



**INVITATION FOR EXPRESSION OF INTEREST
EOI-087-PHL-2022**

Services of an ICT Systems Integrator Firm for the Supply, Delivery, Installation, and Configuration of Data and Digital Centers and Call Centers in BARMM, Philippines

The United Nations Development Programme (UNDP) Philippine Country Office (CO) hereby invites international and national companies to express their interest in providing **Services of an ICT Systems Integrator Firm for the Supply, Delivery, Installation, and Configuration of Data and Digital Centers and Call Centers in BARMM, Philippines.**

This call for Expression of Interest (EOI) aims to assess the market availability and viability of companies in relation to the upcoming procurement process.

Emphasis on improving public services using technology and innovations is being strengthened in the Bangsamoro Autonomous Region of Muslim Mindanao (BARMM) in the Philippines. A Data Center and ten (10) digital centers with interactive call centers will be installed and deployed in different Local Government Units (LGUs) and Ministries. These digital centers will serve as business one-stop shops, which will provide the citizens with access to various e-services.

The EOI is divided into two (2) lots, interested vendors are welcome to express their interest to supply for either one or any combination of the two lots.

Lot 1: Data Center, Call Management, Computing and Network System, and Power and Electrical System for the MILG-BARMM;

MILG

Bangsamoro Government Center (BGC), BARMM Compound
Cotabato City, Province of Maguindanao, Philippines

Lot 2: Digital Centers with Interactive Call Centers for the Ten (10) Local Government Units (LGUs)

a) Municipal Government of Marantao

Municipal Hall, Barangay Mantapoli, Marantao,
Province of Lanao del Sur, Philippines
Coordinates: 7.974257651665746, 124.2604130187277

b) Municipal Government of Taraka

Taraka Municipal Hall
Taraka, 9712 Province of Lanao del Sur, Philippines
Coordinates: 7.9003000082317545, 124.33454543600057

c) Municipality of Buluan

Barangay Poblacion, Buluan,
9616, Province of Maguindanao, Philippines
Coordinates: 6.712922645770119, 124.79506223825545

d) Municipality of Datu Blah Sinsuat

9623, Province of Maguindanao, Philippines
Coordinates: 7.067694111312934, 124.01855351970228

e) Municipality of Sultan Kudarat

9605, Province of Maguindanao, Philippines
Coordinates: 7.271623027794382, 124.2913491617083

- f) Municipality of Parang
9604, Province of Maguindanao, Philippines
Coordinates: 7.374578967317677, 124.26883101714057
- g) Municipality of Shariff Aguak
(Maganoy) 9608, Province of Maguindanao, Philippines
Coordinates: 6.864657738245593, 124.43835751636793
- h) Municipality of Bongao
Bongao Poblacion
7500, Province of Tawi-tawi, Philippines
Coordinates: 5.034299075495297° / 119.77333537344249°
- i) Municipality of Talipao
7403, Province of Sulu, Philippines
Coordinates: 5.974580737204158, 121.11397766664321
- j) Municipality of Lamitan
Rizal Avenue, Brgy. Maganda
7302, Lamitan City, Province of Basilan, Philippines
Coordinates: 6.658075997303137, 122.14589349422724

a) Background

Emphasis on improving public services using technology and innovations was strengthened when the Bangsamoro Autonomous Region of Muslim Mindanao (BARMM) government had to deal with the COVID-19 pandemic along with other transition-related concerns such as poor quality and lack of access to public services; limited access to information and communications technology (ICT) and connectivity; lack of systematic database and updated data for planning and programming; need to improve the digital literacy of public servants and citizens; persisting challenges on gender equality, peace and security.

Even pre-COVID-19 pandemic, the Ministry of the Interior and Local Government (MILG) have already recognized the challenge of improving public service delivery in BARMM. The MILG also understands that local government units (LGUs) are at the center of the challenge to improve local service delivery. To build the capacity of MILG, BARMM LGUs, and other Ministries and to respond to the substantial gaps in public service delivery at the local level, the Bangsamoro Government, through the MILG, forged a partnership with UNDP Philippines for the Localizing e-Governance for Accelerated Provision of Services (LeAPS) Program; that seeks to apply, where possible, the strategic framework and principles of the UNDP Bangladesh – supported Access to Information (a2i) program to the specific social, cultural and economic contexts of BARMM.

