ANNEX I

TERM OF REFERENCE (ToR)

Preamble

On 6 April 2021, the United Nations Development System in South Africa and the Ministry of Cooperative Governance and Traditional Affairs (COGTA) launched a Partnership in support of the implementation of the District Development Model (DDM) as part of its efforts to improve the delivery of services to communities.

The DDM seeks to promote integration across the three spheres of Government, thus doing away with fragmentation. UNDP South Africa aims to provide government with support by realigning itself to support local government and service delivery and placing its resources and expertise at the disposal of municipalities and their citizens.

GENERAL INFORMAION

Services/Work Description:	Development of real-time communication interface between citizens and authorities in wards for service delivery reporting and response.
Project/Program Title:	Building State Capability
Duty Station:	South Africa / Home-based
Expected Places of Travel:	N/A
Estimated Duration:	9 Months (1 June 2022 – 20 February 2023)
Expected Start Date:	Immediately after Signing the Contract

I. BACKGROUND / PROJECT DESCRIPTION

At the request of COGTA, the United Nations Development Programme (UNDP) in South Africa will be supporting DDM implementation in three pilot districts, namely: OR Tambo (Eastern Cape), Waterberg (Limpopo) and eThekwini (KwaZulu-Natal). UNDP has engaged in extensive consultations with the districts to understand key development priorities in each of the three areas and reviewed existing plans and interventions in response to these priorities.

This process has enabled the identification of specific areas of support the UN can provide to the districts, building on existing work and addressing specific gaps. One such gap is Service Delivery Enhancement through the development of innovative systems of citizen engagement and promoting citizen orientated communication technologies and tools.

In this light, UNDP is seeking a company to design and develop an innovative, real-time mobile communications system interface between citizens and authorities in wards for service delivery reporting and response.

II. SCOPE OF THE WORK

The mobile platform must be able to connect select municipalities across South Africa with their respective communities to engage in service delivery and community problems. The platform should also have a dashboard function to allow municipalities and citizens to monitor and evaluate aggregated data.

Key outputs are as follows:
- App and dashboard configuration provision, test and configuration of app and systems Integration architecture design.
- Training Administrators end user configuration drive and training a trainer: Municipality registration drives to maximise those usage and experience and registration to the app dashboard
- Administration software licenses installation, API and USSD codes for all end-users including 24/7 maintenance and support
- Public User training-a-trainer drive
- Digital Marketing awareness drive campaign.
- Ongoing support to Municipalities (6-months)

As citizen information will utilized, privacy is of the highest importance. As such, the platform should include the following security measures:
- Add user sign-in and sign-up to app and authorize access to back-end resources and APIs on any Cloud.
- Use any identity provider, including enterprise, social, proprietary, or App ID's Cloud Directory with multi-factor authentication (MFA).
- App must be OAuth2 and OIDC compliant.

Additionally, the following features should be included in the app's development:
- Profiles Build custom app experiences for users.
- Use profiles to store and access user data that are needed to build engaging experiences, such as user app preferences.
- The App and Dashboard should be hosted on any local cloud Azure/AWS and using cloud compute power in real-time from any location in a private cloud tenet.
- Use App ID to add authentication to mobile and web apps and protect APIs and back-ends running anywhere.
- No code change or redeploy should be required for your containerised apps.
- Email/password-based sign-up and sign-in should be added, and MFA with App ID's scalable user registry - Cloud Directory, or social log-in with Google or Facebook.
- For employee apps, SAML 2.0 federation should be used to let users sign-in with their enterprise credentials.
- Have the ability to to create a custom sign-in experience for your users.

The company will also be responsible for hosting registration drives for communities and communication campaigns to ensure that the benefits of the app are known to all. The drives should have an emphasis on attracting youth. This can be achieved through the use of a social media influencer.

In addition to app training, the company will also be responsible for developing and hosting a design thinking workshop for select municipalities to facilitate the steps required for service delivery enhancement.

The workshop should have the following elements:

- **Understand**
  - Understand the citizen and department needs
  - Identify key basic services pain points and opportunities for enhancement service delivery
- **Co-create workflow**
  - Co-create the ideal future end user-experience
  - Services availability and existing solutions
  - Workflow mapping
  - End User role identifying
- **Review and refine**
  - Playback and co-create
  - Implementation and deployment discussion
  - Project Planning

III. EXPECTED OUTPUTS AND DELIVERABLES

	April	May	June	July	August	September
Setup						
Define the workflow requirements with up to 40 administrators	Design Thinking Workshops with administrators to determine services requirements					
App and dashboard configuration provision, test and configuration of app and systems Integration architecture design.		❑ Configuration of App with the requirements identified in the workshops ❑ Develop a desktop webapp for citizens.				
App licenses installation		Administration software licenses installation, API and USSD codes for all end-users.	Systems integration			
Training						
Administrators end user configuration						
Training the trainer: (Up to 20) Municipality registration			Train administrators and enable them to teach community members			
Cost						
Support						
Setup and ongoing maintenance including 24/7 and support next business day onsite	Installation	Configuration	Ongoing support (6 months)			

	Sep 2022	Oct 2022	Oct 2022	Nov 2022	Dec 2022	Dec 2022
Project Management						
Team appointed to assist project in understanding how we can maximise registration, how we can embed the use of the app	Professional Services	Data virtualisation	Workflow Analysist	Data Integration and automation	Data analytics	Performance Reporting
Performance and data analysis report			Monthly visit to support the implementation of the project 3 people x 3 nights x 6 times			
App Training						
Public User training-a- trainer drive		Coordinator training workshops and materials	With a stipend for 5 each local youth and dive community registration drives to maximise those register			
Digital Marketing						
Campaign	Appointing social media Influencer	Youth participation drive are to host registration drives for communities	SmartSMS Pro 1800* get 2000 SMS's use for targeted SMS monthly campaigns and gamefication including social media Influencor 4months)			

