**UNICEF Lebanon Terms of reference (TOR) for LTA**

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| **PROJECT/ASSIGNMENT TITLE: Software, mobile development and maintenance** |
| **WORKPLAN CODE NUMBER:**  ***Specific Intervention Code:*** In PRIME Rolling Work Plan: Innovation for Development, Facilitations and Processes  ***Activity:*** Support the Ministry of the social affaire with the development of the Social welfare platform |
| **Background:**  UNICEF Lebanon is committed to support the children living in Lebanon through strategies, policies, and community advocacy in coordination with the Lebanese Governate and other public/private institutions. Also, UNICEF supports children through interventions and services provision that reach directly or indirectly.  And as UNICEF adopts the method of Result Based Management to ensure that results and are achieved and positive change are really occurring and can be proven; the evidence-based approach is considered a major pillar within UNICEF work, that would guide the effort of UNICEF and its partners.  And for that purpose, UNICEF Lebanon is looking to have a long-term agreement with local and international research firms; with professional and experienced teams; that could provide the different types of research services which could include all topics that UNICEF programmes could cover, like: Adolescents and Youth, Health, Nutrition, Water & Sanitation, Child Protection, Social Norms, Social Behaviors, Gender-Based Violence, Social Policy, Social Protection. Communication, Communication for development, etc.  One of the initiatives that UNICEF is undertaking is the Child Protection Information Management System Primero™ (CPIMS+ Primero™) in Lebanon. CPIMS+ Primero™ is a modern, browser-based, open source application that is flexible and highly configurable. This system is rolled out under the leadership of the Ministry of Social Affairs (MoSA) with 10 national and international non-governmental organizations. UNICEF is also looking to support the development of a socila welfare information management system with the MoSA. |

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| **General Conditions**   1. Due the variations in scopes and needs; the contractor will be requested; before the initiation of a contract; to submit a brief proposal describing the methodology of conducting the required tasks. 2. The pricing should be calculated based on the annexed tabulation to this TOR. 3. The contractor team should be able to work using English and Arabic languages. 4. Having a Long-Term Agreement is not considered at any point a promise for signing contracts with UNICEF. 5. All software source code, software documentations, databases, web services, dashboards, mobile applications, web applications, web platform, scripts, maps, drawings, images, logos, plans, reports, and all other documents compiled under this Agreement shall be the property of UNICEF or the government entities on behalf of which UNICEF is commissioning the work.   **Management and financial arrangements**   1. The Innovation officer at UNICEF will be managing this LTA in close coordination with the relevant section requesting these services. A specific staff member from UNICEF will be assigned to lead the technical communication with the contractor, in turn, the contractor is expected to assign a communication focal point. Other non-technical matters should be communicated with UNICEF supply programme focal point. 2. The contractor will commit to provide revisions based on provided feedback from UNICEF. 3. The payment tranches will be agreed on before the signature of the contract based on deliverables, on a basis that UNICEF cannot proceed with the first payment until at least one deliverable is submitted.   **Scope of Work and Required Services:**  Services required that would be procured using the resulting LTAS(s) are as outlined below. The services are divided into eight (8) categories (Lots) from Lot-0 through Lot-7.  To technically qualify for a specific category of service (Lot), bidders must submit their proposals under the modality (1) and/or (2). The modalities are the following:  (1). Skilled personal: The bidders present to UNICEF adequately skilled personnel for the specific service(s) (for the overall Lot and not to a sub Lot) described here when invited to submit candidates against specific asks.  (2). Full outsourcing: The bidders present to UNICEF adequately technical proposal to undertake the project for a specific required service(s) (for the overall Lot and not to a sub Lot) described here when invited to submit proposal against specific asks.  Periodic reviews and evaluations of the talent pool and quality of services will be carried out by UNICEF. Repeated failure to meet the required and expected standards and/or quality of work will result in consequent non-use of the LTAS and possible subsequent non-renewal at the expiry date of the term of the LTAS.   |  |  | | --- | --- | | SERVICE | EXPECTED/KEY DELIVERABLES | | Lot-0 | Mandatory | | 1. Project Management - managing the development and implementation of agreed systems requirements, developing proposals, provision of guidance and leadership to project team, identifying, planning, scheduling and managing project resources, communications and progress reporting | Projects developed and implemented according to agreements, proposals reflecting project requirements, schedules and resources monitored appropriately and aligned to project delivery, project risks managed, and reports reflecting work delivered | | 2. Business and Requirements Analysis - business analysis, requirements gathering, prioritization, release and resource planning, business to technology mapping and translation, facilitation of requirements gathering sessions as per business area footprint (possible variety of field or office settings) | Scoped and documented of user requirements for an application or other product; business analysis delivered with adequate malleability for translation to Technical frames. | | 3. User experience - analyzing, designing and user testing for software application. Develop design standards, user flows, wireframes. Create user stories, personas and story boards. Plan and conduct usability testing. | User experience meeting business needs; design standards are aligned to Industry Best practice and conform to requirements set by UNICEF or partners  Manage a community of users, including forum, and wiki/FAQ, and feeding back inputs to the developers’ team | | 4. User Interface/Graphic Design - Requirements gathering, prototyping, branding/logos; programming - CSS development; web screen mock-ups. Web and mobile app design using, responsive design and grid principles. | Graphic elements designed, delivered as required by UNICEF | | 5. Web Development- Programming - Front-end, single page apps, & related. Keywords: JavaScript, AngularJS, React, Polymer, Node.js, KendoUI, HTML5, CSS, LESS, SASS, SCSS, - XHTML, DHTML, JavaScript, Typescript, AJAX, Sitecore. | Designs for websites according to project requirements, website front and back-end programming work as per requirements | | 6. Database & administration Services – Administration, programming - SQL reports, migration scripts and strategies, performance profiling and tuning, with PostgreSQL, MySQL, MS-SQL, Access, DB2, CouchDB, Essbase, MongoDB, HANA (SAP Basis), SharePoint Admin, PostgreSQL and Oracle Databases etc.. | Database designs, SQL queries, profiling/performance reports, triggers, data migrations, and views delivered in the specifications. SAP & other DBs system landscape managed and maintained with requisite performance tuning as required by UNICEF  Keep logs and documentation for analysis and audit purposes | | Lot-1 – Software Development | Mandatory (at least one or more or all) | | Programming, customization, Unit / Integration / Systems testing, user experience/interface development, over a wide range of technologies and programming languages. | Software programs of an application or product suite; delivered as fully tested and functional product; relevant code provided with agreed components (e.g. technical documentation) available in agreed software repositories (GitHub, Azure Repos etc.) and signed off by UNICEF | | Lot-1A – Microsoft Full Stack & related |  | | Keywords: MS Azure services, Amazon AWS, SharePoint on-prem /Online, O365, .NET, C# |  | | Lot-1B – CMS & Open Source related |  | | Keywords: Keywords: Drupal, WordPress, PHP, Python, MySQL, Perl, (among others). |  | | Lot-1C – Web applications & Open Source related |  | | Keywords: Python, Django, Laravel, Go, Ruby on Rails, MySQL, PostgreSQL, SQLite, CouchBase, MongoDB |  | | Lot-1D – ERP and related corporate apps |  | | Keywords: SAP ABAP Webdynpro, SAP FIORI, SalesForce custom Development, ServiceNow custom Development, Oracle Hyperion, IRC, Metric Stream |  | | Lot-1E- Applications Engineering & Integration |  | | Software solution engineering design, architecture and development, software integration models and components, interface specifications using best of breed middleware and technologies, including Azure API services, SAP PO, MuleSoft, REST API’s, SOAP, JSON, File based Integration. | System integrations designed and developed for an application or product meeting the integration requirements per the data flows and exchanges as per the business and technical requirements | | Lot-2: Mobile development |  | | 1. Mobile systems/backend Development/modification of backend web services for mobile applications. Development/modification of server-side applications, APIs and web services for mobile applications. This includes architecting, development/modification of mobile applications for Android, iOS, including QA, testing and user interface design, development. | Server-side application development work for mobile systems; delivered as fully tested and functional product with any relevant API/usage documentation; relevant code provided and signed off by UNICEF | | 2. Mobile systems/frontend Development/modification of mobile applications for Android and iOS | Android/IOS application development work; delivered as fully tested and functional product; relevant code provided and signed off by UNICEF | | Lot-3: Data Analytics & Visualization |  | | Design, development and deployment of data modelling solutions supporting multiple business needs and data sources. Design of ETL processes, support in execution and staging for Ingestion, Transformation and Serving.  