REQUEST FOR PROPOSAL (RFP)

DATE: September 29, 2021

REFERENCE: UNDP/UGA/RFP/2021/017

Dear Sir / Madam:

We kindly request you to submit your Proposal to **E-Grading classification system for hospitality enterprises in Uganda**
Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before *Sunday, October 10, 2021* and via email, to the address below:

tenders.kampala@undp.org
Your Proposal must be expressed in the English, and valid for a minimum period of 90 days

While 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 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,

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 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, 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 did not award a Contract in a competitive procurement process. If 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,

Rose Plang
Head of Procurement
9/28/2021

Description of Requirements

Context of the Requirement	The firm will develop a flexible, efficient and effective classification system that is easy to maintain, user friendly and can be able to handle large data banks of constantly changing and up to date information. The system to be designed must have a web-based Content Management System that allows room for easy updates without directly accessing source code
Implementing Partner of UNDP	UNDP/ UTB
Brief Description of the Required Services	Overall Objective of the Uganda Tourism Board E-System is reduced paperwork and improve efficiency of our Classification procedure and release of authentic and timely star ratings. • Uganda Tourism Board is also focusing on giving our tourism facilities trusted and authentic star ratings. • The system should be developed in terms of tourism sustainability framework and responsible tourism principles with Visitors, Industry, Community and Environment modality of interventions. It should also adapt all Inclusive Business Ecosystem approaches to the Ugandan tourism products and destinations development endeavors. • The firm would have the intervention modality of inbuilt, interactive and participatory approach when it comes to engagement of the primary stakeholders operating in the Uganda Tourism Board. • Provide a training plan for the current UTB/QA staff on the overall E-Classification system. • Prepare the necessary technical specifications for the procurement of all hardware, software and ancillaries required for the E-classification system (ECS) in the form of a detailed Requirements Document or Bill of Quantities • Annual maintenance costs for the proposed technology should also be provided. • Evaluate and recommend choice of technology and standards to adopt for IT (hardware and software) infrastructure for implementing the ECS to ensure reliability, interoperability, upgradability, scalability and sustainability of the system, amongst others, in the long term. • Supervise the installations made by the IT personnel to ensure that standards, installation procedures, equipment handling, and other health and safety aspects and overall client requirements and specifications as determined by the ECS consultant in the preliminary phase of this consultancy are strictly adhered to. • The Firm shall submit to the Project Manager weekly progress reports as well as a final commissioning report which will be the basis for payment. • Supervise the development, installation, testing and commissioning of the electronic classification system (ECS) • Provision of training/capacity building to staff of UTB on use of new software installed for the operationalization of the ECS. This will include firstly an operation and maintenance manual for the ECS and secondly, a training plan as well as in-house workshops/ training sessions for UTB staff. The final report on training will include both

	the training plan as well as contents of the in-house workshops/training sessions in PowerPoint format. • The IT Specialist from the firm will work in close collaboration with UTB staff during the assignment.
List and Description of Expected Outputs to be Delivered	• Build an E SYSTEM to be used for grading and classification of accommodation facilities, restaurants. • The goal is to eliminate paperwork and increase accuracy in the star rating system. • The firm is expected to build a secure online portal with access rights for different assigned administrators. • The firm should develop a web-based system that provides a central repository for storing and organizing all types of documents based on known organization document categories and classification criterions with automatic or user defined numbering schemes. • The system should provide a revision history maintenance scheme where review periods or obsolescence rules will be set for all documents. • The System should enable creation of associations and correlations between various documents allowing easy cross-referencing. • The system should provide a robust and powerful search with capabilities to simplify the search for documents related to a particular accommodation facility or stand alone • The system's entire functionality should be accessed from a browser through a portal-based interface which can be linked directly to the UTB main website but only accessible to UTB staff. Authorized users should view all published online documents through popular document viewers such as Adobe Acrobat, Ms. Word or HTML Version, depending on the original format of the document. • The system will be with features to enable users to initiate document requests and take the documents through various stages as per rules and workflows defined during the entire grading and classification process and at the organizational level. • Tasks for creating, reviewing, and approving documents is then assigned based on roles and responsibilities along with due dates. Email notifications and reminders will be embedded to notify concerned document managers/ assessors and reviewers, to keep the process on schedule.

