

Request for Quotation (RFQ) for Goods/Services

Provision of Professional Services - Community
Monitoring and Actionable Concerns Tracking
System (CM-ACTS) WEB and Mobile Apps for
the Office of Cabinet Secretary

RFQ Ref No: PHL_2025_098

Invitation letter

Dear Sir/Madam,

Subject: Provision of Professional Services - Community Monitoring and Actionable Concerns Tracking System (CM-ACTS) WEB and Mobile Apps for the Office of Cabinet Secretary

RFQ Case No.: RFQ/2024/53649

The United Nations Office for Project Services (hereinafter referred to as UNOPS) is pleased to invite prospective bidders to submit a quotation for the provision of goods/services in accordance with the UNOPS General Conditions of Contract and the Schedule of Requirements as set out in this Request for Quotation (RFQ).

The RFQ consists of the following:

- This RFQ Invitation Letter
- Section I: RFQ Particulars
- Section II: Instructions to Bidders
- Section III: Schedule of Requirements
- Section IV: Returnable Bidding Forms
 - Form A: Quotation Submission Form
 - Form B: Price Schedule Form
 - Form C: Technical Quotation Form
 - Form D : Previous Experience Form

If you are interested in submitting a quotation in response to this RFQ, please prepare your quotation in accordance with the requirements and process as set out in this RFQ and submit it to UNOPS by the deadline for quotation submission set out in the Section I: RFQ Particulars.

We look forward to receiving your quotation.

Approved by:



Name: Thazin Aung

Title: Senior Project Manager, AR, EAPMCO, Thailand

Date: 19 Feb 2025

Section I: RFQ Particulars

<u>Scope of Quotation</u>	<p>This RFQ refers to the Provision of Professional Services - Community Monitoring and Actionable Concerns Tracking System (CM-ACTS) WEB and Mobile Apps for the Office of Cabinet Secretary</p> <p>as further described in Section III: Schedule of Requirements.</p>
<u>Contact person for correspondence, notifications and requests for clarifications</u>	<p>All correspondence, notifications and requests for clarifications in relation to this RFQ shall be sent to:</p> <p style="text-align: center;"> Robert QUILALA Procurement Associate United Nations Office for Project Services Procurement Unit robertq@unops.org </p> <p>ATTENTION: Quotations shall not be submitted to the above address but to the address for quotation submission as set out below.</p>
<u>Bidder Eligibility</u>	<p>No nationalities are excluded from submitting a bid but the company/business must be registered in the Philippines.</p>
<u>Clarifications</u>	<p>Requests for clarification from bidders will not be accepted by any later than 01 March 2025 at 08:00 UTC.</p> <p>Responses to requests for clarification will be communicated to all Bidders directly through eSourcing portal.</p>
<u>Quotation validity period</u>	<p>Quotations shall remain valid for acceptance by UNOPS for 30 days from the Deadline for Quotation Submission.</p>
<u>Quotation Currency(ies)</u>	<p>Quotations shall be quoted in US Dollar or Philippines Peso (PHP).</p>
<u>Duties and Taxes</u>	<p>All quotations shall be submitted INCLUSIVE of any direct taxes, customs duties and indirect taxes, such as sales taxes, VAT, taxes on commodities such as fuel.</p>
<u>Language of quotations</u>	<p>All quotations, information, documents and correspondence exchanged between UNOPS and the Bidders in relation to this RFQ process shall be in English.</p>

<u>Deadline for Quotation Submission</u>	All quotations must be submitted by 0800 UTC on 05 March 2025.
<u>Quotation submission</u>	<p>Quotations must be submitted thru the UNOPS eSourcing only</p> <p>Subject:</p> <p>Provision of Professional Services - Community Monitoring and Actionable Concerns Tracking System (CM-ACTS) WEB and Mobile Apps for the Office of Cabinet Secretary</p>
<u>Evaluation method and criteria</u>	<p>Quotations shall be evaluated to determine the lowest price most technically acceptable offer. Evaluation shall be conducted as follows:</p> <ul style="list-style-type: none"> • Preliminary Examination. The following eligibility and formal criteria will be reviewed for compliance: <ul style="list-style-type: none"> • Bidder is eligible as defined in Instructions to Bidders, Article 3 • Completeness of the Quotation. All Returnable Bidding Forms and other documentation requested have been provided and are complete • Bidder accepts UNOPS General Conditions of Contract • Qualifications of the Bidder will be assessed as per below qualification criteria: <ul style="list-style-type: none"> • Bidder has a minimum of 3 years of relevant experience (relevant experience means similar experience in designing/enhancement of web and mobile apps services) • <u>Valid Business Permit</u> • Minimum 3 years relevant experience for the proposed personnel (Project Manager and Web Designed) • Technical compliance of the offered goods/services. The following technical criteria will be reviewed for compliance compared to UNOPS requirements: <ul style="list-style-type: none"> • Goods/services offered in the quotation are compliant compared to the requirements in Section III: Schedule of Requirements. • Financial evaluation. Quotations that are found to be technically acceptable shall be evaluated based on price and UNOPS will award

