

TERMS OF REFERENCE FOR SERVICE CONTRACTING

Assignment: Long term agreement for provision of software development services for UNICEF Jordan.

Location: Jordan.

Duration: 24 months (with a possibility of extension for additional 12 months based on satisfactory performance and need for the service).

Reporting to: Social Protection Officer
Information Management specialist
Chief of Social Protection

1. JUSTIFICATION/BACKGROUND

As part of the humanitarian response to the Syrian crisis, the Jordan Response plan, and its commitment to support vulnerable children and youth in Jordan, UNICEF Jordan country office continues to provide services to vulnerable children regardless of their nationality and refugee status in areas including education, health & nutrition, WASH, child protection, and social protection nationwide.

The Social Protection component of UNICEF Jordan aims to strengthen national system to support vulnerable children to access integrated and inclusive social protection services by providing 1) Technological solutions and capacity building activities of national partner (such as the National Aid Fund NAF through the development and maintenance of their MIS) 2) Child cash transfers to support multidimensionally poor children's access schools and retain their attendance 3) An integrated package of services aiming to support child development, child wellbeing and human capital through the Makani Program. below is a brief explanation on each of these three pillars:

The National Aid Fund (NAF) is an independent institution, which was established by Law (Number 36) in 1986 to provide protection and care for needy families and improve their standard of living. The NAF cash transfer program is the largest public cash-transfer based social safety net in Jordan. It provides monthly aid services to approximately 100,000 households, constituting 7.5% of the Kingdom's population. The NAF organizational structure operates nationwide with 41 offices across the country and approximately 400 staff members. The NAF services to needy families fall under several programs that targets vulnerable individuals and families who fall under certain categories in regular or temporary basis. Services of NAF include also Physical Rehabilitation, Training and Employment programs.

In May 2018, the government approved a plan to expand and improve NAF by adding about JD 100 million to the current budget to add 85,000 beneficiary households during the period between 2019-2021. This plan aims also to improve targeting, the graduation of NAF beneficiaries, the mechanism for receiving and responding to applications and grievances, and the Management Information System (MIS). **UNICEF is supporting NAF in developing, enhancements and maintaining the MIS system. The system has been developed for its current phase, but would need additions, updates and changes to meet the requirement of the upcoming phases, projects and expansions**

The scope of NAF MIS enhancements includes but do not limit to: enhancement and updates of targeting and eligibility module, additional requirements on registration and payment modules, of grievances module, and integration with internal and secondary MIS / registry systems. And the strengthening of the MIS through the integration with the National Unified Registry (NUR) where activities include but not limited to the integration of governmental entities data bases within the NUR and subsequently the NAF MIS. The porting of data bases into Oracle Exa Data.

UNICEF Child Cash Grant programme, **Hajati (My Need)** implements its equity driven cash plus approach to increase enrolment and decrease in drop out of children aged 6 to 15 years in targeted double shift schools. The programme complements cash transfers (JOD 20 per child per month) with linkages with education services plus behaviour change communications as well as home visit and case management activities in synergy with UNICEF's flagship Programme, Makani. Another key Hajati feature is the child-focused targeting methodology, which targets vulnerable children regardless of their nationality or refugee status.

The Makani – My Space model is an example of an integrated approach aiming to create an environment that helps improve children's safety, health and well-being, provide young people with skills to help them shape their future, and provide parents with skills to support the early development of their children as well as to adopt and incorporate the better parenting strategies and methods. All of UNICEF-supported CBO's (of which Makani centers are a subset) are run through a network international NGOs, which are referred to as Implementing Partners (IPs) in the rest of this document.

Bayanati is the information management system that is deployed in the UNICEF-supported CBO's to store and manage data of children youth, and parents benefiting from the services provided in the centres, and to monitor their access to these services, their daily attendance as well as their progress.

One of the strengths of the Makani program is its flexibility to adapt to the situation changes; the program goes through yearly reviews and evaluations and continues to offer revised and additional social services which are deemed as most pressing and appropriate by the population of concern.

Bayanati system goes through frequent cycles of enhancements to adjust to programmatic changes and incorporate new requirements. These enhancements include but not limited to integrating with other platforms/apps/MIS's (such as interactive learning platforms, survey builders, communication channels and more), adding or enhancing features (such as offline operation mode) , or adding/enhancing modules (such as referrals and case management).

