



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: May 3, 2021
	REFERENCE: UNDP-RFP-2021-152

Dear Sir / Madam:

We kindly request you to submit your Proposal for the provision of services to **Develop and operate a software and mobile application for the use of field health workers in the merged areas for maternal and infant care.** 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 **Monday 24th May 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-notice/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 **Monday 17th May 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.

Haroon Gul

1
Karwal Abbas

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 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

Haroon Gul



2
Karwal Abbas

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'Knut Ostby', is displayed within a light blue rectangular box.

(For) Knut Ostby^{03-May-2021}
Resident Representative

Haroon Gul

Karwal Abbas

Annex 1**Description of Requirements**

Context of the Requirement	Hiring of a firm to develop and operate a software and mobile application for the use of field health workers in the Merged Areas for Maternal and Infant Care. The responsibilities will also include disseminating SMS nudges that act as reminders to various subjects as part of this health intervention and also a separate education intervention (nature of activity remains the same, only nature of content and target groups vary).
Brief Description of the Required Services ¹	<p>1. Background</p> <p>The MMR (maternal mortality rate) in the Merged Areas stands at 395 per 100,000 and it is the highest in the country. Similarly, the Merged Areas have the highest infant mortality rate amounting to 86 per 1,000 births. It has been suggested that these high rates of mortality among mothers and infants are due to a low uptake of preventative and curative healthcare services.</p> <p>The aim of this project is to introduce healthcare intervention that will aim to break some of the barriers to seeking care, induce women to use the required care and ultimately save lives by establishing technological bridges between the fragmented services, particularly between primary and higher level healthcare service. This will be managed through devising a mobile application for referring pregnant women in communities in the Merged Areas in the third trimester of their pregnancy to the required level of healthcare facility.</p> <p>The application will be developed primarily for use in the field by Skilled Birth Attendants (Lady Health Visitors²) and Community Health Workers (Lady Health Workers³) as well as doctors in the Merged Areas.</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.

² LHV's provide a variety of services to urban and rural communities, including basic nursing care, maternal child health services, and training of community workers. They are responsible to assist the Medical Officer In-charge in conducting daily OPD, provide BEmOC services by conducting a normal, safe & clean delivery, taking care of new born, entering all required data in relevant register (s), disseminate proper information to patient/care givers during pregnancy.

³ LHWs in communities are available 24 hours and should offer the following services: health education and promotion for oral hygiene, prevention and control (limited) of locally endemic disease, MNCH services, Ante and post-natal services, new born care, Family Planning services including birth spacing, Immunization services, child health services, nutrition, counseling and screening of various health conditions in the community, disability prevention services, emergency and disaster preparedness services, Water and Sanitation services, referral to appropriate providers and facilities.

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:

1. To facilitate the collection of data on patients in the Merged Areas
2. To create a link between Lady Health Workers (LHWs) to Lady Health Visitors (LHVs) and doctors for the secure sharing of patient information
3. To trial an algorithm based on medical knowledge shared by MAGP experts to assist doctors in categorizing patients into risk profiles
4. Convey treatment information to facilitate patients through the referral pathway.
5. To encourage communities to be actively involved in parent teacher councils through SMS nudges (nature of activity as part of an education intervention, however process and nature of activity i.e. dissemination remains the same for health and education sms)

Key Features of the Software:

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

- i. Offline information storage for field activities
- ii. Electronic Medical Record System (EMR) for pregnant women
- iii. User interfaces for LHVs and doctors
- iv. Dashboard for MAGP Project Manager to monitor progress
- v. Text messages that act reminders to target groups (LHWs to induct pregnant women in the programme and communities in the MAs as part of a separate education intervention)
- vi. Alert response notification services to LHVs, LHWs and patients
- vii. Conveying patient treatment plans to LHVs for follow ups with patients.

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 for a period of one year.
- Hosting must be at a secure server with uptime of 99.999 Percent.
- 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.

