should generate progress reports against progress milestones and indicators
- Generate progress reports on internal indicators like recruitments, preparation for key events.
- Generate dashboards on progress for different levels
- Generate customized reports for donors
- Generate information reports for weekly reporting
- Add timeline alerts when people submit and when people are late the software will send reminders.
- The software should automatically calculate the monthly salary of consultants by adding up the number of days they worked multiplied by their daily rate.
- The teams currently use Asana to coordinate with UNDP management and other teams. The software should be synced with Asana to pick up any assigned tasks or to-do lists and highlight it to management.

Technical Requirements:

	<ul style="list-style-type: none"> - The coding must be secure (update and paid version such as dot net or registered PHP). - The hosting and domain registration cost will be borne by the firm. Time period will be the life time of the MAGP project (1 year) - Hosting must be at a secure server with uptime of 99.999 Percent. - The website should be optimized to be used on handheld devices. - The Mobile app for Android (only) must be included in the same package. <p>Note: Please note that there is no flexibility in the technical requirements. Those who do not meet these requirements will be disqualified from evaluation at preliminary evaluation stage.</p>																				
List and Description of Expected Outputs to be Delivered	<p>Expected key outputs/deliverables/mandatory requirements:</p> <table border="1"> <thead> <tr> <th colspan="4">Delivery of Entrepreneurial Skills Training</th></tr> <tr> <th>Sr. #</th><th>Deliverables</th><th>% Payment</th><th>Timeline</th></tr> </thead> <tbody> <tr> <td>1</td><td>Prototype which shows all relevant screens. This should take one week.</td><td>20 %</td><td>Within one week of contract signing.</td></tr> <tr> <td>2</td><td>Testing or quality assurance of software by MAGP team before finalization</td><td>10 %</td><td>Within three weeks of contract signing</td></tr> <tr> <td>3</td><td>Testing of Live Working Software.</td><td>70 %</td><td>Within five weeks of contract signing.</td></tr> </tbody> </table>	Delivery of Entrepreneurial Skills Training				Sr. #	Deliverables	% Payment	Timeline	1	Prototype which shows all relevant screens. This should take one week.	20 %	Within one week of contract signing.	2	Testing or quality assurance of software by MAGP team before finalization	10 %	Within three weeks of contract signing	3	Testing of Live Working Software.	70 %	Within five weeks of contract signing.
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Person to Supervise the Work/Performance of the Service Provider	<i>The programmatic oversight of the intervention will be conducted by primarily by Senior Associate MAGP and Project Manager MAGP.</i>																				
Frequency of Reporting	[As per deliverables mentioned in the Detailed TORs]																				
Progress Reporting Requirements	The firm / company shall submit proper Reports of progress and may be asked for presentation on their progress.																				
Location of work	<input checked="" type="checkbox"/> Remotely																				
Expected duration of work	The overall contract shall be valid for 2 months and support service will be required for 12 months. UNDP will not provide office space for this assignment.																				
Target start date	1 st April 2021																				
Latest completion date	31 st May 2021																				
Travels Expected	Not Required																				

Special Security Requirements	Note: UNDP will not be liable to provide the security to the selected firm and it is the responsibility of the selected firm to arrange the security of its employees.
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> All project related costs will be borne by the Contracting firm.
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency [PAK RUPEES]
Value Added Tax on Price Proposal ⁴	<p><input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (the invoice submitted should indicate the price and tax portion separately).</p> <p>Further, United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.</p>
Validity Period of Proposals (Counting for the last day of submission of quotes)	<p><input checked="" type="checkbox"/> 90 days</p> <p>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.</p>
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	Payment schedule for Software Development.

⁴ VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

	Sr. #	Deliverables	% Payment	Timeline
	1	Prototype which shows all relevant screens. This should take one week.	20 %	Within one week of contract signing.
	2	Testing or quality assurance of software by MAGP team before finalization	10 %	Within three weeks of contract signing
	3	Testing of Live Working Software.	65 %	Within five weeks of contract signing.
	4	Software support for 12 months	5%	Over 12 months
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<i>The programmatic oversight of the intervention will be conducted by Sofia Khan-Senior Associate-MAGP UNDP.</i>			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Institutional Services			
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) Where the minimum passing score of technical proposal is 70%. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of the Firm 30% with 210 Marks out of 700 <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% with 280 marks out of 700 <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 30% with 210 marks out of 700			

