REQUEST FOR PROPOSAL (SERVICES)

Date: July 12, 2022

Reference: UNDP/UGA/RFP/2022/012

Dear Sir / Madam,

We kindly request you to submit your Proposal for a ***Consultancy to develop an Online Market Intelligence Platform to facilitate Export trade, B2B exchanges and connections between Uganda SMEs and counterparts in other countries***.

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

Proposals may be submitted on or before **Sunday, July 24, 2022** 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

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, attachments should be a maximum of 35MB 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 or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

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

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

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

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

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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

DocuSigned by:

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Rose Plang
Head of Procurement
7/8/2022

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Description of Requirements

Context of the Requirement	**BACKGROUND**
	
	In the 2022-2025 Strategic Plan, the United Nations Development Programme (UNDP) supports 170 countries globally towards three directions of change which include structural transformation, leaving no-one behind, and building resilience. UNDP aims to achieve this through the six signature solutions: poverty and inequality, governance, resilience, environment, energy and gender equality. This will be driven by the three enhanced enablers: strategic innovation, digitalization, development financing.
	
	Premised on the 2022-2025 Strategic Plan, the Digital Strategy 2022-2025 directly responds to and builds upon it by highlighting the critical role of digital technology in achieving development outcomes.
	
	UNDP supports government of Uganda to achieve the Sustainable Development Goals by 2030 by aligning the programming with the objectives of the third National Development Plan (NDP III). The NDP III recognizes that digital transformation is a fulcrum of development. It is an accelerator, amplifier, and augmenter of change. It has a huge potential to improve national productivity by making Government and business enterprises more efficient, effective, and globally competitive. It is therefore a crucial driver of social and economic development.
	
	It's against this backdrop that UNDP developed a Digitalization, Innovation and Smart Cities (DISC) programme. The programme intends to promote digitalization, innovation and smart cities as enablers to accelerate Uganda's structural transformation in line with NDP III priority programs on (i) digital transformation; ii) innovation, technology development and transfer; and (iii) sustainable urbanization and housing. This Digitalization, Innovation and Smart Cities (DISC) Programme was co-designed with Government, Private Sector and Civil Society to provide catalytic support for the achievement of NDP III of improved household incomes and livelihoods. Specifically, this programme will provide, technical, technological, and financial support for acceleration of digital transformation, strengthening of the innovation and start-up ecosystem, and promotion of the Smart Cities.
	
	Micro, Small and Medium-sized Enterprises (MSMEs) are a key engine of growth and economic development in Uganda. The National Development Plan III recognizes MSMEs as fundamental players for the creation of opportunities in the country through the nurturing of entrepreneurial and managerial skills.
	Uganda MSMEs policy (2015) highlights the following as key objectives for the development of the sector:
	   i. To promote research, product/process development.
	   ii. Innovation, value addition and appropriate technologies including ICT.
	   iii. To promote product and service standards for quality assurance.
	   iv. To support access to markets and business information services.
	   v. To increase access to credit and financial services.
	
	Many MSMEs have not been leveraging the benefits of utilizing the available digital tools and technologies to do business and this was evident when the COVID 19 pandemic hit. The impact of the pandemic on various sectors of the economy – especially trade and tourism, and the partnership between UNDP Uganda and Jumia which saw informal vendors (most of which are MSMEs) go online, unearthed the need for an e-learning platform for the MSMEs to enhance their digital literacy. This will contribute to the transformation of trade, tourism and the MSMEs' sector. These terms of reference seek to hire a consultancy firm to develop an e-learning platform for self-paced literacy program by the MSMEs.

Implementing Partner of UNDP	N/A
Brief Description of the Required Services	The main objective of the consultancy is to develop an online market intelligence platform to facilitate export trade, B2B exchanges and connections between Uganda SMEs and counterparts in other countries

List and Description of Expected Outputs to be Delivered	**The consultancy firm will be responsible for the following:**
	
	Design and develop an online market intelligence platform to facilitate export trade, B2B exchanges and connections between Uganda SMEs and counterparts in other countries.
	
	This work will involve, among other things;
	
	    a) Designing and developing a functional prototype of an interactive online platform for review and validation by the UNDP team and partners.
	    b) Complete development of the interactive online platform.
	