	• Pre-defined system triggers will be programed to alert the manager whenever document due dates are not met. • The system should capture all information entered indicating the admin who handled that information with time stamps for every entry plus clear details of the team that assessed a facility. • System should have the ability to quickly create pre-defined workflow templates consisting of document reviews or approval activities. reviewers/assessors that have to complete specific workflow tasks (approvers or reviewers), and workflow observers
Person to Supervise the Work/Performance of the Service Provider	*UNDP – Project Manager*
Frequency of Reporting	*As needed, based on planning of the assignment*
Progress Reporting Requirements	Update on the milestones and detailed plans for the upcoming
Location of work	☒ Kampala
Expected duration of work	4 Months
Target start date	01/11/2021
Latest completion date	28/02/2022
Travels Expected	N/A
Special Security Requirements	N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	☒ Access to previous progress reports, project documents, and other information relevant to assignment All costs needed to achieve the deliverables set forth in this RFP are to be included in the financial proposals from the offerors (transport, professional fees, software, hardware, communication, consumables, etc.)
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required. To be included in the Technical proposal
Names and curriculum vitae of	

individuals who will be involved in completing the services	☒ Required. Technical proposals must identify who in the organization would be taking the role of Team Leader and specify the roles of the different staff proposed.
Currency of Proposal	☒ Local Currency (UGX)
Value Added Tax on Price Proposal	☒ must be VAT EXCLUSIVE and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 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	☒ Not permitted
Payment Terms	a)　　The contract price will be a fixed output-based price regardless of extension of duration. b)　　The potential contractor should submit an all-inclusive bid with detailed costing for professional fees, operational costs, support personnel to be deployed, travel costs anticipated etc. (taking into consideration that grant management costs should not exceed 20% of total grant allocation). c)　　Disbursement will be made by UNDP upon agreement on the milestones identified and in accordance with an approved work plan and budget.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Project Officer - and overall reporting to UNDP Resident Representative
Type of Contract to be Signed	☒ Contract for Professional services
Criteria for Contract Award	☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ 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.
	Technical Proposal (70%)

Criteria for the Assessment of Proposal	☒ Expertise of the Firm 30% ☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% ☒ Management Structure and Qualification of Key Personnel 30% **Financial Proposal (30%)** • To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. • Proposals of what shall be used delivery of set outputs • Distribution of the resources allocated for human resources
UNDP will award the contract to:	☒ One and only one Service Provider based on criteria in Annex 3 a) Must be legally registered and authorized to operate in Uganda. b) Established with capacity to operate in the selected districts of Karamoja Region c) Experience in delivering assignments related to land rights in different geographical regions d) Entity has vast experience providing capacity building and development services to rural communities including having provided such services e) Ability of the contracted organization to create capacity support synergies within the sub region is an advantage
Contract General Terms and Conditions	☒ General Terms and Conditions for contracts (goods and/or services) ☐ General Terms and Conditions for de minimis contracts (services only, less than $50,000) 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	☒ Terms of Reference (TOR) (Annex 2) ☒ Form for Submission of Proposal (Annex 3) ☒ Technical criteria scoring table (Annex 4)
Contact Person for Inquiries (Written inquiries only)	*tenders.kampala@undp.org* 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.
Other Information *[pls. specify]*	The Financial and Technical Proposals MUST BE together and clearly marked "**TECHNICAL" and "FINANCIAL" PROPOSAL FOR E-Grading Classification System for Hospitality Enterprises in Uganda**" Each application MUST clearly indicate the name of the Proposer, and Address. ONLY SOFT COPIES sent to tenders.Kampala@undp.org shall be accepted

Annex 2

TERMS OF REFERENCE

Location:	**Kampala**
Description of the assignment:	**FOR E-GRADING CLASSIFICATION SYSTEM FOR HOSPITALITY**

ENTERPRISES IN UGANDA

Type of Contract:	**Consulting Firm**
Languages Required:	**English**
Starting date:	**1st November 2021**
Expected Duration of Assignment:	**3 Calendar months**.

