



REQUEST FOR PROPOSAL (RFP)

United Nations Development Programme (UNDP)	DATE: March 16, 2021
	REFERENCE: RFP-098-21 Developing an Online Information Management System for UNDP Iraq Livelihood Programme

Dear Sir / Madam:

The United Nations Development Programme (UNDP) Iraq Country Office hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents:

- Letter of Invitation
- Annex 1 - Description of Requirements
- Annex 2 - Terms of Reference
- Annex 3 - Form for Submitting Service Provider's Technical Proposal
- Annex 3b – Form for Submitting Financial Proposal
- Annex 4 – Proposal Submission Form
- E-tendering Instructions Manual for Bidders
- FAQ for Bidders

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that

the Service Provider accepts without question the General Terms and Conditions of UNDP in this link:
<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

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

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

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

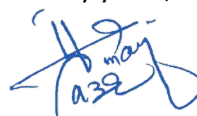
https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscclconduct_english.pdf

Your offer, comprising of documents stated in this RFP, should be submitted to UNDP Iraq Office in accordance with the Annex 1 (Description of Requirements) through the "UNDP ATLAS E-tendering system" (<https://etendering.partneragencies.org>)

Kindly go through this invitation letter and other documents attached here to this RFP. Should you have any questions or require any clarification, please feel free to email your questions/clarifications to : Dolores Maitim, Procurement Analyst; email: dolores.maitim@undp.org

UNDP looks forward to receiving your proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Ijaz Hussain', with a stylized flourish at the end.

Ijaz Hussain
Head of Procurement, Service Center

Annex 1 - Description of Requirements

Context of the Requirement	Please refer to the Terms of Reference – Annex 2
Implementing Partner of UNDP	<u>UNDP Iraq's Stabilization pillar livelihood portfolio</u>
Brief Description of the Required Services ¹	Developing an Online Information Management System for UNDP Iraq Livelihood Programme
List and Description of Expected Outputs to be Delivered	Please refer to Terms of Reference Annex 2
Person to Supervise the Work/Performance of the Service Provider	UNDP Iraq Stabilization Pillar, Head of M&E Unit.
Frequency of Reporting	<i>As Needed</i>
Progress Reporting Requirements	Please refer to Terms of Reference – Annex 2
Location of work	At the contractor's Location
Expected duration of work	The assignment will be for a contract period of 18 months that includes 1 year for maintenance and which tentatively starts from 1 May 2021 until 31 October 2022.
Target start date	1 May 2021
Latest completion date	31 October 2022
Travels Expected	Not required
Special Security Requirements	Not Applicable
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	The development of this online information management system will be done remotely, and UNDP will not provide any facility, support personnel or services to the Service Provider unless specifically discussed and agreed with UNDP. The Service Provider is expected to use its personnel, services and logistics to deliver on the required services.

Implementation Schedule indicating breakdown and timing of activities/sub-activities	Required. Proposer is required to submit a workplan based on the schedule of requirement indicated in the TOR				
Names and curriculum vitae of individuals who will be involved in completing the services	Please refer to the Terms of Reference (Annex 2 for the details) 1. 1 Project Manager 2. 1 System Development 3. 1 M&E Officer				
Currency of Proposal	United States Dollars				
Value Added Tax on Price Proposal	must be inclusive of VAT and other applicable indirect taxes				
Validity Period of Proposals (Counting for the last day of submission of quotes)	<u>90 days</u> In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.				
Partial Quotes	<input checked="" type="checkbox"/> Not permitted				
Payment Terms ²		Deliverable	<i>Due date (TBC)</i>	Payment (%)	
		Inception report with detailed implementation plan	<i>1 May 2021</i>	10%	
		Development and launch of the “Phase 1”	<i>15 July 2021</i>	30%	
		Development and launch of the “Phase 2”	<i>15 Aug 2021</i>	25%	
		Development and launch of the “Phase 3”	<i>30 Sep 2021</i>	25%	
		Quality assurance and handover	<i>31 October 2022</i>	10%	
Person(s) to review/inspect/ approve outputs/completed services and authorize the	UNDP Iraq Stabilization Pillar, Head of M&E Unit.				

