



United Nations Population Fund  
Country Office in North Macedonia  
Jordan Hadji Konstatinov Djinot 23, Skopje  
North Macedonia  
Email: [procurement.mkd@unfpa.org](mailto:procurement.mkd@unfpa.org)  
Website: <https://northmacedonia.unfpa.org/>

Date: July, 7<sup>th</sup> 2023

## REQUEST FOR QUOTATION RFQ N° UNFPA/MKD/RFQ/23/002

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

### **“Web and Mobile Application Development for North Macedonia Autism Solution”.**

UNFPA requires the provision of web and mobile application development services for the final development of system components for a solution which increases the knowledge of Sexual and Reproductive Health, SRH, information for adolescents and young people on the Autism spectrum within North Macedonia. These services shall be utilized to optimize user interface and experience of the Android mobile application, update the Drupal based Content Management System, CMS, admin, optimize content synchronization and rendering, and update the content bulk uploading feature such that the solution is ready for use by end users.

#### **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 childbirth 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](#)

#### **II – Service Requirements/Terms of Reference (ToR)**

##### **Background**

YouthCONNECT represents a complete mHealth solution as a customizable framework and ready to deploy platform including a mobile application to run on Android smartphones and necessary backend infrastructure developed through a coordinated effort by the Innovation Secretariat and the Information Technology Solutions Office (ITSO) within UNFPA. Furthermore, the development of YouthCONNECT has not been a centralized initiative in Headquarters alone. Instead it has been built on the strengths and competencies of colleagues and other stakeholders across the organization through a participatory approach using community building and crowdsourcing as core values.

To date, over 10 country offices, individually or in coordination with UNFPA Regional Offices, are in the process of deploying, or have deployed, solutions based on YouthCONNECT. It is expected that this number will continue to grow as additional country offices adopt the methodology and software solution available in YouthCONNECT. The end goal being to have YouthCONNECT in use and adapted by every UNFPA country office to address the needs of adolescents and young people. YouthCONNECT will continue to draw from the



existing architectures and models and their related strengths and weaknesses, but also on new and emerging technologies given the fact that most existing solutions use outdated software that may also be proprietary.

The UNFPA North Macedonia Country Office has been identified as a partner in the development and testing of a solution which increases the knowledge of SRH topics for adolescents on the Autism spectrum which is adapted from the YouthCONNECT platform developed by UNFPA HQ. The target user groups include adolescents on the Autism spectrum with a range of functionality and demographic characteristics along with their parents, caregivers, and educators. Before the solution can be piloted and made available to target users, enhancements to the usability and functionality of the web and mobile applications are required.

The UNFPA North Macedonia Country Office has elected to outsource the services needed to complete the solution in the form of a contractual agreement (Purchase Order) in line with the UNFPA Procurement Procedures.

## 1. Required services

UNFPA requires services for:

1. **Web Application Development.**
2. **Mobile Application Development.**

## 2. Scope of Work

**Personnel resources shall be required to complete essential functions detailed in description of services in the relevant LTA between UNFPA and the Vendor. Additional specific items within the scope of work are provided below.**

### 2.1 Web Application Development

- Essential functions as detailed for Web Application Development services in conformance with relevant LTA between UNFPA and the Vendor;
- Implement changes to the Drupal based CMS to include:
  - Ordering of SRH Content Items must be maintained when selected as part of an SRH Story.
  - Refinement of the Content Author interface within the CMS to include:
    - Ease of use improvements when selecting profile characteristics and additional taxonomy terms.
      - The current UX/UI is cumbersome for content authors.
      - The UI should be simplified to reduce unnecessary scrolling and show only relevant taxonomy terms.
    - Ease of use improvements when linking individual SRH Content Items to SRH Stories.
      - The current interface does not allow for reordering.
      - Filtering of SRH Content items should be simplified
      - Author comments field should be displayed.



