United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

Date: [*June, 27, 2024*]

REQUEST FOR QUOTATION
RFQ № UNFPA/PAK/RFQ/2024/004

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

"Development & Implementation of Data Dissemination Dashboards System for 7th Population and Housing Census Data"

UNFPA requires the provision of Services as mentioned above detailed TORs/Scope of work is mentioned below:

I.   About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person's potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: UNFPA about us

Service Requirements/Terms of Reference (ToR)

Objectives and scope of the Services

- Background information

PBS and Significance of Digital Census
The Pakistan Bureau of Statistics (PBS), established as the prime official agency of Pakistan, plays a pivotal role in collecting, compiling, and disseminating reliable statistical information crucial for informed decision-making. Over the years, PBS has evolved into a pivotal data source for policymakers, planners, and researchers.

The Digital Census 2023 marks a significant leap forward, reflecting PBS's commitment to transparency, efficiency, and accessibility in data collection and analysis. This strategic shift is not merely a technological upgrade but a dedication to aligning with global best practices for national statistics and data-driven decision support systems. Beyond the Digital Census, PBS conducts various surveys and censuses covering socio-economic aspects, such as labor force, consumer price index, agriculture, trade, industrial production, and social demographics.

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

Importance of Effective Data Dissemination

Effective data dissemination is vital for governance, policymaking, public engagement, and societal progress. Key reasons include:

i. **Informed Decision-Making**: Timely and accurate census data provides a fundamental basis for decision-makers in sectors like education, healthcare, infrastructure, and social services.

ii. **Policy Planning and Development:** Census data serves as the foundation for effective policy planning, enabling the formulation of impactful policies to address population needs.

iii. **Resource Allocation:** Government agencies, including the Planning Commission, rely on census data to allocate resources efficiently based on demographic and socio-economic characteristics.

iv. **Transparency and Accountability:** Transparent dissemination fosters trust in government actions, allowing the public to understand the basis for policy decisions, promoting accountability.

v. **Public Engagement and Empowerment:** Accessible census data empowers citizens to engage in civic activities, participate in public discourse, and contribute to community development.

vi. **Identification of Social Trends:** Census data helps identify social trends, demographic shifts, and population dynamics, crucial for infrastructure planning and addressing emerging challenges.

vii. **Research and Innovation:** Accessible census data supports research, analysis, and innovation, fostering collaboration between the public and private sectors.

viii. **Emergency Response and Preparedness:** During emergencies, census data aids in efficient response and preparedness by providing accurate population data for resource allocation.

The importance of having an effective census data dissemination mechanism cannot be overstated, especially considering the extensive financial investments involved in data collection. The Population and Housing Census serves as the foundation for understanding demographic trends, resource allocation, and societal well-being. To fully leverage this valuable resource, effective data dissemination is imperative. The form of dissemination should go beyond traditional reports, encompassing a multi-faceted approach. This includes the creation of interactive data visualization tools, availability of publicly open datasets, user-friendly data platforms, and training for data analysis. By prioritizing data dissemination, PBS aims to ensure that insights gained from the Population and Housing Census translate into meaningful action, fostering a more informed and data-driven approach to policymaking and societal development.

Purpose of the RFP

As we embark on the journey of the Digital Census 2023, a groundbreaking initiative aligning with global best practices, the purpose of this Request for Proposal (RFP) is to procure services of a proficient Information Technology vendor for implementing a modern digital data dissemination dashboards (DATABOARD) system. The vendor will be tasked to develop a user-friendly digital data dissemination dashboards system, ensuring accessibility and utilization of census data from the 7th Population Census – Digital Census 2023.

The long-term vision is to have dashboards with data insights integrated from diverse data sources (both within PBS and external), offering a comprehensive platform to policymakers, researchers, and the public.

- Development objective(s)

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

The major objectives of this project are as follows:

i.   To facilitate the policy makers and researchers in accessing census and survey data for making informed and data-driven policy planning and decision-making. In this respect, provide digital tools that enhance the user experience through availability of features such as interactive maps, search functionalities, filtering, comparisons and customizable views of the data.

ii.   To enhance the ability of PBS to analyze and generate reports on various types of data by incorporating features such as trend analysis, drill-down capabilities, and statistical reporting to empower PBS analysts in deriving meaningful insights.

iii. To improve accessibility of census and survey data by providing open datasets and understanding of the demographic trends by providing key indicators and data insights on user-friendly dashboards to the stakeholders and the public.

iv.   To have a robust system that could provide free access to open datasets for the public and subscription-based service for advanced research purposes for business entities.