The LeAPS Program will harness the transformative power of data, digitalization and people-centered governance to substantially improve the delivery of local public services, develop ICT capacity in civil servants and citizens and generate awareness, ease of use and, eventually, ownership of digital tools and processes, completing a journey towards digital transformation

b) Objectives

The following objectives are expected to be achieved through this procurement:

- B.1. To address the poor quality and lack of access to government services especially for people in geographically isolated and disadvantaged areas (GIDA);
- B.2. To eliminate the corruption due to prolonged red tape brought about by disjointed long waiting process for government services and high expenses of transacting business with government;
- B.3. To align the BARMM with the “Digital Philippines” vision of the Philippine National Government’s Department of Information and Communication Technology (DICT), which leads the government digital transformation to respond to the multi-sectoral

- call for enhanced public service delivery and improved internet access under the new normal;
- B.4. To improve digital literacy and bring government services closer to the people and citizens of the BARMM, including the provision of support (through calls via the call centers in LGUs) to the community.

c) Minimum Specifications Required

Please refer to attached Excel file: Technical Specs for EOI.

d) General Instructions and application documentation

UNDP invites potential firms to express their interest for the above procurement. The expression of interest should specify UNDP reference number EOI-087-PHL-2022 and shall be received no later than **30 September 2022, 18:00PM, Manila Time**.

The Expression of Interest shall include the following documentation:

- i. A brief profile of the company including size, geographical location and network, areas of expertise, years in business, product range, etc.
- ii. Copy of valid Business registration documents and Quality assurance certificates e.g. ISO held by your company, either for company business processes or products, or both.
- iii. Duly Accomplished Annex A – Questionnaire
- iv. Brochures/descriptions with proposed solutions.

Submission Requirements – interested firms must submit the completed questionnaire (Annex-A) and all other information/documents to the following e-mail address (bids.ph@undp.org) **no later than 30 September 2022, 18:00PM, Manila Time**. Please note the maximum file size per email is 25MB.

Information Meeting

Based on the responses received, UNDP may request further clarification in the form of email or written communication. Firms responding to this EOI shall designate a single contact within their firm for receipt of all subsequent information regarding this EOI.

Selection for the partnership

The information received through this EOI may result in an open competitive procurement process through Invitation to Bid (ITB). Solicitation and timelines for the ITB process will be shared with all respondents of this EOI.

This EOI does not entail any commitment on the part of UNDP, either financial or otherwise. UNDP reserves the right to accept or reject any or all EOI without incurring any obligation to inform the affected applicant/s of the grounds.

ANNEX A - QUESTIONNAIRE

1. Company Name	
2. Business Address	
3. Year in Operations	
4. Has your company performed similar assignments in the last 10 years? If yes how many? Please provide details of similar contracts (client, description of service, contract amount)	
5. What is your annual turnover (gross sales) for the last 3 years (2019, 2020, 2021)	
6. Contact Person	
7. Contact Details (phone and email address)	
8. Is your company a manufacturer or authorized distributor? Please provide details.	
9. Please specify what lots you are interested in	<p>Lot 1: Data Center, Call Management, Computing and Network System, and Power and Electrical System for the MILG-BARMM; MILG Bangsamoro Government Center (BGC), BARMM Compound Cotabato City, Province of Maguindanao, Philippines</p> <p>Lot 2: Digital Centers with Interactive Call Centers for the Ten (10) Local Government Units (LGUs)</p>
10. Please provide a short comment on choice of lots. Can you provide all equipment, services and works for both lots? If not please let us know why.	
11. If we procure the equipment separately, would you be able to install the equipment and goods? Would you be able to do the minor civil works component?	
12. Do you have local partner or subcontractors for training, after sales services/maintenance in BARMM, Philippines?	
13. What is the minimum period of delivery for each lot?	<ul style="list-style-type: none"> Lot 1: Lot 2:
14. What is the maximum warranty period for each lot?	<ul style="list-style-type: none"> Lot 1: Lot 2: