

Tender Package — Request for Proposal (RFP)



1. Invitation to Tender

Tender Name: Engagement of Unique Identifier (UID) and Participant Management Platform		Tender No: SYR/PR1509/2021/Program/036
Location: (Al-Hasakah, Syria)	Correspondence Language(s): English	
<p>Brief Summary Description of Project: Mercy Corps in collaboration with other partners in Northeast Syria seeks to engage a the services of two Web-based platforms to support the generation Unique Identifiers (UID) and Program Participants Management (Case Management), this is intended ease data sharing, tracking and monitoring of services provided to program participants over time. The Participants Management platform is intended to enable implementing agencies to track and refer participants at different levels across programs over time. The pilot of the UID platform has been conducted with key lessons leant to be implemented during the scale up stage of the platform.</p> <p>Note: Service provider can bid for only one project or for both.</p>		

Tender Package Available from: (21/September/2021)	Tender Package Pickup Location: Tender package can be downloading it from Mercy Corps website: www.mercycorps.org/tenders
Deadline for Offer Submission: (04 / October / 2021; 16:00PM) Syrian Time (GMT +3)	Submit Offers to: The Offerors should submit the tender packages to the following email address: tenders@mercycorps.org The email subject line should mention “SYR/PR1509/2021/Program/036”

Mercy Corps reserves the right to accept or reject any late offers

Questions and Answers (Q&A)	
If any, Submit Questions in writing to: sy-tenderinfo@mercycorps.org	
Last Day for Questions: (26/ September / 2021; 16:00PM) Syrian Time (GMT +3)	Questions will be answered by: (28 / September / 2021; 16:00PM) Syrian Time (GMT +3)
Questions will be answered through: Response to questions will be uploaded on the website	

Q&A Session
<ul style="list-style-type: none">- Three shortlisted candidates will do a demonstration/presentation of the platform.- A virtual presentation will be made to the Selection committee

Tender Package — Request for Proposal (RFP)



Date / Time: (04 / October /2021) or other time according to committee decision	Location: Al-Hasakah - Syria
Point of Contact:	

Documentation Checklist

These documents are contained within this tender package:	✓	Invitation to Tender
	✓	General Conditions for Tender
	✓	Criteria and Submittals
	✓	Price Offer Sheet
	✓	Supplier Information Form
	✓	Scope of Work/Technical Specifications/BoQ
	✓	Sample Contract

2. General Conditions for Tender

Mercy Corps invites proposals for the goods, services and/or works described and summarized in these documents, and in accordance with procedures, conditions and contract terms presented herein. Mercy Corps reserves the right to vary the quantity of work/materials specified in the Tender Package without any changes in unit price or other terms and conditions and to accept or reject any, all, or part of submitted offers.

2.1 Mercy Corps' Anti-Bribery and Anti-Corruption Statement

Mercy Corps strictly prohibits:

- Any form of bribe or kickback in relation to its activities
This prohibition includes any *request* from any Mercy Corps employee, consultant or agent for anything of value from any company or individual in exchange for the employee, consultant or agents taking or not taking any action related to the award of a contract or the contract once awarded. It also applies to any *offer* from any company or individual to provide anything of value to any Mercy Corps employee, consultant or agent in exchange for that person taking or not taking any action related to the award of the contract or the contract.
- Conflicts of interests in the awarding or management of contracts
If a company is owned by, whether directly or indirectly, in whole or in part, any Mercy Corps employee or any person who is related to a Mercy Corps employee, the company must ensure that it and the employee disclose the relationship as part of or prior to submitting the offer.
- The sharing or obtaining of confidential information
Mercy Corps prohibits its employees from sharing, and any offerors from obtaining, confidential information related to this solicitation, including information regarding Mercy Corps' price estimates, competing offerors or competing offers, etc. Any information provided to one offeror must be provided to all other offerors.
- Collusion between/among offerors
Mercy Corps requires fair and open competition for this solicitation. No two (or more) companies submitting proposals can be owned or controlled by the same individual(s). Companies submitting offers cannot share prices or other offer information or take any other action intended to pre-determine which company will win the

solicitation and what price will be paid.

Violations of these prohibitions, along with all evidence of such violations, should be reported to:

<http://mercycorps.org/integrityhotline>

Mercy Corps will investigate allegations fully and will take appropriate action. Any company, or individual that participates in any of the above prohibited conduct, will have its actions reported to the appropriate authorities, will be investigated fully, will have its offer rejected and/or contract terminated, and will not be eligible for future contracts with Mercy Corps. Employees participating in such conduct will have his/her employment terminated.

Violations will also be reported to Mercy Corps' donors, who may also choose to investigate and debar or suspend companies and their owners from receiving any contract that is funded in part by the donor, whether the contract is with Mercy Corps or any other entity.

2.2 Tender Basis:

- All offers shall be made in accordance with these instructions, and all documents requested should be furnished, including any required (but not limited to) supplier-specific information, technical specifications, drawings, bill of quantities, and/or delivery schedule. If any requested document is not furnished, a reason should be given for its omission in an exception sheet.
- No respondent should add, omit or change any item, term or condition herein.
- If suppliers have any additional requests and conditions, these shall be stipulated in an exception sheet.
- Each offeror may make one response only.
- Each offer shall be valid for the period of [180 days] from its date of submission.
- All offers should indicate whether they include taxes, compulsory payments, levies and/or duties, including VAT, if applicable.
- Suppliers should ensure that financial offers are devoid of calculation errors. If errors are identified during the evaluation process, the unit price will prevail. If there is ambiguity on the unit price, the Selection Committee may decide to disqualify the offer.
- Any requests for clarifications regarding the project that are not addressed in written documents must be presented to Mercy Corps in writing. The answer to any question raised in writing by any offeror will be issued to that offeror. In some cases Mercy Corps may choose to issue clarifications to all offerors. It is a condition of this tender that no clarification shall be deemed to supersede, contradict, add to or detract from the conditions hereof, unless made in writing as an Addendum to Tender and signed by Mercy Corps or its designated representative.
- This Tender does not obligate Mercy Corps to execute a contract nor does it commit Mercy Corps to pay any costs incurred in the preparation and submission of proposals. Furthermore, Mercy Corps reserves the right to reject any and all proposals, if such action is considered to be in the best interest of Mercy Corps.

2.3 Supplier Eligibility

Suppliers may not apply, and will be rejected as ineligible, if they :

- Are not registered companies
- Are bankrupt or in the process of going bankrupt
- Have been convicted of illegal/corrupt activities, and/or unprofessional conduct
- Have been guilty of grave professional misconduct

- Have not fulfilled obligations related to payment of social security and taxes
- Are guilty of serious misinterpretation in supplying information
- Are in violation of the policies outlined in Mercy Corps Anti Bribery or Anti Corruption Statement
- Supplier (or supplier's principals) are on any list of sanctioned parties issued by; or are presently excluded or disqualified from participation in this transaction by: the United States Government or United Nations by the United States Government, the United Kingdom, the European Union, the United Nations, other national governments, or public international organizations.

Additional eligibility criteria, if applicable, are stated in section 3.2 of this tender package.

2.4 Response Documents

Offerors can either utilize the response documents contained in this tender package to submit their offer or they can submit an offer in their own format as long as it contains all the required documents and information specified by this tender.

2.5 Acceptance of Successful Response

Documentation submitted by offerors will be verified by Mercy Corps. The winning offeror will be required to sign a contract for the stated, agreed upon amount.

2.6 Certification Regarding Terrorism

It is Mercy Corps' policy to comply with humanitarian principles and the laws and regulations of the United States, the European Union, the United Nations, the United Kingdom, host nations, and other applicable donors concerning transactions with or support to individuals or entities that have engaged in fraud, waste, abuse, human trafficking, corruption, or terrorist activity. These laws and regulations prohibit Mercy Corps from transacting with or providing support to any individuals or entities that are the subject of government sanctions, donor rules, or laws prohibiting transactions or support to such parties.

3. Criteria & Submittals

3.1 Contract Terms

Mercy Corps intends to issue a **[Fixed Price]** contract to one or several company(ies) or organization(s). The successful offeror(s) shall be required to adhere to the statement of work and terms and conditions of the resulting contract. The anticipated contract is incorporated in Section 6 herein. By submitting an offer, offerors certify that they understand and agree to all of the terms and clauses contained in Section 6.

3.2 Specific Eligibility Criteria

Eligibility criteria must be met and the corresponding supporting documents listed below under “Tender Submittals” **must** be submitted with offers. Offerors who do not submit these documents may be **disqualified** from any further technical or financial evaluation.

Eligibility Criteria:

- The offeror must be legally registered
- The offeror must be in good standing with its governing tax authority
- Demonstration of being an eligible business under applicable laws and regulations, by including:
 - A brief outline of your organization and services offered, including:
 - ✓ Full legal name, jurisdiction of organization or incorporation and address of the company
 - ✓ Full legal name and country of citizenry of company’s President and/or Chief Executive Officer, and all other officers and senior managers of the company
 - ✓ Year business was established
- Demonstration of having a satisfactory record of performance and business ethics, by including one documents of each of the following:
 - Name and professional qualifications of personnel who would provide the services.
 - Names, addresses, phone numbers and email addresses of at least two clients of similar industry and scope of operations as Mercy Corps that can be contacted as references.