- Immediate objective(s)

Project Scope of Work/ Overview of the Solution Required

Following sections/ sub-sections provide an overview of the solution required and the scope of work to be carried out by the selected vendor.

Purpose of Dashboard Development

The development of data dissemination dashboards (DATABOARDS) system by the Pakistan Bureau of Statistics (PBS) serves multiple purposes:

i.   **Data Service for Diverse Stakeholders:** Easy and increased accessibility of the data available with PBS: (a) for decision and policy making by government entities; (b) subscription-based data service for business entities for research purposes; and (c) for free informational use by the general public.

ii.   **Supporting Data Analysis and Reporting Needs:** Cater to PBS's internal data analysis and reporting requirements.

iii. **Fostering Transparency, Inclusivity, and Data-Driven Decision-Making:** Promote transparency, inclusivity, and a data-driven approach to decision-making.

iv.   **Aligning with Global Best Practices:** Commitment to global best practices for effective data dissemination by adhering to international standards set forth by organizations such as the United Nations Statistics Division (UNSD) and Sustainable Development Goals (SDGs).

Overview of the Solution

The four vital stages through which raw data passes to become meaningful insights are:

a.   Data Collection/ Data Ingestion
b.   Data Cleansing, Pre-processing
c.   Data Analysis & Transformation
d.   Data Visualization & Dissemination

An application software for collection of census data from the field has been developed by PBS. For this project, the collected census data will be cleansed, arranged into appropriate datasets and stored accordingly

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

for use in various kinds of analyses and reporting. The output of the analyses would then be made available as interactive visualizations on digital dashboards for reporting and dissemination.

The vendor will ensure that the software interface has visually appealing design, easy navigation, and clarity in presentation of data. The long-term vision is to have a dashboard eco-system that could scale-up to take data from various data sources available within PBS and permitted external data sources, have tools to perform analysis, both descriptive and predictive, on such data and display interactive data visualization on the dashboards. This long-term vision will be implemented in multiple phases which would extend even beyond the scope and duration of this project.

The following is only to give vendor more clarity about the solution requirements. In this regard, the vendor is expected to keep in consideration the following stack while proposing its solution in the Technical Proposal being submitted. The open-source Solution Stack may include, but not limited to, the list as follows:

- a) Data Ingestion Tool (with connectors/ APIs)
- b) Data Catalog Tool (including Metadata Management)
- c) Datastore Tool
- d) Data Visualization Tool (with query builder/ query engine) with future scalability for predictive analysis)
- e) System Administration Console (including User Management, Configurations, Logs, etc.)

For this project, following types of data sources/ datasets available within PBS are included:

- a. Population Census/ Demographics Data
- b. Housing Census Data
- c. Educational Facilities Data
- d. Healthcare Facilities Data

Following datasets are being indicated only for the purposes so that the vendor may understand future scalability and integration scenario that may evolve for the dashboard ecosystem beyond this project. An example list of such datasets are as follows:

- a. Agriculture Census / Agricultural Machinery Census
- b. Business / Work Facilities Data
- c. Manufacturing Industry / Industrial Data
- d. Roads Networks & Road Transport
- e. Inland Waterways
- f. Energy (Petroleum, Power, Alternative Energy, etc.)
- g. Trade, Economic and Financial Data
- h. Information & Communication Technology Services & Infrastructure
- i. Disaster Management & Emergency Services & Infrastructure
- j. Tourism

Main Activities and Scope of Work
The **Main Activities** required to be performed as part of the scope of this project include the following:

UNFPA/SCMU/Bids/Request for Quotation for Services/RFQ/ RFQ Complex Services [004]

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

- **Requirements Gathering and Analysis**: The selected software firm will work closely with PBS to gather and analyze requirements for the data dissemination dashboards system. This will involve conducting interviews, understanding processing of data, identifying data sources and availability of data and infrastructure facilities to ensure that the dashboards system meet the needs of the identified users.

- **Mockup Design, Interactive Prototype:** Mockups of the User Interfaces of the dashboards system will be designed in consultation with PBS. These mockups will be translated into an interactive prototype to get user feedback on layouts, navigational flow, and other design elements before initiating full scale software development.

- **Dashboard System Design and Development:** In light of the requirements gathered, identification of datasets and agreed interface design, the vendor will take up development of the software. In this respect, any data visualization tools, datastores/ databases or other tools for a fully functional system should be open source, capable of handling large volumes of data, and performant in an enterprise level environment and in a cloud environment or in-house servers.

- **Data Integration:** The software vendor will integrate the 7th Population and Housing Census datasets and other datasets identified for this project. The dashboards should allow users to easily connect with datasets, access these and make analysis and visualizations of various types.