BRIEF UTB BACKGROUND FOR THIS ASSIGNMENT:

As a member of the East African Community, Uganda Subscribes to the East African Grading and Classification Criteria. Uganda was the first to implement the Criteria for accommodation establishments in 2007 during the Commonwealth Summit preparations.

The EAC Standards Criteria for Classification of Accommodation, Restaurant and Other Tourism Facilities was gazette in 2010 and are already being implemented by all the partner states. These include the following: -

• Classification Criteria for Lodges
• Classification criteria for Motels
• Classification Criteria for Restaurants
• Classification Criteria for Tented Camps
• Classification Criteria for Town Hotels
• Classification Criteria for Vacation Hotels
• Classification Criteria for Villas, Cottages and serviced apartments

Tourism is one of the identified sectors in the Treaty for East African cooperation (EAC) where partner states are working together in a coordinated manner, to develop the quality of accommodation and catering facilities for visitors within the region, which is in line with the provisions of article 115(2) of the East African Treaty. The developed EAC standards criteria provides a basis facilitating the attainment of the "common code of conduct for private and public tour and travel operators, standardize hotel classification and harmonies the professional standards of agents in the tourism and travel industry within the community" as envisaged in the Treaty.**" The main goal of the grading and classification system is to develop an internationally competitive industry and the key objectives of the exercise are to provide customers with informed choice of the quality of facilities and service through and independent evaluation.**"

The classification system also offers comparability among establishments and is a marketing tool for the establishments and the destination.

The criterion is also a regulatory tool guiding establishment in good practice on industry health, safety and environmental requirements, physical and non-physical dimensions of the criteria entail the evaluation of the property and cover aspects such as location, architectural features, aesthetics, property layout, functionality, comfort, ambience as well as facilities, accessories and amenities.

The categories of accommodation and restaurant establishments under the EAC standards criteria include.

a) Establishments offering accommodation – these are classified basing on Star Rating system whereby we range from **one (1) star, two (2) star, three (3) star, four (4) star and five (5) Star.**

Five (5) Star hotel facilities demonstrate the highest quality level and one Star the lowest, except for motels whereby three (3) Stars denote the highest level and one Star the lowest, thus classified establishments include: -
 Motels (Graded from 1-3 Stars)

b) Vacation Hotels
c) Lodges
d) Tented Camps
e) Villas, Cottages and
f) Serviced Apartments
g) Restaurants - The criteria for classification of restaurants over a scale ranging from three (3) Stars to five (5) Stars, three stars being the lowest and five the highest.
h) The EAC standards criteria for classification of accommodation, restaurant and other tourism facilities also features guidelines for **"Approved" Establishments".** These include establishments that cater for tourists but do not meet the minimum requirements for classification. These include the following: -
i) Approved hotels
j) Guest houses
k) Hostels
l) Home stays
m) Camping & Caravan Sites

The guidelines were developed to assist local authorities in approving designs for the construction of such establishments. The guidelines also serve in guiding investors interested in the small and medium size enterprises in the tourism sector.

It is in recognition of the above needs that UTB is seeking a creative, qualified and experienced and professional firm to design the E system for classification

1. Overall Task:

The firm will develop an automated system for classification.

Classification being a key component of quality assurance the system needs to be at par with modern trends in automation, development and embrace new features that improve on the user experience.

2. Description and objectives

a. Description

Develop a flexible, classification system that is easy to maintain, simple to use and can handle large amounts of constantly changing information. it must have a web-based Content Management System that allows for easy updates without directly accessing source code

b. Objective

Our primary objective is to have an E-Classification system that will reduce a lot if manual paperwork which is tedious and improve on the effectiveness, efficiency and authenticity of the classification exercise.

3. Eligibility requirements:

Legal Documents: Certificate of Registration, Tin registration certificate, valid operating License to engage in business issued by relevant authority.

Technical Documents:

Statement of the bidder of all its ongoing and completed contracts, statement of the firm confirming their eligibility as professionals submitted together with the corresponding curriculum vitae and company organizational structure

Financial Document: Audited Financial statements including a Statement of Assets and Liabilities or equivalent.

4. **Scope of work:**

Overall Objective of the Uganda Tourism Board E-System is reduced paperwork and improve efficiency of our Classification procedure and release of authentic and timely star ratings.

- Uganda Tourism Board is also focusing on giving our tourism facilities trusted and authentic star ratings.
- The system should be developed in terms of tourism sustainability framework and responsible tourism principles with Visitors, Industry, Community and Environment modality of interventions. It should also adapt all Inclusive Business Ecosystem approaches to the Ugandan tourism products and destinations development endeavors.
- The firm would have the intervention modality of inbuilt, interactive and participatory approach when it comes to engagement of the primary stakeholders operating in the Uganda Tourism Board.
- Provide a training plan for the current UTB/QA staff on the overall E- Classification system.
- Prepare the necessary technical specifications for the procurement of all hardware, software and ancillaries required for the E-classification system (ECS) in the form of a detailed Requirements Document or Bill of Quantities
- Annual maintenance costs for the proposed technology should also be provided.
- Evaluate and recommend choice of technology and standards to adopt for IT (hardware and software) infrastructure for implementing the ECS to ensure reliability, interoperability, upgradability, scalability and sustainability of the system, amongst others, in the long term.
- Supervise the installations made by the IT personnel to ensure that standards, installation procedures, equipment handling, and other health and safety aspects and overall client requirements and specifications as determined by the ECS consultant in the preliminary phase of this consultancy are strictly adhered to.
- The Firm shall submit to the Project Manager weekly progress reports as well as a final commissioning report which will be the basis for payment.
- Supervise the development, installation, testing and commissioning of the electronic classification system (ECS)
- Provision of training/capacity building to staff of UTB on use of new software installed for the operationalization of the ECS. This will include firstly an operation and maintenance manual for the ECS and secondly, a training plan as well as in-house workshops/ training sessions for UTB staff. The

final report on training will include both the training plan as well as contents of the in-house workshops/training sessions in PowerPoint format.

- The IT Specialist from the firm will work in close collaboration with UTB staff during the assignment.

5. The specific duties of the firm will include the following but not limited to:

- Build an E SYSTEM to be used for grading and classification of accommodation facilities, restaurants.
- The goal is to eliminate paperwork and increase accuracy in the star rating system.
- The firm is expected to build a secure online portal with access rights for different assigned administrators.
- The firm should develop a web-based system that provides a central repository for storing and organizing all types of documents based on known organization document categories and classification criterions with automatic or user defined numbering schemes.
- The system should provide a revision history maintenance scheme where review periods or obsolescence rules will be set for all documents.
- The System should enable creation of associations and correlations between various documents allowing easy cross-referencing.
- The system should provide a robust and powerful search with capabilities to simplify the search for documents related to a particular accommodation facility or stand alone
- The system's entire functionality should be accessed from a browser through a portal-based interface which can be linked directly to the UTB main website but only accessible to UTB staff. Authorized users should view all published online documents through popular document viewers such as Adobe Acrobat, Ms. Word or HTML Version, depending on the original format of the document.
- The system will be with features to enable users to initiate document requests and take the documents through various stages as per rules and workflows defined during the entire grading and classification process and at the organizational level.
- Tasks for creating, reviewing, and approving documents is then assigned based on roles and responsibilities along with due dates. Email notifications and reminders will be embedded to notify concerned document managers/ assessors and reviewers, to keep the process on schedule.
- Pre-defined system triggers will be programed to alert the manager whenever document due dates are not met.
- The system should capture all information entered indicating the admin who handled that information with time stamps for every entry plus clear details of the team that assessed a facility.
- System should have the ability to quickly create pre-defined workflow templates consisting of document reviews or approval activities. reviewers/assessors that have to complete specific workflow tasks (approvers or reviewers), and workflow observers.

Requirement Matrix

The ECS shall comprise (but not limited to) of the following requirements, to be implemented as part of the contract

AREA	REQUIREMENT	DISCRIPTION	COMMENTS
General	The ECS should satisfy the following inherent features: ▪ Paperless, electronic and web-based solution ▪ Cost-efficient ▪ High scalability ▪ Ease of upgrade ▪ Modular (if deemed appropriate) ▪ High user friendliness and operationality ▪ Ease of user maintenance ▪ Interconnection capability ▪ Incorporate a Document Repository and Management System which allows for easy coding, uploading, safekeeping, sharing, processing and retrieval amongst others, of data and information relating to the day-to-day operations	▪ The ECS should be an efficient, comprehensive and cost-efficient interconnected system that provides the best IT and communication solutions to allow smooth running of the Quality assurance work. ▪ It should be user friendly, easily scalable and upgradable as well as incorporate a document repository and management system, amongst others. ▪ The physical layout, electrical, and maintenance requirements of all the equipment that includes workstations, accessories, servers, server room (if any), switches, routers etc within the ECS should be clearly documented	The system should consist of all hardware and software systems, as well as any other ancillary equipment, services and applications where necessary, that make up a fully integrated, functional and operational ECS to allow all staff to use the system efficiently, in line with paperless strategy.
Hardware	**Data Management**	The ECS should enable various types of documents such as text, spreadsheets and presentations to be managed (created, edited, updated, shared, emailed, transferred, deleted etc.) in a paperless, integrated and user-friendly manner.	A suitable database/file server with the appropriate user software on each client workstation shall be specified and procured. Server(s) should have enough storage capacity to store large amount of data the possibility of sharing will be assessed by IT Consultant. Suitable redundancy should be incorporated in the

			design for safeguard of data and information stored.
	Communication and accessibility	Users shall be able to access the platform away from the organization	The platform shall be accessible via a browser using internet protocols to allow key users to have access to documents on server at any time.
	Confidentiality	The ECS shall provide sufficient security to keep all information provided by assessors confidential and accessible to privileged users only as controlled and configured by the systems admin. In this respect, a suitable Information Security Management System (ISMS)	A secured system to be implemented within the MIS to keep confidentiality at all times and to give limited access to this information
	Security	Minimum software level protection should include latest Antivirus incorporating antispyware, ransomware, and other malwares. The proposed Antivirus should be centrally served and managed by the systems administrator	Security is essential at UTB office to secure information and equipment.
	Disaster recovery system	The MIS at URA should include a Disaster Recovery System, to allow sensitive and confidential data to be saved in case of technical failure of system or a fire	Stored information at URA needs to be able to be saved and retrieved even in case of major technical failure or a fire using a remotely located DRS and Backup solution with automatic switch-over when required. R
	Back-up system	As per R.17, a backup system complementary to the Disaster Recovery needs to be installed.	MIS Consultant to recommend on location of the Disaster Recovery and Back Up system

Operational	R.19 Document Repository & Management (filing) System with suitable coding system	The MIS should include a comprehensive and fully-fledged DRMS for files kept on server/cloud. A suitable coding system should also be designed, in consultation with the client. The	The IT consultant should recommend, design and implement of an electronic DRMS with proper codification of files on server
Capacity building	Training for the users of the system	The MIS shall be equipped with a fully-fledged training kit that includes support information to assist users to use the system effectively. Furthermore, the MIS consultant should submit additional staffing requirement for the MIS and help in the drafting of TOR (roles and responsibilities) for any future recruited systems administrator(s), as required.	IT consultant to submit a training plan for the current staff and recommend on additional staffing requirement.

REVIEW OR APPROVE DOCUMENTS FROM ANYWHERE VIA INTERNET CONNECTION USING MOBILE DEVICES.