disbursement of payment																						
Preliminary Examination	<p>UNDP shall examine the Proposals to determine whether:</p> <p>(1) they are complete with respect to minimum documentary requirements, whether the documents have been properly signed,</p> <p>(2) whether the proposer is legally registered</p> <p>(3) whether or not the Proposer is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors, and</p> <p>(4) whether the Proposals are generally in order, among other indicators that may be used at this stage.</p>																					
Type of Contract to be Signed	<p><input checked="" type="checkbox"/> Contract for Professional Services or</p> <p><input checked="" type="checkbox"/> Contract for Professional Services</p>																					
Criteria for Contract Award	<p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</p> <p><input checked="" type="checkbox"/> <i>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.</i></p> <p><i>Minimum passing score for Technical proposal – 70% (700 out of 1000 points)</i></p>																					
Criteria for the Assessment of Proposal	<p><u>Combined Scoring Method, using the 70% and 30% distribution for technical and financial proposals respectively, where the minimum passing score of technical proposal is 70% out of 1000 points.</u></p> <p><u>Technical Proposal (70%)</u></p> <p><u>The Technical Proposal of the offerors will be evaluated based on the following criteria:</u></p> <p><u>The total number of points allocated for the technical roposoals is 1000. The technical proposal of the offeror is evaluated based on the following criteria:</u></p> <table><tr><td><u>No.</u></td><td><u>Summary of Technical Proposal Evaluation Forms</u></td><td><u>Points Obtainable</u></td></tr><tr><td><u>1</u></td><td><u>Expertise of Organization</u></td><td><u>300</u></td></tr><tr><td><u>2</u></td><td><u>Proposed approach and methodology</u></td><td><u>400</u></td></tr><tr><td><u>3</u></td><td><u>Proposed Personnel</u></td><td><u>300</u></td></tr><tr><td></td><td><u>Total</u></td><td><u>1000</u></td></tr></table> <table><tr><td><u>No.</u></td><td><u>Technical Proposal Evaluation Form 1: Expertise of the Organization</u></td><td><u>Points Obtainable</u></td></tr><tr><td><u>1</u></td><td>General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted</td><td><u>50</u></td></tr></table>	<u>No.</u>	<u>Summary of Technical Proposal Evaluation Forms</u>	<u>Points Obtainable</u>	<u>1</u>	<u>Expertise of Organization</u>	<u>300</u>	<u>2</u>	<u>Proposed approach and methodology</u>	<u>400</u>	<u>3</u>	<u>Proposed Personnel</u>	<u>300</u>		<u>Total</u>	<u>1000</u>	<u>No.</u>	<u>Technical Proposal Evaluation Form 1: Expertise of the Organization</u>	<u>Points Obtainable</u>	<u>1</u>	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted	<u>50</u>
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	<u>2</u>	At least 5 years' experience developing user-friendly online platform for English and Arabic users 5 years – 75 points More than 5 years – 90 points	<u>90</u>
	<u>3</u>	Proven track record in developing similar online information management system (at least 3 projects) in the last 3 years 3 projects -60 points More than 3 projects 70 points	<u>70</u>
	<u>4</u>	Previous experience working with UN or other international organizations for information management. 1-2 contracts – 50 points 3 or more contracts – 60 points	<u>60</u>
	<u>5</u>	Previous experience working on development project monitoring and case management system Each projects - 10 marks	<u>30</u>
	Total Section 1		<u>300</u>
	<u>No.</u>	<u>Section 2: Proposed Methodology, Approach and Implementation Plan</u>	<u>Points Obtainable</u>
	2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	80
	2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	100
	2.3	Details on how the different service elements shall be organized, controlled and delivered	50
	2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	50
	2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	70
	2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	50
	Total Section 2		400

