



TERMS OF REFERENCE:

“SYSTEM DEVELOPMENT FIRM FOR A PARTNERSHIP RELATIONS MANAGEMENT SYSTEM (PRMS) - UNDP RWANDA”



Contract Type:	Consultancy Firm
Location:	Home Based + Kigali, Rwanda
Languages Required:	English
Duration of Assignment	12 Months (Bidders to come up with their work plans)
Expected starting date and timing	Immediately

I. BACKGROUND AND CONTEXT

The United Nations Development Programme (UNDP) is the UN’s global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build a better life. UNDP Rwanda Country Office (CO) has two programme units; Poverty Reduction and Environment, and Governance and Justice Unit as well as programme support units which include the Operations (Finance, HR, Procurement, and ICT), Management Support and Communications. UNDP Rwanda has a holistic mandate with proven ability to deliver support that ensures transparency and accountability to stakeholders.

UNDP Rwanda Country Office (CO) is now strengthening the partnership relations management in order to explore new possibilities and technical / financial resources mobilisation to deliver better on the holistic mandate. A Resource Mobilisation Task Team (RM TT) was put in place in April 2018. The RM TT put in place a resource mobilisation strategy, and is currently tasked to improve internal knowledge management to better coordinate within the CO on the ongoing conversation with bilateral donors, vertical funds and other potential partners. With this background, the RM TT is developing a dynamic Partnership Relations Management System (PRMS) to be used by the office staff. UNDP Receives resources from both traditional and non-traditional partners, and many functions across the office are actively involved in the process. The dynamic PRMS should enable the staff to proactively report on progress, retrieve information on the partners (donors, co-funding organizations, non-monetary contributors) and current status, effectively communicate and for management to keep track of the real time situation. The PRMS is for internal usage within the country office, and the information or data stored will not be directly open to public. There are possibilities of expanding to other country offices and for global usage, and therefore should be flexible for future upgrading (multilingual, integration with corporate systems).

Within this framework, UNDP Rwanda invites potential National and International Firms specialized in software and system development to develop a tailored PRMS, which can be used across the organization for effective partnership pipeline management and knowledge management.

II. OBJECTIVE

Design and develop a dynamic Partnership Relations Management System (PRMS) and provide a help desk for half an year. The system will be the centralised donor information database as well as a tool for internal and external communication and information sharing, internal reporting and

financial tracking. The system is to be hosted on a cloud server with robust security, and remotely managed by the IT unit.

III. LOCATION OF THE ASSIGNMENT

Home based with limited travel to Kigali -Rwanda for initial designing phase and potentially subsequent trainings.

IV. TASKS

The assignment should consist of, but not necessarily be limited to the following main tasks:

- a. To define and develop a system that enables effective partnership relations management, tailored to the needs of UNDP Country Office. The basic system functions required are as below, and will be further defined with the consultants.
 - Accessible to UNDP affiliated staff with unlimited number of users, potentially with different access levels;
 - Host basic donor and partner information such as focal point contact, headquarters address, local address, donor website, phone number, email etc., to be entered by users;
 - Dynamic updates on ongoing discussions between donors and CO staff;
 - Enables staff to enter data both quantitative (financial pipeline) and qualitative (non-monetary contributions, softness of pipeline, actions taken, deadlines, next steps and discussion notes etc.) with donors and potential partners, and see the updated information;
 - A dashboard for analysis and performance tracking (conversion rate for proposals, pipeline sizes, lead time of proposals). Preferably to be shown by donor, by project, by CO focal point, by unit as well as a portfolio overview;
 - Can generate in-house reports or data in different format;
 - Notifies staff on new updates, deadlines and pending actions;
 - Can send bulk emails to selected focal points (eg. event information, RSVP form, mail magazine), tied to other social media;
 - Backend management interface for ease of maintenance;
 - Cloud-based standalone system with robust security, preferably managed by the client remotely;
 - Responsive interface to be used on computer, smartphones and other devices.
 - System is flexible to accommodate future upgrading for multilingual, multi-country and global use, integration with other existing corporate systems (Atlas, Intranet, CO website) and potentially with other agencies;
 - Easy to maintain and trouble shoot- use technology that the internal staff are familiar with or something that can be trained within a few days period
- b. Maintenance and/or help desk of the system after instalment.
 - Minimum 6 months post-operationalization free technical support;
 - Training of core staff on usage and to ICT unit on maintenance;
 - Help desk support.

V. METHODOLOGY

The firm should include the description of the general methodology used in the development of the project, with the following items:

- a. Plan for consultation with users to define the system and user requirements;
- b. Visual presentation or a mock-up of the user experience of the system;
- c. A definition on all required functions and other proposed functions based on the developer's experience in developing similar systems;
- d. A clear definition of the modules, options and general inputs and outputs of the system;
- e. Design or adjustments of the data base, application architecture, and source code, generating the descriptive documents including the chronogram of the development;
- f. Reason for the selection of the technology to be used;
- g. Development of a user friendly Partnership Relations Management System;
- h. Installation of the solution in a selected cloud server for test;
- i. Test and fix bugs before and after official launch;
- j. Preparation of the technical and user and source code manuals.
- k. Corrective maintenance when required to repair defects that may arise with the software; such as: (i) whenever the programme fails or aborts; (ii) the programme renders an outcome that is not in agreement with requirements; (iii) designs and requirements do not agree with the supporting software; (iv) user documentation leads to erroneous conclusions—both concerning users and activities—that render incorrect results or system failures.
- l. Adaptive maintenance when needed to improve software and / or documentation.