- Reviewers should be able to manage their workflow task lists and approve or review documents from any tourism facility in Uganda.
- Reports Wizard: In addition to the standard organizational reports available with the custom Reports repository, the system should have features to enable automatic custom reports generated from pre-entered information with the ability to make any necessary computations accurately.
- All already existing documents should be digitized so that all information old and new is made available on the new system.
- Email based Alerts and Notifications; The portal should have embedded emails based on user accounts as a mechanism for delivering event-based notifications, assignments, alerts, and escalations to ensure timely completion of document related tasks. The alerts should be sent to concerned users' email inbox incase a pre-defined event or parameter is met and copied to the QA manger /Administrator /CEO as may be suggested by Management.
- Online Document Collaboration: The online Document collaboration should allow users to securely share documents and files with other UTB officials' distributed workforces, and field colleagues. The ECS-based collaboration solution will give authorized users secure access to the shared collative enabled documents anytime, anywhere. Using an online document collaboration tool, users should be able to communicate, share, edit, and view documents live, with internet connection.
- The document collaboration Feature will promote teamwork with UTB officials. It will facilitate combining talents and experience to arrive at an improved, polished document.
- The Proposed System should be built to secure and restricted document access with centrally managed policy-driven controls. Rights to create or initiate document request, view, review, modify, distribute, or print documents will be granted based on roles and user groups.
- The Proposed System analysis should assist UTB officials to determine and define document Distribution lists based on departments and roles that will then be transformed into defined document categories.
- Access Logs and Audit Trails; The system should provide System Administrators accurate time-stamped audit trails with "what," "who," when," and "why" information for document access, changes, and comments.
- Capabilities for electronic signatures based on robust authentication and authorization.
- The system will be able to record all document access and modification details, including user and system data. Any changes to records, documents, or data fields result in auditable records will be available through audit trail reports.

Training/Capacity Building/Workshop

For the purposes of training/capacity building, the IT Specialist is expected to provide training/capacity building to the staff of UTB/Quality assurance department.

The IT specialist from the firm is expected to submit the following deliverables during the course of the project:

1. **PROJECT DELIVERABLES**

NO	Item
1.	**Project work plan/Inception Report**

	A detailed workplan for the setting up of the E- Classification System at UTB. The Workplan shall consist of the following: ▪ A detailed Gantt chart showing milestones/major deliverables and activities and highlighting the critical path and version number as well as the duration for the assignment and expected start and completion dates. ▪ Project Implementation Methodology. ▪ Schedule, type and context of consultations with stakeholders (for approval by client) ▪ Any other relevant sections, documents, procedures, processes, literature and references
2.	**Draft Portal (System Files)** Following initial consultation rounds, a preliminary design report on the functionalities and hardware/software requirements and specifications for implementation of the E-Classification System (ECS) at UTB for approval of the client.
3.	Supervision of installation, testing, commissioning and operationalization of the ECS till handing over. The issue of completion/signed commissioning certificates is required.
4.	Supervision and advisory role during the development, installation, testing and commissioning of the ECS website/portal, and associated software for UTB by the IT Contractor.
5.	Development of a detailed user-maintenance and operational manual with a customized made system layout/schematics and user-maintenance and troubleshooting procedures for the overall.
6.	A detailed training plan for UTB staff with training modules on the ECS as an integrated system and on the different component of the system with focus on the hardware and software installed. Training and assessment report on staff trained to effectively operate, update and maintain the system and all its sub-domains or internal links
7.	Future IT staffing requirements as well as roles & responsibility definition for future system administrator(s) of the ECS.
8.	Final System Documentation User Manual
9.	Final Project commissioning and end of project Report
10.	The rights of the source code, software and databases.

5. Qualifications:

The FIRM should have 10 years' experience in consulting assignments that include:
- Specialized Software development
- System developments for different companies
- Network infrastructure design and development
- Systems integration including a whole project design

Key Experts of Consultancy Firm

1. **Team Leader** (IT Engineer/Information System Specialist)

Education
• Post graduate degree in IT or any other related, with specialization in System Architecture field from a recognized university. Specializations in MIS, and/or Project Management, will be an advantage.

Experience
• Must have at least 8 years' relevant experience in terms of project planning, development and review, resource planning, role and responsibility definition, coordination across multiple teams, project risk analysis and mitigation techniques related to MIS/IT projects, among others.
• Experience in developing E- systems for Government Bodies or Parastatals would be an advantage.

- Must have at least 2 site references.

Skills and competencies:
• Strong leadership and planning skills.
• Strong understanding of needs and issues of non-profit companies.
• Strong analytical skills.

2. **I.T Engineer/System Analyst**

Education
• Degree in Information and Communication Technology or Information System from a recognized university. Specializations in MIS, and/or Project Management, will be an advantage.

Experience
• Must have at least 5 years' experience of successful system analysis and design for IT project implementation.
• Experience in software development/programming for information management system for Governmental bodies or parastatals would be an advantage.
• Must have at least 2 site references.