	<p>the contract as per the lowest priced, most technically acceptable offer evaluation methodology.</p> <p>At any time during the evaluation process UNOPS may request clarification or further information in writing from Bidders. The Bidder's responses shall not contain any changes regarding the substance, including the technical and financial part of their quotation. UNOPS may use such information in interpreting and evaluating the relevant quotation</p>
<u>Partial quotations</u>	Partial quotations are not allowed.
<u>Alternative quotations</u>	Alternative quotations are not accepted.
<u>Documents comprising the Quotation</u>	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> • Form A: Quotation Submission Form • Form B: Price Schedule Form • Form C: Technical Quotation Form • Form D : Previous Experience Form • Valid Business Permit - Any relevant official documents showing dates, as proof of existence of the business for more than 3 years • CV of Key Personnel
<u>Type of Contract to be awarded</u>	UNOPS will sign the following contract with the awarded Bidder(s): Small Services Contract
<u>General Conditions of Contract</u>	<p>In the event of an order, the following conditions of contract will apply: UNOPS General Conditions of Contract for the provision of Services</p> <p>The General Conditions of Contract are available at: https://www.unops.org/business-opportunities/how-we-procure</p>
<u>Signing of Contract</u>	UNOPS plans to award the Contract by March 15, 2025
<u>UNGM registration</u>	<p><u>Any Contract resulting from this RFQ exercise will be subject to the supplier registration on United Nations Global Marketplace (UNGM) website. Vendors can register their company by accessing the website at www.ungm.org.</u></p> <p>The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to Contract signature</p>

Section II: Instructions to Bidders

- **SCOPE OF QUOTATION**

Bidders are invited to submit a quotation for the goods and/or services specified in Section III: Schedule of Requirements, in accordance with this RFQ.

- **INTERPRETATION OF THE RFQ**

This RFQ is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights.

This RFQ is conducted in accordance with the applicable provisions of UNOPS Procurement Manual (latest version of which can be accessed at: <https://www.unops.org/business-opportunities/how-we-procure>) and other relevant Operational Directives and Operational Instructions that are referred to in the Procurement Manual. In case of contradictions between this RFQ and the UNOPS Procurement Manual, the UNOPS Procurement Manual shall prevail.

- **BIDDER ELIGIBILITY**

Bidders may be a private, public or government-owned legal entity or any association with legal capacity to enter into a binding Contract with UNOPS.

A Bidder, and all parties constituting the bidder, may have the nationality of any country with the exception of the nationalities, if any, listed in **Section I: RFQ Particulars**. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.

A Bidder shall not have a conflict of interest. A bidder shall be considered to have a conflict of interest if:

- A Bidder (and its personnel) has a close business or family relationship with a UNOPS personnel or with personnel of the UNOPS partner who engaged UNOPS and who: (i) are directly or indirectly involved in the preparation of the bidding documents or specifications of the contract, and/or the bid evaluation process of such contract; or (ii) would be involved in the implementation or supervision of such contract;
- A Bidder is associated, or has been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods, services or works required in the present procurement process;
- A Bidder has an interest in other bidders, for the same procurement activity, including when they have common ownership and/or management. Bidders shall not submit more than one bid, except for alternative offers, if permitted. This will result in the disqualification of all bids in which the Bidder is involved. This includes situations where a firm is the Bidder in one bid

and a sub-contractor on another; however, this does not limit the inclusion of a firm as a sub-contractor in more than one bid. In the case of procurement processes with lots, this provision shall apply on a lot by lot basis;

- A Bidder does not comply with any other conflict of interest situation relevant to the specific procurement process as specified in the solicitation document.
- A Bidder that has an owner, partner, board member, officer, who is a current member of UNOPS personnel (regardless of the UNOPS personnel contract modality), or in which a current member of UNOPS personnel has a direct financial interest in any capacity.

Bidders must disclose any actual or potential conflict of interest in the Quotation Submission Form and they shall be deemed ineligible for this procurement process unless such conflict of interest is resolved in a manner acceptable to UNOPS. Failure to disclose any actual or potential conflict of interest may lead to the Bidder being sanctioned further to [UNOPS policy on vendor sanctions](#).