- **Quality Assurance, Testing and Deployment:** The vendor will conduct thorough testing of the dashboards system to ensure that it is functioning as required. Once testing is complete, the dashboards will be deployed to a production environment. The vendor should ensure that the QA process is in place from the start of the project.

- **Technical Documentation and User Manuals:** The vendor will be responsible for provision of any open-source tools, third party libraries and dependencies, configuration files, testing scripts and any source code specifically developed for PBS to make this dashboard system full functional and operational. Any necessary technology will also be transferred to PBS that could be helpful in management and upkeep of the dashboards. The paid, licensed tools and products will be procured in the name of PBS.

- **Training and Support:** The software firm will provide training to PBS staff on how to use and maintain the dashboard system. They will also provide ongoing support for any issues that may arise within one year of deployment in production environment.

The detailed **Scope of Work/ TORs** are mentioned hereunder and include:

Business Requirements Gathering

Prepare a Business Requirements Document, which should include at least the following:

a) Perform study of business requirements to design and implement a solution/ system for data dissemination dashboards that is adaptive and responsive to the requirements which may arise in future.

b) Perform detailed analysis to identify datasets and prepare data requirements document.

c) Identify and finalize the data sources and data sets to be used for data analysis.

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

Data Ingestion, Integration and Data Cataloging

i. Develop a mechanism for access, and ingesting the data from the identified data sources/ sets.

a) For data ingestion, the system should be able to support techniques such as bulk data loading, API integration and data connectors.

b) Provide interface/ tool for managing and monitoring data ingestion and cleansing activities. The interface/ tool should be able to identify data integrity and quality issues in the ingested data.

c) Access and ingest data from datasources identified during requirements gathering, but not limited to the following indicative list (Note: *the list of data sources and datasets will be finalized and confirmed as part of the Business Requirements Gathering activity*):

- ✓ Population/ Demographic Data
- ✓ Housing
- ✓ Healthcare Facilities (Hospitals, Clinics, Health Units, Medical Labs)
- ✓ Education, Schools

ii. Establish a data repository as part of the data dissemination dashboards system. This may cover at least the following essentials:

a) Data repository system should be scalable, reliable and capable of handling different types of data, such as, structured and unstructured data, geospatial data, etc.

b) Data Repository must be able to provide authorized users with access to a single source of consistent, centralized, integrated data.

c) Data repository should act as a central data store which will be a single version of truth. It should store granular level of data as well as the summarized data.

d) Data repository should be capable of processing large amounts of data from heterogeneous data sources across multiple subject areas. Data model should be adaptable taking into account future modifications.

e) The solution/ system proposed should have the ability to store most recent, granular and integrated data from various data sources required for both decision making and research purposes.

iii. Establish a data integration, data cataloging and metadata management mechanism as part of the solution, which may involve:

a) Implementing a mechanism to connect different components of the data dissemination dashboards system for streamlining data workflows/ pipelines to ensure smooth operations of the system.

b) Put in a framework/ mechanism for data cataloging, metadata management, role-based data access controls and data lineage for traceability purposes.

Data Analysis, Visualization & Insights

Develop an Data Dissemination Dashboards system having the following essential features:

a) Comprehensive dashboard system should be provided to the various tiers of management, professionals, researchers and other identified end-users based on the data sources/ data sets identified during the requirements gathering activity. This includes both internal users as well as registered & public users.

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

b) Access to accurate insights, key indicators and trends to take informed decisions by the decision makers.

c) Data visualizations for the dashboards should be interactive with the support ranges of graphical representation, e.g., bar, pie, line charts etc. capability of geospatial mapping, trend analysis, etc.

d) Solution/ system should provide heat maps based on multiple parameters customized as per requirements of the PBS.

e) Solution should support visualization on geospatial/ geographical maps to show markers, tiered clusters, zone-wise geographical areas or other forms of visual indicators based on queried parameters.

f) Dashboard should also have functionality to drill down on a metric to analyze a particular trend or series. The movement between dashboard layers should be smooth. The data for the dashboards may be refreshed automatically or on-demand.

g) The data tables and visualizations should be downloadable from the dashboard in various formats like PDF, MS Excel, CSV, JPEG, etc.

h) The dashboard tool should have the capability to do advanced data visualizations, create multiple dashboards for multiple user roles, share dashboards/ visualizations on public webpages of PBS.

i) Should support future integration with predictive analytics and machine learning tools/ systems.

Testing, QA and Modification/ Re-calibration

Perform modification/ re-calibration of the dashboards software as a result of testing, QA and client review at various stages of the solution development, implementation and operations. This activity may include the following:

a) Fix bugs found during testing

b) Modify features in the solution based on user feedback

c) Testing of the solution before deploying any change in the production environment.

Training & User Readiness

The selected vendor shall conduct comprehensive end-user training for the deployed solution. The following points must be considered while developing a training plan:

a) The end-user training should be conducted in batches. The size, duration and schedule of training for a batch will be finalized with consultation of the client.

b) The client will nominate the participants for the end-user training.

c) The requisite training infrastructure like the place, computers, multimedia, etc. will be provided by the client.

d) The training material (like slides in soft copies, handouts, etc.) shall be provided by the selected vendor to the participants during the training sessions.

Operations & Maintenance / Technical Support

Following activities shall be carried out by the selected vendor for a period of **12 months as part of Post Deployment Technical Support** tasks, which would commence post Go-Live of the project:

a) Post Deployment Go Live, onsite support should be provided on working days as per government timings.

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

b) Manage operations and maintenance of the cloud-based application software environment and ensure that the environment is bug/error free, running smoothly and simultaneously incorporate necessary configuration changes in the software stack that powers the Data Dissemination Dashboard ecosystem.

c) Bug fixing, implementing code change requests, patches in deployed models and codes.

d) Regular System Administration and performance monitoring of the deployed environment.

e) The vendor shall keep the Data Dissemination Dashboards System in good working order and perform required/ requested changes to the application software during the contract period.

Number of Expected Users

The Data Dissemination Dashboard system is expected to be used initially by 100 users which may be scaled-up to 1,000 users within 6 months of its soft launch/ initiation and unlimited within an year as it opens up for the public to access open datasets and dashboards.

Note: _In the Financial Bid, , the complete solution/system should be quoted for unlimited users (the prices of tools and services which are licensed or subscirption-based, both total and unit prices may also be quoted). The number of users may vary in the actual Contract Agreement._

General Requirements

General Functionality Requirements

Important general requirements related to functionality of the complete software solution include the following:

i. **Open source, web-based solution**:
   o The solution should be a web-based system, accessible from any location.
   o The vendor should ensure to provide all tools and services (open-source, licensed or subscription-based) as part of the complete solution to be delivered.
   o The complete solution should include tools/ features for Data Ingestion (along with connectors/ APIs), Data Cataloguing, Metadata Management, Datastore, Query Builder, Data Visualization & Dashboard Creation, User Management, System Administration & Configuration, and any other relevant tool that is necessary for delivering a complete functional system.

ii. **User-friendly and visually appealing** Develop visually appealing dashboards with an intuitive user interface, employing modern design principles.
   o Incorporate interactive elements such as charts, graphs, and maps to enhance data visualization.
   o Ensure responsive design for seamless access across various devices.
   o Specify technical parameters for user-friendliness, including navigation, readability, and ease of data interpretation.

iii. **Integration with PBS's Existing Data Infrastructure**:
   o Seamlessly integrate the developed dashboards with the existing data infrastructure of the Pakistan Bureau of Statistics (PBS).
   o Adhere to data security standards and protocols during integration.

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

- o Provide compatibility with current data management systems to ensure a cohesive and efficient workflow.

iv. **Accessibility for a Wide Range of Users**
- o Implement accessibility features to cater to users with diverse needs, including policymakers, researchers, and the general public.
- o Provide multiple data access options (downloadable files, API access).
- o Comply with relevant accessibility standards (e.g., WCAG) to ensure inclusivity.
- o Provide language options and clear instructions to accommodate a broad audience.

Project Management & Documentation Requirements

The vendor must ensure to prepare various reports and documentation related to the project management and technical design. In this respect, the vendor is expected to provide PBS with at least the following documentation:

- **Solution Documentation**
  - o **Business, Functional & Technical Requirements:**
    - a) Clearly outlines the functional expectations and specifications of the dashboard from a user's perspective.
    - b) Emphasizes user stories and scenarios to enhance understanding and alignment with stakeholder needs.
    - c) Provides a detailed breakdown of the technical aspects of the dashboard, including technologies, frameworks, databases, and other key components.
    - d) Offers insights into performance considerations, scalability, and integration points.
  - o **Solution Architecture and Design Documentation:**
    - a) Incorporates wireframes, mockups, and design principles that guided the creation of the user interface (UI) and user experience (UX).
    - b) Highlights design choices and considerations influencing the overall user interaction.
    - c) Includes the complete codebase of the dashboard with an emphasis on readability and modular structure.
    - d) Provides comprehensive documentation explaining code functionality, specific libraries, dependencies used, and instructions for maintenance and updates.
    - e) Provide hosting services specifications. *(Note: The procurement/ provision of hosting services shall be the responsibility of the Client as per the specifications mutually agreed).*
  - o **Technical Users and End-User Training Material:**
    - a) These materials are developed to train end-users on how to use the dashboard effectively. They might include user manuals, video tutorials, or guides on accessing and interpreting data.
    - b) Preparation of Installation and Configuration Guides providing step-by-step instructions on installing and configuring the dashboard system, including any prerequisites or dependencies.
- **Project Management Documentation:**

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

- o **Project Work Plan:** A detailed work plan containing activities and schedule for the project, with regular updates during the execution of the project.
  - a) **Deployment / Roll-out Plan:** Outline of the strategy for deploying the dashboard system into a production environment, including steps, timelines, and responsibilities.
- o **Progress Reports:** Regular reports on monthly basis (or as the client requires) to track the progress of the project and review of the client. It would typically include accomplishments, challenges faced, and planned tasks for the next period.
- o **Workshop/ Sessions Demonstration:** Workshops/ sessions for the client's review, feedback and validation of the design and functionality of the developed dashboard system.
- o **Support Plan:** Details of the ongoing support strategy after the deployment, including how to handle user queries, system maintenance, updates, and bug fixes.
- o **Technical Support Response System:** Establish a responsive support system, including contact channels and response times to address any technical issues or user inquiries during the post-implementation period.

- Outputs / Deliverable(s)

Project Milestones & Deliverables

Completion of the following deliverables result in achieving milestones during the project execution phase. The payment schedule will be linked to completion of these activities/ deliverables:

Milestone 1:
  - ➢ Deliverable 1: Inception Report including a detailed Project Work Plan

Milestone 2:
  - ➢ Deliverable 2a: Preparation of Business Requirements Document. This includes Functional & Data Requirements along with Technical Architecture of the solution.
  - ➢ Deliverable 2b: Interface Design Mockups/ Interactive Prototype
  - ➢ Deliverable 2c: Design Workshop/ Session with Client

Milestone 3:
  - ➢ Deliverable 3a: Dataset Acquisition and Preparation (data cleansing, quality, cataloging)
  - ➢ Deliverable 3b: Dashboards Design & Development, Data Visualizations, Integration Testing
  - ➢ Deliverable 3c: Technical Workshop / Session of Complete Solution with Client

Milestone 4:
  - ➢ Deliverable 4a: Deployment, Acceptance Testing, Soft Launch
  - ➢ Deliverable 4b: Technical Operations Training
  - ➢ Deliverable 4c: End-User Training

Milestone 5:
  - ➢ Deliverable 5a: Post-Deployment Re-calibration and Technical Support
    - ➢ Deliverable 5b: Project Completion Acceptance and Handover to Client

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

Expected Time Duration of the Assignment

The project is expected to be completed within a timeframe of 12 months (excluding Post-Deployment Technical Support Services). The following is a tentative timeline for the project:

- **Milestone 1:** Inception Report, Detailed Project Plan (1 month)
- **Milestone 2:** Requirements Gathering and Analysis & Interactive Prototype (2 months)
- **Milestone 3:** Dashboard System Design, Development, Data Analysis & Visualizations (6 months)
- **Milestone 4:** Testing, Refinement, Deployment, Soft Launch, Training (3 months)
- **Milestone 5:** Post-Deployment Technical Support and Maintenance (12 months)

Acceptance of Solution Deliverables and Services

The required deliverables mentioned under the TORs/ Scope of Works and Services will be considered accepted for payment of installment due for the respective deliverables on issuance of Provisional Letter of Acceptance/ Completion of Deliverable by PBS. However, payment of Final Installment shall be made on issuance of Letter of Project Completion/ Final Letter of Acceptance by PBS.

Licenses and Subscriptions

All required licenses and subscriptions related to the data, licensed software, services for implementing the complete Data Dissemination Dashboards system and making it operational ready shall be the responsibility of the vendor for the duration of the engagement/ contract period.

The selected bidder has to provide the Perpetual Enterprise Software License of the proposed data dissemination dashboard system (i.e., for the customized application software) to the PBS.

The procurement/ provision of hosting services shall be the responsibility of the Client as per the specifications mutually agreed.