IV. INSTITUTIONAL ARRANGEMENT / REPORTING RELATIONSHIPS

a) The Company will be supervised, and quality assured by the Governance team at UNDP, and the Information and the Communication Technology Unit at the Elections Commission of South Africa (IEC).

b) The company will be directly supervised and will report to the focal person within the UNDP Governance Programme. All approvals/acceptances of outputs will be communicated through this person.

c) The company will be required to report on progress at intervals as deemed necessary by the UNDP supervisor, but will be expected to provide feedback at least once a month. During progress feedback the company may be required to produce presentations or documents covering work to date.

d) UNDP will be responsible for managing this contract. UNDP will provide guidance on resources/persons to confer with, serve as the approving authority and is responsible for evaluating performance.

e) The company is responsible for arranging and financing all aspects of data collection, analysis, reporting and all other needs to fulfill the contractual outputs. This includes but is not limited to travel, facilities, infrastructure, support services, logistics, etc.

V. DURATION OF THE WORK[1]

a) The expected duration of work is 9 Months (June 2022 – 20 February 2023)
b) The project is to commence once UNDP has issued the contract of services, and this will in turn inform the expected project completion date (i.e., 2.5 months following date of contract issuance).
c) The company is expected to provide UNDP and IEC with adequate opportunity to review outputs and methods, give comments, and approve/accept outputs before the completion of the contract.

VII. QUALIFICATIONS OF THE SUCCESSFUL COMPANY

a. Experience:
- Members of the company's project team should have at minimum a Bachelor of Science in Information Technology, Computer Science, or equivalent field.
- The project leader should hold a MSc, PhD, or equivalent, and have at least 15 years of experience in IT development.
- Project team members should have between 3 to 7 years of experience, with a good distribution of experience levels.
- Preference will be given where project team members demonstrate experience and/or qualifications in app development.
- Clear evidence of previous projects with other UN agencies, intergovernmental organizations, international donors, and national government will be advantageous

b. Language:
- Excellent and professional command of English writing and verbal skills

c. Functional Competencies:
- Knowledge and interest in local government
- Intimate of Batho Pele Principles
- Strong written communication skill to communicate clearly, effectively, flexibly, and strategically
- Ability to remain impartial, open, and unbiased while actively engaging with the stakeholders
- Familiarity with or experience in working with UN agencies, Government Agencies, and other stakeholders from diverse background

d. Core Competencies:
- Demonstrates integrity by modelling the UN's values and ethical standards
- Promotes the vision, mission, and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability
- Treats all people fairly without favouritism;
- Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.

Important Note:
The Company is required to have the abovementioned professional and technical qualifications. **Only the applicants who hold these qualifications** will be shortlisted and contacted.

VIII. CRITERIA FOR SELECTING THE BEST OFFER

Upon the advertisement of the Procurement Notice, qualified company is expected to submit both the Technical and Financial Proposals. Accordingly; the company will be evaluated based on Cumulative Analysis as per the following scenario:

- Responsive/compliant/acceptable, and
- Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation. In this regard, the respective weight of the proposals are:
    a. Technical Criteria weight is **70%**
    b. Financial Criteria weight is **30%**

Criteria	Weight	Max. Point
Technical Competence (based on CV and references from previous work)	**70%**	100
Proposed Work Plan and Approach: • The scope of work is well defined and responds to the TOR • The proposal is clear, and the sequence of activities and the planning are logical, realistic and promise efficient implementation to the project, within prescribed timelines. • The frameworks, tools, and research methods for data collection and analysis are clearly outlined.		60 pts*
Expertise of company submitting proposal demonstrates the following: • The project leader and team have knowledge and expertise in the required services as per the TOR. • The project leader and team have the required experience in development of digital platforms in a very sensitive environment • Project teams have experience in communications/media platforms for development causes. • Previous projects with intergovernmental organizations/donors, UN agencies, and national government.		40 pts
Financial (Lower Offer/Offer*100)	**30%**	100
Financial Proposal: • Budget is realistic and comparable to market-related costs for similar services • Expected outputs are achievable within the proposed budget • The budget provides for the most development impact for this project		100 pts
Total Score	**Technical Score * 70% + Financial Score * 30%**	

* It is mandatory criteria and shall have a minimum of 50%

IX. PAYMENT MILESTONES AND AUTHORITY

- The prospective service providers will indicate the cost of services for the assignment (including all deliverables) in South African Rand (ZAR) all-inclusive lump-sum contract amount when applying for the consultancy. The service providers will be paid only after approving authority confirms the successful completion of each deliverables.

The company shall receive his/her lump sum service fees upon certification of the completed tasks satisfactorily, as per the following payment schedule:

Installment of Payment/ Period	Deliverables or Documents to be Delivered	Approval should be obtained	Percentage of Payment
1st Installment	Detailed project plan incorporating a well-defined and clearly thought through plan of work, tasks and timeline which respond to the terms of reference.	Programme Manager: Governance	100 %
		Total	**100%**

X. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating quotations whose contents are uniformly presented and to facilitate their comparative review, a prospect company is given a proposed *Table of Contents*. Therefore, prospective Company proposal Submission must have at least the preferred contents which are outlined in the IC Proposal Submission Form incorporated hereto.

XI. CONFIDENTIALITY AND PROPRIETARY INTERESTS

The company shall not either during the term or after termination of the assignment, disclose any proprietary or confidential information related to the consultancy service without prior written consent. Proprietary interests on all materials and documents prepared by the company s under the assignment shall become and remain properties of UNDP.