2. OBJECTIVE AND TARGETS

The objective of this Request for Proposal (RFP) is to select qualified information technology companies to enter into Long-Term Arrangements for Services (LTAS) with UNICEF. The bidding will be divided into two lots as below:

SERVICE
Lot-1 : Bayanati information system development (Annex: Bayanati)
Lot-2 :The National Aid Fund (NAF) cash system development and the integration with the National Unified Registry (NUR) (Annex: NAF MIS)

3. SCOPE OF WORK AND REQUIRED SERVICES FOR EACH LOT

The IT – software development/s company should be able to:

A: BUSINESS AND SYSTEM ANALYSIS AND DESIGN

- Understand the scope and underlying technology used to develop the UNICEF- Bayanati system and the NAF cash transfer system and NUR integration.
- Requirement gathering, Business and Requirements Analysis, prioritization, release and resource planning, business to technology mapping and translation, facilitation of requirements gathering sessions with UNICEF, NAF and other stakeholders depending on the request type.

- User experience: analysing, designing and user testing for software application. Develop design standards, user flows, wireframes.
- List all scope of work functions, features, and requirements that will take place during implementation along with sample mockups and screen designs for the delivered pages
- For every change request the company will develop an inception report on the proposed methodology to undertake the new request/assignment based on the review of the current process.
- The inception report shall include a detailed action plan for the assignment in coordination with counterparts, and an SRS- Software requirements document explaining all details & system functionalities

B: software development and quality assurance

- Managing the development and implementation of agreed systems requirements.
- Develop and implement requested software components including building or customizing system applications and/or modules, front end, back end, databases, API's, mobile apps, analytical reports and statistics, and other software components needed to deliver complete and functional information systems required by the program.
- Install, configure, and manage the test & production environments of developed applications. Including integration/ System Testing, User Acceptance Testing etc. Prepare test cases, prepare test data, and execute test cases. Prepare test reports of software(s) based on systems specifications & validations performed, data migration and other related tasks.
- Ensure data security and protection against unauthorized access, manipulation or data loss including but not limited to conducting data risk assessment and undertaking necessary precautions such as performing regular data backup, testing against conventional standard precautions for application security, encryption, implementing user authorization and management control system according to defined access rights, implement audit trails/ transaction log of user actions to enable action tracking and rollback of undesired action, etc.. the vendor should provide UNICEF or NAF with security report and/or audit trail when requested.

C: System maintenance and support

- Ensuring the technology and related applications operates optimally with minimum downtime, hotfixes for the bugs discovered, enhance the existing functionality by utilising new internal and external APIs (including mobile apps)
- Manage and administer the current websites domains names any other hosting services.
- Performance monitoring and enhancement and ensuring high-availability, high performance, and high security
- Perform day-to-day maintenance and operations for servers, including installation, backup (daily data backups weekly code backups), recovery testing, performance optimization, and other configuration tasks.
- Administration for application and database, assure a reliable hosting environment and a stable functioning.
- Provide and apply prevention and response mechanism of high and critical risks
- Manage all aspects of system security to protect confidential information, existing content, and prevent hacks, defacing, etc.
- Create testing environment to conduct vulnerability assessment and pen-test of online and offline system and applications and resolve security vulnerabilities and concerns found following the test (if any).
- Antivirus/Anti Spyware monitoring and management as requested.
- Support UNICEF and NAF team in any technical queries.
- Remote access and VPN management as requested.
- Provide remote agent, remote service and onsite support when appropriate as requested.
- Provide On call support, remote and onsite, should be available after normal business hours including holidays and weekends if necessary and as requested.
- Emergency response time: half hour during normal business hours and one hour after normal business hours.

- In case of a serious incident, the restoration of the data and application from the most recent backup needs to be assured.

D- Documentation

- SRS- Software requirements document explaining all details & system functionalities.
- Provide set-up documentation, system integration guidelines, technical and end- user manuals, SOPs, etc...
- Technical document: By the end of the contract, the company is expected to deliver a software documentation with sections on system characteristics, system architecture (including scope, Component Descriptions, technical requirements, solution architecture, Database design, data management, security, logging, testing, etc..), Data privacy, infrastructure services, use management, Data migration, etc..
- Handover the complete application source code files, including the underlying system design architecture, database, table structures, data dictionary etc of the supplied applications without any preconditions.