A Bidder shall not be eligible to submit a quotation if and when at the time of quotation submission, the Bidder:

- is included in the Ineligibility List, hosted by [UNGM](#), that aggregates information disclosed by UNOPS ([UNOPS Ineligibility List](#)) and other Agencies, Funds or Programs of the UN System;
- is included in the [Consolidated United Nations Security Council Sanctions List](#), including the [UN Security Council Resolution 1267/1989 list](#);
- is included in the [World Bank Corporate Procurement Listing of Non-Responsible Vendor HYPERLINK](#) "<http://www.worldbank.org/en/about/corporate-procurement/business-opportunities/non-responsible-vendors>"s and [World Bank Listing of Ineligible Firms and Individuals](#).
- is included in any other Ineligibility List from a UNOPS partner and if so listed in **Section I: RFQ Particulars**.
- is currently suspended from doing business with UNOPS and removed from its vendor database(s), for reasons other than engaging in proscribed practices as defined in the UNOPS Procurement Manual.

All Bidders are expected to embrace the principles of the [United Nations Supplier Code of Conduct](#), given that it originates from the core values of the Charter of the United Nations. UNOPS also expects all its suppliers to adhere to the principles of the [United Nations Global Compact](#).

If a bidder does not have all the expertise required for the provision of the goods/services to be provided under the Contract, such bidder may submit a bid in association with other entities, particularly with an entity in the country where the goods and/or services are to be provided. In the case of a joint venture, consortium or association:

(i) All parties of such joint venture, consortium or association shall be jointly and severally liable to UNOPS for any obligations arising from their bid and the Contract that may be awarded to them as a result of this ITB;

(ii) The bid shall clearly identify the designated entity designated to act as the contact point to deal with UNOPS. The duly filled Form D: Joint Venture Partner Information Form must be included with the Bid. Such entity shall have the authority to make decisions binding upon the joint venture, association or consortium during the bidding process and, in the event that a contract is awarded, during the duration of the contract; and

(iii) The composition or the constitution of the joint venture, consortium or association shall not be altered without the prior consent of UNOPS.

(iv) Each joint venture, consortium or association members must meet the bidder eligibility conditions.

The eligibility conditions for the bidders under this article also apply to any sub-contractor.

- **CLARIFICATION OF THE RFQ**

Bidders may request clarification in relation to the RFQ by submitting a written request to the contact stated in the **Section I: RFQ Particulars**, until the time stated in **Section I: RFQ Particulars**. Explanations or interpretations provided by personnel other than the named contact person will not be considered binding or official.

- **REMUNERATION FOR AND COSTS OF QUOTATIONS**

Bidders shall not be entitled to any remuneration or compensation for the preparation and submission of their quotation.

- **QUOTATION CURRENCY(IES)**

The quotation shall be made in the currency(ies) stated in **Section I: RFQ Particulars**. If applicable, for comparison and evaluation purposes, UNOPS will convert the quotations into USD at the official United Nations rate of exchange in force at the time of the deadline for quotation Submission.

UNOPS reserves the right not to reject any quotation submitted in a currency other than the mandatory bidding currency(ies). UNOPS may accept quotations submitted in another currency than stated above if the Bidder confirms during clarification of quotations in writing that it will accept a Contract issued in the mandatory quotation currency and that for conversion the official United Nations operational rate of exchange of the day of RFQ deadline as stated in Section I: RFQ Particulars shall apply. Regardless of the currency of quotations received, the Contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

Rates in quotations shall be fixed. Quotations with adjustable rates shall be disqualified.

- **DUTIES AND TAXES**

Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNOPS as a subsidiary organ, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in **Section I: RFQ Particulars**.

- **PAYMENT TERMS**

UNOPS will ordinarily effect payment within 30 days after receipt of the goods/services and on submission of payment documentation. Time in connection with discounts offered for accelerated payment will be computed from the date of receipt of payment documents by UNOPS. Payment discounts will not be considered in the financial evaluation.

- **PUBLICATION OF CONTRACT AWARD AND DEBRIEFING PROCEDURES**

UNOPS shall publish in its website (<https://data.unops.org>) and/or the UNGM website (<https://www.ungm.org/Public/ContractAward/Index/ContractAwards>) information regarding the purchase order(s) or contract(s) awarded as a result of this RFQ.

UNOPS may debrief unsuccessful bidders upon receipt of a written request. The request for debrief must be received within 10 calendar days of the notification by UNOPS of the tender results to unsuccessful bidders and is a prerequisite for a bidder to file a bid protest, further to Article 12 below. UNOPS shall promptly respond in writing to any unsuccessful Bidder who requests a debriefing.

- **ETHICS AND PROSCRIBED PRACTICES**

UNOPS requires that all Bidders observe the highest standard of ethics during the entire RFQ process, as well as the duration of any Contract that may be signed as a result of this process. Therefore, all Bidders shall represent and warrant that they:

- have not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the RFQ process and any Contract that may be signed as a result of this RFQ process;
- have no conflict of interest that would prevent them from entering into a Contract with UNOPS, and shall have no interest in other parties involved in this RFQ process or in the project underlying this RFQ process;
- have not engaged, or attempted to engage, in any Proscribed Practices in connection with this RFQ process or the Contract that may be awarded as a result of this RFQ process. For the purposes of this provision, Proscribed Practices are defined in the UNOPS [policy](#) [HYPERLINK "https://unopsprocurement.page.link/OI-Vendor-Sanctions"](https://unopsprocurement.page.link/OI-Vendor-Sanctions) on vendor sanctions, and include: corrupt practice, fraudulent practice, coercive practice, collusive practice, unethical practice and obstruction.