No	Section 3. Management Structure and Key Personnel		Points Obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		30
3.2	Qualifications of key personnel proposed		
3.2.a	<u>Project Manager</u>		90
	– BA in international development, sociology, business management and other relevant fields	10	
	– At least 5 years’ experience in managing similar projects, involving development of complex website/data portals or developing M&E system 3 years – 15 points; more than 3 years – 20 points	20	
	– At least 2-3 years’ experience in developing online information management systems and other relevant databases 2-3 years – 20 points; more than 3 years – 30 points	30	
	– Experience working with UN agencies or relevant international organizations on information management or monitoring and evaluation	20	
	– Excellent communication skills in both written and spoken English. Arabic is an asset. <u>English 7 points; English and Arabic 10 points</u>	10	
3.2.b	System Developer		100
	– BSc in computer science, or other relevant fields.	10	
	– At least 7 years of experience in developing online information management systems and other relevant databases 7 years’ experience – 15 points; more than 7 years’ experience – 20 points	20	
	At least 3 years’ specific experience relevant to the web programming and relational database 3 years’ experience – 35 points; more than 3 years – 40 points	40	
	At least 2 years specific experience relevant to the user interface and data visualization	20	

		2 years' experience - 15 points; more than 2 years' experience – 20 points		
		Fluency in English to prepare user guides and manuals. Arabic language will be an Asset	10	
	3.2.c	M&E Officer		80
		– BA in international development, sociology, business management, statistics and other relevant fields.	10	
		– At least 5 years of general Experience (M&E and relevant qualifications) 1 year – 20 points; more than 1 year – 30 points	30	
		– At least 2 years of proven experience working with UN agencies or relevant international organizations on information management or monitoring and evaluation. 2 years – 15 points; more than 2 years – 20 points	20	
		– At least 1 year of proven experience in developing online information management systems and other relevant databases. 1 year – 6 points; more than 1 year – 10 points	10	
		- Fluency in both written and spoken English. Arabic language will be an asset	10	
	Total Section 3			300
	<p><u>Rating the Technical Proposal (TP)</u></p> <p><u>TP Rating = (Total Score obtained by the Offer / Max. Obtainable Score for TP) x 100</u></p> <p>Rating the Financial Proposal (FP):</p> <p>FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p>Total Combined Score:</p> <p>Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)</p>			
Post Qualification Review	UNDP reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction the validity of the information provided by the Proposer.			

	<p>Such post-qualification shall be fully documented and, among those that may be listed in the Terms of Reference, may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Proposer on the legal, technical and financial documents submitted; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed; d) Physical inspection of the Proposer's offices, branches or other places where business transpires, with or without notice to the Proposer; and e) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
UNDP will award the contract to:	<input type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions	<input type="checkbox"/> General Terms and Conditions for contracts Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ³	Letter of Invitation Annex 1 - Description of Requirements Annex 2 - Terms of Reference Annex 3 - Forms for Submitting Service Provider's Technical Proposal Annex 3B – Financial Proposal Template (to be submitted separately by bidder) Proposal Submission Form (Annex 4) Annex 5 – Proposal Submission Form E-tendering Instructions Manual for Bidders
Contact Person for Inquiries (Written inquiries only) ⁴	<p><i>Dolores Maitim</i> <i>Dolores.maitim@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

⁴ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

<p>Required Documents that must be Submitted to Establish Qualification of Proposers</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages, <input checked="" type="checkbox"/> Technical and Financial Proposal (Work Methodology, implementation plan, team structure) according to TOR (Annex 2) <input checked="" type="checkbox"/> Signed form for Submitting Service Provider's Proposal (Annex 3) <input checked="" type="checkbox"/> Financial Proposal (Annex 3b) password protected <input checked="" type="checkbox"/> Signed Proposal Submission Form (Annex 4) <input checked="" type="checkbox"/> Have minimum five years' experience in the provision of similar services/contracts <input checked="" type="checkbox"/> The Proposer should have completed at least three similar assignments (Contracts) in the last 3 years <input checked="" type="checkbox"/> Contract values of previous similar work must be equal to or more than USD 60,000 for any year within the past 3 years (Copies of the contracts shall be submitted) <input checked="" type="checkbox"/> Experience of working with the UN or other international organizations for information management <input checked="" type="checkbox"/> Valid Certificate of Registration of the business from Related government authority. <input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Top 2 (two) Clients within the past 05 (five) years. <input checked="" type="checkbox"/> Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references. <input checked="" type="checkbox"/> Structure of the team, including the names, position in the team and CVs of key personnel- For details please refer to Annex – 2 TOR.
<p>Allowable Manner of Submitting Proposals</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Online bidding in E-Tendering module. <p>Date and Time: As specified in the system (note that the time zone indicated in the system in New York Time zone).</p> <p>PLEASE NOTE: - Date and time visible on the main screen of the event (on the E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different.</p> <p>It is the responsibility of the bidder to make sure bids are submitted within the deadline. UNDP will not accept any bid that is not submitted directly to the system. 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 submitting your bid at the last minute, UNDP may not be able to assist.</p>

<p>Conditions and Procedures for electronic submission and opening, if allowed</p>	<p>Online Bidding E-tendering Module.</p> <ul style="list-style-type: none"> ☒ Official Address for e-submission: [https://etendering.partneragencies.org] ☒ Free from virus and corrupted files ☒ Format: PDF, Excel, Word ☒ The Technical Proposal should be submitted separately from the Financial Proposal and must not contain any pricing information whatsoever on the services offered. ☒ Financial Proposal Password: Password for financial proposal must not be provided to UNDP until requested by UNDP if the proposal is deemed technically qualified. Proposers will have 48 hours to respond to the request for password from UNDP. Proposers are advised to note their passwords in a secure place. Should UNDP be unable to open the file due to forgotten password(s), the Proposal shall be rejected. <p>The bids submitted by email/post mail/hand shall not be accepted. While entering financial proposal in the e-tendering system, always mention your price as USD 1. Please do not mention the value of your financial proposal in etendering system. It should only be mentioned in the password protected file/attachment of financial submission form (form F and G). The proposal of those organizations who would reveal their financial proposal value in the etendering system will be considered as disqualified</p>
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Annex 2 – Detailed Terms of Reference

a) Background Information

In 2014 and 2015 respectively, UNDP in Iraq designed and initiated the **Iraq Crisis Response and Resilience Programme (ICRRP)** and the **Funding Facility for Stabilization (FFS)** – the two primary and largest Project platforms through which to support the Government of Iraq to respond to the crisis that had broken out in the country and to stabilize the areas that were formerly under the control of ISIL. Both Project platforms are anchored under the Stabilization Pillar of UNDP Iraq's Country Programme framework. In addition to FFS and ICRRP, a new project titled **Building Resilience through Employment Creation (BREP)**, which links ongoing stabilization support with longer-term livelihoods support was launched in 2020.

From 2020, **ICRRP** has been primarily focused on creating livelihood opportunities (both short- and long-term), for strengthened socio-economic inclusion of the target beneficiaries. ICRRP activities are implemented through Responsible Parties spanning government, civil society and private sector entities, in Anbar, Diyala, Muthanna, Ninewa and Salah Al Din governorates.

FFS Window Two focuses on livelihood support, aimed at providing immediate cash liquidity and supporting a return to sustained local economic activities. The main short-term mechanism for jumpstarting the local economy have been public works projects to create cash-for-work opportunities such as rubble and waste removal, public spaces cleaning, mural painting, etc. Other mechanisms include small business grants for shopkeepers who have lost their assets and need an additional incentive to re-open shops, livelihoods support for vulnerable female headed households, vocational training for individuals and others.

BREP was launched in December 2020, with an assumption that the individual's sense of inclusion, belonging and purpose as a contributing member of the community is critical to build their resilience against crises. BREP aims to support such transition of vulnerable individuals to the agents of sustainable development and peacebuilding, through creating short- and long-term opportunities that are designed to reinforce their livelihood capitals.

With the launch of BREP, **UNDP Iraq's Stabilization pillar livelihood portfolio** is expanded to cover all five liberated governorates (Anbar, Diyala, Kirkuk, Ninewah and Salah al Din) as well as Southern governorate including Muthanna, with a target of more than 40,000 beneficiaries. Stabilization pillar is increasingly standardizing its livelihood intervention across the portfolio with an aim to have integrated approach to the design, implementation, monitoring and reporting of the ongoing and planned activities.

b) Assignment Objectives:

The main objective of the consultancy is to design, develop, pilot and implement a dynamic online information management system through which UNDP will real-time monitor and manage the data relating to its livelihood portfolio.

The required final outcome is a one-stop online platform that is cost-effective, user-friendly and functional, that serves as the data collection and management platform while providing clear overview of UNDP Iraq's livelihood programme.

The online information management system would cover the following two main components:

- **Project data/information management** (real time monitoring of progress/performance and results): to track project progress and delivery against projects outcomes/outputs/activities/target indicators, milestone deliverables, time plan for implementation and/or other relevant measures, through the data collected and stored on this system.
- **Database management system**: to securely store quantitative and qualitative information (demographic, socio-economic and other relevant information) about the beneficiaries supported by UNDP livelihood programmes and projects, for further analyses and evaluations that will form the basis of reports, proposals and other knowledge products.

The proposed system shall achieve the objectives through:

- Capturing, as appropriate, information on the beneficiaries' profile such as vulnerabilities, socio-economic status and other, as well as the UNDP livelihood support provided to the beneficiary.
- Tracking progress in project implementation, focusing on collecting relevant data as per relevant project indicators (e.g. gender, age, disability, project location, type of livelihood intervention, implementing partner, milestone delivery status, and other). Entry and updates made for activities progress/performance tracking need to be saved automatically for documentation and archiving purposes (audit trail should be available and securely stored).
- Facilitating the generation of statistical data analysis and reports, including cross-tabulations, and automatic generation of graphs, charts, etc.
- Serving as the online repository of standardized indicators for UNDP Iraq livelihood programmes and related data.
- Generating dashboards to make visuals about project and indicators progress that will be accessible to users granted with donor user profile, while ensuring link up with overarching UNDP Iraq Stabilization Pillar online monitoring dashboard
- Aligning with the *standardized M&E framework for UNDP Iraq's Stabilization Pillar livelihood portfolio*⁵, while also ensuring compliance with UNDP standards and relevant policies⁶.
- Serving as 'the monitoring and reporting tool' or reference template for the UNDP partners including NGOs, CSOs, private companies and others, to ensure that they meet the UNDP standards and donor requirements;

⁵ Refer to background information on the three UNDP Iraq Stabilization Pillar projects: ICRRP, FFS and BREP.

⁶ UNDP Data Protection Principles and Information Disclosure Policy, and other references that will be shared upon signing contract.

c) **Scope of Work**

The service provider is required to review the UNDP needs to ensure a harmonized approach in effectively managing, monitoring and reporting on its livelihood programme, and develop an online mechanism that facilitates multiple types of users with different levels of access to enter, upload, review, approve, analyze and report project related data and information (**Phase 1**). Collected data should be securely stored and made available online on bilingual (English and Arabic) user-friendly interface (both web- and mobile), with required functions including, among others, importing quantitative and qualitative beneficiary information that are collected via questionnaires using Kobo toolbox or other relevant tools (**Phase 2**). On agreed periodic basis (e.g., quarterly), collected data and information should be generated into online dashboards with visuals about project and indicators progress, to provide global snapshot on UNDP livelihood programme portfolio (**Phase 3**).

In addition to the main web-based database development described above, the service provider will also carry out the first round of data entry, to migrate existing Excel-based project information to the online database system. The service provider is required to provide user guides, an initial orientation and 2-3 periodic meetings to get users' feedback for enhancement of database. Overall maintenance for functioning of the system for 1 year is covered under this assignment.

3.1 Phased-approach and indicative activities per phase

[Inception]

- Intensive desk review including existing Excel-based data tracking, monitoring and reporting tools and guidelines for integration into the web-based database.

The service provider is expected to review the relevant documentation and complete the required internal consultations at the start of the assignment. This includes reviewing the documents relating to UNDP's livelihood programming, the livelihood indicators and monitoring and evaluation system in place, existing data collection, reporting and other templates, and other data collection and analysis tools that need to be transferred into the database system across three phases.

- Hold consultations with UNDP team to ensure alignment with the ongoing and planned programme designs, as well as compliance with UNDP standards and relevant policies, and donor requirements.
: The service provider should use both the desk review and consultation with UNDP focal point(s) to understand the level of details required for both data/information collection and reporting, frequency of data collection and reporting, access requirements and reporting requirements (reports generation, visualization and other), as well as relevant UNDP policy, rules and regulations.

[Phase 1]

- Design an online mechanism that can be hosted on UNDP Iraq-compliant and approved server and made available in user-friendly bilingual (English and Arabic) interface (both web- and mobile).