Financial Proposal (30%)

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. (*Financial Score= (Lowest Offer/Offer to be evaluated*300)*)

Summary	Weight	Points Obtainable
Expertise of firm/organization/institute	30%	210
Proposed methodology, approach and implementation plan	40%	280
Management Structure and Key Personnel	30%	210
Total 70% weightage	100	700
Financial Proposal-30% weightage		300
Total		1,000

Form 1 Technical Proposal Evaluation		Points obtainable
Expertise of the Firm/Organization		
1.1	(i)A summarized, 3-page corporate profile, including pen-portraits of permanent senior management staff (at least 3) (ii) Details of facilities and resources (offices, employees, linkages), and length of overall experience in software development. (25marks for each point)	50
1.2	The firm should have developed two Management software comprising reporting system, task management with secure encrypted data storage capacity, with after sale services worth 4 million.	50
1.3	General firm capability which is likely to affect implementation; management structure (50 marks), project management controls (40),	90
1.4	Financial stability (Last Two years Audited Accounts (2018-2019, 2019-2020). 10 marks for each Audited statement	20
		210

Form 2 Technical Proposal Evaluation		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	Have the important aspects of the task been addressed in sufficient detail and do they correspond to the Terms of References? The proposer must address the following technical requirements in their technical proposal:	125

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		<ol style="list-style-type: none"> 1. The coding must be secure (update and paid version like dot net or registered PHP). 2. The hosting and domain registration cost will be by the contracting firm for the duration of the project 3 years). 3. Hosting must be at some secure server with uptime of 99.999 Percent. 4. The website should be optimized to use at handheld devices. 5. The Mobile app for Android (only) must include in the same package. 6. Demonstrate ability to make a secure software. 	
	2.2	Is the proposal well defined and corresponds to the Terms of Reference? (Clear and concise approach)	50
	2.3	Work plan: Clarity of presentation and sequencing of activity are logical, timely and technically realistic. Does it promise efficient implementation of the proposed tasks and demonstrates flexibility to adapt to local context? e.g. Proposed work plan.	75
	2.4	Project Maintenance: Has the bidder indicated a maintenance plan to effectively maintain the App and software and also reflected the resources / services to carry out maintenance? e.g. Maintenance strategy	30
			280
Technical Proposal Evaluation Form 3			Points Obtainable
Management Structure and Key Personnel			
	3.1	Database Designer: <ul style="list-style-type: none"> - Responsible for designing the flexible and scalable database schema (skeleton structure that represents the view of the entire database) - Designing and preparing reports for Project Manager. - Education:-Bachelors Computer Sciences.-8marks - 5 to 7 years of relevant experience 6 marks - 7-10 years of relevant experience 12 marks 	20

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	3.2	<p>User Interface Designer:</p> <ul style="list-style-type: none"> - Responsible for gathering and evaluating user requirements in collaboration with project managers for designing mockups of each end user's interface. - Education:- Bachelors Computer Sciences.-8 marks - 5 to 7 years of relevant experience 6 marks - 7-10 years of relevant experience 12 marks 	20
	3.3	<p>Software Architecture Designer</p> <ul style="list-style-type: none"> - Collaborate with various stakeholders to determine software requirements and creates a high-level product specifications and design documents. - Provide the development team with architectural blueprints to follow and guide the team throughout the development process. - Evaluating and recommending tools, technologies and processes to ensure the highest quality product platform. - Troubleshooting code level problems quickly and efficiently. - Education:-Masters Computer Sciences-8 marks - 5 to 7 years of relevant experience 6 marks - 7-10 years of relevant experience 12 marks 	20
		<p>Backend Software Developer</p> <ul style="list-style-type: none"> - Backend system handles the server, the data and the functionality; - Responsible for developing/coding the backend system, and troubleshooting and debugging system. - Education: Bachelors Computer Sciences.-8 marks - 5 to 7 years of relevant experience 36marks - 7-10 years of relevant experience 12 marks 	20
		<p>Frontend Software Developer</p> <ul style="list-style-type: none"> - Responsible for enabling the user interact with the system and perform operations that strikes the backend system's functionalities accordingly. - Responsible for developing/coding the frontend system by determining the structure and design of web pages. - Education: Bachelors Computer Sciences.8 marks - 5 to 7 years of relevant experience 6 marks - 7-10 years of relevant experience 12 marks 	20
		<p>Deployment Engineer</p> <ul style="list-style-type: none"> - Responsible for deploying the releases into the production environment (live server so that the client is able to access it) safely and timely. - Education: Bachelors Computer Sciences.-8 marks - 5 to 7 years of relevant experience 6 marks - 7-10 years of relevant experience 12 marks 	20

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		Quality Assurance Engineer <ul style="list-style-type: none"> - Responsible for quality assuring activities throughout the software development lifecycle and reviewing quality specifications and technical design documents to provide timely and meaningful feedback. Creating detailed, comprehensive and well-structured test plans and test cases. - Education:- Bachelors Computer Sciences/Bachelor of Science Information Technology-8 marks - 5 to 7 years of relevant experience 6marks - 7-10 years of relevant experience 12 marks 	20
		Project Manager <ul style="list-style-type: none"> - Responsible for planning and sequencing the activities of the team members, and monitoring and reporting the project progress. - Background must be from IT with a Master's Degree in CS/SE/IT- 8 marks - 5 to 7 years of relevant experience 6marks - 7-10 years of relevant experience 12marks 	20
		Android App Developer <ul style="list-style-type: none"> - Education: Bachelors Computer Sciences -20 marks - 5 to 7 years of relevant experience 20marks - 7-10 years of relevant experience 30 marks 	50
		Total Part 3	210
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider		
Annexes to this RFP	<input checked="" type="checkbox"/> Description of requirements (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Financial Proposal (Annex 3) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 4) <input checked="" type="checkbox"/> Detailed TOR [Annex-5]		
Contact Person for Inquiries (Written inquiries only)	<i>pakistan.procurement.info@undp.org</i> 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.		

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Minimum Eligibility Criteria	<ol style="list-style-type: none"> 1. Technical and financial proposals should be submitted in separate PDF files and financial proposal is password protected. 2. Firm is legally registered entity. Firm's valid registration with Income Tax/Sales Tax Department. (Sole proprietors are not eligible to apply). 3. Profile of the company/firm along with details of employee, CVs of key professionals and available facilities/expertise. 4. A minimum of three (03) years of professional experience in providing Software development expertise. Provide evidence of 2 relevant projects 5. Three satisfactory performance certificates for Projects completed in last three Years along with duration of each assignment. 6. An affidavit on stamp paper that the company/firm has never been blacklisted by any institution / department / agency and that it has not been involved in litigation with any of its clients. 7. Copy of Certificate of Registration of the Business, including Articles of Incorporation, or equivalent document if Proposer is not a corporation/ or SECP Registration 8. Submit all other documents as requested in the evaluation criteria Form 1,2, and 3.
Deadline for Submission	<p>8th March 2021 (12:30 PM Pakistan standard Time or 2:30 AM EST)</p> <p>Please note:</p> <ol style="list-style-type: none"> 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. 2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue in submitting your bid at the last minute, UNDP may not be able to assist.

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Electronic submission (eTendering) requirements	<ul style="list-style-type: none"> • Technical and financial proposals should be submitted in separate PDF files • File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. • All files must be free of viruses and not corrupted. • Password for financial proposal must not be provided to UNDP until requested by UNDP (see notes below) <p>Important Notes for financial proposal:</p> <ul style="list-style-type: none"> • The proposer is required to prepare and submit the financial proposal in a password protected PDF file separate from the rest of the proposal submission as indicated in the instructions to proposers. • Password for financial proposal must not be provided to UNDP until it is formally requested by UNDP focal point indicated below: seemab.rashid@undp.org • While entering financial proposal in the e-tendering system, always mention your bid price as PKR 1. Please do not mention the value of your financial proposal in the e-tendering system. It should only be mentioned in the password protected file/ attachment of financial proposal. The proposals of those organizations who would reveal their financial proposal value in the e-tendering system will be considered as disqualified.
Pre-proposal conference	N/A

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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

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

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, 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.
- g) Include all the documents mentioned in the **Minimum Eligibility Criteria** mentioned in Annex 1.

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

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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.

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

[Designation]

[Date]

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Annex 3

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL

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

Expense Title	Unit (In Days)	Unit price (PKR)	Frequency / Number	Total price (PKR)
Software Development and Maintenance				
Database Designer	5		1	
User Interface Designer	7		1	
Software Architecture Designer	5		1	
Backend Software Developer	30		2	
Frontend Software Developer	20		2	
Quality Assurance Engineer	5		1	
Deployment Engineer	2		1	
Project Manager	25		1	
App Development	one Time			
VPS Hosting for Software	one Time		1	
Maintenance for APP and Software (twelve months)	12		12	
Play store account and Configuration	1		1	
Total PKR				

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

[Designation]

[Date]

Note:

a) Please mention the currency of your proposal. Local vendors are paid in PKR hence their proposal should be in PKR.

b) Note: The Price of proposal should be inclusive of all applicable tax, UNDP will not provide

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any exemption to the bidder.

Annex 4

General Terms and Conditions for Services
Separately attached

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ANNEX V

Terms of Reference

I. DESCRIPTION OF SERVICES	
Title of services	Hiring of a firm to develop a software to help management in tracking and quality assurance of the Economic Task Team's Workplan and Development Products.
Location	Remotely and in liaison with UNDP office in Islamabad.
Project	Merged Areas Governance Project (MAGP)
Type of Contract	Contract for Institutional Services
Period of assignment/services	Two months to develop the software with effect from the date of signing of the contract.
Justification	<p>The project needs to contract a firm for the following reasons:</p> <p>The MAGP has several Task Teams working on different initiatives; Currently, management tracks the task team's work manually through a detailed workplan (in excel) which consists of:</p> <ul style="list-style-type: none"> 15. Result Areas 16. Work Areas 17. Monthly Activities 18. Deadlines 19. Responsible Team Member for Each Activity. 20. Final Development Products (which are uploaded to a separate dropbox) 21. Consultant Invoices and Individual Monthly Reports (stored in yet another dropbox) <p>In recent months, the task team members tripled in number, expanded/diversified in their activities and final development products with varying deadlines and circumstances. Management now finds it increasingly challenging to manually track and individually follow up with each team member's assignments. It has led to delays (especially in real time information), human errors and other inefficiencies. Management is seeking to not only do these tasks effectively but also prioritize adding more value to the process. This requires setting up protocols, routines and processes that are embedded in IT. Such value added will include taking up activities to strengthen product development, information management, curate communication materials and reports, invest in team capacities and ensure achievement of results.</p> <p>This will be possible through a management software that is able to process information, serve as an organization template for activities, ascertain clarity on assignments and provide ready access to data and convert it into reports.</p> <p>A detail research was conducted to see if available softwares in the market can cater to the team's specific needs. Findings of the research has been attached as a separate document to these ToRs. The research concludes that majority of the available software (e.g. Ms Project, Microsoft Teams, Asana and several others) requires the teams to mold their requirements to fit the features of the software and not vice versa. For these reasons it has been decided to hire the expertise of a firm that will help tailor make a software that will fit the unique requirements of the economic task teams. Details of the specific needs of the team and the required software features are described in the 'scope of work' section below.</p>

II. RESPONSIBILITIES	
<p>Background:</p> <p>MAGP works to accomplish a legitimate governance structure and improved services in Merged Areas (MA) of Khyber Pukhtunkhwa (KP). MAGP provides the KP government with strategic support (high level political support), normative support (human rights, gender, repugnancy and fundamental rights) and kinetic support (momentum and implementation planning) in different spheres to help implement the Accelerated Implementation Programme (AIP)⁵. To do this MAGP is divided into several Task Teams of which the workstreams mentioned below come under the category of Economic Task Teams.</p> <p>4. Trade and Economic Activates Team:</p> <p>This team works on development of interventions for job creation, youth employment and women economic empowerment. It focuses on private sector development in the Merged Areas and policy recommendations to the KP government</p> <p>5. Special Emphasis Programme (SEP) Task Team</p> <p>In addition to the traditional sector approach, AIP includes Special Emphasis Programmes (SEPs). SEPs are a set of projects approved by the Provincial Cabinet, which will work under the ambition of incorporating innovative designs into programmes and projects. Partnerships will be encouraged (i.e. with the private sector or non-government organizations) and the SEPs will be tightly monitored for impact to weave lessons learned into subsequent generations of the projects.</p> <p>6. Accelerated Implementation Mechanism (AIM)</p> <p>To address the scale of the implementation challenge AIP has been broken down into Augmented Implementation Mechanisms (AIM) for accelerated development of the MA. It places iterative planning and development at the heart of the enterprise, needing accurate and timely data, the capacity to analyze the data, arrive at usable information and insert course correction measures. It has been broken down into several work areas as follows:</p> <ul style="list-style-type: none"> - AIP Plan of Action for Optimal Utilization- This will help address issues related to low projectization and utilization of funds during AIP 2019-2020. - AIP Portfolio (Expedited Projectization)- This aims at accelerated preparation and approval of PC-1s - AIP Portfolio Review- This aims at assessing the AIP II portfolio with reference to sector PAMFRAMES. 	