- **AUDIT**

UNOPS may conduct investigations relating to any aspect of the Contract award at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to UNOPS access to the Contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Contractor's personnel and relevant documentation. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNOPS hereunder

- **BID PROTEST**

Any bidder that believes to have been unjustly treated in connection with this solicitation process may submit a complaint to UNOPS' Director of Implementation Practices and Standards through the bid.protest@unops.org email address. For a bid protest to be received and substantially assessed, the vendor must have requested a debrief further to Article 9 and submits the bid protest within 10 calendar days of UNOPS providing the debrief. In the unlikely event that UNOPS does not provide a debrief within 15 calendar days of the vendor's request further to Article 9 above the vendor may present a bid protest within 10 calendar days of the expiry of said 15 calendar day period. For further details on bid protests, please refer to the UNOPS Procurement Manual.

- **CONFIDENTIALITY**

All information and documents provided to the bidders by UNOPS shall be treated as confidential by the bidders and shall:

- remain the property of UNOPS;
- not be used for any purpose other than the purpose of preparing a bid; and
- be immediately returned to UNOPS in the event the bidder declines to respond to this ITB, or, in the event of a rejected or an unsuccessful bid, within fifteen days of being notified by UNOPS that its bid was rejected or unsuccessful.

All information and documents provided to the bidders by UNOPS shall not be disclosed to any third party, except:

- with the prior written consent of UNOPS;

- where the third party is assisting a bidder in preparing the bid, provided the bidder has previously ensured that party's adherence to this duty of confidentiality;
- if the information or documents is/are at the time of this ITB lawfully in the possession of the bidder through a party other than UNOPS;
- if required by law, and provided that the bidder has previously informed UNOPS in writing of its obligation to disclose the information or documents; or
- if the information is generally and publicly available other than as a result of breach of confidence by the person receiving the information.

• **DATA PROTECTION**

- UNOPS will handle Personal Data that it obtains from the bidders, and all parties constituting the bidder, (hereinafter the "Bidder ") as a result of, or in connection with, the solicitation and award process, solely in accordance with its own legal framework.
- For purposes of this Article, "Personal Data" shall mean any information relating to an identified or identifiable natural person, including any information the disclosure of which could harm such identified or identifiable natural person, and "UNOPS Personal Data" shall mean Personal Data that is obtained by the Bidder from UNOPS in connection with, or related to, the solicitation and award process.
- By engaging in the solicitation and award process, the Bidder acknowledges and consents to UNOPS's collection, use, disclosure, transfer and storage of the Bidder's Personal Data as outlined at <https://www.unops.org/privacy> .
- Unless otherwise provided in the Contract, the Bidder shall take all appropriate measures, consistent with applicable laws, that have a bearing on the Bidder, to safeguard UNOPS Personal Data.
- Unless otherwise more specifically provided in the Contract, the Bidder shall, at a minimum:
 - process UNOPS Personal Data solely and exclusively in accordance with the requirements of the solicitation and award process, and shall not use UNOPS Personal Data for the Bidder's research, marketing, sales, promotional, or any other purposes;
 - implement appropriate technical and organizational measures, including appropriate access-control measures, to ensure that UNOPS Personal Data is accessed on a "need-to-know", least privilege basis by authorized personnel only;
 - implement appropriate data security measures to preserve the integrity of UNOPS Personal Data and prevent any corruption, tampering, loss, damage, unauthorized access and improper disclosure of UNOPS Personal Data;
 - process UNOPS Personal Data in a manner that is adequate, relevant and limited to what is necessary for the purposes of the solicitation and award process, and ensure that UNOPS Personal Data is kept for no longer than is necessary to participate in the solicitation /award process;

- as and when requested by UNOPS, update or rectify UNOPS Personal Data to ensure its accuracy;
- transfer UNOPS Personal Data to third parties, including the Bidder's agents or proposed sub-contractors, only for the specific purposes of the solicitation and award process, and on terms and conditions equivalent to those set forth in this Article and Article 13: Confidentiality;
- immediately notify UNOPS in writing upon becoming aware of any data or security breach; take immediate mitigating and/or remedial action, including mitigating and/or remedial action as directed by UNOPS; and inform and update on a regular basis UNOPS of any measures taken by the Bidder to address such data or security breach;
- as instructed by UNOPS in writing, return, delete or destroy UNOPS Personal Data and, upon written request by UNOPS, provide substantiating evidence of such destruction to UNOPS; and
- consult with, and follow the instructions of, UNOPS with respect to handling any requests and/or complaints by third parties in respect of UNOPS Personal Data made to or received by the Bidder .
- The provisions of this Article shall survive any termination or expiration of the solicitation and award process.

