**Request for Proposal**

**for**

**[INSERT DESCRIPTION OF WORK E.G. DEVELOPMENT OF A DIGITAL CRVS SYSTEM IN XXX]**

***[Note. All text in italics provides guidance on how to complete this template. It should be removed from the document prior to being made public.]***

**Summary of deadlines**

|  |  |
| --- | --- |
| Release of Request for Proposal  | Date |
| Confirmation of interest email and fact-finding questions submitted by  | Date  |
| Responses to fact-finding questions sent to all interested parties  | Date  |
| **Proposals due by**  | Date, Time |
| Announcement of decision  | Date  |

1. **Background and Purpose**

*INSERT details of the context of CRVS in country and why a digital CRVS system is required.*

*INSERT high-level overview (as below) of what the developer will be expected to do.*

*[This Request for Proposal describes the development of a system for vital event registration in XXX. The system developer will be required to design, build and test the system, as well as to provide training on the solution and support the deployment and maintenance of the solution going forward (See* ***Scope of Work*** *and* ***Activities and******Deliverables****).]*

* 1. ***[INSERT NAME OF AUTHORITY REQUESTING WORK E.G. CRVS AUTHORITY]***

*Insert description of authority requesting work, including what their mandate is.*

1. **Current State of Crvs**

**2.1 Existing processes**

*Insert description of current CRVS processes that are in scope for CRVS digitisation.*

For As-Is Process Map see attached file: *[INSERT NAME OF FILE]*

**2.2 Existing System & Infrastructure**

*[Insert description of existing system and infrastructure to provide the Developer with sufficient background to understand the context in which they will be working].*

For a technical overview of the existing CRVS system and infrastructure, see attached file: *[INSERT NAME OF FILE].*

1. **Project Scope**

*[Insert description of the wider CRVS improvement project and explain how digitisation fits into this scope]*

1. **Technical Scope of work**

*Clearly describe what the technical scope of work for the digital CRVS system is. This should include a system architecture diagram, highlighting the scope of technical work including enhancements to existing applications, as well as the development of new ones as defined in system requirements.*

See attached file*: [INSERT NAME OF FILE]*

1. **Acronyms, Keywords and Definitions**

*Insert commonly used Acronyms, keywords and definitions included in this document.*

1. **To-Be Business Processes**
	1. ***[INSERT NAME OF TO-BE PROCESS TO BE SUPPORTED BY SYSTEM]***

See attached file*: [INSERT NAME OF FILE] This is the output of Analysis & Design 7: Document Target CRVS Processes.*

* 1. ***[INSERT NAME OF TO-BE PROCESS TO BE SUPPORTED BY SYSTEM]***

See attached file*: [INSERT NAME OF FILE]*

1. **Solution requirements**

See attached file: *[INSERT NAME OF FILE] This is the output of Analysis & Design 8: Define System Requirements.*

 *The bidder may be asked to evaluate how closely the proposed solution meets each of the major requirements e.g. Meets full requirement, partially meets requirement, planned for development, does not meet requirement, etc.*

* 1. ***Use Cases***

See attached file*: [INSERT NAME OF FILE]5*

* 1. ***Entity Relationship diagram and data dictionary***

See attached files*: [INSERT NAME OF FILE]*

1. **Required coordination with partners**

*Insert description of any coordination required between the Developer and other parties.*

1. **Deliverables and activities**

*Update/edit the below table with all required deliverables/activities within the scope of work for the Developer.*

|  |  |
| --- | --- |
| ****Ref**** | ****Deliverable / Activity**** |
|  | ***Inception Report*****Detailed planning document specifying how each activity will be executed. This will include a comprehensive work plan.**  |
|  | ***Functional & Technical Design Documentation*****Detailed design documents for the digital CRVS system, including details** of how the application architecture promotesa flexible, scalable, secure and cost-effective development approach. |
|  | ***Prototype*****Working prototype that demonstrates required functionality that can be field tested by end-users.** |
|  | ***Hardware and Operating System Requirements*****Clearly defined hardware and operating system requirements needed to support the digital CRVS system.**  |
| 1. **D2**
 | ***System Integration*****Integration software that allows the integration of the digital CRVS system with XXX, as per the defined requirements.**  |
|  | ***Application & Integration Testing Plan*****Detailed plan for all system testing including component, application, integration and user acceptance testing (UAT).** |
|  | ***Application & Integration Test Scripts*****Comprehensive test scripts that will be used to test the digital CRVS system in isolation and with other systems.** |
|  | ***Application & Integration Testing & Report**** **Conduct component, application and integration tests (including test environment setup)**
* **Support UAT testing (lab and field).**
* **Detailed write up of the outcomes of all tests, including resolution plans for outstanding bugs/issues and fulfillment of acceptance criteria.**
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| 1. **D4**
 | ***User training*** * *Insert description of required training, to which audience etc.*
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| 1. **D5**
 | ***User Manual*****Comprehensive and easy to read user manual in English and [OTHER LANGUAGE], suitable for those users uncomfortable with technology e.g. including screenshots.** |
| 1. **D6**
 | ***System documentation*****Comprehensive technical documentation including:**1. **Coverage: Code that is and is not documented is easily identifiable.**
2. **Accuracy: The code comments accurately describe the code reflecting the last set of source code changes.**
3. **Clarity: The system documentation describes what the code does and why it is written that way.**
4. **Maintainability: A single source is maintained to handle multiple output formats, product variants, localization or translation.**
5. **Synchronization: The code and documentation are linked to keep them in sync.**
6. **Completeness: All elements of the application are included in documentation.**
 |
| 1. **D7**
 | ***Field Pilot & Report ([insert location and # of users])**** **Deployment of all application components to the live environment.**
* **Monitor the end-to-end registration process with users in their natural environment and modify application components as required.**
* **All application component modifications must be documented and presented in a final report.**
 |
|  | ***Deployment & Report ([insert location and # of users])**** **Deployment of all application components to the live environment.**
* **Monitor the end-to-end registration process with users in their natural environment and modify application components as required.**
* **All application component modifications must be documented and presented in a final report.**
 |
| 1. **D8**
 | ***Support and maintenance******Insert length and type of support and maintenance support required.***  |