Skills and competencies
• Strong leadership and planning skills
• Strong understanding of IT needs and issues of institutions.
• Strong analytical skills

7. **Resources / integration issues**
UTB will provide the content to be used on the Website. However, clearly indicate in your bid the content that will be required to bring to life your proposed Website

8. **Security features of the System.**
The portal should have a high security level implemented through modern script design. The web content should all load through one data driven script page and retrieve from the database.
The firm should deploy several encryption techniques for protecting the scripts, and database information such that the scripts are not prone to SQL injections.
The CMS (Content Management System) should be implemented in a user privileged oriented scheme.

All Users should have secure passwords to the system, and the system should keep track of the user account's task in order to keep track of user's activities.

9. **System user training and Support.**
Training with respect to user, maintenance and extension of the system developed is a requirement as part of this contract as well as support for at least 1 year.

9. **Evaluation**
Note that this is a competitive bidding process. Effectiveness and speed of execution will be the main consideration, but cost will also be a factor. In your response, please refer directly to the criteria in this RFP.

PROJECT SCHEDULE

#	TASK	DURATION (DAYS)	Dates (time frame)
1.	Project work plan/Inception Report. A detailed workplan for the setting up of the E- Classification System at UTB	5 days	
2.	Draft System Files. (Undertaking preliminary design report of the functionalities, hardware and software of the system.)	10 days	
3.	installation, testing, commissioning and operationalization of the ECS.	15 days	
4.	A draft detailed user-maintenance and operational manual.		
5.	Detailed training for staff with training modules on the ECS. Training and assessment report on staff trained to effectively operate, update and maintain the system	15 days	
6.	Final System Documentation User Manual	5 days	
7.	Final Project commissioning, testing and end of project Report	5 days	
8.	The rights of the source code, software and databases.	5 days	

Note: Assignment should be completed in 60 days

10. Reporting, Presentations and Language

All project implementation documents such as progress reports, draft project documents, templates, preliminary and intermediate designs, layouts, specification documents etc. shall be submitted in editable Microsoft Office Word Version and editable PDF Version, and in hard copies (4 copies) in a scale to be agreed with all stakeholders and in soft copy. The soft copy should not be secured with password(s) to allow printing or copy and paste of extract from the reports.

The language of the assignment shall be in English. All the outputs and deliverables shall be written in English language and should be presented in a format acceptable by UTB. All the final versions of the reports and documentation should also be dispatched to Quality Assurance Managers electronically. There shall be no security restrictions on printing/editing in the deliverables.

The Consultant will have to submit all the deliverables where applicable, in draft form (in soft format - MS Word) in the first instance, and should thereafter incorporate any comments UTB may submit, prior to their finalization. Draft reports and documentation would have to be submitted at least 2 weeks before the final reports/documentation are due so that UTB will have ample time for review. Payment will be made only on the final deliverables, and these final deliverables should be to the satisfaction of the UTB and the Quality Assurance Department.

11. Delivery and Payment Schedule.
• Deliverables will be the basis for the payment schedule. All reports will be submitted in draft (for comments) and then final.
 • The Deliverables shall be submitted both in electronic format (MS Word, and Pdf versions) and in hard copy to Uganda Tourism Board.

12. Submission Procedure

All outputs/deliverables should be submitted to the UNDP Resident Representative at UNDP CO, Plot 11 Yusuf Lule Road. Po. Box 7184, Kampala **Tel: 0417 112100.**

Payment Schedule

#	TASK	percentage to be paid
1.	Approved Inception Report with clear workplan/ design for the setting up of the E-Classification System at UTB	20%
2.	Approved Final report with the following deliverables. • Approved preliminary design report on overall MIS requirements • Approved detailed technical design report on the classification system • Approved preliminary design report on overall MIS requirements • Installation, Testing, Commissioning and Operationalization of the classification System	30%
3.	• Approved report on supervision of installation and commissioning of the classification system • Approved Training plan and approved final training completion report • Approved Operational and maintenance user manual for ECS • Final Project commissioning, testing and end of project report	50%
TOTAL		**100%**

FINAL PRESENTATION

Your proposal must include.
- Brief rationale behind the proposed design and technology proposed
- Clear, Colour printouts of all proposed pages with the key areas requested for in the bid document
- Recommended ideas that go over and beyond what is requested for in the bid document
- A clear project plan that demonstrates how you plan to deliver the projects with timelines and all the deliverables.
- Profile of the company including financial statements and a list of previous related projects
- Detailed and signed CVs of key project staff

13. Intellectual Property

All information pertaining to this project (E-System, documents/reports, etc. which the consultant may come into contact with or develop, during the performance of this contract, shall remain the property of UNDP who shall have exclusive rights over their use.