Section III: Schedule of Requirements

Terms of Reference (TOR)

Professional Services for the Community Monitoring and Actions Concerns System (CM-ACTS) WEB and Mobile Apps for the Office of the Office of Cabinet Secretary

General Background

Support to the Bangsamoro Transition (SUBATRA) Programme, is a 5-year programme funded by the European Union to contribute to a smooth and timely undertaking of the transition, through capacity building of the three branches of the Bangsamoro Government. This will promote an enabling good governance environment and support the efficient implementation of policies set up by the transition plan, with a focus on capacities that are critical for a sound functioning of interim institutions. These include: capacity of the BTA's executive branch superstructure to drive and coordinate key transitional policies; capacity of the Parliament to exercise its law making and oversight functions; capacity of the Justice System to adjudicate litigations and improve access to justice, and capacity of the civil society to contribute to a peaceful transition to the Bangsamoro Autonomous Region for Muslim Mindanao (BARMM).

Overview about CM-ACTS

CM-ACTS is a digital platform established for the community feedback mechanism in Bangsamoro Autonomous Region in Muslim Mindanao (BARMM). The development of this app is relevance to the project: Enhancing CSOs Capacities towards Inclusive Development Intervention in BARMM in Support to Bangsamoro Transition (SUBATRA-ECSO), specifically for Output 4.5 Awareness of communities about BARMM projects is raised, including their rights and obligations under BARMM.

SUBATRA-ECSO works for the Component 4 of the SUBATRA Programme that helps BARMM lay the foundation for lasting peace and development in the region by strengthening the capacities of its institution to establish an enabling democratic governance environment during the transition period. It is funded by the European Union (EU) and the Spanish Agency for International Development Cooperation (AECID).

Objectives

The primary objective of the enhancement project is to improve the features, functionalities, and user experience of CM-ACTS while addressing any existing issues encountered during its implementation. Specific objectives include:

1. Identify and prioritize enhancements based on user feedback and system analysis.
2. Develop and implement new features to enhance the efficiency and effectiveness of CM-ACTS.
3. Address any existing errors, bugs, or technical issues within the system.
4. Improve user interfaces and user experience across all platforms (Android, iOS, and web).
5. Enhance security measures to safeguard user data and system integrity.
6. Provide training and support to users for the adoption of new features and functionalities.

Scope of work:

The scope of work for the enhancement project includes, the following activities:

1. Conduct a comprehensive review of the existing CM-ACTS system, including user feedback, technical documentation, and system performance.
2. Collaborate with stakeholders, including government officials, technical teams, and end-users, to gather requirements and prioritize enhancements.
3. Develop a detailed enhancement plan outlining specific features, functionalities, and technical improvements to be implemented.
4. Design and develop new features and enhancements for the Android, iOS, and web applications of CM-ACTS.
5. Perform thorough testing and quality assurance to identify and address any issues or bugs.
6. Implement security measures to protect user data and prevent unauthorized access.
7. Provide documentation and training materials for users and administrators.
8. Deploy the enhanced version of CM-ACTS and provide ongoing support and maintenance as needed.

Table 1 : Proposed additional features or enhancement for Community Monitoring Actionable Concerns Tracking System (CM-ACTS)

Application	No.	Additional Features / Enhancement	Description
System (Mobile and Web App)	1	Additional Category for Security (e.g.: RIDO)	- MPOS suggested to add a category regarding on Peace, Order and Safety
	2	Notifies the Web managers that their MOAs receive new feedback form through email of Web manager	- When the MOAs received a feedback form, the system will send a message through the assigned Web Manager's email address
	3	Enhance AgencyType (move to Web application) - database	- In database, additional level of offices and agencies accordance to the BARMM Government - List of AgencyType: <ul style="list-style-type: none">• OCM Office• Ministry• Sub-Ministry• Attached Agency• Special Programs

			<ul style="list-style-type: none"> Other Offices
	4	Converting some parts of the database of the CM-ACTS into a dynamic structure	<ul style="list-style-type: none"> Able to add or change some of data (e.g.: MOAs) conveniently In the app, there is a feature displaying a List of Ministries, Offices, and Agencies of BARMM, which is currently implemented as a static component within the system. Updating this list requires manual intervention through system coding, as there is no built-in dynamic or user-friendly mechanism for modification.
	5	User able to rate the feedback form	<ul style="list-style-type: none"> Once the Admin/Manager change the status in RESOLVED, the web app will send a rating form to the mobile app
	6	Client able to reply or add additional info to the sent feedback form (move to system)	<ul style="list-style-type: none"> Currently, the user must create another feedback form just to add or reply the Ministry's response. It become more inconvenience for the user side It is also affecting the over-all report of the Ministry or office
	7	Notifies the Client regarding on new updates on their feedback form through notification	
Security	1	Preventing saving sensitive data in the Local Storage	<ul style="list-style-type: none"> Local Storage is not recommended for storing sensitive data, it can be easily access easily by using correct set of codes It is not the same as case cookies where is more secure than local storage
	2	Admin and Web manager will have a log in form instead of OTP	<ul style="list-style-type: none"> Instead of sending OTP, the Admin or Web manager will require a password Since there are already Web Managers registered in the system, the default log in credentials are: <p>User: (Web Manager's Mobile phone) Password: 123456</p>