	Other Requirements:
	
	    i. It must offer good online usability and optimal accessibility by non-expert users.
	    ii. User friendly experience and intuitive.
	    iii. Simple and clear text.
	
	DELIVERABLES/OUTPUTS
	
	• An inception report within the first 10 days of the project.
	• Stakeholder Engagement
	• A functional prototype validated by UNDP DISC team and selected partners.
	• A complete, robust, secure and interactive online system that is accessible through the web and mobile devices.
	• All system design documentation (conceptual and logical), source code and passwords, a user manual and technical manual.
	• A project report with lessons learned, opportunities, and recommendations on operationalization and advancement of the platform.
	• Training and after sales-service/ support for at least six (3) months.

Person to Supervise the Work/Performance of the Service Provider	The consultancy firm shall report to the team leader, UNDP Accelerator Lab in collaboration with the assigned subject matter experts from the Private Sector, the Ministry of Trade, the Federation of Small and Medium-sized Enterprises - Uganda (FSME), Makerere University Business School (MUBS), the Ministry of ICT & National Guidance.
Frequency of Reporting	As needed, based on planning of the assignment
Progress Reporting Requirements	Update on the milestones and detailed plans
Location of work	Kampala
Expected duration of work	120 working days (Spread between August and January 2023)
Target start date	1st August 2022
Latest completion date	31st Januay 2023
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 information relevant to the assignment All costs needed to achieve the deliverables set forth in this RFP are to be included in the financial proposals from the offerors (professional fees, equipment lease, communication, consumables, etc.)
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required. To be included in the technical proposal. **Note:** the detailed Terms of Reference are depicted in Annex 4 of this RFP
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.

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Currency of Proposal	☒ Local Currency (UGX)
Value Added Tax on Price Proposal	☒ must be exclusive of VAT 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

Payment to the consultant will be made in six installments upon satisfactory completion and approval of the deliverables by the technical committee:

Outputs	Payment %age	Condition for Payment Release
Completion of the Inception Report detailing the interpretation of the ToRs	10%	
Stakeholder Engagements	10%	Within thirty (30) days from the date of meeting the following conditions:
Completion of a functional prototype	10%	
A complete, robust, secure and interactive online system that is accessible through the web and mobile devices.	25%	a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and
All system design documentation (conceptual and logical), source code and passwords, a user manual and technical manual.	20%	b) Receipt of invoice from the Consultant firm.
A project report with lessons learned, opportunities, and recommendations on operationalization and advancement of the platform.	20%	
Training and after sales-service/ support for at least six (3) months.	5%	

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Team Leader of the Accelerator Lab, UNDP Uganda overall reporting to the UNDP Deputy 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.
Criteria for the Assessment of Proposal	**Technical Proposal – 1000 points (70%)** ☒ Experience of the Firm- **300 points** ☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan- **400 points** ☒ Management Structure and Qualification of Key Personnel **- 300 points** **Financial Proposal 30 points (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:	☒ One and only one Service Provider
Contract General Terms and Conditions	☒ General Terms and Conditions for de minimis contracts (services only, less than $50,000)

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	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	☒ Form for Submission of Proposal (Annex 2)
	☒ Technical criteria scoring table (Annex 3)
	☒ Detailed Technical Specifications (Annex 4)
Contact Person for Inquiries (Written inquiries only)	ug.procurement@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	• Interested firms must submit the following documents/information to demonstrate their qualifications in one single PDF document (**both technical and financial proposal)**
	• Technical proposal consisting of background information about the company other similar projects handled and CVs of the persons who will be engaged in this assignment; A section explaining the organization's competence and experience in handling similar assignments; Proposed strategy / methodology, work plan, timeline, and training plan; Personal CVs of the Team leader and the support team indicating all experience as well as the contact details (email and telephone number) of the team members and at least three (3) professional references.
	• Financial proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, and the budget for the assignment.
	• The technical and financial proposal should be sent via email as 1 PDF document with the following subject heading: "Proposal for Firm as per the RFP subject heading and RFP reference number" latest by **24th July 2022**.
	• Proposals received after the deadline will be rejected. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal should be all-inclusive and include a breakdown. The term 'all-inclusive' implies that all costs (professional fees, travel related expenses, communications, utilities, consumables, insurance, logistical costs related to organizing the validation workshop that could possibly be incurred by the Contractor, etc).