VI. DELIVERABLES

The system developer engaged to carry out this process must deliver the following.

Deliverable 1: System definition document fully adapted to the required functionality. To be delivered by latest 30th November 2018.

Deliverable 2: Beta System developed and installed with the respective code source. To be delivered by latest January 31st 2019.

Deliverable 3: Full system developed and installed with the respective code source. To be developed by latest 15th March 2019.

Deliverable 4: End user and source code manuals, training to ICT staff and end users, a report of trainings. To be delivered by latest 30th April 2019.

Deliverable 5: Corrective and adaptive regular maintenance and periodic reports. To be delivered by latest October 2019.

VII. REPORTING AND INSTITUTIONAL ARRANGEMENTS

UNDP will contract the best and most competitive firm to undertake the assignment as described in this ToR. The consultants will be home based, but can also use office space at UNDP, if needed, for discussions, meetings, etc. Logistical support can be provided through the UNDP RMTT and ICT department, especially, if needed, organizing appointments, meetings and other consultations. Transport needs will be organized by the consultants themselves. The Firm will be reporting directly to the UNDP Country Director and the RMTT. UNDP ICT Manager / Deputy Country Director Operations will be a central focal point for daily supervision.

VIII. DURATION, TIMING

The assignment is scheduled to be undertaken by a consulting firm and should take place between 1st October 2018 – 1st October 2019, for a maximum duration of 12 months.

IX. REQUIRED COMPETENCIES

General Requirement Consultancy Firm:

- Proven experience and expertise in Customer Relations Management / Donor Management system development
- Reputable system development firm with appropriate licenses
- Demonstrable experience in system maintenance and help desk support
- Evidence and references of at least 3 successfully developed and implemented similar systems in operation

X. EXPERTISE AND MINIMUM TEAM OF CONSULTANTS

For carrying out this consultancy, a firm with expertise in the implementation of information systems for partnerships and CRM during the last 5 years is required.

The minimum team of consultants need to be comprised of:

- I. Information System Engineer: A professional system engineer with experience exceeding 5 years in similar systems development. His/her main objectives will be to lead the system definition process, manage the work plan and team and to ensure that the system works to suit the operational requirements defined and agreed.
- II. Desirable staff that the firm may propose include among others; Database Engineer, system Architect and MIS Programmer.

XI. CONSULTANTS EVALUATION CRITERIA

CRITERIA	WEIGHT	POINTS
1. GENERAL CRITERIA		
Reputable system development firm with appropriate licenses	10%	10
Demonstrable expertise and experience in the field of the assignment and a suitable delivery plan	25%	25
Evidence and references of at least 3 successfully developed and implemented similar systems in operation	20%	20
2. Information System engineer / LEAD CONSULTANT		
Education: Minimum a degree or master's degrees in information systems or information systems management. Should have obtained certification in specific software programs	5%	5
Experience: Minimum of 5 years' experience in similar programs. Experience in training users in the program's operation.	10%	10
3. METHODOLOGY		
Clear and relevant methodology underpinning the assignment	30%	30
TOTAL	100%	100

XII. APPLICATION PROCEDURE

interested Consultancy Firm should apply by presenting the following documents:

- (i) **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
- (ii) **Personal CV of required consultants**, indicating all past experience from similar projects as well as the contact details (e-mail and telephone number);
- (iii) **Brief description profile of the firm**, why the firm considers itself as the most suitable for

- the assignment, if applicable, on how it will approach and complete the assignment
- (iv) **Methodology** that describes the way the system will be developed
 - (v) **Financial Proposal** that indicates the all-inclusive fixed total contract price supported by a breakdown of costs, as per template provided in a separate envelope.

Interested Firms are required to submit an expression of interest and company documents and curriculum vitae that demonstrates the qualifications, skills, experience and track record to deliver the services required and that reflects an understanding of key issues relating to the scope of work. Please also provide three contactable references.

Enquiries can be directed to the procurement officer mbasa.rugigana@undp.org

XIII. PRICE PROPOSAL AND SCHEDULE OF PAYMENTS

The consultancy fee will be paid as a lump sum (inclusive of all expenses related to the consultancy), and will be fixed regardless of changes in the cost components of the consultancy. The consultancy fee will be paid upon completion of the following milestones:

%	Milestone
20%	Upon submission and acceptance of System definition document fully adapted to the required functionality. (Deliverable 1)
20%	Beta System developed and installed with the respective code source. (Deliverable 2)
45%	Full system developed and installed with the respective code source, delivery of end user and source code manuals, training to ICT staff and end users, a report of trainings. (Deliverable 3 & 4)
15%	Upon delivery of required corrective and adaptive regular maintenance and periodic reports. (Deliverable 5)

UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and person with disabilities are equality encouraged to apply. All applicants will be treated with the strictest confidence.

Approval

This TOR is approved by: **Stephen Rodriques**

Signature _____

Name and Designation Country Director _____

Date of Signing 10 September 2018