			<ul style="list-style-type: none"> - The Admin will send to their email address a instructions how to change their password
	3	OTP Expiration (user side only)	Currently, the OTP has no expiration
	4	Preventing Brute Force Attack on phone number is present (resolved by log-in form)	<ul style="list-style-type: none"> - It will determine some information in the database such as role of each account with the use of correct software and codes - <i>3 tries for logging in</i>
Mobile	1	Insert pop up modal for the CM-ACTS information	Develop a modal (page) in the CM-ACTS app for the CM-ACTS information instead of hyperlink (using the mobile's browser)
	2	Additional page: shows the terms and conditional and the user must accept during the registration	<ul style="list-style-type: none"> - Shorten the information (Data Privacy and Terms of Use) - Failure to accept results that the user can't use the CM-ACTS
	3	Enhancement of the Category H (Mga Proyekto ng BARMM)	<ul style="list-style-type: none"> - When the user manually inputs of project's information, an error occurs - Some information is missing - Camera is not working when using QR scanner
	4	Optional attachment features when the client selects "PAPURI"	Attaching some evidence will be voluntary when the user selects 'PAPURI', this makes more user-friendly
	5	Client able to view their attachment after sending the feedback form <ul style="list-style-type: none"> - <i>Thumbnail for picture</i> - <i>Name of the documents for documents</i> 	Currently, the user can't able to view their attached evidence/s after they send their feedback form
Web	1	Re-assigning of the feedback forms to other MOA's	<ul style="list-style-type: none"> - When the Super Admin re-assign the feedback form, only the Web Manager is changed but the

		Ministry/office still the same - Notifies the user that the feedback form is re-assign - Adds information that the feedback form is re-assign in the message threads
2	Enhancement of filtering features in the Logs Page	- Additional filtering features in the Logs page for reporting purposes (e.g. admin can search specific names, ministry or office)
3	Deleted account or form results CODE 404	- Admin or Web Manager can't review the some of the feedback forms because of the users who deleted their account or the feedback forms
4	Enhancement of Recording features in Logs page (all transaction)	- Additional information must be included in the Logs page for reporting purposes (e.g. Web manager's Ministry or Office) - It records the Web manager's name although the one who update the feedback form was the Super Admin - Name of the Web manager will be recorded instead of the phone number
5	Additional filtering features in the Chart Page (for the bar graph)	- Additional filtering features: <ul style="list-style-type: none"> • Status • Category • Type of feedback - This additional feature is for reporting purposes
6	Enhancement Chart Page	- Total percentage of Pie chart is incorrect - Exact value will be also shown in the Pie chart
7	Additional info in the feedback table: Column number (Table number)	- The number in the Feedback ID is not the same as the number of legit and accepted feedback form in the database
8	Additional info in the feedback table: Category	- The Admin and Manager able to determine the category of the feedback form in the table
9	Only the Web Manager's MOAs information will be shown in the chart page	- Currently, the Web Manager able to view all the data in the chart page - The information must be limited to the

		Web Manager's MOAs
10	Super Admin can block and unblock a client's number (suspension sanction)	<ul style="list-style-type: none"> - This feature is for the user who sends feedback forms that are unrelated to the BARMM Government - This may affect the over-all report of CM-ACTS
11	Additional filtering features in the feedback page	<ul style="list-style-type: none"> - Add additional filter: <ul style="list-style-type: none"> • Ministry • Feedback type
12	Auto fill up the Ministry/office depending on the Web Manager's MOAs <i>(for Web Manager only)</i>	<ul style="list-style-type: none"> - When the Web Manager is creating project in the Web App, the text box for Ministry / Office will be disable and auto fill up depending on the Web Manager's MOAs
13	Enhancement of printing the feedback from	<ul style="list-style-type: none"> - Currently, the Web App only using the browser's printing feature. - This browser's printing feature can't be edited, small font, no header, etc. - Admins and Managers are manually encoding the feedback form
14	Clicking the CM-ACTS logo links to the main or home page of the CM-ACTS	
15	Pressing the "Enter" key proceeds to execute the desired button or command	<ul style="list-style-type: none"> - When Logging in or searching in text box, the 'Enter' key is not working. With this the Admins or Manager must click the command button
16	'Export to CSV': the data will be export is depending on the Web Manager's MOAs	
17	Links to the latest page table when the Admin or Manager clicks the "Back page" in the browser after when opening some feedback forms	<ul style="list-style-type: none"> - The web app must open the recent table page before opening the feedback forms
18	Additional page for Landing or Home page	<ul style="list-style-type: none"> - Development of CM-ACTS web page for its information (Data Privacy, Terms of use, etc.) - This is for Public viewing
19	Additional button to notify the Web managers to comply the	<ul style="list-style-type: none"> - The Admin is manually reminding the Web Managers to comply the