- **Phase 1** should ensure that the developed online platform enables the users, according to their respective profile and access, to enter, upload, review and approve the data and information on each beneficiary (**case management**)⁷.
- Case management database will be complemented by **project information management** system that enables the users to follow ongoing livelihood activities per project progress/performance/result indicators (e.g., payment schedule, milestone delivery, minimum required criteria to qualify as a beneficiary that completed the activity, etc.)
- Create different **user profiles**, including for the UNDP partners including NGOs, CSOs, private companies and others.

(Suggested initial user profiles)

User category	Needs	Access
UNDP Stabilization Pillar Information Management Officer	To ensure platform security, grant/revoke access to new third-party users, check audit trail, and other. (to maintain the performance and operation of the online mechanism)	Full access
UNDP Stabilization Pillar Programme Management	To have an overview of the progress of activities under Livelihood portfolio (to monitor implementation and take action)	Medium access
UNDP Stabilization Pillar Central M&E Unit	To ensure data integrity, review and approve data entry/updates, and other. (to maintain the quality of data collected)	
UNDP Stabilization Pillar Central Reporting Unit	To have a detailed report on the activities, and their status and results (to respond to internal and external reporting needs)	
UNDP Stabilization Pillar Livelihood Project Teams	To report and monitor the status/result of activities (to effectively monitor and intervene on project implementation by the third parties)	
Third-party management	To report on the status/result of a case and activity (to effectively implement and deliver)	Limited access
Third-party field monitors	To enter primary data on the case (beneficiary) and activity progress	

⁷ FFS cash-for-work beneficiary database as an example; similar Excel-based beneficiary database for each type of livelihood intervention should be furnished to the Service Provider, upon contract signing.

[Phase 2]

- Support migration of existing Excel-based beneficiary and project information to the developed online information management system.
- Facilitating the generation of statistical data analysis and reports, including cross-tabulations, and automatic generation of graphs, charts, etc.
- Enable online platform to import quantitative and qualitative beneficiary information that are collected via survey questionnaires using Kobo toolbox or other tools, for assessments and evaluations. Create additional user profiles as relevant, for this additional function.

[Phase 3]

- Provide dashboards with visuals about livelihood projects and indicators progress that will be accessible to users granted with donor user profile, while ensuring that this can be linked with other existing dashboards of Stabilization Pillar programmes.
- Prepare orientation materials and guide/manual for end-users (by user profile), and provide online training sessions for selected number of key users (in a form of training-of-trainers).

[Post-development quality assurance and handover]

- Present technical support plan for the online database for the duration of the contract period, for troubleshooting and any other modification/enhancement as the needs arise after the launch of completed platform.
- Troubleshooting and continued enhancement of the developed system for the duration of contract period.

3.2 Functional and business requirements

Key business objectives	Key system objectives
<ul style="list-style-type: none"> • Case management for the beneficiaries • Follow ongoing activities such as cash-for-work, training, apprenticeship, business mentoring, etc. • Audit trail on complete historical data entry and other actions made on the database system • Fit with several types of user populations • The first phase launch (available and operational) by July 2021 	<ul style="list-style-type: none"> • Be an online solution • Enable data entry using any devices (mobile or other) • Enable import of data collected using Kobo and other • Ensure data integrity (prevent duplication, etc.) • Be secure and auditable • Have fast response times and good level of performance • Be easily extensible and scalable • Allow for future connections with other systems • Be ergonomic and intuitive for multilanguage (EN, AR)

3.2a The following are some of the key functional requirements (non-exhaustive):

- Online mechanism that can be accessed using any device (PC, laptop, tablet, mobile, etc.) and capable of saving and transferring data that are entered offline, when internet connection is disrupted. Periodic backup of stored data should be automated.
- Dynamic form builder or other online solution that allows creation, modification, integration and extraction of data collection and reporting templates that will be used for the described online data entry and management.
- Securely store all data inputs including beneficiary information (for an estimated total of 40,000 beneficiaries or more), project progress information, quantitative and qualitative survey results, and other. The developed system should be easily extensible and scalable, to accommodate for increased livelihood portfolio.
- Enable import of data collected on Excel-based database, and quantitative and qualitative information collected using Kobo toolbox and other tools.
- Allow quality assurance for data collection and management, using automated functions (auto-regret duplication, block incomplete data from entry, etc.) as well as providing authorization functions to relevant UNDP users to review in advance of data publication. Audit trail (history of all actions taken on the platform, from login, data entry, edits, deletion, etc.) should be recorded and made available to the permitted users.
- The interface should be ergonomic, intuitive and user-friendly for both English and Arabic users.
- Developed platform should allow for connection and integration with other online solutions/systems, such as Google Maps (or other Google Maps API based services including

UNDP Stabilization dashboard) and other, as relevant for connecting with other UNDP online dashboards.

