



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

NAME & ADDRESS OF FIRM	DATE: June 26, 2021
	REFERENCE: RFP/FJI10-013-2021

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Digitalizing Right to Information Process in Vanuatu**.

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

Proposals may be submitted on or before **July 24, 2021 (NY Time)** to UNDP email - etenderbox.pacific@undp.org

United Nations Development Programme
Pacific Office in Fiji
Attention: Nanise Taufa

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

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

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

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

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

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

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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

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

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :
[https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/duct_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsc/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Ronald Kumar
Procurement Analyst
28/6/2021

Description of Requirements

Context of the Requirement	<p>The UN Pacific Regional Anti-Corruption (UN-PRAC) Project is a joint UN Office on Drugs and Crime (UNODC) and UN Development Programme (UNDP) initiative aimed to support Pacific Island countries (PICs) to strengthen their national integrity systems.</p> <p>The Project is firmly anchored in the United Nations Convention against Corruption (UNCAC) and the 2030 Agenda for Sustainable Development, notably Sustainable Development Goal (SDG) 16 which calls for stronger action on anti-corruption, transparency and accountability.</p> <p>The Right to Information (RTI) is a powerful anti-corruption tool that gives all persons the right to access information held by public bodies. RTI reflects the principle that all information held by governments and other public institutions is public information and should therefore only be withheld from the public for legitimate reasons that are within the public interest.</p> <p>Vanuatu passed its Right to Information Act in 2016 which requires the RTI Unit to monitor and evaluate implementation of RTI across government. The RTI Policy mandates the RTI Unit to develop and implement an information request tracking system, in order to undertake this monitoring and evaluation.</p> <p>The RTI Unit of Vanuatu requested support to develop and implement both an RTI request web portal and a tracking system.</p> <p>To respond to this request, United Nations Pacific Regional Anti-Corruption Project (UN-PRAC) is seeking to hire a service provider to support the RTI Unit to digitalize the RTI process accordingly.</p>
Implementing Partner of UNDP	Government of Vanuatu, Right to Information Unit
Brief Description of the Required Services ¹	<p>The successful service provider will work with the RTI Unit and UN-PRAC to design and develop a web application that includes a RTI request web portal and a tracking system, as well a mobile app.</p> <p>The responsibilities will include:</p> <ol style="list-style-type: none"> 1) Inception and design phase - Designing, with the RTI Unit and UN-PRAC, an appropriate RTI request web portal, tracking system/ Content Management System (CMS) and mobile app. <p>The web portal and the mobile app will allow information requesters/ the</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.

	<p>public to make RTI requests via the RTI web portal.</p> <p>The web portal and the mobile app will be accessed from people residing all over Vanuatu and potentially around the world, so it is important that the portal is designed to cater for potentially slow and unreliable internet connections.</p> <p>The portal and app will send the RTI request to the agency to which it is addressed, as well as to the RTI Unit (either through the web application or via email). The web portal design must therefore be designed logically to ensure efficient placement of key information (e.g. helpful information on the RTI Act and advice on how requests should be made) and allow for quick search of such information (please see https://alaveteli.org/ and https://www.righttoknow.org.au/ for examples of what may be included, such as the ability to search for the appropriate authority). Moreover, the web portal and app must be: accessible for all categories of users; in English but possible to be easily translated. The web portal must be compatible with the last versions of browsers: e.g. Mozilla FireFox, Google Chrome, Opera, Internet Explorer, Safari; and viewable on all devices, including PC, tablets and smartphones, and the app must be available for both Apple and Andriod.</p> <p>The web portal and app must allow for easy editing by the RTI Unit of the web-page's content in an accessible, efficient and flexible way, for example ensuring different modes of inputting the content such as direct input or inputting documents in other formats (PDF, DOC, etc.), and allowing for displaying/hiding of menu options. The portal and app must also allow the RTI Unit to view the site's analytics.</p> <p>The web application will also include a CMS in the backend that both RTI Officers in government agencies and the RTI Unit can use to monitor and track requests. The CMS will allow RTI Officers and the RTI Unit to keep up to date with the statutory timeframes in the RTI Act (e.g. the section 14 requirement to acknowledge request within 5 days and the section 16 requirement to respond to the request within 30 days) and send reminders to agencies on these requirements. The CMS will also have a reporting tool that will allow the RTI Unit to quickly produce reports on requests received, agency response rates, adherence to timeframes etc.</p> <p>2) Development phase - Developing, with the RTI Unit and UN-PRAC, the agreed upon app and web application that includes the RTI request web portal and CMS that will be embedded in the RTI Unit's website.</p> <p>The development phase will include developing the app and web application and performing user tests and quality assurance tests with a fully functional prototype. The service provider will prepare test reports with steps for further improvements based on feedback from quality assurance tests and user tests. The service provider will then present the final app and web application to the RTI Unit and UN-PRAC for final comments and approval, alongside user manuals on how to use the web portal and CMS and how to manage and update the interface and functionalities and troubleshoot. These user manuals will also be provided to the RTI Unit and UN-PRAC for final comments and</p>
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	<p>approval.</p> <p>3) Deployment and training Phase</p> <p>Once approved, the service provider will deploy the app and web application. The service provider will then provide training for the RTI Unit, Office of Government Chief Information Officer (OGCIO) and other designated officers in using the app and web application, as well as in managing and updating the interface and functionalities in accordance with the user manuals.</p> <p>The maintenance of the web application will be for OGCIO. The service provider should be available to support the launch phase of the web application and the initial use until it is fully taken over by the Government of Vanuatu’s officials (OGCIO and RTI units).</p>											
List and Description of Expected Outputs to be Delivered	<table><tr><th>Deliverable</th><th>Steps</th><th>Indicative completion date</th><th>Number of days</th></tr><tr><td>1. Inception and design phase – draft app and web application designed</td><td>1. Design the draft app and web application in consultation with the RTI Unit in Vanuatu – to reflect the needs and vision of the RTI Unit 2. Incorporate feedback received into the draft by the RTI Unit and UN-PRAC and then submit final design</td><td>15 August 2021</td><td>25 days</td></tr></table>				Deliverable	Steps	Indicative completion date	Number of days	1. Inception and design phase – draft app and web application designed	1. Design the draft app and web application in consultation with the RTI Unit in Vanuatu – to reflect the needs and vision of the RTI Unit 2. Incorporate feedback received into the draft by the RTI Unit and UN-PRAC and then submit final design	15 August 2021	25 days
Deliverable	Steps	Indicative completion date	Number of days									
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	2. Development phase – app and web application completed and user guide produced	1. Develop the app and web application based on the approved design 2. Undertake required quality assurance and user tests and draft test report based on feedback 3. Incorporate feedback received by the RTI Unit and UN-PRAC and then submit final 4. Draft user guides and submit to RTI Unit and UN-PRAC 5. Incorporate feedback received by the RTI Unit and UN-PRAC on user guides and then submit final guides	15 October 2021	40 days
	3. Deployment and training phase – app and web platform launched and training delivered	1. Deploy the app and web application Train RTI Unit, Office of the Chief Information Office (OGCIO) and other designated officers	1 November 2021	10 days
	4. Support the launch of the app and web application and the initial phase - - final brief report on the app and web platform and tasks completed	1. Remain available for immediate questions/support in the initial phase for debugging, updating and tweaking of the app and web platform (if needed); provision of overseeing and support of the live functioning of the app and platform in the initial phase.	1 December 2021	20 days