Supporting UNICEF’s Data Warehouse Architecture pulling data from SQL, SharePoint, SAP, SAP BW, Oracle, Sales Force and other DB’s, using scripting tools and technologies including Visual Basic, R-script, Oracle PL/SQL scripts, SQL Server scripts, Linux Shell scripting. Design and development of Data Visualization platform using Microsoft BI-SSRS, SSIS, SSAS cubes and tabular models, Power BI, Superset, SharePoint, VB etc. | BI and Data visualization solutions, Dashboards, Performance reports, Predictive Analytics and views delivered per the specifications as required by UNICEF | | Lot-4: Cloud Hosting |  | | Provide applications environment set up, system integration, deployment, cloud hosting. Keywords: MS Azure services, Amazon AWS, PostgreSQL, MySQL, Docker container, Virtual Machine. | System setup, integration and administration to specifications as provided by UNICEF | | Lot-5: Support & Maintenance Services |  | | User support for an application or product, resolving user problems or requests, bugs, provision of helpdesk support, managing online content (knowledge base, manuals, etc.) about an application or product | Support and maintenance services for a product or application delivered according to requirements set by UNICEF or partner.  Manage periodic updates to the system, including source and configuration management  Provide tracking and ticketing system, to maintain user calls, ensure proper tracking and follow-up. Tracking information to be accessible by end users. The ticketing system is a pre-requisite that the bidder should have in place. It can be tailored to the needs of the project if need be.  Distributing bug fixes, updates and patches and monitoring the report for new development/code.  Backup of data repositories and failover in case of failover.  Perform documentation for any coding undertaken to the system.  Generate monthly reports signaling the number, type, response time on calls. In addition to monthly standard help desk reports. | | Lot-6: Emerging & nascent technologies |  | | Design, development and deployment of solutions utilizing nascent technologies, including but not limited to Blockchain, AR, Machine Learning (AI), Robotic Process Automation (RPA), Big Data Computing, IoT, Wearables, Sensors, Data science, Artificial intelligence, Social Network analysis, Sentiment analysis, Behavioral data mapping and analysis etc. | New Technology solutions designed, developed and delivered per the specifications as required by UNICEF | | Lot-7: Technical Assessment and Audit |  | | Assess network infrastructure, cabling, telephony network, servers, existing management information systems. | Clear report on the situation assessment and recommendations  Monitor availability and performance, performance optimization, monitoring servers including setting alarms, collecting and tracking metrics, collecting and monitoring log files.  Implement and monitor data protection/data security measures. | |  |  |   All technical services shall consider that user-based design of the applications as the default, and hence delivery of the products will necessitate and include adequate provision for end to end testing and quality assurance. For Turn-Key projects this will be the responsibility of the company to provide the full complement of services that include these considerations.  The Innovation officer and the relevant UNICEF program staff will supervise the work required and delivered under the resulting LTAS(s). The work will be done using a development method (Agile, waterfall or a combination) that is deemed suitable and agreed upon for the work. When Agile development method, are applicable this will involve regular meetings to re-assess progress, check priorities, and set priorities for the remaining time.  In addition, where applicable (projects based on open source tools), UNICEF strongly encourages software developers to participate in relevant open-source community online forums, share and maintain code using online repositories (such as GitHub, Azure Repos etc.), solicit, test, and accept contributions from volunteers, and communicate requirements, feature development, process and approaches to the global open-source community. |
| **Mandatory Qualification Requirements that shall be included in the vendor proposal:**   * Registered company based on the Lebanese law and regulations. * Able to work in all the governorates of Lebanon. * Proven track record in solutions support engagements in with effective technology approaches, efficiency and effectiveness. * Verifiable knowledge and experience with the relevant technical skill set as indicated for each of the services presented above; Credentials of teams that would be candidates for assignments will be required with professional references and concrete examples of working products will be requested. * Capable of deploying and maintaining software remotely on a Windows/Linux-UNIX-like server hosted on MS Azure/AWS or other cloud or on-premise location as determined. * Senior staff holding At the least a Master’s degree in computer science, software engeniring, Information management, data analysis, sciences, or an relevant field. * Experience developing and maintenance of softwares as part of a distributed team using source control systems, especially in an open-source environment. * Proven experience in developping mobile applicarion, web applications, data visualization dashboard, big data analysis and/or sentiment analysis. * Expertise in open source development, continuous integration, and code management * Good proven knowledge of CPIMS+ Primero™ tech stack: Ruby on Rails, Linux, Ubuntu 16.04, SOLR, CouchDB, Java including detail of a successfully running project using Ruby on Rails. * Knowledge of GitHub and OWASP standards: tangible presentation with examples * Description of the helpdesk ticketing system in place and presentation of the related documentation. The bidder utilizes an advanced ticketing system. * The bidder must submit the organogram of the company as well as profiles of the project manager and team members confirming that they meet the following mandatory requirements: Organogram of the company should include the profiles of a minimum of 2 certified software engineers, 1 project manager and 2 hotline operators. * Ability to work on software in English and Arabic. * The company must have at least 5 years of proven experiences in qualitative and/or quantitative Innovative tools. * Proven experience in working with multiple governoment and non-government stakeholders and the United Nations is an added value.   ***Profile of the company to be submitted together with CVs and educational degrees of the team members.*** |