- List views and filters for content types need to have displayed fields updated to make locating content more user friendly. Content type list views shall, at minimum:
  - Display Author comments field where present
  - Display and allow filtering based on CSE Taxonomy when included in the content type.
- Correct any issues that are blocking synchronization of content with the mobile client application.
- Assist UNFPA Office with import of existing data. This shall include:
  - Develop method for Importation of existing content in bulk:
  - Assist UNFPA with transforming existing content in preparation for bulk import

## 2.2 Mobile Application Development

- Essential functions as detailed for Mobile Application Development in conformance with relevant LTA between UNFPA and the Vendor;
- Implement changes to the Kotlin based Android application to include:
  - Resolve issues with content synchronization
    - To include reduction of synchronization period;
  - Resolution of flow issues as the users navigate through the learning modules.
    - Applies to:
      - Pre-quiz, story, post-quiz sequence.
      - Flow between individual learning modules.
    - The app must incrementally save progress through the learning modules.
  - Presentation of content based on characteristics of the user limited to content which matches the profile of the adolescent currently learning through the app.
  - Refinement of the profile entry feature of the app
    - Progress when entering the profile should be stored incrementally.
    - Address issues with logic controlling which profile questions are presented to the user.
    - Option to add a personal photo(s) to an adolescent profile.
  - Refinement of the quiz feature to include:
    - Retaining progress on previously attempted quiz and record of successfully answered questions.
  - Progress reinforcement to adolescents prior to viewing a “story” and subsequent to it, pre and post tests.
  - Changes to the UI elements which provide reinforcement and encouragement to adolescents. This shall include:
    - Removing undesired elements from the Quiz UI
      - Quiz scores should not be displayed.
    - Updating the graphical reinforcement elements by incorporating audio and visual animations in the post-quizzes after each question is answered.
      - There is a known issue with the current gif format when the phone wakes.
  - Refinement of the UI for the SRH Story and SRH Content items, representing individual pages of a story, within the app to include:
    - Removal of unwanted text. only the icons for home, favorite and back option should be visible.



- Completion of the capture of passive and active metrics of application satisfaction, performance, and outcomes based on key indicators developed in consultation with the North Macedonia office and ITSO.
- In app assistance displayed to users, parents and caregivers as pop ups accessible through a “Helpful tips” button or similar.
- Option to download the story in pdf or word format.
  - All SRH Content items and quizzes in a single document
- Update or add FAQ section, Review, About Us and Contact section in the side menu.
- Provide users with an option which allows users to be able to choose whether to run the application in a demo mode which does not require profile information for the purpose of previewing functionality and content.
- Enables SRH content text to be rendered in audio format.

### 3. Work Requirements

#### 3.1 Deliverables

1. Work plans to include specific milestones.
2. Routine reports of progress and hours.
3. Technical documentation for work performed.
4. Supporting documentation for end user feature changes.
5. UI/UX mockups as required.
6. Documentation of test cases and results
7. Web application ready for User Acceptance Testing, UAT, with all changes described under “Scope of Work”
8. Mobile application ready for User Acceptance Testing, UAT, with all changes described under “Scope of Work”
9. All source code changes for Web and mobile applications with refinements based on feedback collected during UAT.
10. Web applications ready for deployment to the production environment with deployment instructions and all source code changes available on a UNFPA managed source code repository.
11. Mobile application ready to be submitted to the Play Store for publication along with all source code changes available on a UNFPA managed source code repository.

#### 3.2 Delivery of Work

Delivery date(s) and how the work will be delivered

1. Place where services are to be delivered
  - a. All work shall be performed off-site.
2. Delivery Dates
  - a. All work shall be completed no later than *30 October 2023*
  - b. UNFPA requires the following specific items be delivered in advance of the final completion date as follows.
    - i. 2 weeks in advance of UAT - CMS application ready and deployed to an environment to allow content authors to add content for UAT;
  - c. User Acceptance shall be coordinated and managed by UNFPA and performed according to the following time table.