Person to Supervise the Work/Performance of the Service Provider	UN-PRAC managers; RTI/ OGCI Unit Officers (Vanuatu)
Frequency of Reporting	<i>Weekly updates</i>
Progress Reporting Requirements	Weekly updates with deliverables to be met
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	95 days
Target start date	August 2021
Latest completion date	1 December 2021
Travels Expected	Travel is not anticipated
Special Security Requirements	<input checked="" type="checkbox"/> NA
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> NA
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"/> United States Dollars Conversion will be based the UN exchange rate applicable on the closing date

Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes												
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<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 ³	<table border="1"> <thead> <tr> <th>Outputs</th> <th>Percentage</th> <th>Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td>Deliverable 1 submitted and subsequently approved by UN-PRAC</td> <td>30%</td> <td rowspan="3"> Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. </td> </tr> <tr> <td>Deliverable 2 and 3 submitted and subsequently approved by UN-PRAC</td> <td>50%</td> </tr> <tr> <td>Deliverable 4 submitted and subsequently approved by UN-PRAC</td> <td>20%</td> </tr> </tbody> </table>	Outputs	Percentage	Condition for Payment Release	Deliverable 1 submitted and subsequently approved by UN-PRAC	30%	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	Deliverable 2 and 3 submitted and subsequently approved by UN-PRAC	50%	Deliverable 4 submitted and subsequently approved by UN-PRAC	20%		
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UN-PRAC; RTI Unit Vanuatu												
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services												
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of												

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p>Eligibility</p> <ol style="list-style-type: none"> 1. Completeness of Proposal 2. Registered company 3. Acceptance of UNDP General Conditions of Contract (GTC) <p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm 20%</p> <ul style="list-style-type: none"> • Minimum 5 years of operation (5 points) • Minimum 3 years of in web development (5 points) • Working experience with large companies, Governments or development partners (5 points) • Experience working with local counterparts or working experience in Vanuatu is added advantage. (5 points) <p><input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 30%</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 50%</p> <p>The company should have at least one qualified personnel with the following qualifications:</p> <ul style="list-style-type: none"> • Minimum university degree or equivalent qualification in computer science, software engineering or related fields ; (5 points) • At least three (3) years of relevant experience work developing websites and/or web platforms/content management systems; (20 points) • Specific experience on building websites and/or content management systems in the Pacific and/or in places with slow and unreliable internet access is an asset; (10 points) • Experience working with local counterparts or working experience in Vanuatu is added advantage (10 points) • Experience in working with the development agencies/UN experience will be an asset. (5 points) <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider

Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)
Contact Person for Inquiries (Written inquiries only) ⁵	<p>Ms. Nanise Taufa UNDP Procurement Unit Email: procurement.fj@undp.org</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 Where the information is available in the web, a URL for the information may simply be provided.

⁵ 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.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁶

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁷)

[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, contract 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.*

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.

⁶ This serves as a guide to the Service Provider in preparing the Proposal.

⁷ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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C. Qualifications of Key Personnel

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

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

D. Cost Breakdown per Deliverable*

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

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

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
a. Expertise 1				
II. Out of Pocket Expenses				
6. Others				
III. Other Related Costs				

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