Payment Schedule

Subject to the Terms and Conditions of the Contract, the payments will be made for completing milestones mentioned in Section 3 and 4 above of this SOW/ TORs, subsequent to fulfillment of codal formalities, as per the following tentative schedule:

- Payment on Completion of Milestone 1:   10% of Total Contract Value
- Payment on Completion of Milestone 2:   20% of Total Contract Value
- Payment on Completion of Milestone 3:   40% of Total Contract Value
- Payment on Completion of Milestone 4:   20% of Total Contract Value
- Final Payment on Project Completion (incl. Milestone 5): 10% of Total Contract Value

Payment Terms and Schedule will, however, be finalized at the time of signing the Contract Agreement.

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

II.   Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	*Mehwish Minhas*
Tel Nº:	*+92518354834*
Email address of contact person:	*minhas@unfpa.org*

The deadline for submission of questions is **[Friday ,*12 July 2024 12:00pm Pakistan time*].** Questions will be answered in writing and shared will parties as soon as possible after this deadline.

III.   Eligible Bidders

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process you must comply with the following:

● A bidder must be a legally-constituted company that can provide the requested products/services/works and have legal capacity to enter into a contract with UNFPA to deliver/perform in the country, or through an authorized representative.
● A bidder must not have a conflict of interest regarding the solicitation process or with the TORs / Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
● At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group.
● Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on UN Supplier Code of Conduct.

IV.   Content of quotations

Quotations should be submitted via a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid & Declaration From **separately** from their Financial Bid containing the price information. Each envelope shall consist of a single email whenever possible, depending on file size.

a) Technical proposal, in response to the requirements outlined in the service requirements / TORs.
a) Signed Declaration Form, to be submitted strictly in accordance with the document.
b) Price quotation, to be submitted strictly in accordance with the price quotation form.
c) The financial proposal must be accompanied with Bid Security @ 2% of the total quoted price in the shape of Pay Order/ Demand Draft in the name of the UNDP Representative in Pakistan.
d) Late bids will be treated as non-responsive and will not be entertained. Bids prices shall be quoted in Pak Rupees (delivery at premises) inclusive of all taxes where applicable.
e) Negotiations on quoted price is not allowed. Conditional bids will not be accepted. The firm/company has to submit along with bid an affidavit that the company is an active tax payer and not involved in litigation or black listed.
f) The bid must be valid up to 90 days (mutually extendable) from the date of opening of the technical proposal.
g) The successful bidder shall have to furnish a performance security/performance guarantee which shall not exceed 10% of contract price in the form and period specified in the RFP.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

V. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form, and are to be sent by email to the contact person indicated below no later than : **[Monday, 22 July 2024 at 3:00 PM Pakistan Time]**[1].

Name of contact person at UNFPA:	*Mr. Roshan Ali*
Email address of contact person:	*RFQ@unfpa.org.pk*

Please note the following guidelines for electronic submissions:

- The following reference must be included by the Bidder in the email subject line:
  o **UNFPA/PAK/RFQ/2024/004 – [Company name],** Technical Bid
  o **UNFPA/PAK/RFQ/2024/004 - [Company name],** Financial Bid
  o Submissions without this text in the email subject line may be rejected or overlooked and therefore not considered.
- It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid's misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.
- The total email size may not exceed **20 MB (including email body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

VI. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

(i) Technical Evaluation

Technical evaluation of technical bids will be done as per the criteria laid out under "Technical Evaluation Scoring Criteria".

Technical evaluation scoring criteria

The Bid that does not fulfil the mandatory requirements shall be rejected straightaway at the Technical Evaluation stage and shall not be eligible for further evaluation process.

---

[1] http://www.timeanddate.com/worldclock/city.html?n=69

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

Mandatory Requirements

Technical Bids must have the following documents attached to be considered as eligible for further technical evaluation:

S #.	Item Description	Documents
1	Company/Firm must be a registered private entity and in operation minimum for 10 years. In case of JV, the lead bidder should be a locally registered private entity.	Valid Certificate of Incorporation from concerned regulator/ authority, NTN/GST Registration under the laws of Pakistan. In case of JV, valid registration certificates/ documents of all local companies/ firms from concerned regulator/ authority.
2	If the Bidder is a JV/ consortium of firms, there must be a leading local firm appointed through a letter of association executed by all other consortium members.	Letter of association executed by all JV/ consortium members. The letter of association must clearly mention the lead partner in JV.
3	The lead bidder should have fully operational office/ Head office in Islamabad/Rawalpindi.	Address of local Office/ Branch in Islamabad/ Rawalpindi.
4	Lead Company/ Firm must have membership of PSEB	Valid Certificate of Membership of PSEB
5	Registration of NTN with Federal Board of Revenue (FBR) and having Active Tax Payer status.	Valid NTN issued by Federal Board of Revenue (FBR). Also, having Active Tax Payer status for Income Tax. In case of JV, all local firms should have Valid NTN with FBR and all firms must have Active Tax Payer status for Income Tax.
6	Registration of General Sales Tax (GST) with FBR.	Valid Sales Tax Registration issued by FBR and having Active Tax Payer status.
7	Undertaking on legal valid and attested stamp paper that the firm is not blacklisted and not involved in litigation with any of Provincial or Federal Government Department, Agency, Organization or autonomous body anywhere in Pakistan. In case involved in any litigation process, proof of dispute resolution is required.	Affidavit on judicial stamp paper of Rs. 100/-
8	Proof of financial soundness during the last recent 3 years.	Audited Financial Reports for recent three years.
9	Compliance Data sheet/ Checklist shall be provided in the format specified in Section IV: Bidding Forms.	Compliance Data Sheet/ Checklist. *Unless the submission of the same, bid shall be considered rejected straight away.*