3.3 Tender Submittals

Documents and required information listed in tender submittals are necessary in order to support the eligibility criteria and to conduct technical evaluations of received offers (and due diligence). While absence of these documents and/or information does not denote mandatory disqualification of suppliers, the lack of these items has the potential to severely and negatively impact the technical evaluation of an offer.

Documents supporting the Eligibility Criteria:

- Legal Business Registration
- Latest Tax Registration Certificate
- Legal bank account (for payments made in bank checks or through bank transfers).

- Valid Company Registration
- Company Profile (maximum 2 pages)
- CVs of team member along with role they will be handling for this project implementation
- Budget Proposal
- Narrative Proposal
- Signed and stamped tender package

Documents to conduct the Technical Evaluation and additional Due Diligence:

- Company Profile, 2 page max [Required]
- References from previous work projects (including contact information) [Required]
- Key Personnel CVs, 3 page max per personnel

Price Offer :

The Price offer is used to determine which offer represents the best value and serves as a basis of negotiation before award of a contract. As a Fixed-Price contract, the price of the contract to be awarded will be an all-inclusive fixed price basis, either in the form of a total fixed price or a per-unit/deliverable fixed price. No profit, fees, taxes, or additional costs can be added after contract signing. Offerors must show unit prices, quantities, and total price, as displayed in the Offer Sheet in Section 4. All items must be clearly labeled and included in the total offered price.

Offerors **must** include VAT and customs duties in their offer (if applicable)

3.4 Currency

Offers should be submitted in: __USD _____

Payments will be made in: ____USD _____

3.5 Tender Evaluation (Trade-Off Selection Method)

Based on the above submittals, a Mercy Corps Tender Committee will conduct a tender evaluation process. Mercy Corps reserves the right to accept or reject any or all proposals, and to accept the offer(s) deemed to be in the best interest of Mercy Corps. MC will not be responsible for or pay for any expenses or losses which may be incurred by any Offeror in the preparation of their tender.

Evaluations will be conducted as described in the following subsections:

3.5.1 Scoring Evaluation

Trade-Off Method

Mercy Corps Tender Committee will conduct a technical evaluation which will grade technical criteria on a weighted basis (each criteria is given a percentage, all together equaling 100%). Offeror's proposals should consist of all required technical submittals so a Mercy Corps committee can thoroughly evaluate the technical criteria listed herein and assign points based on the strength of a technical submission.

Award criteria shall be based on the proposal's overall **"value for money"** (quality, cost, delivery time, etc.) while taking into consideration donor and internal requirements and regulations. Each individual criteria has been assigned a

Tender Package — Request for Proposal (RFP)



weighting prior to the release of this tender based on its importance to Mercy Corps in this process.

Offeror(s) with the best score will be accepted as the winning offeror(s), assuming the price is deemed fair and reasonable and subject to the additional due diligence in section 3.5.2.

When performing the Scoring Evaluation, the Mercy Corps tender committee will assign points for each criteria based on the following scale:

Point	Rationale
0	Not acceptable; has not met any part of the specified criteria
1-4	Has met only some minimum requirements and may not be acceptable
5	Acceptable
6-9	Acceptable; has met all requirements and exceeds some
10	Acceptable; has exceeded all requirements

Evaluation Criteria UID Platform	Weight (%)	Possible Points (1 to 10)	Weighted Score
	(A)	(B)	(A*B)
Technical Criteria: Includes the bidder's understanding of the service or procurement required, bidders' management plan, supplier's qualifications and bidders' overall resources. Does the supplier have the right qualifications (registration, insurance, experience)	10%	10	10
Price/Cost	40%	10	40
Previous experience in offering similar services. Experience demonstrated from evidence attached of previous similar contracts.	10%	10	10
Technical capacity of the staff who will offer customer support. Qualification and experience of the team that would be assigned to the project (implementation, customer service, training, ongoing, etc.) along with their role and responsibility	10%	10	10
Commitment to data security and beneficiary privacy: Company has strong controls and experience protecting client data and maintaining user privacy, including document security specifications and/or demonstrated stress testing results	10%	10	10
Ease and flexibility of configuration: System is quickly deployable If required, system has proven ability to easily integrate with 3rd parties, reporting/data visualization providers, and/or hardware (tablets/printers) Includes open APIs for various hardware or software integration Supports set-up of different types of vouchers (for example, value and	10%	10	10

