



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: September 7, 2021
	REFERENCE: RFP/TLS/2021/ 0000010322 Developing Environmental Information Management System (EIMS)

Dear Sir/Madam

We kindly request you to submit your Proposal for Developing Environmental Information Management System (EIMS) .

Please be guided by the form and instruction provided hereto as Annexes, in preparing your Proposal.

Proposals may be submitted on or before **Wednesday, September 22, 2021** and via e-tendering system the address below:

<https://etendering.partneragencies.org>

TRAINING FOR E-Tendering:

Bidders who are interested to register their company with UNDP E-Tendering System. Please contact:

TLS_Procurement_Staff_Timor-Leste procurement.staff.tp@undp.org and +67078367023 (Whatsapp)

Please contact us through given email or phone number in order to schedule a training session and get your company registered.

It shall remain your responsibility to ensure that your quotation is submitted on or before the deadline indicated by UNDP in the eTendering system. Bids must be submitted in the online eTendering system in the following link: <https://etendering.partneragencies.org> using your username and password. If you have not registered in the system before, you can register now by logging in using

username: event.guest

password: why2change

and follow the registration steps as specified in the system user guide or contact Ahmad Zubair at below details.

For further details on e-tendering registration and FAQ please visit site: <https://www.undp.org/content/undp/en/home/procurement/business/resources-for-bidders.html>

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 5.

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 Provider's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



Sonia Mehzabeen
Operations Manager
9/7/2021



Annex 1

Description of Requirements

Context of the Requirement	Developing Environmental Information Management System (EIMS)
Implementing Partner of UNDP	Please refer to Annex-3 Terms of Reference
Brief Description of the Required Services	Please refer to Annex-3 Terms of Reference
List and Description of Expected Outputs to be Delivered	Please refer to Annex-3 Terms of Reference
Person to Supervise the Work/Performance of the Service Provider	<i>Project Manager</i> Please refer to Annex-3 Terms of Reference
Frequency of Reporting	Please refer to Annex-3 Terms of Reference
Progress Reporting Requirements	Please refer to Annex-3 Terms of Reference
Location of work	Please refer to Annex-3 Terms of Reference
Expected duration of work	Please refer to Annex-3 Terms of Reference
Target start date	Immediately after issuance of Contract/PO
Latest completion date	Please refer to Annex-3 Terms of Reference
Travels Expected	Please refer to Annex-3 Terms of Reference
Special Security Requirements	NA
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	Please refer to Annex-3 Terms of Reference
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
Value Added Tax on Price Proposal	<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	Upon completion and acceptance of each deliverables mentioned in TOR Annex-3
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Project Manager
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services
Criteria for Contract Award	<input checked="" type="checkbox"/> Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70% out of 100% technical score. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC).
Eligibility Assessment	<input checked="" type="checkbox"/> Local Registration certificate for relevant field of work at Timor Leste <input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions <input checked="" type="checkbox"/> Experience in completion of at least 2 contracts in developing online platforms for data visualization with national or international organizations during last 5 years. The value of one contract should be equal or more than \$50,000 implemented and completed during last 5 years. <input checked="" type="checkbox"/> A minimum of three (3) years of progressively responsible experience in software development of information system management, or other related areas is required. <input checked="" type="checkbox"/> An average Financial turnover of \$100,000 during last 2 years (2020 and 2019 or 2018 and 2019) <input checked="" type="checkbox"/> Separate Password protected financial proposal
Criteria for the Assessment of Proposal	Technical Proposal (70%) <input checked="" type="checkbox"/> Expertise of the Firm 25% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 20%

	<input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 25% Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions ¹	<input checked="" type="checkbox"/> General Terms and Conditions for de minimis 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	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR – Annex 3 <input checked="" type="checkbox"/> Forms to be filled- Annex 4 <input checked="" type="checkbox"/> UNDP General Terms and Conditions- Annex 5
Contact Person for Inquiries (Written inquiries only) what	<p> <i>Ahmad Zubair</i> <i>Head of Procurement Unit</i> procurement.staff.tp@undp.org +67078367023 (WhatsApp) </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>