- i. Duration: 7 working days.
- ii. Delivery of user feedback: User feedback Shall be provided to the Vendor no later than 3 working days subsequent to completion of UAT.
- d. Additional software application development milestones required by UNFPA shall be completed by dates agreed to by both the Vendor and UNFPA;
- e. Any changes to delivery dates must be agreed to in advance by UNFPA.

### **3. Method of delivery**

1. Software application code for web and mobile applications shall be delivered to online source control repositories managed by UNFPA ITSO.
2. Web and mobile software application code changes shall be delivered to online source control repositories managed by UNFPA ITSO no less frequently than upon reaching project development milestones or upon request for review.
3. All UI/UX mockups created by the Vendor supplied personnel resources shall be delivered to UNFPA ITSO electronically in standard formats;
4. Technical documentation created by Vendor supplied application developers shall be delivered in Microsoft Word format.

#### **3.3 Additional Work requirements**

##### **Place where services are to be delivered**

All work shall be performed off-site.

##### **Duration and working schedule**

UNFPA requires all Vendor supplied personnel resources to be available for consultations between 8 AM and 1 PM, EST, Monday through Friday on days when they are assigned to UNFPA tasks based on a schedule agreed to by UNFPA and Vendor.

Available work days of all personnel resources shall be specified and agreed upon by UNFPA and Vendor at the prior to commencement of work.

##### **Supervisory arrangements**

- All Vendor supplied personnel resources providing services shall report to the UNFPA Project Lead.

##### **Monitoring and progress control, including reporting requirements, periodicity format and deadline**

- Activities of Vendor supplied personnel resources related to YouthCONNECT applications and systems shall be monitored by UNFPA.
- Vendor supplied personnel resources shall be available for routine meetings, Monday - Friday, with the UNFPA Project Lead and business owners at a time agreed to by UNFPA and vendor supplied resources.
- Progress toward software implementation milestones and issues shall be documented and shared with UNFPA.



- Hours for all Vendor supplied personnel resources shall be reported to the UNFPA Project Lead weekly.

#### **App Maintenance and Support**

- The vendor shall include a maintenance section in their proposal to support and maintain the mobile app and web application for a minimum of 1 year
- Maintenance will include minor updates to the back-end, routine platform upgrades and patches.
- Any major change request after final submission and handover may not be included in the maintenance agreement and will be routed via a quoted invoice.

UNFPA reserves the right to approve any personnel providing services prior to assignment and request replacement of personnel resources should the personnel resources be determined by UNFPA to be unsatisfactory. Unsatisfactory performance shall include, but is not limited to, the criteria outlined below.

- Failure to deliver output in a timely manner based on agreed upon milestones and timeline.
- Failure to respond to communications in a timely manner. UNFPA expects responses within one business day..
- Failure to be responsive to input from UNFPA.
- Failure to adhere to UNFPA policies.

UNFPA shall notify Vendor of any unsatisfactory personnel resource performance. Vendor shall respond within 3 working days and make alternate personnel resources available no later than two (2) weeks from the original date of notification from UNFPA.

#### **4. Additional Instructions**

##### **Inputs/Services to be provided by UNFPA**

- UNFPA shall provide available requirements, design, and architecture documentation of existing software applications and systems to the Vendor as required.
- UNFPA shall work with Vendor supplied personnel resources to develop work plans.
- UNFPA shall provide access to UNFPA managed source code repositories to Vendor supplied personnel resources as required.
- UNFPA shall respond to any recommendations made by the Vendor regarding system or application changes and notify of acceptance.

##### **Billing**

The vendor may submit an invoice upon completion of all deliverables; the payment will be made by UNFPA North Macedonia Country Office, once UNFPA ITSO clears that all the provisions of the contractual arrangement (Purchase Order) have been satisfactorily met, as well as the issues raised during the testing of the software.

##### **Proposal Submission**



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Returned proposal must include scope of work proposed by the vendor, table indicating date vendor proposes key milestones desired by UNFPA can be completed(Refer to format below), and shall be returned no later than 14 days after receipt of the terms of reference.



## II. Questions

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

Name of contact person at UNFPA:	<i>kalajdjieski@unfpa.org</i>
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The deadline for submission of questions is 17<sup>th</sup> July 2023, 16.00 Skopje local time. Questions will be answered in writing and shared with all 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 must comply with the following:

- A bidder must be a legally-constituted company that can provide the requested services and have legal capacity to enter into a contract with UNFPA to 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 in a single email whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- b) Price quotation, to be submitted strictly in accordance with the price quotation form.

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

## 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: 23<sup>rd</sup> July 2023 (Sunday), 23.59 Skopje local Time <sup>1</sup>.

Name of contact person at UNFPA:	<i>Kristijan Angeleski</i>
Email address of contact person:	<i>procurement.mkd@unfpa.org</i>

Please note the following guidelines for electronic submissions:

<sup>1</sup> <http://www.timeanddate.com/worldclock/city.html?n=69>





- The following reference must be included in the email subject line: **RFQ № UNFPA/MKD/RFQ/23/002 – Web and Mobile Application Development for North Macedonia Autism Solution**. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- 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.

#### 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.

#### 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.

Criteria	[A] Maximum Points	[B] Points obtained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
Technical approach, methodology and level of understanding of the objectives of the project	100		30%	
Work plan/time scales given in the proposal and its adequacy to meet the project objectives	100		40%	
Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		20%	
Specific experience and expertise relevant to the assignment	100		10%	
<b>Grand Total All Criteria</b>	<b>400</b>		<b>100%</b>	



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
Exceeds 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

**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 the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

Financial score =	Lowest quote (\$)	X 100 (Maximum score)
	Quote being scored (\$)	

**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.

Total score = 70% Technical score + 30% Financial score
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**VII. Award Criteria**



In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract 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 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 treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint directly to the Chief, Supply Chain Management Unit at [procurement@unfpa.org](mailto: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).



## PRICE QUOTATION FORM

<b>Name of Bidder:</b>	
<b>Date of the quotation:</b>	<a href="#">Click here to enter a date.</a>
<b>Request for quotation N°:</b>	UNFPA/MKD/RFQ/23/002
<b>Currency of quotation:</b>	Macedonian Denar/MKD
<b>Delivery charges based on the following 2020 Incoterm:</b>	Choose an item.
<b>Validity of quotation:</b> <i>(The quotation shall be valid for a period of at least 3 months after the submission deadline.)</i>	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes. Vendor shall submit a quoted rate for both lots as indicated on the Price Schedule.

Item	Description	Quantity	Unit	Price per unit	Total
1	<b>Web Application Development.</b>	1	Lump sum		
2	<b>Mobile Application Development</b>	1	Lump sum		
<b>Total Contract Price</b>					MKD

*Vendor's Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/MKD/RFQ/23/002 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.

	<a href="#">Click here to enter a date.</a>	
Name and title	Date and place	



## DECLARATION FROM

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

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

<sup>2</sup> "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.



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.	<input type="checkbox"/>	<input type="checkbox"/>
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.	<input type="checkbox"/>	<input type="checkbox"/>
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 ( <i>creating a shell company</i> ).	<input type="checkbox"/>	<input type="checkbox"/>
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) ( <i>being a shell company</i> ).	<input type="checkbox"/>	<input type="checkbox"/>

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:

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Date:

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Name and Title:

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Email: [procurement.mkd@unfpa.org](mailto:procurement.mkd@unfpa.org)  
Website: <https://northmacedonia.unfpa.org/>

Name of the Company:

UNGM №:

Postal Address:

Email:

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**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: [English](#), [Spanish](#) and [French](#)