4. EXPECTED DELIVERABLES COMMON FOR EACH LOT

Business and system analysis and design:

- Software development deliverables will be requested in a form of a “new request “or a “change request”; these requests will be generated from UNICEF with explanation of initial requirements (developed by requesting section officer in coordination with IM specialist and ICT officer). This document shall support the software company with further requirements gathering activities, to support planning and costing of the requested functionality.
- The software company is expected to develop an Inception report or a technical proposal including a User and Software Requirement Specification document and specifying the number of days required to complete the request and the corresponding man-day cost. UNICEF’s approval on the mentioned documents timeline and cost shall act as a commitment between both UNICEF and the software company on the specified deliverables and then generate a contract linked to the LTA. Timelines and costs agreed in the contract must not be changed unless a change request is developed, agreed, and amended to the original contract .
- For each contract, a table of required expertise and expected man-days will be the basis for the costing of the contract
- The firm should provide at least one business analyst and system analyst for each lot.

Software development

- Throughout the development cycle, the firm is expected to provide routine updates through a software project management tool that allows UNICEF to view progress and actively engage feedback
- The firm is expected to explain their change management approach and at all times engage UNICEF and seek their approvals on technologies, services and APIs to be used.
- The firm shall check and get initial approvals at each stage of development, get feedback from users and other stakeholders to finetune or modify functionality through an agile process.
- The firm should provide at least one senior developer and one junior developer for each lot.
- Software development company must provide its requested products using the following core technologies:

Software testing and Quality Assurance QA:

- The software company is expected to explain testing approach, including testing conducted by development team, QA team, and UNICEF team (including user acceptance testing). The company is encouraged to add a section on the consequences of test failures. Successful software deliverables will need to pass UAT.
- The firm is fully responsible and should provide fully tested deliverables with minimum errors/bugs

System maintenance and support:

- The software company is expected to include a section in the technical proposal on their approach of maintenance of product, indicating responsibilities and timelines of the service provided.
- Error and bugs shall be handled and addressed based on priority and severity classification. the software company is expected to propose their approach and response times for bug and error troubleshooting and handling, in addition to the procedures and tools in place to manage ticketing and trouble shooting.
- The firm should provide a contact of at least one person who will always be on call and ready to respond to high priority queries or emergency incidents
- Costing of the System maintenance and support will be based on a percentage of the total cost for each contract
- Due to high complexity and sensitivity of the systems, UNICEF is requesting a high-level Service Level Agreement SLA (99.5% uptime of system modules and services)

Technical and user documentation:

- Technical document: By the end of the contract, the company is expected to deliver a software documentation with sections on system characteristics, system architecture (including scope, component Descriptions, technical requirements, solution architecture, database design, data management, security, logging, testing, etc...), Data privacy, infrastructure services, use management, Data migration, etc..
- The company is expected to include a section in the technical proposal on software technical documentation plan, preferable with example of existing templates.
- The company is expected to deliver a user manual that includes instructions and tips needed for the user to use the various modules and functionalities. The company will be responsible for updating the versions of this manual as the software develops throughout the project cycle.
- The company is expected to include a section in the technical proposal on user guidance services and tools to be provided (interactive manuals, videos, PDF, trainings, etc...)

Vendor shall also be responsible for:

- Providing a single point of contact for overall long-term arrangement (LTAS) management.
- Ensuring that each project remains within the agreed budget and alert UNICEF's project team if there is a need for any scope adjustment.
- Submitting the development plan and timeline for each particular change request or new modules development.
- Requesting approval from UNICEF for any changes in the team during the execution of the LTA.
- Sending regular written reports to UNICEF on the progress against the agreed objectives.
- When applicable, documenting and informing UNICEF on key decisions related to business and technical requirements that may impact on technical architecture, content architecture, module selection, DB architecture, performance...etc.
- Overall quality control including but not limited to development of test cases and user acceptance tests
- provision of documentation, specifications, design, source code, application deployment files, user manuals, admin manuals and all other applicable deliverables for the Bayanati and NAF cash system

5. SPECIAL TERMS AND CONDITIONS

All software services provided under contracts with UNICEF using resulting LTAS(s) shall consider the following terms and conditions that UNICEF ICT commonly upholds its vendors to in projects:

- A. Intellectual property rights in the software: The Software company acknowledge and agree that UNICEF will hold all intellectual property rights in the Software including, but not limited to, copyright and trademark rights. The Software company agrees not to claim any such ownership in the Software's intellectual property at any time prior to or after the completion and delivery of the Software to UNICEF or its partners.
- B. The Software company acknowledge and agree that the developed system source code and licenses ownership belongs to UNICEF. The software development firm shall handover all the source code files and technical documentation of the system without any preconditions.
- C. company shall ensure adherence to the provision of UNICEF security requirements for class 1 systems ANNEX A1.
- D. The Company shall ensure adherence to the provision of Data Protection as defined in ANNEX A2.

6. REALISTIC DELIVERY DATES AND DETAILS ON HOW THE WORK MUST BE DELIVERED

Will be determined at for each contract signed in the framework of this Long-Term Agreement.

7. OFFICIAL TRAVEL INVOLVED

Travel might be required within Jordan. The selected company will arrange for their travel when required. The cost of the travel has to be part of the administration and logistics fee to be included in the financial proposal

8. DESIRED QUALIFICATIONS, SPECIALIZED KNOWLEDGE OR EXPERIENCE

This service is planned to be provided by an institution or by a registered firm being well-established and highly qualified, experienced institution, which has experience in IT – Software development, large scale MIS, CRM, Mobile Apps and system integrations for a minimum of 5 years in Jordan

The firm should demonstrate excellent knowledge and expertise in the following areas and expected to submit two sample of relevant work and letter of reference.

- Proven track record in solutions support engagements in with effective technology approaches, efficiency and effectiveness.
- Verifiable knowledge and experience with the following technical set of skills:
 - Interface Browser compatibility: Compatibly with all browsers.
 - Web Development – ASP Dot net, MVC framework, Java scripts
 - Database administration and development services – Administration, programming – MS SQL reports, migration scripts, and performance tuning.
 - Mobile application development (knowledge of ODK is an advantage)
 - Project management.
 - Business and Requirements Analysis

- User experience – analysing, designing and user testing for software application
- User Interface/Graphic Design – Requirements gathering, prototyping, branding/logos.
- Quality control and quality assurance.
- software must support API to ensure easy and dynamic integration with external MIS and databases.
- Knowledge and experience in Breeze.js, Durandal, WebAPI – the offline app gateway, Xamarin PCL (cross platform portable app)

In addition to the profile of the institution, the team to deliver the service should have the following profile and qualification.

The following qualifications are expected to be delivered as part of the Long-Term Agreement with their specific unit for quotation for each man-day.

Team composition	Minimum Years of Experience		
	Junior	Middle level	Senior
Solution Architect / Technical Manager	n/a	7-10	10+
Business/System Analyst	2-5	5-7	7+
Project Manager – Certified PMP and Scrum Master	n/a	7-10	10+
Microsoft Certified Trainer – MS Certified	n/a	7-10	10+
Information Systems Development	2-5	5-7	7+
Mobile application development	2-5	5-7	7+
Quality Assurance QA	2-5	5-7	7+

Credentials of teams that would be candidates for assignments will be required with professional references and concrete examples of working products will be requested.

Team must be capable of deploying and maintaining software remotely on a Windows/Linux-UNIX-like server hosted on MS Azure/AWS or on-premise location as determined.

They Must also have excellent oral and written communication skills which is defined as the capability to converse fluently, communicate effectively, and write intelligibly in English language

9. PERFORMANCE INDICATORS FOR EVALUATION OF RESULTS

UNICEF will have a completed oversight on the implementation of the key tasks of the assignment as appropriate to the task. Performance during the contract will be evaluated against the following criteria:

- Timeliness
- Responsibility
- initiative
- communication
- Quality of the products delivered.

From UNICEF and NAF side, a focal point for each lot will be identified at the beginning of the project and will be responsible to respond to the firm's requests, and provide feedback to their inquiries in relation to the work plan and deliverables agreed for each service level agreement.

10.FREQUENCY OF PERFORMANCE REVIEWS

Periodic and at the end of the assignment; Frequent feedback will be provided to the consultant on the quality and the timely submission of deliverables as necessary. Final evaluation to be conducted at the end of the contract.

11. LONG TERMS AGREEMENTS (LTAS)

- Long Term Agreement are contractual instruments whereby a supplier agrees to fix prices for a defined period for goods and services that are required by UNICEF on a recurring basis. This process has been designed to avoid repetitive competitive procurement process which would reduce the lead-time for delivery of the required services/works.
- Notwithstanding any agreed discounts, prices offered by bidders, shall constitute maximum ceiling prices and shall remain fixed for a 24-month period from the commencement of the LTA.
- The bidders shall price all scope of work as the LTA is single, and it will not be divided into lots or multiple LTAs.
- The resulted LTA awarded to the winning bidder (s) resulting from this tender shall be valid for an initial period of about 24 months and may be extended for an additional 12 months subject to the supplier's satisfactory performance and competitiveness of prices.
- The LTA shall carry no commitment, expressed or implied, of any minimum off-take, and will not accord any exclusivity to the Supplier with respect to the items therein. The LTA may be discontinued at any time by UNICEF without prior notice.
- From time to time during the term of an LTA, based on the need and requirements, UNICEF JCO may request the LTA holder to submit a technical proposal and price offer through a statement of work for specific projects and issue Corporate Contracts to the LTA holder (s) and, with reference to the LTA, setting out the requirements and other instructions for the delivery of the services/works. It has to be noted that it is the contracts issued under the LTA and not the LTA itself that constitutes a legally binding contract.
- The LTA holder (s) agree to provide the work to UNICEF pursuant to the Corporate Contracts received during the term of the LTA, which shall conform to the description of the scope of work and the prices specified in the LTA.