| **Reporting and Responsibility**  The roles and responsibilities of representatives from the selected vendor(s) and UNICEF are outlined below. Roles and responsibilities may be defined in more detail in purchase orders/contracts created for specific projects based on the resulting LTAS(s). However, at a minimum:    Vendor shall be responsible for:   * Providing a single point of contact for overall LTAS’s management; * Providing a single point of contact for each specific project (based on the type of services required); * 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 project plan and timeline for each project; * Requesting approval from UNICEF for any changes in the team during the execution of a project; * Hosting weekly project meetings and sending weekly 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. * Submitting outputs in the format specified for the relevant service and/or project; * Overall quality control (i.e. bugs, typos, design,…); * When applicable, testing all products to verify compliance with key specifications and functionality; * When applicable, providing documentation on testing approach, exact test cases and results, for each project; * When applicable, submitting all application design documentation, specifications, source code, application deployment files, user manuals, admin manuals and all other applicable deliverables identified for each project. * Ensuring that functionality offered and/or built into UNICEF systems and websites allows UNICEF to apply standards that are consistent with the principles set out in pertinent data regulations including the General Data Protection Regulation (GDPR). |
| **TECHNICAL EVALUATION SCORING CRITERIA**   |  |  |  | | --- | --- | --- | | Criteria Type | Description | Points | | Organization Capability | Company profile. Presentation on expertise and demonstrated ability to advise clients on solutions in relevant technologies, industry standards, and best practices. ISO certifications if any will carry additional value | 10 | | Portfolio | Strength of technical expertise and experience. Demonstrated evidence of work / solution implemented through well represented samples along with code repositories as applicable | 15 | | Coding, Security Standards & SDLC | Knowledge and experience in coding standards, Software Development Life Cycle (SDLC) management.  Good proven knowledge of tech stack of the service provision. | 10 | | Project Management | Familiarity of project management methodologies and tools used. Demonstrated evidence of methodologies applied with outcomes experienced  Helpdesk ticketing system in place | 10 | | Risk Management | Knowledge and experience in risk profiles pertaining to software development & project management and how they are management. Demonstrated evidence of techniques used to manage risks | 10 | | Talent Pool | Caliber of personnel resources available for assignment in relevant areas presented via CVs/resumes (CV and credentials of project manager and team members to be provided) | 15 | | Previous Client Experience | Strength of the references provided and their relevance to services proposed.  Company should prove it has done similar projects with UN agencies, Ministries, public sector or other large scale organizations | 10 | |  | **Passing score for technical evaluation is 65 points.** | 80 | |

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| Financial evaluation Criteria:  *Only bidders obtaining the minimum pass mark in the technical evaluation (65 points) will be considered for the financial evaluation;*  *Financial evaluation is composed of 20 points. The lowest financial offer will obtain the maximum number of points.*  **Ethical concern and confidentiality**  In line with the Standards for UN Evaluation in the UN System (developed by the UN Evaluation Group), all those engaged in designing, conducting and managing evaluation activities will aspire to conduct high quality and ethical work guided by professional standards and ethical and moral principles. The proposal must identify actual or potential ethical issues, as well as measures and methods adopted to mitigate against these issues. All interviewees will be informed with the purpose of the evaluation and their role and what information is required specifically from them. Confidentiality of their views is ensured. If interviewees will include minors, a written consent should be taken from the persons in charge of their care. All the documents, including data and fieldwork instruments, developed in the course of this consultancy are the intellectual property of UNICEF.  Reference guides:   * [Secretary General’s Bulletin: Protection against retaliation for reporting misconduct and for cooperating with duly authorized audits or investigations (ST/SGB/2017/2)](https://undocs.org/ST/SGB/2017/2), 20 January 2017 * UNEG Ethical Guidelines * Ethical research involving children * Checklist on ethical standards in research |