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

The detailed technical evaluation will be performed based on the marks given as per following scoring criteria:

Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section II and in accordance with the evaluation criteria below.

Sr.#	Scoring Criteria for Bidder	Maximum Marks
1	**Technical Experience of the Bidder**	**40**

(i)	**General Experience** (*Max. 10 marks*)
	- Number of years' experience in software designing, development & implementation in Public/ Private Sector Organizations
	   o More than 10 years' experience = **10 marks**
	   o 5-10 years' experience = 5 **marks**
	   o Below 5 years' experience = **0 marks**
		10

(ii)	**Relevant Projects Experience** (*Max. 10 marks*) Relevant experience in development of large-scale software systems for Public/ Private Sector Organizations (Completed/Ongoing) - No. of software development Projects conducted during the last 5 years along with a project brief including scope of work o 2 marks for each project (**Max. 10 marks)**	10
(iii)	**Specific Technical Experience** (*Max. 15 marks*) - In-house experience in development of data dissemination dashboards solutions = **Max 7 marks** - Experience of software product design & development = **Max. 3 Marks** - Experience of solution integration and cloud-based deployment **= Max. 5 Marks**	15
(iv)	**Quality Assurance,** - ISO 9001 (Quality Management System) = **Max 3 marks** - PEC EE09 (IT & Software Engineering) = **Max. 2 Marks**	5
2	**Financial Soundness**	**5**
(i)	**Annual Turnover** - Above PKR 100 million = 5 marks - Between PKR 50 to 100 million = 3 marks - Between PKR 10 and 50 million = 1 marks - Below PKR 10 million = 0 Marks	5
3	**Human Resource Capability**	**20**

(i)	**Overall Technical Staff strength** (*Max. 20 marks*)
	- Total No. of IT/CS/SE or equiv. graduates/ technical resource with demonstrated experience in web-based applications, dashboards development, UI/ UX design, business requirements analysis, data analysis, integration, QA/ testing, cloud-based hosting:
	   o 10 professionals or above = **10 marks**
	   o Between 10-5 = **5 marks**
	   o Less than 5 = **0 marks**
		20

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

	For JV/ Consortium combined strength will be taken for scoring.
	 - Project Manager Experience = **Max. 10 marks**
	      o Relevant qualification (IT/CS/ SE University degree) = 2 marks
	      o Experience duration (15 years or above) = 3 marks
	      o Public Sector Projects experience =2 marks
	      o Business/ Systems analysis experience = 2 marks
	      o Data Analysis/ Dashboards experience = 1 marks	

3	**Technical Bid Response**	**35**

(i)	Technical Approach & Project Management Plan
	 - Technical Approach & Project Execution Methodology = **Max. 17 marks**
	      o Project Understanding & Scope Clarity = 2 marks
	      o Project Management Methodology = 5 marks
	      o Development & QA Methodology = 8 marks
	      o Support Plan = 2 marks
	 - Completeness of Required Forms/ Documents = Max. **5 marks**
	 - Project Timeline = **Max. 10 Marks**
	      o Clarity in Milestones = 2 marks
	      o Reasonable Timelines & Resource Allocation = 4 marks
	      o Detailed Work Plan = 4 marks
	 - Overall Proposal Presentation = Max. **3 Marks**
		35

	TOTAL TECHNICAL EVALUATION SCORE	**100**

The following scoring scale will be used to ensure objective evaluation:

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Partially meets the requirements	1 – 69
Does not meet the requirements or no information provided to assess compliance with the requirements	0

Technical Evaluation – Qualification Criteria

     i.   PASS MARKS: A technically eligible bidder, based on conditions listed in this document, not meeting the 70% pass marks limit will be rejected in Technical Evaluation, and its sealed/unopened Financial Proposal shall be returned back. All bidders scoring greater than or equal to 70% of the marks will be accepted in technical proposal, and their financial bids will be opened.

     ii.   PROVISO: Provided that if NONE or ONLY ONE (single) bidder exceeds the 70% pass mark, then the Procuring Agency SHALL decrease the Pass Mark limit to 60%. In other words, if TWO or more bidders exceed 70%, then the Pass Mark will NOT be decreased to 60%.

     iii. If Pass Marks are decreased to 60%, then ALL bidders with scores greater than or equal to 60% shall be considered as approved in the Technical Evaluation, and their Financial Bids shall be opened.