		feedback form (Super Admin only)	ticket lodge in their office - With this feature, it will become more user-friendly and less hassle to the admin side
	20	Notification bell feature	- Notification bell feature is not working
	21	Super Admin can delete form	- This feature is for the user who sends feedback forms that are unrelated to the BARMM Government - This may affect the over-all report of CM-ACTS
	22	Survey Features	After submitting the feedback, the system should provide survey on the user experience like: Rating (5 stars), Comment/suggestion

Summary of of proposed additional features and enhancements per application:

- **Web Application:**
 - Add seventeen (17) new features/enhancement to the existing web application.
 - Ensure that the feature integrates seamlessly with the current system.
 - Provide documentation and user guides for the new feature.
- **Mobile Applications:**
 - Add four (4) new features/enhancement to the existing mobile applications (Android and iOS).
 - Ensure that features are compatible with both Android and iOS platforms.
 - Provide documentation and user guides for the new features.
- **Cross-cut (Mobile and Web App)**
 - Add ten (ten) new features/enhancement cross-cut to web and mobile applications.
 - Ensure that the features are compatible with both mobile and web applications.
 - Provide documentation and user guides for the new features.

Additional relevant details on CM-ACTS

1. The language of the current web and mobile apps are built?	a. IOS - Swift b. Android - Kotlin
2. The tech stack used for developing the current web and mobile application?	c. Web Frontend - NuxtJS 2 d. Backend - Laravel 8
3. The current technology stack of the CM-ACTS platform. 4. Programming languages, frameworks, and databases used for web and mobile applications.	Database: MySQL Framework: Laravel 8 Hosting: Cloud API: SMS gateway

5. Any third-party tools or libraries integrated. 6. Hosting environment (e.g., cloud or on-premises). 7. API or backend architecture considerations	
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Timeline

The enhancement project is expected to be completed within 4 months, with key milestones and deadlines as follows:

Activities	1st month	2nd month	3rd month	4th month
Requirements gathering and analysis	X			
Development and testing	X			
Deployment and user training		X	X	
Ongoing support and maintenance				X

Responsibilities

The following stakeholders will be responsible for various aspects of the enhancement project:

- a. BARMM Government - Provide guidance, feedback, and support throughout the project.
- b. Technical Team - Develop and implement enhancements to the CM-ACTS system.
- c. End-users - Provide feedback, participate in testing, and undergo training on the enhanced system.
- d. Project Manager - Oversee the project, coordinate activities, and ensure timely delivery of deliverables.

Qualifications and Experience of the Firm

- 1) General Requirements of the Bidder
 - a) Bidders should be in continuous business for the past 3 years.
 - b) Bidders should be legally registered.
- 2) Specific Requirements for the Bidder
 - 2.1 The project may require a multidisciplinary team (at least 2 members) consisting of experts in requirements analysis, design, development, testing, project management, and quality assurance. The exact number of personnel will depend on the proposed approach and scope of work.

2.2 The personnel offered by the Consultant must fulfill the following requirements:

- i) The minimum level of education acceptable is a Bachelor's Degree in Business Analysis or related field.
- ii) At least three (3) years of professional experience in conducting business analyses including requirement gathering, analysis, design, development, testing, project management, and quality assurance for web and mobile applications.
- iii) Team may be composed of at least 2 personnel with the following functions:
 - (1) Team leader/ project manager
 - (2) Web developer/ designer

Bid Price and Schedule of Payments

Activities/Milestone	Payment
Requirements gathering and analysis	30% of total contract value
Development and testing	30% of total contract value
Deployment and user training	30% of total contract value
Ongoing support and maintenance	10% of total contract value

Links to the existing Web:

The Mobile App Link: <https://cmacts-app.bangsamoro.gov.ph/downloads/CM-ACTS.apk>

Section IV: Returnable Bidding Forms

Note to Bidders: Instructions to complete each Form are highlighted in blue in each Form. Please complete the Returnable Bidding Forms as instructed and return them as part of your quotation.

The following returnable forms are part of this RFQ and must be completed and returned by bidders as part of their Quotation.