Tender Package — Request for Proposal (RFP)



restricted commodity).			
Offline applicability: System is appropriate even for insecure environments with weak and intermittent mobile connectivity and limited access to electricity	10%	10	10
TOTAL POSSIBLE SCORE:	100%		100
Note: The best three firms will be invited for a demo, Decision for award will be a combination of both the score and the best demonstrated platform			
Evaluation Criteria Participants Management Platform	Weight (%)	Possible Points (1 to 10)	Weighted Score
	(A)	(B)	(A*B)
Platform that has a mobile application that enables the creation of case files, the update of the case files during follow up visits, data collection, multilingual support, multimedia, Complex decision support, lookup tables, user management, custom branding, and profiles	10%	10	10
Price/Cost	40%	10	40
System integration with third-party mobile data collection application and UID platform	9 %	10	9
User Management: User groups, Case sharing, Based access, Bulk user upload, based case sharing, organizing-based data export, user management restrictions and ability to set up user accounts for mobile users	5%	10	5
Ability to identify deduplication on the platform	9%	10	9
Commitment to data security and program participant's privacy	9%	10	9
Platform simplicity: The management platform is intuitive, efficient and easy to use by program staff – 9%	9%	10	9
Offline applicability: System is appropriate even for insecure environments with weak and intermittent mobile connectivity and limited access to electricity	9%	10	9
TOTAL POSSIBLE SCORE:	100%		100
Note: The best three firms will be invited for a demo, Decision for award will be a combination of both the score and the best demonstrated platform			

3.5.2 Additional Due Diligence

Upon completion of both the technical and financial evaluations Mercy Corps may choose to engage in additional due diligence processes with a particular supplier or supplier(s). The purpose of these processes is to ensure that Mercy Corps engages with reputable, ethical, responsible Suppliers with solid financials and the ability to fulfill the contract. Additional due diligence may take the form of the following processes (though it is not limited to):

- Reference Checks

4. Offer Form

Offerors must submit their own independent offer including at least (but not limited to):

- All documents requested in the “Eligibility Criteria” section of this Tender Package
- All documents requested in the “Tender Submittals” section of this Tender Package
- All information listed in the “Documents Comprising the Proposal” section below

All offers must be duly signed (including position and full name of the signer) and stamped, with the date of completion.

Documents Comprising the Proposal

The following information must be included in the offer of any potential offeror:

- ☐ **Cover Letter** explaining interest to be a contracted vendor or supplier, and the details of the Proposal. The content of the cover letter shall include the following information:
 - ☐ A detailed specification of the offered goods, services and/or works (Proposal)
 - ☐ Delivery time
 - ☐ Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for 180 working days)
- ☐ A Price Offer detailing the unit price only, using the **Price Offer Sheet** template provided in section 7
- ☐ Completed and signed Mercy Corps **Supplier Information Form** (template provided in section 7)
- ☐ Other important documents offeror feels need to be attached to support their proposal

The original proposal shall be signed by the offeror or a person or persons duly authorized to bind the offeror to the contract. Financial offer pages of the proposal shall be initialed by the person or persons signing the proposal and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the proposal.

5. Scope of Work/Technical Specifications

Participants Management Platform:

5.1.1 Background

Mercy Corps North-East Syria seeks to engage a web-based platform to support Program Participants Management, which will help in data sharing, tracking and monitoring of services provided to program participants over time across a number of NGO working within the same hub.

5.1.1 Scope of Work

The contractor's main task is to develop a Participants Management platform that would enable implementing agencies to track and refer participants at different levels across programs over time. Upon successful implementation of the pilot exercise in Hassakeh and Raqqa governorates, the participant management platform will be expanded to other hubs in Syria such as North-West HUB.

The Participants Management Platform should have the capability to:

- Be integrated (API access) with the Unique Identifier (UID) platform (that is already initiated by MC and other agencies), and mobile data collection applications such as ONA, Kobo, and or with any ODK application.
- App Features to include Data collection, multilingual support, multimedia, Complex decision support, lookup tables, user management, custom branding, and profiles.
- to include varied and customizable levels of access/permissions for team members that can be edited by administrators;
- to give access to partners to download entirety of data entered at the end of the contract or whenever Mercy Corps is required to do so;
- to include data retention allowing partners to store and delete information as required by its regulatory requirements (i.e. GDPR), such as retaining for life of contract unless otherwise deleted by client;
- Reporting and analytics: Pre-built report, scheduled email report, excel dashboard linking, case importer, report builder, Management
- Ability to identify de-duplication on the of program participants on the platform.
- to have system security maintained with a secure N-Tier design to allow its own isolated environment; firewalls; Intrusion Prevention systems; encryption with COMODO certificates protecting confidential data;
- User Management: User groups, Case sharing, Based access, Bulk user upload, based case sharing, organizing-based data export, user management restrictions and ability to set up user accounts for mobile users.
- to be a confidential and highly secure system that meets international standards for the European General Data Protection Regulations (GDPR);
- to have a customizable intake form to meet partner's needs, i.e. location, approximate time and date of case creation, beneficiary details, narrative entry for description of the case:
- Offline applicability: The system should be appropriate for insecure environments with weak and intermittent mobile connectivity.
- to have a landing page and intake form that is available in the preferred language of the field staff;
- to be easily configurable at point of initial set up with partners as well as in the future to meet changes in policy and workflow;