- UNDP standard for data protection, IT security and other relevant international standards should be met for the developed system.

3.2b The following are some of the key business requirements (non-exhaustive):

- Provide differing access to several types of user populations as identified during desk review and consultation with UNDP, for effective implementation, monitoring and reporting of its livelihood programme.
- Enable the users, according to their respective profile and access, to enter, upload, review, approve and analyze the data and information on each beneficiary who received livelihood support from UNDP and its partners under the Stabilization Pillar livelihood portfolio. This beneficiary case management system should be aligned with UNDP livelihood M&E framework, targets and indicators and other relevant data requirements.
- Enable the users to follow ongoing livelihood activities per project progress/performance/result indicators (e.g., payment schedule, milestone delivery, minimum required criteria to qualify as a beneficiary that completed the activity, etc.)
- Facilitate generation of statistical data analysis and reports, including cross-tabulations, and automatic generation of graphs, charts, etc.
- Provide dashboards with visuals about livelihood projects and indicators progress that will be accessible to users granted with donor user profile, while ensuring that this can be linked with other existing dashboards of Stabilization Pillar programmes.

3.2c The following are some of the key requirements for maintenance support (non-exhaustive):

- Provide orientation materials and guide/manual for end-users (by user profile), including the trouble-shooting operational manual for UNDP IM/IT focal point.
- Post-development, provide technical support plan for the online system for the duration of the contract period, for troubleshooting and any other modification/enhancement as the needs arise after the launch.
- Provide online training sessions for users (timing, number of sessions and trainees to be agreed with UNDP).
- Overall maintenance for functioning of the system for 1 year

4. Timeline and Payment Schedule

4.1 Timeline

The assignment will be for a contract period of 18 months that includes 1 year for maintenance and which tentatively starts from 1 May 2021 until 31 October 2022.

The service provider will produce below listed deliverables within the contract period, for payments in five instalments (see payment schedule table). The main online information management system will be developed in three phases as described above, with key functions added on for each phase.

4.2 Payment schedule

Deliverable	Minimum requirement	Due date (TBC)	Payment (%)
Inception report with detailed implementation plan	<ul style="list-style-type: none"> – Desk review and consultation with UNDP team – Needs analysis and identifying functional specifications – Implementation plan with clear timeline, milestones with RACI marked 	1 June 2021	10%
Development and launch of the “Phase 1”	For each phase development and launch, <ul style="list-style-type: none"> – Design of the mechanism and user profiles should be approved by UNDP during development process; – Pilot testing of 2 weeks is required before the launch; – Online training for the initial set of users (selected number) should be provided. For Phase 3, <ul style="list-style-type: none"> – Technical support plan for troubleshooting and maintenance should be included 	15 August 2021	30%
Development and launch of the “Phase 2”		15 September 2021	25%
Development and launch of the “Phase 3”		31 October 2021	25%
Quality assurance and handover	<ul style="list-style-type: none"> – Timely response to troubleshooting or enhancement request from UNDP – Updates to user guide and operational manual for troubleshooting and other fixes – Online training sessions as relevant and necessary 	31 October 2022	10%

d) Qualifications

Following is the summary of minimum required technical qualifications:

(A) **Technical expertise/experience** of institute

- Proven track record in developing similar online information management system (at least 3 projects).
- Previous experience working with UN or other international organizations for information management.
- Previous experience working on development project monitoring and case management system.
- Previous experience developing user-friendly online platform for English and Arabic users

(B) Proposed methodology

(C) Key personnel

UNDP recommends including below profiles as key personnel for this development:

Position	Roles/Qualifications
Project Manager	<p>To serve as the focal point for coordination with UNDP and other relevant stakeholders, and to manage overall development of this online mechanism, as per agreed implementation plan, design and methodology.</p> <ul style="list-style-type: none"> – BA in international development, sociology, business management and other relevant fields. – Proven experience in developing online information management systems and other relevant databases. – Experience working with UN agencies or relevant international organizations on information management or monitoring and evaluation is an asset. – Excellent communication skills in both written and spoken English. Arabic is an asset. – Capacity to deliver tasks in timely manner.
System Developer	<p>To identify the functional specifications required to develop this online information management system as per UNDP needs for monitoring and reporting.</p> <p>To design and develop the online system in close coordination with M&E officer and UNDP teams to ensure that the developed system fully captures all the needs to enter, manage, analyze and report on collected beneficiary and project information.</p> <ul style="list-style-type: none"> – BSc in computer science, or other relevant fields. – At least 7 years of experience in developing online information management systems and other relevant databases. – Proven experience in working with web programming language (e.g., ASP.NET, PHP, ColdFusion, etc.) and scripting language (e.g., JavaScript, jQuery, Ajax, HTML, etc.). – Proven experience in using relational database management system such as Microsoft SQL or MySQL. – Proven experience in back-end web development; experience with MVC architecture is an asset. – Proven experience in developing responsive user interface; experience with Bootstrap is an asset. – Experience working on statistical data visualization using, among others,

	GIS technology and service such as Google Map. – Fluency in English to prepare user guides and manuals.
M&E Officer	To coordinate with UNDP teams to ensure that all monitoring and reporting needs are accurately captured and reflected in the System Developer's design and works for online information management system. – BA in international development, sociology, business management, statistics and other relevant fields. – Proven experience working with UN agencies or relevant international organizations on information management or monitoring and evaluation. – Proven experience in developing online information management systems and other relevant databases. – Excellent communication skills in both written and spoken English and Arabic.

e) Institutional arrangements

The Service Provider selected for this development will be directly supervised by the UNDP Iraq Stabilization Pillar, Head of M&E Unit.

The development of this online information management system will be done remotely, and UNDP will not provide any facility, support personnel or services to the Service Provider unless specifically discussed and agreed with UNDP. The Service Provider is expected to use its personnel, services and logistics to deliver on the required services.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[insert: Location].

[insert: Date]

To: UNDP Iraq

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 3/16/2021, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Preliminary Requirement

1. Company Profile, which should not exceed fifteen (15) pages,
2. Technical and Financial Proposal according to TOR (Annex 2)
3. Signed form for submitting service provider's proposal (this annex 3)
4. Signed and stamped forms Annex 3B and Annex 4
5. Valid Certificate of Registration of the business from relevant authority
6. Acceptance of UNDP GTC

B. 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.*

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- 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.*

C. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

D. 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.*

Annex 3B: Financial Proposal Template (to be password protected and attached as a separate document)

Cost Breakdown per Deliverable*

	Deliverable	Payment (%)	Price (Lump Sum, All Inclusive) **
	Inception report with detailed implementation plan	10%	
	Development and launch of the “Phase 1”	30%	
	Development and launch of the “Phase 2”	25%	
	Development and launch of the “Phase 3”	25%	
	Quality assurance and handover	10%	

**This shall be the basis of the payment tranches*

***Please provide a detailed breakdown on how the calculations are arrived for each deliverable using the table below:*

Cost Breakdown by Cost Component

Proposers are requested to provide the cost breakdown for the above given prices based on the following format. UNDP shall use the cost breakdown for the price reasonability assessment purposes as well as the calculation of price in the event that both parties have agreed to add new deliverables to the scope of services

	Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services					
1	Renumeration of Experts to be assigned under the scope of this project				
1.1	One Project Manager			1	
1.2	One System developer			1	
1.3	One M&E Officer			1	
2	Out of Pocket Expenses				
	1. Communications				

	2. Reproduction and Reports				
	3. Others Related Costs (please specify)				
3	Hosting Services				
3.1	Provision of Hosting for the website for 12 months				

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

Annex 4: Proposal Submission Form

To: UNDP Iraq

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for **Developing an Online Information Management System for UNDP Iraq Livelihood Programme, in accordance with your Request for Proposal dated 16 March 2020** and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal.

We hereby declare that:

a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification.

b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council.

c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and

d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for 90 days.

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details: _____

[please mark this letter with your corporate seal, if available]