⁵ A Tribal Decade Strategy (TDS), 2020-2030 was created to address the historic development lag in a time-bound manner and to provide the citizens living in Merged Areas with the same opportunities - political, social and economic - enjoyed by all Pakistanis. The AIP translates the Tribal Decade Strategy (TDS) into actionable initiatives over the first three years emerging on the perspective planning horizon. The AIP development portfolio consists of projects and interventions separately conceived, funded and monitored from the traditional Annual Development Programme (ADP). AIP aims to address the lag in development through both a dramatic increase in resources as well as innovative and materially different approaches to development. It is designed to be results-based; designed around logically planned and coherently organized outputs and outcomes.

- **High Level Oversight Committee** – This will aim to identify in a timely manner the bottlenecks and challenges through data driven, analytical reporting, enable government to take timely corrective actions
- **PAMFRAME Institutionalization**- This aims at linking projects with outputs and outcomes which will be measurable and verifiable.
- **Enhanced Appraisal Method** – It will help in quality of project appraisal.

8. D. Analytics

This task team works on creating research products that are linked to or requested by the different workstreams of MAGP. It is also managing several surveys to collect baseline data that will help make informed decisions on various initiatives that the other task teams are working on e.g. SEP Baseline Survey, Business and Labour Survey. It also organizes seminars on topics relating to MA development with an objective to increase awareness, support and invite innovative solutions. These seminars will invite dialogue and input from both international and local experts.

9. Field Augmentation & Support Tasks (FAST)

This team focuses on increased pace and quality of field implementation of AIP/ADP schemes. They also work towards improving monitoring systems and timely course corrections for schemes. They will make sure district administrations have an enhanced role in development as enunciated by P&D.

10. Qabail Led Development Program

This team will focus on linking social capital of the tribal communities to local development. They will prioritise local needs for funds allocation. They will also develop local mechanisms for high allocative efficiency.

11. Management

The management group within the economic task teams has established several layers of quality assurances for Development Products submitted by consultants. The layers include:

- Management leads on a Problem Driven Iterative Adaptation (PDIA)⁶ approach to compile monthly and quarterly workplans.
- Once the workplans are compiled, management extracts each consultant's monthly DPs in an excel tracker for the Lead Economic Advisor's (LEA) review.
- Once final, the approved DPs are shared with the team at the start of the month for them to initiate their respective work.
- There are six layers of reviewers:
 - a. *First Reviewer* – They make sure to check-in with the consultant throughout the month to assess the deliverables are on track and arrange support if there are challenges. They also make sure all DPs are submitted on time with in the workplan deadlines. They also assess the days allocated to each assignment to make sure they are appropriate to the amount of effort required on each deliverable.
 - b. *Second Reviewer* – All first reviewers then forward the DPs to the second reviewer for a second layer of quality assurance check
 - c. Some DPs might need an additional review and a Resource on Call (RoC) will be assigned to conduct the review.

⁶ PDIA is a step-by-step approach which helps you break down your problems into its root causes, identify entry points, search for possible solutions, take action, reflect upon what you have learned, adapt and then act again. It is a dynamic process with tight feedback loops that allows you to build your own solution to your problem that fits your local context.

- d. *Lead Economic Advisor Review*- The final review of DPs, monthly report and invoices is done by the LEA.
- e. *Operations Review*: The online DP tracker is then updated and shared with HR, Operations and Project Manager (PM) along with a Zip file of invoices to disburse payments.
- f. *Bi-Weekly Meetings* – The management team then provides a bi-weekly presentation to the Chief Technical Specialist in the presences of LEA, Operations, HR and PM on the quality and tracking of deliverables. Lessons learnt are shared and mutual decisions are reached on ways to further improve processes.