Form A: Quotation submission form

Bidders are requested to complete this form, sign it and return it as part of their bid submission. The bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Date: [Insert submission date]

Subject: Quotation for the supply of [Insert a brief description of goods/services] in [Name of country/city], RFQ Case No. [Insert RFQ ref. number], dated [insert date]

We, the undersigned, declare that:

- We offer to supply in conformity with the bidding documents, including the UNOPS General Conditions of Contract;
- Our quotation shall be valid for the period of time of [insert number of days which shall not be less than the specified in Section I: RFQ Particulars, Period of Validity of Quotations] from the date fixed for the submission deadline as set out in the RFQ, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- We have no conflict of interest in any activity that would put it, if selected for this assignment, in a conflict of interest with UNOPS. [If you have any actual or potential conflict of interest as defined in Article 3 of Section II: Instructions to Bidders, please disclose it here];
- Our firm confirms that the offeror and sub-contractors have not been associated, or had been involved in any way, directly or indirectly, with the preparation of the design, terms of references and/or other documents used as a part of this solicitation;
- Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the Contract—has not been declared ineligible by UNOPS, nor is included in the suspended/ineligibility list of the UN/PD, other UN Agencies, the UN Security Council, and the World Bank, in accordance with Instructions to Bidders Article 3, Eligibility;
- We embrace the UN Supplier Code of Conduct and adhere to the principles of the UN Global Compact;
- We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgement or pending legal action against them that could impair their operations in the foreseeable future;
- We have not offered and will not offer fees, gifts and/or favours of kind in exchange for this RFQ and will not engage in any such activity during the performance of any Contract awarded.

I, the undersigned, certify that I am duly authorised by [insert full name of bidder] to sign this quotation and bind [insert full name of bidder] should UNOPS accept this quotation:

Name: [complete]

Title: [complete]

Date: [complete]

Signature: _____

Provide the name and contact information for the primary contact from your company for this quotation:

Name: [complete]

Title: [complete]

Email address: [complete]

Telephone: [complete]

Form B: Price Schedule Form

RFQ reference no : RFQ/2024/53649

Currency	PHP/USD
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Item No	Description	Qty	Unit price	Total price
1.	Enhancement of Web and Mobile App	LS	insert	insert
2	Fee for the maintenance QA, Bug fixing and fine tuning	per year	insert	insert
3	Others (pls specify)		insert	insert
Total Price				

***see Form C: Technical Proposal Form for the full description of the provisions**

Note: Please **INCLUDE taxes** in your financial offer as UNOPS Philippines is still in the process of establishing a Host Country Agreement with the government.

Payment terms 30 days accepted: ☐ Yes

Bidder's discount for accelerated payment: % of total firm price for each calendar day less than thirty (30) days

List of subcontractors or suppliers

Bidder must identify the names of all subcontractors/suppliers who will be providing goods/services under this Contract and the type of work being subcontracted, if applicable.

- [Full legal name and address of subcontractors]
- _____
- _____

I, the undersigned, certify that I am duly authorized by [insert full name of Bidder] to sign this quotation and bind [insert full name of Bidder] should UNOPS accept this quotation:

Name : _____

Title : _____

Date : _____

Signature : _____

Form C: Technical Proposal Form

Reference: RFQ/2024/53649
Name of Bidder: [insert name of Bidder]

Bidders are required to complete the **Comparative Data Tables** included in Section III: Schedule of Requirements to demonstrate compliance with UNOPS requirements and insert them below. Bidders are NOT allowed to make any change in the “UNOPS requirements” columns of the Comparative Data Tables. Such changes might disqualify your quotation.

Item No	UNOPS Minimum Requirements	Is quotation compliant? Bidder to complete	Details of goods offered. Bidder to complete
1	Conduct a comprehensive review of the existing CM-ACTS system, including user feedback, technical documentation, and system performance.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
2	Collaborate with stakeholders, including government officials, technical teams, and end-users, to gather requirements and prioritize enhancements. provide ongoing support and maintenance as needed.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
3	Develop a detailed enhancement plan outlining specific features, functionalities, and technical improvements to be implemented.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
4	Design and develop new features and enhancements for the Android, iOS, and web applications of CM-ACTS.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
5	Perform thorough testing and quality assurance to identify and address any issues or bugs.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
6	Implement security measures to protect user data and prevent unauthorized access.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
7	Provide documentation and training materials for users and administrators.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
8	Deploy the enhanced version of CM-ACTS and maintenance as needed.	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details
9	Perform all proposed additional features or enhancement for Community Monitoring Actionable Concerns Tracking System (CM-ACTS) - Refer to Table 1 of Schedule of Requirements	<input type="checkbox"/> Yes <input type="checkbox"/> No	Insert details

Form D: Previous experience form

RFQ reference no:

Name of Bidder: [insert name of Bidder]

Description of services/goods	Country	Total amount of Contract	Contract Identification and Title and Contact details of Client (Name, Address, telephone, email, fax)	Year project was undertaken

Name : _____

Title : _____

Date : _____

Signature : _____