14. EVALUATION CRITERIA FOR THE E-SYSTEM FOR CLASSIFICATION

Cumulative analysis

The award of the contract shall be made to the consulting team whose offer has been evaluated and determined as:

o   Responsive/compliant/acceptable, and.

o   Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation:

☐   Technical criteria weight; - 70%.

☐   Financial criteria weight; - 30%.

Only firms obtaining a minimum of 70% of the total technical points would be considered for the Financial Evaluation

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.*

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.*

D. **Cost Breakdown per Deliverable***

	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Inception Report	20%	
2	Draft Final Report	30%	
3	Final Report	50%	
	Total	**100%**	

This shall be the basis of the payment tranches

E. **Cost Breakdown by Cost Component** *(This total must equal tables D above)*

S#	Description of Activity	UOM	No. of months	Monthly Rate/pay (UGX)	Total Amount (UGX)
A	**Personnel Services**				
1	**Team Leader (IT Engineer/Information System Specialist)**	1	3		
2	I.T Engineer/System Analyst	1	3		
B	**Other Related Costs (Specify)**				
1	Communication Costs	Lumpsum	1		
2	Management fee of not more than 8% of the total cost	Lumpsum	1		

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

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity, and experience	300
2.	Proposed Methodology, Approach, and Implementation Plan	400
3.	Management Structure and Key Personnel	300
	Total	**1000**

Section 1. Bidder's qualification, capacity, and experience		Points obtainable
1.1	Reputation of Organization and Staff Credibility / Reliability / Industry Standing • Legally registered in Uganda, with a valid operating license	70
1.2	General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted • Should be financially sound and stable with latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.	100
1.3	Relevance of specialized knowledge and experience on similar engagements done in the region/country • Good track record; should have at least Five (5) years' experience conducting systems development in an emergency setting	80
1.4	Quality assurance procedures and risk mitigation measures	50
	Total Section 1	**300**

Section 2. Proposed Methodology, Approach, and Implementation Plan		Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another? Familiar with the industry and/UN methodologies and the UN operating procedures and policies.	60
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	120
2.3	Details on how the different service elements shall be organized, controlled, and delivered	50
2.4	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	50

2.5	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic • Previous experience in the areas of project implementation will be an added advantage.	50
2.6	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	70
	Total Section 2	**400**

Section 3. Management Structure and Key Personnel		Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?	20
3.2	**Qualifications of key personnel proposed**	
3.2.1	**Team Leader** (IT Engineer/Information System Specialist • Post graduate degree in IT or any other related, with specialization in System Architecture field from a recognized university. Specializations in MIS, and/or Project Management, will be an advantage. **Experience** • Must have at least 8 years' relevant experience in terms of project planning, development and review, resource planning, role and responsibility definition, coordination across multiple teams, project risk analysis and mitigation techniques related to MIS/IT projects, among others. • Experience in developing E- systems for Government Bodies or Parastatals would be an advantage. • Must have at least 2 site references. **Skills and competencies**: • Strong leadership and planning skills. • Strong understanding of needs and issues of non-profit companies. • Strong analytical skills.	160

3.2.2	**I.T Engineer/System Analyst** Degree in Information and Communication Technology or Information System from a recognized university. Specializations in MIS, and/or Project Management, will be an advantage. **Experience** • Must have at least 5 years' experience of successful system analysis and design for IT project implementation. • Experience in software development/programming for information management system for Governmental bodies or parastatals would be an advantage. • Must have at least 2 site references. **Skills and competencies** • Strong leadership and planning skills • Strong understanding of IT needs and issues of institutions. • Strong analytical skills		120
		Total Section 3	**300**

3.2.2   **I.T Engineer/System Analyst**