List and Description of Expected Outputs to be Delivered	Expected key outputs/deliverables/mandatory requirements:			
	Sr. #	Deliverables	% Payment	Timeline
	1	• Prototype which shows all relevant screens.	30 %	Within one week of contract signing.
		• Testing or quality assurance of software by MAGP team before finalization		Within three weeks of contract signing
	2	• Successful field test of application and project management dashboard and SMS nudges for Health.	50 %	Within five weeks of contract signing
	3	• Delivery of Training of Trainers (ToT)	20 %	Within five weeks of contract signing.
• Back end support including trouble shooting and SMS nudges for Education.		At conclusion of contract (12 months)		
Person to Supervise the Work/Performance of the Service Provider	The programmatic oversight of the intervention will be conducted by primarily by Senior Associate_Innovative and Transformative Programs MAGP and Project Manager MAGP.			
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	☒ Remotely and in liaison with UNDP Pakistan and Khyber Pakhtunkhwa Health Department			
Expected duration of work	Two weeks to develop the application, with effect from the date of signing of the contract One week for testing and piloting the software with effect from the date of signing of the contract . A year for maintenance with effect from the date of signing of the contract. UNDP will not provide office space for this assignment.			
Target start date	15 th June 2021			
Latest completion date	15 th July 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)	☒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	<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). 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.			
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not permitted			
Payment Terms	Payment schedule for Software Development.			
	Sr. #	Deliverables	% Payment	Timeline
	1	<ul style="list-style-type: none"> • Prototype which shows all relevant screens. 	30 %	Within one week of contract signing.
		<ul style="list-style-type: none"> • Testing or quality assurance of software by MAGP team before finalization 		Within three weeks of contract signing
	2	<ul style="list-style-type: none"> • Successful field test of application and project management dashboard and 	50 %	Within five weeks of contract signing

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

		SMS nudges for Health.																							
	3	<ul style="list-style-type: none">• Delivery of Training of Trainers (ToT)	20 %	Within five weeks of contract signing.																					
		<ul style="list-style-type: none">• Back end support including trouble shooting and SMS nudges for Education.		At conclusion of contract (12 months)																					
Person(s) to review/inspect/ approve outputs/comple ted services and authorize the disbursement of payment	The programmatic oversight of the intervention will be conducted by Nische Khan- Senior Associate Innovative and Transformative Programs -MAGP UNDP.																								
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 <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. (<i>Financial Score= (Lowest Offer/Offer to be evaluated*300)</i>) <table><tr><th>Summary</th><th>Weight</th><th>Points Obtainable</th></tr><tr><td>Expertise of firm/organization/institute</td><td>30%</td><td>210</td></tr><tr><td>Proposed methodology, approach and implementation plan</td><td>40%</td><td>280</td></tr><tr><td>Management Structure and Key Personnel</td><td>30%</td><td>210</td></tr><tr><td>Total 70% weightage</td><td></td><td>700</td></tr><tr><td>Financial Proposal-30% weightage</td><td></td><td>300</td></tr><tr><td>Total</td><td></td><td>1,000</td></tr></table>				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		700	Financial Proposal-30% weightage		300	Total		1,000
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		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)/ (30 marks) (ii) Details of facilities and resources (offices, employees, linkages), and length of overall experience in software development. (25 marks)	55
1.2	The firm should have developed a software, in any of the following fields: health, education, livelihoods and agriculture – previous experience with government and donors will be an added advantage in Pakistan, with secure encrypted data storage capacity. <ul style="list-style-type: none"> • 02 Contracts worth 8 million each of the similar work (software development) : 30 Marks • 5-7 year of previous experience in software development with government and donors: 50 Marks • 3-4 years of previous experience in software development with government and donors: 30 Marks 	80
1.3	Three satisfactory performance certificates for Projects completed in last three Years (Each proof carries 15 marks)	45
1.4	Financial stability (Last Two years Audited Accounts (2018-2019, 2019-2020). 15 marks for each Audited statement.	30
		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: <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 1 years 3. Hosting must be at some secure server with uptime of 99.999 Percent. 4. The Mobile app for Android (only) must be included in the same package. 5. Demonstrate ability to make a secure software. 	100

	2.2	Is the proposal well defined and corresponds to the Terms of Reference? (Clear and concise approach) (20 Marks) To what degree does the bidder understand the scope of work. (20 Marks)	40
	2.3	Work plan: Clarity of presentation and sequencing of activity are logical, and technically realistic. 20 marks Does it promise efficient implementation of the proposed tasks and demonstrates flexibility to adapt to local context e.g. Proposed work plan? 20 marks Does the workplan complies with the timeline provided for the completion of work. Breakup of the workplan timelines and Work plan with 1-month completion time: 70 marks	110
	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 Administrator: Responsible for designing/administration of the flexible and scalable database schema (skeleton structure that represents the view of the entire database) Designing and preparing reports for Project Manager. <ul style="list-style-type: none"> • Education:-Bachelors Computer Sciences.-8 marks • 5 to 7 years of relevant experience – 6 marks • 7-10 years of relevant experience -12 marks 	20