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 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 by Cost Component

This shall be on the basis of the payment tranches

Description of Activity	UOM	Quantity (months)	Unit Price (UGX)	Total Amount (UGX)
I. Personnel Services				
Team Leader	**EA**	6		
ICT Expert 1	**EA**	6		
ICT Expert 1		6		
II. Technical costs				
III. Other costs				
Management costs of not more than 5% of the total cost	Lumpsum	1		
Overall total				

[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	100
1.2 General Organizational Capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls	50
1.3 Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.)	25
1.4 Relevance of Specialized knowledge and Experience on similar engagements done in the region/country • The consultancy firm must be a multidisciplinary team with demonstrated competence in delivery of Software development, online business market intelligence, research and knowledge in digital technologies and/or innovation methodologies, including digital services.	100
1.5 Quality assurance procedures	25
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?	75
2.2 Description of the Offeror's approach and methodology meet or exceed the requirements of the Terms of Reference	125
2.3 Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?	50
2.4 Is the offer clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the assignment?	75
2.5 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for this assignment	75
Total Section 2	**400**

Section 3. Management Structure and Key Personnel	Points obtainable
3.1 The 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?	70
3.2 Qualifications and experience of key personnel proposed	

a)	**Consultancy Team Leader**	90
	A minimum of a master's Degree or equivalent in Software Engineering, Computer Science, Information Technology or any related fields- **15 Points**	

Experience:

- At least 7 years of experience in building IT applications, especially experience in online database development and management, with front-end and back-end applications, market research, business analysis, design thinking and other related fields. - **20 Points**
- Experience in developing online and physical interactive tools - **10 Points**
- Experience in developing online social media tools and apps - **10 Points**
- Experience in the delivery of complex IT based projects - **15 Points**
- Demonstrable experience and knowledge in digital technologies and/or innovation methodologies, including digital services, agile software development, and other emerging technologies - **10 Points**

Competencies/skills - 10 Points

- Managing projects and good interpersonal communication skills.
- Must have good research skills
- Must be conversant with online tools and
- Can proactively explore, identify and utilize new methods and approaches for data collection, analysis and visualization.

b)	**ICT Expert 1 - Software Developers**	70

Qualifications
- Both should have a minimum of a bachelor's Degree or equivalent in Software Engineering, Computer Science, Information Technology or any related fields. - **20 Points**

Experience
- At least 5 years previous experience in developing online software applications including but not limited to social media tools and applications which can make use of emerging technologies, market research, business analysis, design thinking and other related fields. - **20 Points**
- Experience in software development using open-source technologies, Software Quality Assurance and Control, as well as Cloud Computing - **10 Points**
- Demonstrable professional experience in conducting similar assignments- **10 Points**

Competencies/skills - 10 Points
- Managing projects and good interpersonal communication skills.
- Must have good research skills
- Must be conversant with online tools and
- Can proactively explore, identify and utilize new methods and approaches for data collection, analysis and visualization.

b)	**ICT Expert 2 - Software Developers**
	Qualifications
	  • Both should have a minimum of a bachelor's Degree or equivalent in Software Engineering, Computer Science, Information Technology or any related fields. **- 20 Points**
	Experience
	  • At least 5 years previous experience in developing online software applications including but not limited to social media tools and applications which can make use of emerging technologies, market research, business analysis, design thinking and other related fields. **- 20 Points**
	  • Experience in software development using open-source technologies, Software Quality Assurance and Control, as well as Cloud Computing **- 10 Points**
	  • Demonstrable professional experience in conducting similar assignments- **10 Points**
	
	Competencies/skills - 10 Points
	  • Managing projects and good interpersonal communication skills.
	  • Must have good research skills
	  • Must be conversant with online tools and
	  • Can proactively explore, identify and utilize new methods and approaches for data collection, analysis and visualization.
		70

Total Section 3		**300**

TERMS OF REFERENCE

CONSULTANCY TO DEVELOP AN ONLINE MARKET INTELLIGENCE PLATFORM TO FACILITATE EXPORT TRADE, B2B EXCHANGES AND CONNECTIONS BETWEEN UGANDA SMES AND COUNTERPARTS IN OTHER COUNTRIES

Location:	Kampala, Uganda
Type of Contract:	Request for Proposal
Post Level:	Consultancy Firm
Languages Required:	English
Duration of Contract:	120 Days (Spread between August and January 2023)

BACKGROUND

In the 2022-2025 Strategic Plan, the United Nations Development Programme (UNDP) supports 170 countries globally towards three directions of change which include structural transformation, leaving no-one behind, and building resilience. UNDP aims to achieve this through the six signature solutions: poverty and inequality, governance, resilience, environment, energy and gender equality. This will be driven by the three enhanced enablers: strategic innovation, digitalization, development financing.

Premised on the 2022-2025 Strategic Plan, the Digital Strategy 2022-2025 directly responds to and builds upon it by highlighting the critical role of digital technology in achieving development outcomes.

UNDP supports government of Uganda to achieve the Sustainable Development Goals by 2030 by aligning the programming with the objectives of the third National Development Plan (NDP III). The NDP III recognizes that digital transformation is a fulcrum of development. It is an accelerator, amplifier, and augmenter of change. It has a huge potential to improve national productivity by making Government and business enterprises more efficient, effective, and globally competitive. It is therefore a crucial driver of social and economic development.

It's against this backdrop that UNDP developed a Digitalization, Innovation and Smart Cities (DISC) programme. The programme intends to promote digitalization, innovation and smart cities as enablers to accelerate Uganda's structural transformation in line with NDP III priority programs on (i) digital transformation; ii) innovation, technology development and transfer; and (iii) sustainable urbanization and housing. This Digitalization, Innovation and Smart Cities (DISC) Programme was co-designed with Government, Private Sector and Civil Society to provide catalytic support for the achievement of NDP III of improved household incomes and livelihoods. Specifically, this programme will provide, technical, technological, and financial support for acceleration of digital transformation, strengthening of the innovation and start-up ecosystem, and promotion of the Smart Cities.

Micro, Small and Medium-sized Enterprises (MSMEs) are a key engine of growth and economic development in Uganda. The National Development Plan III recognizes MSMEs as fundamental players for the creation of opportunities in the country through the nurturing of entrepreneurial and managerial skills.
Uganda MSMEs policy (2015) highlights the following as key objectives for the development of the sector:
- vi. To promote research, product/process development.
- vii. Innovation, value addition and appropriate technologies including ICT.
- viii. To promote product and service standards for quality assurance.
- ix. To support access to markets and business information services.
- x. To increase access to credit and financial services.

Many MSMEs have not been leveraging the benefits of utilizing the available digital tools and technologies to do business and this was evident when the COVID 19 pandemic hit. The impact of the pandemic on various sectors of the economy – especially trade and tourism, and the partnership between UNDP Uganda and Jumia which saw informal vendors (most of which are MSMEs) go online, unearthed the need for an e-learning platform for the MSMEs to enhance their digital literacy. This will contribute to the transformation of trade, tourism and the MSMEs' sector. These terms of reference seek to hire a consultancy firm to develop an e-learning platform for self-paced literacy program by the MSMEs.

OBJECTIVE

The main objective of the consultancy is to develop an online market intelligence platform to facilitate export trade, B2B exchanges and connections between Uganda SMEs and counterparts in other countries. The tool is aimed at businesses at different stages of development, from ideation to early and growth businesses that want to network and learn from counterparts in different geographical regions.

Points to note:

- The purpose of this platform is to create connections and to enable knowledge and experience sharing between Ugandan SMEs and counterparts in other countries.

- The consultant firm is expected to work with the UNDP DISC team and subject matter experts from partners, including the Private Sector, the Ministry of Trade, the Federation of Small and Medium-sized Enterprises - Uganda (FSME), and the Ministry of ICT & National Guidance to get an understanding of the required content material and organizational context.

- The platform should be developed using open-source technologies.

SCOPE OF THE CONSULTANCY

The consultancy will be responsible for the following:
Design and develop an online market intelligence platform to facilitate export trade, B2B exchanges and connections between Uganda SMEs and counterparts in other countries.

This work will involve, among other things;
- a) Designing and developing a functional prototype of an interactive online platform for review and validation by the UNDP team and partners.
- b) Complete development of the interactive online platform.

Other Requirements:
- (i) It must offer good online usability and optimal accessibility by non-expert users.
- (ii) User friendly experience and intuitive.
- (iii) Simple and clear text.