The details of each of the above mentioned deliverables will be provided for by the contractor in the Technical and Financial proposal.

For System Support:

- The participant management system will have an accessible customer support team, via email, phone, Skype or WhatsApp for troubleshooting and rapid response to issues with the system;
- The participant management system will have an account management inclusive of sufficient staff to provide assistance with implementation of system, training, and ongoing support.

The proposal will include answers to the following:

- What major system upgrades are upcoming and what will these upgrades achieve?
- What is included in the initial configuration and what is specifically customizable to Mercy Corps?
- How often are enhanced features deployed?
- What is the case management system roadmap?

Below are capabilities that are preferred (though not required) for each function.

- to have automated email ingestion for receipt of new reports from a designated partners email addresses;
- to migrate historical cases into the system, in order to track trends year over year;
- to be able to store a large volume of case files in an organized and indexed format within each report profile in the system;
- to include a highly interactive and adaptive dashboard, with snapshot data dashboard in addition to highlights of reports assigned to team members;

Unique Identifier Platform:

5.2.1 Background

Mercy Corps North-East Syria desires to engage the services of a web-based, interoperable, decentralized, block chain platform to support deduplication checks and data sharing among participating NGOs, the platform is open to all interested partners who buy into the idea and would like to explore the opportunity.

5.2.1 Scope of Work

Scope of Work

The contractor's main task is to develop an interoperable, multilingual Unique Identifier (UID) Platform that would enable implementing agencies to use agreed upon data points to identify deduplications and share caseloads. The Platform should be integrated with other mobile data collection applications (with priority integration with ONA, Kobo, Comcare and ODK). Drawing learnings from the UID platform, which was piloted in Hassakeh with four participating agencies, the scale up, will involve all agencies in NES Cash Working Group and to other hubs in Syria. Contractor will allow Mercy Corps to carry out an independent, periodic audit to ensure mobile application and Web platform are secured.

Features of Platform:

The UID Platform will be a decentralized, blockchain platform that supports agencies to organize and query data associated with a single participant or household and link that with a unique code. It will help track household or participant-level UIDs over the program lifecycle in a way that helps participants retain privacy. The UID is assigned

to a household or individual, and then be associated with their collected information over time. It serves as an anonymized verifiable point of linkage across datasets. The platform will help in the sharing of caseloads and Program Participants' Management. A computerized application that can work in the background of the existing data collections tools that are currently under use by the agencies (e.g. Ona, Kobo, CommCare, others), where there will not be a need to have a central database or access the agency's data.

Deliverables

The contractor shall deliver the following deliverables:

1. In collaboration with the Cash and Participants Management Specialist, lead the development of workflows and system design
2. Expand the project creation to include more attributes and activities like the number of rounds, sectors, and status.
3. A blockchain-based platform with increased privacy, transparency, and efficiency by utilizing the blockchain's concepts of a Public Ledger, Accounts, Transactions, Consensus.
4. Add Program Participants to the project including but not limited to distribution activities
5. Provide support to the field team during registration/upload of data from existing program participants list.
6. Collaboration with Dev. Society on establishing open APIs
7. Reporting and analytics: Pre-built report, scheduled email report, excel dashboard linking, report builder, Management.
8. User Management: User groups, Case sharing, Based access, Bulk user upload, based case sharing, organizing-based data export, and user management restrictions
9. Support in Data Cleaning and multi-lingual function. Correct all kinds of typos in the words, and make sure that regardless of the way the user writes the name, the system will capture it correctly and thereby increasing the system's ability to capture duplications.
10. Technical documentation and manual creation of the revised system.

6. Sample Contract

This is the anticipated contract. However, if required, additional terms and conditions may be added by Mercy Corps in the final contract.

Attachment 5 – Sample contract

7. Attachments to the Tender Package

Attachment 1 -Supplier Information Form template

Attachment 2 -Price Offer Sheet template

Attachment 3- Quality control plan

Attachment 4 A – SOW UID

Attachment 4 B SOW Participants Management Platform