	3.2	User Interface Designer: Responsible for gathering and evaluating user requirements in collaboration with project managers for designing mockups of each end user's interface. <ul style="list-style-type: none"> • 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	Software Architecture Designer 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. <ul style="list-style-type: none"> • Education:-Masters Computer Sciences-8 marks • 5 to 7 years of relevant experience 6 marks • 7-10 years of relevant experience 12 marks 	20
	3.4	Backend Software Developer Backend system handles the server, the data and the functionality; Responsible for developing/coding the backend system, and troubleshooting and debugging system. <ul style="list-style-type: none"> • Education: Bachelors Computer Sciences.- 8 marks • 5 to 7 years of relevant experience 6 marks • 7-10 years of relevant experience 12 marks 	20
	3.5	Frontend Software Developer 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. <ul style="list-style-type: none"> • Education: Bachelors Computer Sciences.- 8 marks • 5 to 7 years of relevant experience 6 marks • 7-10 years of relevant experience 12 marks 	20

	3.6	Deployment Engineer Responsible for deploying the releases into the production environment (live server so that the client is able to access it) safely and timely. <ul style="list-style-type: none"> • Education: Bachelors Computer Sciences.-8 marks • 5 to 7 years of relevant experience 6 marks • 7-10 years of relevant experience 12 marks 	20
	3.7	Quality Assurance Engineer 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. <ul style="list-style-type: none"> • Education:- Bachelors Computer Sciences/Bachelor of Science Information Technology-8 marks • 5 to 7 years of relevant experience 6 marks • 7-10 years of relevant experience 12 marks 	20
	3.8	Project Manager Responsible for planning and sequencing the activities of the team members, and monitoring and reporting the project progress. <ul style="list-style-type: none"> - Education Background must be from IT with a Master's Degree in CS/SE/IT- 8 marks - 5 to 7 years of relevant experience 6 marks - 7-10 years of relevant experience 12 marks 	20
	3.9	Android App Developer <ul style="list-style-type: none"> - Education: Bachelors Computer Sciences -20 marks - 5 to 7 years of relevant experience 20 marks - 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]		

<p>Contact Person for Inquiries (Written inquiries only)</p>	<p><i>pakistan.procurement.info@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>
<p>Minimum Eligibility Criteria</p>	<ol style="list-style-type: none"> 1. Technical and financial proposals should be submitted in separate PDF files and financial proposal must be 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>24th May 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.
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: haroon.gul@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	<p>N/A</p>

Annex 2

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 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]

Annex 3**FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL**

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

A. Cost Break Down as per Deliverable

Cost Break Down as per Deliverable				
Sr.#	Deliverables	% Payment	Timeline	Amount in PKR
1	<ul style="list-style-type: none"> • Prototype which shows all relevant screens. 	30 %	Within one week of contract signing.	
	<ul style="list-style-type: none"> • Testing or quality assurance of software by MAGP team before finalization 		Within three weeks of contract signing	
2	<ul style="list-style-type: none"> • Successful field test of application and project management dashboard and SMS nudges for Health. 	50 %	Within five weeks of contract signing	
3	<ul style="list-style-type: none"> • Delivery of Training of Trainers (ToT) 	20 %	Within five weeks of contract signing.	
	<ul style="list-style-type: none"> • Back end support including trouble shooting and SMS nudges for Education. 		At conclusion of contract (12 months)	
Grand Total		100%		

Sr #	Expense Title	Unit	Unit price (PKR)	Total price (PKR)
Software Development and Maintenance				
1	User Interface Designer	01 Month		
2	Software Architecture Designer	01 Month		
3	Backend Software Developer	12 Months		
4	Frontend Software Developer	12 Months		
5	Deployment Engineer	10 Days		
6	Quality Assurance Engineer	01 Month		
7	Project Manager	12 Months		
8	Android App Developer	12 Months		
9	Database Administrator	12 Months		
10	Maintenance for APP and Software (twelve months)	12 Months		
11	SMS Nudges (Health and Education)	Lumpsum		
12	Rent for Server Machine	12 Months		
	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 any exemption to the bidder.