This detail description of management tasks need to be kept in mind when developing the software.

22. Additional Tasks and Sub-Teams (such as Land Settlement, Strategic Communications Unit and Local Governance)

Any other tasks assigned by the government or donors that were not part of the initial workplan but have been approved by the LEA or Chief Technical Specialist.

Desired Impact of the Software:

The management team (with the support of the software) is able to set up protocols, routines and processes in regards to workplan implementation, tracking team activities and quality assure final development products within assigned timelines. The software will ensure management is able to add value by taking up activities to strengthen product development, information management, curate communication materials and reports, invest in team capacities and ensure achievement of high quality results.

Scope of Work

In order to achieve the above mentioned impact the contracting firm should keep in mind the following objectives during the software development:

Objectives:

- 23. Assign workplan work areas onto allocation of responsibilities through a predictable and managed process of assignment.
- 24. Outline key processes that link various team members, activities and project priorities and allow for evolution with time.
- 25. Create records of activities, development products and events.
- 26. Manage resources and align them with emerging project requirements.
- 27. Render information readily accessible to reporting.
- 28. Develop channels of communication in addition to management assigned activities.

Key Features of the Software:

To achieve the above mentioned objectives the following features must be incorporated into the software:

- Work plan levels linked and rationally schemed: result areas > work areas > activities > development products > evaluation > results (aligned with timelines)
- Generate reports on work load of team members
- Assign primary and secondary responsibilities to individual team members. For example if the activity is a team activity, who is leading the activity (primary responsibility) and who is offering support (secondary responsibility)?
- Team members should have a chat option next to each activity in case a discussion needs to be held.
- There should also be a 'red flag' option which highlights upcoming risks involved with a certain activity or if management needs to be notified to take key decisions for the activity to move forward.

- At times a team member would require extra support to complete an assigned activity. The software should be able to generate a request for collaboration from team members.
- The request for support or collaboration from other team members must be first approved by the Task Team Manager or Second Reviewer. All work areas will have a designated team a Task Team Manager.
- The team has two clients: the KP government and the international funding donor. Both clients have the tendency to make requests that have to be catered to. The software should enable both clients to notify the team with their requests.
- The software should enable management to have the ability to review and approve client request.
- Team should be able to request rescheduling an activity or development product
- Teams should be able to flag and identify any human resource requirement or new recruitment request (Resource on Call (RoC))
- The software should contain links or upload options for team members to submit their monthly DPs.
- The software should have an option to upload team member salary invoices confidentially (only visible to management)
- Monthly report submission where the format is automatically arising from assignments
- At times, some reports require an additional peer review. The software should contain an option to assign reviewers or RoC reviewers.
- The reviewers should have the ability to leave comments within the software regarding the document there are reviewing.
- There should be a response matrix for comments
- Each team member will be assigned first reviewer and second reviewer of their work. The software should enable this dual review process.
- Admin rights should only be with management for example, (i) Right to change due dates (ii) Rights to assign responsibilities (iii) Right to create Task Teams
- The software should generate progress reports against progress milestones and indicators
- Generate progress reports on internal indicators like recruitments, preparation for key events.
- Generate dashboards on progress for different levels
- Generate customized reports for donors
- Generate information reports for weekly reporting
- Add timeline alerts when people submit and when people are late the software will send reminders.
- The software should automatically calculate the monthly salary of consultants by adding up the number of days they worked multiplied by their daily rate.
- The teams currently use Asana to coordinate with UNDP management and other teams. The software should be synced with Asana to pick up any assigned tasks or to-do lists and highlight it to management.

Technical Requirements:

- The coding must be secure (update and paid version such as dot net or registered PHP).
- The hosting and domain registration cost will be borne by the firm. Time period will be the life-time of the MAGP project (1 year)
- Hosting must be at a secure server with uptime of 99.999 Percent.
- The website should be optimized to be used on handheld devices.
- The Mobile app for Android (only) must be included in the same package.

Note: Please note that there is no flexibility in the technical requirements. Those who do not meet these requirements will be disqualified from evaluation at preliminary evaluation stage.