UNFPA/SCMU/Bids/Request for Quotation for Services/RFQ/ RFQ Complex Services [004]

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

iv.   The Bidders who have duly complied with the Eligibility/Qualification and Evaluation Criteria will be eligible for further processing.
v.   The Bids which do not conform to the Technical Specifications or Bid conditions or the Bids from the Bidders without adequate capabilities for providing the services, systems and products will be rejected.
vi.

The Eligible/Technically Qualified Bidders alone will be considered for further evaluation

Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of [70] points in the technical evaluation.

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in All other price quotes will receive points in inverse proportion according to the following formula:

$$\text{Financial score} = \frac{\text{Lowest quote (\$)}}{\text{Quote being scored (\$)}} \times 100 \text{ (Maximum score)}$$

Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

$$\text{Total score} = [80\%] \text{ Technical score} + [20\%] \text{ Financial score}$$

VII.   Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Purchase Order / Professional Service Contract on a fixed-cost basis/maximum-cost basis/ Long Term Agreement to the Bidder(s) that obtain the highest total score.

VIII.   Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

IX.   Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

X.   Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's policy regarding fraud and corruption is available here: Fraud Policy. Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at UNFPA Investigation Hotline.

XI. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: Zero Tolerance Policy.

XII. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit **[Dr. Mela Hidayat] at [hidayat@unfpa.org]**. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Supply Chain management Unit at procurement@unfpa.org.

XIII. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation Nº:	UNFPA/PAK/RFQ/2024/004
Currency of quotation :	USD
Delivery charges based on the following 2020 Incoterm:	Choose an item.
Validity of quotation: *(The quotation must be valid for a period of at least 3 months after the submission deadline*	

● Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Example Price Schedule below: *[Delete after properly completing the Price Schedule, also develop excel version]*

Item	Description	Number & Description of Staff by Level	Hourly Rate	Hours to be Committed	Total
1. Professional Fees					
				Total Professional Fees	$$
2. Out-of-Pocket expenses					
				Total Out of Pocket Expenses	$$
				Total Contract Price *(Professional Fees + Out of Pocket Expenses)*	$$

Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/PAK/RFQ/2024/004 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

DECLARATION FROM

The undersigned, being a duly authorized representative of the Company represents and declares that:

		YES	NO
1.	The Company and its Management[2] have not been found guilty pursuant to a final judgement or a final administrative decision of any of the following:		
	a. Fraud;	☐	☐
	b. Corruption;	☐	☐
	c. conduct related to a criminal organization;	☐	☐
	d. money laundering or terrorist financing;	☐	☐
	e. terrorist offences or offences linked to terrorist activities;	☐	☐
	f. sexual exploitation and abuse;	☐	☐
	g. child labour, forced labour, human trafficking; or	☐	☐
	h. irregularity (non-compliance with any legal or regulatory requirement applicable to the Organization or its Management).	☐	☐
2.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.	☐	☐

---

[2] "Management" means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders.

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

3.	The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law.	☐	☐
4.	The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions.	☐	☐
5.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business (*creating a shell company*).	☐	☐
6.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) (*being a shell company*).	☐	☐

The UNFPA reserves the right to disqualify the Company, suspend or terminate any contract or other arrangement between the UNFPA and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNFPA of any changes in the situations declared above.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNFPA and the Company.

Signature:

Date:

Name and Title:

UNFPA/SCMU/Bids/Request for Quotation for Services/RFQ/ RFQ Complex Services [004]

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

Name of the Company:

UNGM Nº:

Postal Address:

Email:

UNFPA/SCMU/Bids/Request for Quotation for Services/RFQ/ RFQ Complex Services [004]

United Nations Population Fund
Procurement Unit, 2nd Floor
Serena Business Complex, G-5/1, Islamabad
E-mail: minhas@unfpa.org
Website: www.unfpa.org

ANNEX I:
General Conditions of Contracts:
De Minimis Contracts

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: <u>English,</u> <u>Spanish</u> and <u>French</u>

Please note that a PDF version of the General Conditions of Contracts must be provided.