12. PAYMENT SCHEDULE

Payment schedule shall be according to the deliverables for each project. The consultant/team should follow the needed timeline to submit the deliverables considering necessary and adequate time (at least two weeks) to be allocated for review and quality assurance processes of the deliverables by Government counterparts and UNICEF team. Payment is contingent on approval by the contract manager.

No Advance payment to be made. Payments will be made against each milestone/ deliverable and only upon UNICEF's acceptance of the work performed. The terms of payment are Net 30 days, after receipt of invoice and acceptance of work. Payment will be affected by bank transfer in the currency of billing.

13. CALL FOR PROPOSALS

A two-stage procedure shall be utilized in assessing the proposals, with assessment of the technical proposal being completed prior to any price proposal being compared. Applications shall therefore contain the following required documentation:

UNICEF will evaluate the capacity of the bidding institution to submit the deliverables specified at the quality required following a two-stage procedure to assess the proposals. An assessment of the technical proposal will be completed prior to any price proposal being compared. Applications shall therefore contain the following required documentation:

a. Technical Proposal

Applicants shall prepare a proposal as an overall response to TOR ensuring that the purpose, objectives, scope, criteria and deliverables of the study are addressed and a specific focus on the scope of work, methodology, to be used and key selection criteria for selection of respondents. The proposal

shall include a draft work plan and timeline for the assignment. The technical proposal shall also include updated profiles/CV of the Consultancy institution's team members including links to previous materials developed for similar work which reflects proven experience in developing high end IT and software applications.

The proposal shall include detailed breakdown of the necessary components to show the work and competence of the firm to execute the assignment.

Technical Proposals must include:

- *A technical proposal that includes a brief cover letter and understanding of the assignment is required.*
- *Detailed breakdown of the necessary components to show the work and competence of the firm to execute the assignment.*
- *Based on the TOR, a proposal of the detailed methodology, tentative work plan and time schedule is required. . i.e. An action plan specifying the timeframe with various milestones and activities should be included*
- *Updated profiles/ CVs of the experts and the team members listing similar experiences/assignments and highlighting those focused-on*
- *Company profile*
- *Company registration*
- *Valid tax clearance and tax number*
- *Composition of the team and brief introduction to key-experience and expertise of each member indicating the technical deliverables they will be in charge of;*
- *Elaboration of the available expertise*
- *Quality assurance plan and risk matrix with mitigation measures put in place*
- *Two references from the previous employer of the firm's engagement in similar activities and assignments.*

b. Financial Proposal

Offer with cost breakdown: A financial proposal detailing the budget breakdown based on expected daily rates and technical content for each deliverable specified in the previous section. Proposed deliverables are listed above. All interested institutions are requested to include in their submission detailed cost per deliverable, using the unit specified in the description. The breakdown of cost should include:

- Daily rate of professional fees including hours per day
- Any additional requirements needed to complete the deliverable that might have impact on cost or delivery of products

The Financial Proposal shall be submitted in a separate file, clearly named Financial Proposal.

No financial information should be contained in the Technical Proposal.

14. UNICEF RECOURSE IN CASE OF UNSATISFACTORY PERFORMANCE

UNICEF reserves the right to withhold payment on each individual and consolidated output until the consultant provide satisfactory quality output as reviewed by the project supervisor. In case of unsatisfactory performance, misconduct, unacceptable quality, the payment will be withheld until quality deliverables are submitted, and subsequently, the contract will be terminated or contractual penalties shall apply in accordance with the General terms and conditions stated in the tender document if the contractor fails to deliver.

15. REQUEST FOR PROPOSAL EVALUATION AND WEIGHTING CRITERIA
PLEASE REFER TO THE CONTRACTUAL PROVISIONS PART OF THE RFP.

16. CONDITIONS

- The contractor will work on its own computer(s) and use its own office resources and materials in the execution of this assignment. **The contractor's fee shall be inclusive of all office administrative costs**
- Local travel and airport transfers (where applicable) will be covered in accordance with UNICEF's rules and tariffs.
- Please also see UNICEF's General Terms and Conditions attached.