METHODOLOGY

The Consultancy firm shall provide the most appropriate methodology for executing this task whilst capturing all the core systems design elements of requirements gathering, analysis, systems design (conceptual, logical and physical), systems implementation (programming and testing – unit, integration and acceptance tests), and support/after-sales service.

DELIVERABLES/OUTPUTS

- An inception report within the first 10 days of the project.
- A functional prototype validated by UNDP DISC team and selected partners.
- A complete, robust, secure and interactive online system that is accessible through the web and mobile devices.
- All system design documentation (conceptual and logical), source code and passwords, a user manual and technical manual.
- A project report with lessons learned, opportunities, and recommendations on operationalization and advancement of the platform.
- Training and after sales-service/ support for at least six (3) months.

ACTIVITY SCHEDULE AND DELIVERABLES

The assignment will run over a period of 120 days (6 Months), starting with the inception meeting. It will run between August to January 2023. The assignment is organized around the activities and deliverables discussed in the earlier sections.

PROJECT MANAGEMENT

The consultant firm shall work in collaboration with assigned subject matter experts from the Private Sector, the Ministry of Trade, the Federation of Small and Medium-sized Enterprises - Uganda (FSME), Makerere University Business School (MUBS), the Ministry of ICT & National Guidance, and the UNDP team. The Coordination team shall be responsible for monitoring the progress of the consultancy and ensuring timely delivery of quality expected deliverables.

PAYMENT TERMS, SCHEDULE AND DELIVERABLES

Outputs	Percentage	Timing (Cumulative)	Condition for Payment Release
Completion of the Inception Report detailing the interpretation of the ToRs	10%	10 days	Within thirty (30) days from the date of meeting the following conditions:
Stakeholder Engagement	10%	10 days	c) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and
Completion of a functional prototype	10%	25 days	
A complete, robust, secure and interactive online system that is accessible through the web and mobile devices.	25%	70 days	d) Receipt of invoice from the Consultant firm.
All system design documentation (conceptual and logical), source code and passwords, a user manual and technical manual.	20%	10 days	
A project report with lessons learned, opportunities, and recommendations on operationalization and advancement of the platform.	20%	5 days	
Training and after sales-service/ support for at least six (3) months.	5%	As needed within the first 3 months after project completion.	

REQUIRED SKILLS AND EXPERIENCE

The consultant firm shall be a multidisciplinary team and shall demonstrate competence in delivery of online business market intelligence, research and software engineering.

Education: Consultancy Team Leader

A minimum of a master's Degree or equivalent in Software Engineering, Computer Science, Information Technology or any related fields.

Experience:

- At least 7 years of experience in building IT applications, especially experience in online database development and management, with front-end and back-end applications, market research, business analysis, design thinking and other related fields.
- Experience in developing online and physical interactive tools.
- Experience in developing online social media tools and apps.

- Experience in the delivery of complex IT based projects
- Demonstrable experience and knowledge in digital technologies and/or innovation methodologies, including digital services, agile software development, and other emerging technologies

Competencies/skills

- Managing projects and good interpersonal communication skills.
- Must have good research skills
- Must be conversant with online tools and
- Can proactively explore, identify and utilize new methods and approaches for data collection, analysis and visualization.

The team qualifications (all consultants)
2 Software Developers
Qualifications

- Both should have a minimum of a bachelor's Degree or equivalent in Software Engineering, Computer Science, Information Technology or any related fields.

Experience

- At least 5 years previous experience in developing online software applications including but not limited to social media tools and applications which can make use of emerging technologies, market research, business analysis, design thinking and other related fields.
- Experience in software development using open-source technologies, Software Quality Assurance and Control, as well as Cloud Computing
- Demonstrable professional experience in conducting similar assignments

Competencies/skills

- Managing projects and good interpersonal communication skills.
- Must have good research skills
- Must be conversant with online tools and
- Can proactively explore, identify and utilize new methods and approaches for data collection, analysis and visualization.

Documents to be submitted:
The consultant must submit the following documents:

- Technical and Financial Proposals

- Consultants' CVs indicating all experience as well as the contact details (email and telephone number) and

  at least three (3) professional references for each (Annex I).

Technical proposal:

- Brief description of why the consultancy firm considers themselves as the most suitable for the assignment.
- Brief statement on understanding of the Terms of Reference and methodology, on how they will approach and complete the assignment.
- Financial proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per template provided (Annex II)