¹ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

Documents to be submitted	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annexes with this RFP, <input checked="" type="checkbox"/> Latest Local Business Registration Certificate in relevant field of work at Timor Leste; <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input checked="" type="checkbox"/> List of previous clients; <input checked="" type="checkbox"/> Company Profile, which should not exceed fifteen (15) pages, demonstrating company experience in the field of services and list of similar works undertaken; <input checked="" type="checkbox"/> Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, for last 2 years (2018 and 2019) or (2019 and 2020), <input checked="" type="checkbox"/> Technical proposal with methodology and timeline <input checked="" type="checkbox"/> Qualification and experience of technical key staffs stated in TOR; <input checked="" type="checkbox"/> Any other document required in technical proposal and Annexes.
Tender Closing date and time	Closing date: <u>Wednesday, September 22, 2021</u> Time: Please refer to E-tendering system for exact time The time in E-Tendering system is based on New York EST Time Zone.
Additional Information	<p><u>Instructions on submission of Financial Proposal:</u></p> <ul style="list-style-type: none"> • The financial proposal submitted along the proposal should be password protected. • Failure to submit password protected financial proposal may lead to dis-qualification of the firm. • The proposer should not indicate their price in any part of the technical proposal or any other document than password protected financial proposal. • In E-tendering System, please put 1 in section of price line. DO NOT MENTION YOUR PRICE ANYWHERE IN E-TENDERING OR PROPOSAL EXCEPT IN YOUR PASSWORD PROTECTED FINANCIAL PROPOSAL

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL²

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)

[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 ANNEX 4 SECTION B. ;*
- 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, ANNEX 4 SECTION C;*
- e) *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 ANNEX 4 SECTION A.*

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:

² This serves as a guide to the Service Provider in preparing the Proposal.

³ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- 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 ANNEX 4 SECTION D; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract ANNEX 4 SECTION D.

D. Proposed list of hardware:

Please provide details on model of ICT hardware proposed by your firm.

No	Item	Unit	Description	Proposed Products models and brand
1	Server Rack 21U- approximate dimensions - Mounts to wall or rolls on floor - Device Compatibility; Patch Panel, Network Switch, UPS, Server, Storage - Rack Type; Enclosure - Maximum Device Depth (cm); 41.91 - Maximum Device Depth (mm);419 - Minimum Device Depth (cm);7.62 - Minimum Device Depth (mm);76 - Rack Height; Min. 21U - Shipping Dimensions (hwd/cm);116.51 x 67.59 x 48.21 - Shipping Weight Kg;29.03 - Unit Dimensions (hwd/cm);103.81 x 60.02 x 45.01	1	To host the Server, Router, Switch including the UPS	
2	Cisco Meraki with enterprise license	1	Protect the Network and the System from outside.	
3	Unify Wi-Fi Access Point U6 LR	2	Wireless Indoor AP	
4	Desktop Computer (minimum requirement) All in One Intel® Core™ i5-10500T (6-Core, 12MB Cache, 2.3GHz to 3.8GHz, 35W) Windows 10 Pro (64-bit) English 8GB DDR4 2.5-inch 1TB 7200rpm SATA Hard Disk Drive 23-inch monitor screen (minimum) With Keyboard and mouse English version	12	Use by SSE stakeholder to input the data and update the information in the system.	
5	LAN Upgrading (Patch Panel, Cat6 Cabling) including installation and configuration of IT hardware supplied.	1		

FINANCIAL PROPOSAL:

The financial proposal should be complete, and **PASSWORD PROTECTED** IN SEPRATE PDF FILE
In E-tendering System, please put 1 in section of price line

A. Cost Breakdown per Deliverable*

Deliverables/ Outputs	Target Due Dates	Payment	AMOUNT
Output 1: Project Inception Report; 1 st prototype of the EIMS development in terms of UI & UX;	10 September 2021	10%	
Output 2: Final prototype of the EIMS Web App developed; Draft capacity-building plan for a series of training for users. Supply and deliver ICT equipment in SECTION B.	30 September 2021	40%	
Output 3: Final prototype of the EIMS Mobile App developed; Pre-released version in the Staging; Use Acceptance Testing; Verification and Acceptance of ICT equipment in SECTION B.	15 November 2021	25%	
Output 4: Training delivered to the users on how to use, manage and maintain the EIMS app based on the agreed capacity-building plan; Final deployment in the production (Go live); Installation and commissioning of ICT equipment in SECTION B; Project Documentation including user's manual.	6 December 2021	15%	
Output 5: Provision of maintenance support for EIMS system after 6 months.	January – June 2022	10%	
TOTAL		100%	

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

B. Cost Breakdown by Cost Component [This is only an Example please insert of delete unnecessary lines]:

Please indicate the details of cost breakdown line by line and inputs required in terms of operations and personnel expenses.

Please provide details of cost breakdown, how the estimation is made and what are the details.

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate	Details and breakdown of cost
I. Personnel Services					
a. Expertise 1					
b. Expertise 2					
c. Expertise 3					
Others					
II. Out of Pocket Expenses					
1. Travel Costs					
2. Daily Allowance					

3. Communications					
4. Reproduction					
5. Equipment Lease					
6. Others equipment					
III. Other Related Costs					

C. Cost of Equipment

Please list down the cost of goods required for this project

No	Item	Unit	Proposed Product Model and Brand	Unit Rate	Total Rate
1	Server Rack 21U- approximate dimensions - Mounts to wall or rolls on floor - Device Compatibility; Patch Panel, Network Switch, UPS, Server, Storage - Rack Type; Enclosure - Maximum Device Depth (cm); 41.91 - Maximum Device Depth (mm);419 - Minimum Device Depth (cm);7.62 - Minimum Device Depth (mm);76 - Rack Height; Min. 21U - Shipping Dimensions (hwd/cm);116.51 x 67.59 x 48.21 - Shipping Weight Kg;29.03 - Unit Dimensions (hwd/cm);103.81 x 60.02 x 45.01	1			
2	Cisco Meraki with enterprise license	1			
3	Unify Wi-Fi Access Point U6 LR	2			
4	Desktop Computer (minimum requirement) All in One Intel® Core™ i5-10500T (6-Core, 12MB Cache, 2.3GHz to 3.8GHz, 35W) Windows 10 Pro (64-bit) English 8GB DDR4 2.5-inch 1TB 7200rpm SATA Hard Disk Drive 23-inch monitor screen (minimum) With Keyboard and mouse English version	12			
5	LAN Upgrading (Patch Panel, Cat6 Cabling) including installation and configuration of IT hardware supplied.	1			
Total Cost of Equipment					

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



Empowered lives.
Resilient nations.

ANNEX 1 TERMS OF REFERENCE

POST TITLE	National Information Technology (IT) firm to develop Environmental Information Management System (EIMS)
AGENCY/PROJECT NAME	UNDP Timor-Leste/ “Strengthening targeted national capacities to improve decision-making and mainstreaming global environmental obligations into national development priorities” – Cross Cutting Capacity Development Project
PERIOD OF ASSIGNMENT/SERVICES	3 months with additional 6 months maintenance and troubleshooting period
COUNTRY OF ASSIGNMENT	Dili, Timor-Leste

1) Background

The “Strengthening targeted national capacities to improve decision-making and mainstreaming global environmental obligations into national development priorities” or Cross-Cutting Capacity Development (CCCD) project was initiated to further assist the Government of Timor-Leste (GoTL) in effectively integrating the Rio Conventions into its legal, regulatory, governance frameworks, and provide the country a unique opportunity of building up the highly needed foundational capacities that currently limit the country’s ability to meet and sustain Rio Convention obligations.

Since the completion of the National Capacity Self-Assessment (NCSA), the Government has taken significant steps to integrate environmental and biodiversity considerations into its overall strategic development and legal frameworks. In 2010, Timor-Leste approved its National Strategic Development Plan (NSDP) 2011-2030, which provides fundamental guidance for Timor-Leste’s development stakeholders and can be considered as the country’s sustainable development strategy.

Timor-Leste also adopted the 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDGs) in 2015, which has several goals that are directly and indirectly relevant to the Rio Conventions.

It is recognized that in order for Government to manage and integrate complex policies and program with multiple global environment objectives, its technical Directorates and Departments require greater capacities to collect data and report on the state of the environment and natural resource uses; to generate and use information effectively; to plan, carry out and evaluate programmatic activities; to plan, organize, and communicate effectively across departments; and to engage in adequate consultative processes with civil society.

This project is carried out via four linked components: Component 1 focuses on enhanced institutional and technical capacities to use data and information for planning and decision-making; Component 2 focuses on coordination of technical directorates; Component 3 focuses on global environmental obligations

mainstreamed into select sectoral policies, legislation, plans and programmes; and Component 4 focuses on enhanced awareness and value of the global environment.

2) OBJECTIVES OF THE ASSIGNMENT AND THE PROPOSED SYSTEM

The objective of the assignment/services is to develop the national EIMS to address the country's environmental information needs with a system that is user-friendly and based on hardware and software suited to local conditions that support expertise available in-country. The EIMS should establish a solid foundation upon which institutional capacity of all relevant government institutions to be strengthened and sustained beyond the end of the CCCD project. It will hold site-based information on climate change, biodiversity, land degradation, ecosystem values, conservation status as a fundamental part of its everyday resource planning and development.

The system will be managed by a public entity with competence for the collection, treatment, systematization and dissemination of relevant environmental information in a clear and accessible manner to the general public.

An important development as a result of the project will be a transformation from a manual process to a computer-based system. The development of the EIMS is therefore the key to the whole project activity. Although more detailed information and other requirements will only be obtained after the successful data collection from the owner, the EIMS shall comprise the following general features and capacity:

- Interactive engagement tools that allow public to view the status of the environment activities and other activities related to the environment.
- Digitalization of legislation, reports and other documents related to the environment and the three Rio Conventions namely; the UNFCCC, the UNCBD and the UNCCD.
- Public can access services such as environment licensing, biodiversity geographic information, and any other system related to the environmental through a single online system.
- The system needs to have adequate space available for future possible integration with other external and internal systems as may be required.

3) SCOPE OF WORK

The contracted party is required to complete the development and deployment of the EIMS as an information system following the **Software Development Life Cycle (SDLC)** methodology and perform the relevant activities accordingly within a proposed specified time. The technologies and User Interface (UI) will be similar, consistent and maintain same standards for all applications and digital services. Integration with the external and internal systems will be conducted when it is required.

Key deliverables of the EIMS development will include:

A. DEVELOP, TEST AND DEPLOY THE EIMS INCLUDING MAINTENANCE

- a) **Solution Architecture:** the contractor is requested to provide the solutions architectures that will define the process of developing and documenting the context of the proposed both web and mobile application for EIMS including all impacts and applicable architecture domains such as micro-service approach, accessibility, business, data, application, technology, integration, cross cutting issues like security, management operation, etc.
- b) **Users and Access Level:** the detailed technical proposal should include or cover categorization of major users (**Public, System Administrator, Content Manager**, both **Environmental License**

Applicant and Manager) including accessibility, authentication, and authorization.

- c) **Software Development Life Cycle;** the contractor is required to complete the development and deployment of EIMS as an information system following SDLC (Software Development Life Cycle), Requirement Analysis & Design, Development & Release, User Acceptance Testing (UAT) and Deployment, Training and Knowledge transfer.
- d) **Functional Requirements;** list of modules that are required to deliver during prototype development, including;
- **Module 1: Environmental Information and related activities;**
Biodiversity, Climate Change, Pollution control (air quality, water quality, soil quality); land degradation, waste management including content management for news, conventions, legislation, policies, workplan, events, programs and reporting;
 - **Module 2: Online Environmental Licensing**
Online environmental application submission, approval and issuance process;
 - **Module 3: Electronic Document Management**
Document storage in electronics format and to be accessed by public including file uploading and downloading, document version tracking capability, and video streaming features;
 - **Module 4: Geographic Information System (GIS)**
Provision of map visualization tools to show information about locations and status of forests, protected areas, marine ecosystem, terrestrial ecosystem and aquatic biodiversity.

The above-mentioned modules wise list may be varied at the time of requirement study and analysis before preparing the final Software Requirement Specification (SRS).

- e) **Non-Functional Requirements;**

Web Application

- Application development following **Service Oriented Architecture (SOA)** and support **MVC framework.**
- Low bandwidth to operate/run.
- Development of User Experience (UX) based on UI analysis.
- Application supports cross browser platforms, fully responsive, lightweight and rich client-side scripting.
- Ability to seamless integration with future module / components / applications.

Mobile Application:

- Developed for Android, prototype, supports minimum version compatibility of Google Play store.
- The mobile app covers the following modules:
 - View environmental Information and related activities
 - View and download documents
 - View environmental licensing information.
- Capable for displaying system notification and accessing device permission is required prior to obtaining services. .

Option to auto synchronization of central database with apps local database on the availability of the Internet connectivity (offline mode).

Coding Conventions:

- Mobile app and web platform supports standard coding conventions and produce high quality code in terms of reusability, refactoring, task automation, and language factors.

Integration Requirements:

- The EIMS application is able to exchange data with other digital systems of Timor-Leste's government.
- A standard API manager to be developed following international standard for efficient data sharing and security.
- The digital solution addresses interoperability and integration issues of the agency for systems' sustainability and end-to-end digitalization of digital transformation.

Hosting Requirements:

- The web application is to be hosted in a centralized Web-server either Cloud (Amazon or Azure) or government's On-Premise Data Center at *Tecnologia da Informação e Comunicação* (TIC), Timor I.P.
- The contractor is required to take necessary actions to recover hosting at mirror or data center disaster.

Security and Privacy Requirements:

- The contractor is required to submit an extensive **Security and Privacy Plan** including comprehensive security architectures in the technical proposal for this proposed e-Service application considering **Industry standard development methodology**.

Sizing, Performance and Scalability Requirements:

- The system processing shall be scalable to accommodate current and future requirements within the scope of this TOR.
- The EIMS is designed to handle a minimum 150 simultaneous connections (online users) including page load time, login response-time, on-click load time for the web application with less than 3 seconds internet access.
- Average transaction response time, on-submit response-time, or any other database access/search time should be less than 5 seconds when the system solution is accessed over the

internet.

- The database architecture should be available to the users with minimum downtime less than 1 day.
- Both web and mobile application should be provided with appropriate caching mechanism to handle very high-traffic scalability.
- The contractor may propose other relevant measures for application scalability.

Interoperability and Data Exchange

- The contractor should ensure standard interoperability facility for the system to share necessary data with public and private sector software or mobile apps following approval by government.
- Full API documentation must be provided to allow system integration by the third party.

UI & UX

- The contractor shall propose a plan on UI/ UX including design, method and tools, activity plan, prototype or mock-up design for web & mobile, expected results and finalizing the process of UI/UX design.

Digital user manual

- Provision of a comprehensive digital service toolkit and guide plan for all services to be digitalized.
- Content creation methodology, activity and standards.
- Digital content guidelines should be interactive to allow users to use the system that is simple, fast, and interactive.

Language Support

- The system should support multilingual option i.e. English, Tetum & Portuguese for Web version of admin panel. English for Mobile App

Tools and Technologies to be used

- Recommendation of choosing appropriate tools and technologies to be used for system development and implementation. Contractor could propose either Open Source or Proprietary technologies such as:
 - .NET Framework (ASP.NET Core)
 - Laravel
 - JAVA, Django and others.
- Contractor is requested to share details of function of each position in the technical proposal.

f) Project Management;

1. **Workplan/schedule;** contractor is required to submit workplan/schedule indicating detailed sequence of activities that will be undertaken and their corresponding timing;

2. **Documentation;** the contractor shall provide **Quality Assurance Plan, System Audit, Training Plan, End User Engagement Plan, Risk Management Plan, Project Deliverables Plan and Knowledge Transfer Plan** in their technical proposal.

Copyright; Secretary State of Environment of Timor-Leste shall be entitled to all proprietary rights including but not limited to patents, copyrights and trademarks resulting from this assignment.

B. SUPPLY, DELIVERY AND COMMISSIONING OF THE ICT EQUIPMENT FOR THE IMPLEMENTATION OF THE ENVIROMENTAL INFORMATION MANAGEMENT SYSTEM.

Supply and Commissioning the server to deploy the EIMS (detailed specification in annex B):

No	Item	Unit	Description
1	Server Rack 21U- approximate dimensions - Mounts to wall or rolls on floor - Device Compatibility; Patch Panel, Network Switch, UPS, Server, Storage - Rack Type; Enclosure - Maximun Device Depth (cm); 41.91 - Maximum Device Depth (mm);419 - Minimum Device Depth (cm);7.62 - Minimum Device Depth (mm);76 - Rack Height; Min. 21U - Shipping Dimensions (hwd/cm);116.51 x 67.59 x 48.21 - Shipping Weight Kg;29.03 - Unit Dimensions (hwd/cm);103.81 x 60.02 x 45.01	1	To host the Server, Router, Switch including the UPS
2	Cisco Meraki with enterprise license	1	Protect the Network and the System from outside.
3	Unify Wi-Fi Access Point U6 LR	2	Wireless Indoor AP
4	Desktop Computer (minimum requirement) All in One Intel® Core™ i5-10500T (6-Core, 12MB Cache, 2.3GHz to 3.8GHz, 35W) Windows 10 Pro (64-bit) English 8GB DDR4 2.5-inch 1TB 7200rpm SATA Hard Disk Drive 23-inch monitor screen (minimum) With Keyboard and mouse English version	12	Use by SSE stakeholder to input the data and update the information in the system.
5	LAN Upgrading (Patch Panel, Cat6 Cabling) including installation and configuration of IT hardware supplied.	1	

C. EXPECTED OUTPUTS AND DELIVERABLES

Deliverables/ Outputs	Target Due Dates	Review and Approvals Required	Payment
Output 1: Project Inception Report; 1 st prototype of the EIMS development in terms of UI & UX;	10 September 2021	Project manager	10%
Output 2: Final prototype of the EIMS Web App developed; Draft capacity-building plan for a series of training for users. Supply and deliver ICT equipment in SECTION B.	30 September 2021	Project manager	40%
Output 3: Final prototype of the EIMS Mobile App developed; Pre-released version in the Staging; Use Acceptance Testing; Verification and Acceptance of ICT equipment in SECTION B.	15 November 2021	Project manager	25%
Output 4: Training delivered to the users on how to use, manage and maintain the EIMS app based on the agreed capacity-building plan; Final deployment in the production (Go live); Installation and commissioning of ICT equipment in SECTION B; Project Documentation including user's manual.	6 December 2021	Project manager	15%
Output 5: Provision of maintenance support for EIMS system after 6 months.	January – June 2022	Project manager	10%
TOTAL			100%

Annex 4

ANNEX 4, Section A:

Form for Submitting Self-Declaration

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁴)

We, the undersigned hereby declare that we are not in the removed or suspended ineligibility list of the UN, UN Procurement Division list 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.

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

Yours sincerely,

⁴ *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

Annex 4- Section B: Financial details Form

Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

- ☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:
- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
 - b) Historic financial statements must be audited by a certified public accountant;
 - c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

Annex 4- Section C: Track record and previous experience

Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;

Please list only previous similar assignments successfully completed in the last 5 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Annex 4 Section D: CV Format

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i> <ul style="list-style-type: none">▪ Name of institution: [Insert]▪ Date of certification: [Insert]
Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert] Reference 2: [Insert]

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

Signature of Personnel

Date (Day/Month/Year)

Annex-5:

UNDP General Terms and Conditions

<http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>