



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

NAME & ADDRESS OF FIRM	DATE: May 25, 2022
	REFERENCE: Development of real-time communication interface between citizens and authorities in wards for service delivery reporting and response

Dear Sir / Madam:

We kindly request you to submit your Proposal for the: **Development of real-time communication interface between citizens and authorities in wards for service delivery reporting and response**

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

Technical and Financial Proposals may be submitted to bid.pretoria@undp.org no later than Monday, **June 06, 2022 @10h00am** South African time

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

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

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

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

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

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

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

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

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

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*UNDP Procurement Unit
UNDP South Africa
5/25/2022*

Description of Requirements

Context of the Requirement	<p>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.</p> <p>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.</p> <p>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 eThekweni (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.</p> <p>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.</p>
Objectives	Design and develop an innovative, real-time mobile communications system interface between citizens and authorities in wards for service delivery reporting and response.
Implementing Partner of UNDP	<i>Ministry of Cooperative Governance and Traditional Affairs</i>
Brief Description of the Required Services	<p>Development of a mobile platform that 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.</p> <p>(For detailed information be found in terms of references)</p>
List and Description of Expected Outputs to be Delivered	<p>Key outputs are as follows:</p> <ul style="list-style-type: none"> • 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) <p>(For detailed information be found in terms of references)</p>

Person to Supervise the Work/Performance of the Service Provider	Governance team at UNDP, and the Information and the Communication Technology Unit at the Elections Commission of South Africa (IEC).
Frequency of Reporting	<i>AS and when required in the workplan</i>
Progress Reporting Requirements	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.
Location of work	<input type="checkbox"/> <input type="checkbox"/> At Contractor's Location <input checked="" type="checkbox"/> other As required and detailed in the terms of references
Expected duration of work	9 months
Target start date	Upon signing of the contract by both parties
Latest completion date	February 2023
Travels Expected	Travels to Kwa-Zulu Natal & Eastern Cape
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input checked="" type="checkbox"/> Others (N/A)
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input checked="" type="checkbox"/> Others (None)
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (South African Rands)

Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input 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 type="checkbox"/> 60 days <input checked="" type="checkbox"/> 90 days <input type="checkbox"/> 120 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 <input type="checkbox"/> Permitted												
Payment Terms	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Installment of Payment/ Period</th> <th style="width: 45%;">Deliverables or Documents to be Delivered</th> <th style="width: 20%;">Approval should be obtained</th> <th style="width: 20%;">Percentage of Payment</th> </tr> </thead> <tbody> <tr> <td>1st Installment</td> <td>Detailed project plan incorporating a well-defined and clearly thought through plan of work, tasks and timeline which respond to the terms of reference.</td> <td>Programme Manager: Governance</td> <td>100 %</td> </tr> <tr> <td colspan="3" style="text-align: right;">Total</td> <td>100%</td> </tr> </tbody> </table> <p>All payment will be effected within 30 days of receipt of an invoice and upon approval by the respective authorities of UNDP</p>	Installment of Payment/ Period	Deliverables or Documents to be Delivered	Approval should be obtained	Percentage of Payment	1 st 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%
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1 st 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%										
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP will approve and certify each deliverable and authorize payments.												
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Institutional Contract <input type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement <input type="checkbox"/> Other Type of Contract												
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non- acceptance of the GTC may be grounds for the rejection of the Proposal.												

Criteria for the Assessment of Proposal	Technical Proposal (70% of the overall proposal - 100 points) (minimum qualifying score – 70 points)		
	Criteria	Weight	Max. Point
	Technical Competence (based on CV and references from previous work)	70%	100
	Proposed Work Plan and Approach: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 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 <input type="checkbox"/> One or more Service Providers, depending on the following factors:		
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <input checked="" type="checkbox"/> Detailed TOR <input type="checkbox"/> Others <i>[pls. specify]</i>		
Contact Person for Inquiries (Written inquiries only)	<i>Procurement Unit</i> procurement.enquiries.za@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 <i>[pls. specify]</i>			