Note: **All deliverables must be provided in draft version subject to review before final version is produced and approved.**

1. **Delivery timescales**

***Insert delivery schedule***

1. **Submission, review and selection process**

## Submission Instructions

*Insert description of how developers should submit their applications e.g. Proposals, in hard and soft copies (preferably password-protected pdf version) must be emailed and dropped in the Tender Box at the reception area of xxx by* ***day, time, and date:***

##  RFP Process and Schedule

*Describe the bidding process e.g. open local competition, open regional competition, short-listed competition or sole source.*

*Insert dates for key activities in the procurement process including bidders conference, notification of application status, announcement of short-lists, oral presentations, announcement of selection.*

##  Selection Criteria

*Update/edit the below table to reflect your selection criteria as defined in Step 1. This should specify both minimum and additional desirable criteria where applicable.*

|  |  |  |
| --- | --- | --- |
| **REF.** | **SELECTION CRITERIA** | **WEIGHT** |
| **SC01** | **Expertise:** Applicants are required to submit comprehensive information on relevant skills and experience. Share your experience in the development of similar software, including details of functionality, technologies used and client contact information. Evidence of building technology that is people-centred, responding to the specific needs of men and women, is also important.  | 5 |
| **SC02** | **Understanding of the Scope and Requirements:** Applicants should show their level of understanding of the project and technical scope in their own words, including the need to address gender equality and child protection issues.  | 5 |
| **SC03** | **Team:** The team structure should be described including the overall number of resources. Summary information for all resources including their speciality, experience, certifications, professional accreditations, level of effort in this assignment, and contribution in similar previous projects should be provided.  | 10 |
| **SC04** | **Implementation Plan:** A Gantt Chart showing all activities, dependencies, milestones and deliverables should be provided, indicating the duration of all project phases. | 10 |
| **SC05** | **System Architecture:** The applicant must propose a technology architecture which fulfils all defined requirements. This should include recommendations for mobile device specifications.  | 10 |
| **SC06** | **Requirements coverage:** Applicants should indicate their ability to fulfil all specified requirements. | 15 |
| **SC07** | **Architecture Standards:** Applicants must explain how the proposed architecture promotesa flexible, scalable, secure and cost-effective development approach. | 10 |
| **SC08** | **Support Structure:** Applicants must provide details of their post-deployment support approach.  | 10 |
| **SC09** | **Cost:** Cost estimates should be competitive and include all relevant costs e.g. broken down into costs for development, software licenses, hardware, testing, indicative running costs, maintenance costs etc. (not exhaustive). | 20 |
| **SC10** | **Intellectual Property Rights:** all source code and resulting software must belong to Civil Registration Services (CRS). | 5 |

##  Selection Dates

Selection of the service provider firm is tentatively set for the **xx/xx/xxxx.**

1. **Bidders are asked to provide:**

A letter expressing their interest in the project, whereby they will be provided with the full documentation, referred to as attachments within this Terms of Reference.

Within the full proposal the bidders are asked to provide:

* 1. Company profile
	2. A detailed technical proposal
	3. Curriculum Vitaes of all team members
	4. 2 client references, for whom similar projects were successfully completed
	5. A financial proposal with a detailed breakdown of costs (including VAT):
	6. *Insert description of different costing proposals for the solution as required.*

*For example, the type of itemized costs for key elements included in the scope of work, such as:*

*• Percent participation in total level of effort according to key staff*

*• Rates of key staff*

*• Estimated total level of effort and associated costs.*

*• Itemization of all other costs, categorised by indirect and direct costs.* (*Indirect costs are overhead/administrative expenses incurred as a result of the project but not easily identified with the project’s activities.)*

*• Estimated schedule of anticipated expenses (e.g., travel, sub-contracted resources, supplies, outside resources, etc.).*

1. **Disclosure of Information**

*It is understood and agreed that the developer shall, during and after the effective period of the contract, treat as confidential and not divulge, unless authorized in writing by XXX, any information obtained in the course of the performance of the Contract. Information will be made available for the developer on a need‑to‑know basis.*

1. **Contact Details**

If you have any additional questions or need further clarifications, please do not hesitate to contact:

|  |  |  |
| --- | --- | --- |
| Name | Email Address | Organization |
| TBC | TBC | TBC |