Annex 4

General Terms and Conditions for Services
Separately attached

ANNEX V

Terms of Reference

I. DESCRIPTION OF SERVICES	
Title of services	Hiring of a firm to develop and operate a software and mobile application for the use of field health workers in the Merged Areas for Maternal and Infant Care. The responsibilities will also include disseminating SMS nudges that act as reminders to various subjects as part of this health intervention and also a separate education intervention (nature of activity remains the same, only nature of content and target groups vary).
Location	Remotely and in liaison with UNDP Pakistan and Khyber Pakhtunkhwa Health Department
Project	Merged Areas Governance Project (MAGP)
Type of Contract	Contract for Institutional Services
Period of assignment/services	Two weeks to develop the application, with effect from the date of signing of the contract One week for testing and piloting the software with effect from the date of signing of the contract A year for maintenance with effect from the date of signing of the contract
Justification	Mandatory requirement of SEP Saving Maternal and Infant Lives in the Merged Areas in particular – foundation of SEP design and its interventions
II. RESPONSIBILITIES	
<p>Background:</p> <p>The MMR (maternal mortality rate) in the Merged Areas stands at 395 per 100,000 and it is the highest in the country. Similarly, the Merged Areas have the highest infant mortality rate amounting to 86 per 1,000 births. It has been suggested that these high rates of mortality among mothers and infants are due to a low uptake of preventative and curative healthcare services.</p> <p>The aim of this project is to introduce healthcare intervention that will aim to break some of the barriers to seeking care, induce women to use the required care and ultimately save lives by establishing technological bridges between the fragmented services, particularly between primary and higher level healthcare service. This will be managed through devising a mobile application for referring pregnant women in communities in the Merged Areas in the third trimester of their pregnancy to the required level of healthcare facility.</p> <p>The application will be developed primarily for use in the field by Skilled Birth Attendants (Lady Health Visitors⁵) and Community Health Workers (Lady Health Workers)⁶ as well as doctors in the Merged Areas.</p>	

⁵ LHV's provide a variety of services to urban and rural communities, including basic nursing care, maternal child health services, and training of community workers. They responsible to assist the Medical Officer In-charge in conducting daily OPD, provide BEmOC services by conducting a normal, safe & clean delivery, taking care of new born, entering all required data in relevant register (s), disseminate proper information to patient/care givers during pregnancy.

⁶ LHWs in communities are available 24 hours and should offer the following services: health education and promotion for oral hygiene, prevention and control (limited) of locally endemic disease, MNCH services, Ante and post-natal services, new born care, Family Planning services including birth spacing, Immunization services, child health services, nutrition, counseling and screening of various health conditions in the community, disability prevention services, emergency and disaster preparedness services, Water and Sanitation services, referral to appropriate providers and facilities.

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:

1. To facilitate the collection of data on patients in the Merged Areas
2. To create a link between Lady Health Workers (LHWs) to Lady Health Visitors (LHVs) and doctors for the secure sharing of patient information
3. To trial an algorithm based on medical knowledge shared by MAGP experts to assist doctors in categorizing patients into risk profiles
4. Convey treatment information to facilitate patients through the referral pathway.
5. To encourage communities to be actively involved in parent teacher councils through SMS nudges (nature of activity as part of an education intervention, however process and nature of activity i.e. dissemination remains the same for health and education sms)

Key Features of the Software and Mobile Application:

- viii. Offline information storage for field activities
- ix. Electronic Medical Record System (EMR) for pregnant women
- x. User interfaces for LHVs and doctors
- xi. Dashboard for MAGP Project Manager to monitor progress
- xii. Text messages that act reminders to target groups (LHWs to induct pregnant women in the programme and communities in the MAs as part of a separate education intervention)
- xiii. Alert response notification services to LHVs, LHWs and patients
- xiv. Conveying patient treatment plans to LHVs for follow ups with patients.

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 for a period of one year.
- Hosting must be at a secure server with uptime of 99.999 Percent.
- 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.

Expected deliverables, timeframe for the work (and payment schedules):

Payment schedule for Software Development.			
Sr. #	Deliverables	% Payment	Timeline
1	Prototype which shows all relevant interfaces	N/A	Within 10 working days of contract signing.

2	Testing or quality assurance of software by MAGP team before finalization	30 %	Within three weeks of contract signing	
3	Successful field test of application and project management dashboard and SMS nudges for Health.	50%	Within five weeks of contract signing	
4	Delivery of Training of Trainers (ToT)	N/A	Within five weeks of contract signing.	
5	Backend support including trouble shooting and SMS nudges for Education.	20%	At conclusion of contract (12 months)	