Terms of Reference

Website Design and Fund Management System

Project Name: SNV Energy Portfolio Mozambique

Implementing Organisation: SNV Netherlands Development Organisation

Donors: United Kingdom through its Foreign, Commonwealth and Development Office (FCDO) and Sweden through the Swedish International Development Cooperation Agency (Sida).

SNV is a non-profit international development organisation. Founded in the Netherlands 50 years ago, we have built a long-term local presence in 39 of the poorest countries in Asia, Africa and Latin America. We believe that nobody should live in poverty. We are dedicated to supporting a society in which all people, regardless of race, class or gender, have the freedom to pursue their sustainable development. Our focus is to increase people's income and employment opportunities in productive sectors, such as agriculture, as well as improving access to basic services, such as energy, water, sanitation and hygiene.

SNV requires a service provider to upgrade and maintain the BRILHO Programme website and supply an online tool/platform to manage and monitor SNV's Energy Portfolio without limitations on the accounts and number of supported initiatives.

This Terms of Reference describes the scope of work and deliverables.

Scope of work:

These TORs are divided in two sections:

1. BRILHO Website upgrade and maintenance
2. SNV's Energy Portfolio Fund management system

Section 1 – Website upgrade and maintenance

The BRILHO website (www.BrilhoMoz.com) was developed back in 2019. The content management platform is Craft CMS. However, now it requires to be upgraded from the 3.x to the latest support version 5.x to secure its safe hosting. This service must include the costs for domain fees, SSL certificate, licenses and CMS until the end of 2026.

Section 2 – Fund Management System

Objective:

The system should include the following three mandatory functions:

a. **Online application, evaluation, contracting and grant fund management**
- API integrating applicant login from an external website - Registrations and logins are integrated into designated websites, and the option for the applicant to login directly to online management platform should be available.

- User-configurable call for proposals process.

  o Multi-stakeholder customized application platform for Concept Notes/Expression of Interest and Full Proposal submission by the applicant.

  o Ability to segment applicants according to call phases.

- Bulk and automated communications features for all applicants.

- Data should be centralized while maintaining a live, continuously updated database that can be accessed by all stakeholders – each with specific levels of data access permission.

- Investee's should be able to upload and submit their payment claims for disbursement requests.

- Data to be tagged with metadata to track key information, such as the submitting company, the date data was submitted, the facility it was submitted to, and the status of the claims submission it was part of. The data structure should provide essential audit trails, flexible analytics, and rapid resolution of issues.

- The database should combine Claims data from varied sources, collecting pre-specified demographic data points along with sales information. Sales data with PAYGO and CG and/or RBF payment data should be combined along with energy consumption data (when available), to track the energy and payment data affiliated with each Solar Home System, Electric stoves and Mini-grid Connection.

b. **Programme Management Features**
- Deployment of customized portal, designed to match branding guidelines.

- Web-based interactive Gantt-type tool for the management of tasks.

- Customisable email notifications for the management team with logging and tracking of communications.

- User Management, including customizable roles and permissions.

- Customized sessions and dashboards to manage portfolio of funded projects.

- Direct support channel within the online management platform.

c. **Monitoring and Evaluation**
- API for retrieving data for data visualizations directly from the online management platform.

- User configurable drag & drop widget-based dynamic dashboard

- Digital Drag & Drop form builder

- The platform must have a set of features specifically for facilitating Independent Verification of connection and payment data. Verification results should be ingested into the platform and joined with original sales data to maintain a comprehensive database of all claims information across the claims process.

- Integration with PayGo platforms used by the MDF investees should be made possible by providing an open API and the required support/guidance that will allow companies to integrate with the system. It should provide the option to automatically approve connections that have delivered electricity to end users.

- The platform should have a customized feature that allows stakeholders to securely access the verification results and understand the ongoing status and impact of their Business Initiative (BIs);

- SNV administrators should have access to intuitive data analytics tools to review and analyse Claim disbursement data provided by companies.

- Ensure Data quality – the platform should have built (customised if necessary) a variety of automated checks throughout the workflow to identify and limit common data quality problems. Data cleaning and validation features should be continually updated as the platform processes thousands of new claims each quarter, identifying new types of data quality issues that can arise;

- Data validation fields;

- Provide customized analytical dashboards for the programme according to SNV Energy MEAL requirements. The dashboards should allow to track impact metric, monitor ongoing progress of the program, support grant disbursements, and meet KPI reporting requirements.

- User configurable widget based dynamic dashboard;

- Ability to add libraries to the forms;

- Customized, branded reports should be automated and printed directly from the platform;

- PDF Form Export;

- Digital Results Framework - the ability to create a digital results framework for the programme and funded BIs.

Format:

- The fund management system should be customised to satisfy Energy portfolio needs.

- The fund management system should be designed taking into consideration that it may be accessed via mobile phone and with low bandwidth and, at the same time, be responsive and fast.

- The fund management system should be bilingual (Portuguese and English);

- The fund management system should follow SNV's visual identity and colour palette.

- The fund management system should comply with EU General Data Protection Regulation.

- The fund management system should be user-friendly designed taking into consideration usability and utility. It should be aesthetically pleasing and functional at the same time.

- The access rights to the system should be customisable or adjustable.

- The fund management system should allow for built-in audit trail policies and dashboards of the entire operation to guarantee transparency and promote good governance.

- The system's collaboration features should allow to work and communicate across stakeholders and organisations.

Deliverables:

A hosted service system that is customised to SNV's needs. The delivery should include system provisioning, initial consultations, setup and training for the team, technical support.

- Hosted service system including all future updates to the portal.
- Plan for SNV Mozambique to use the system to its full potential.
- Setup of the system in English and Portuguese;
- On-site training of the SNV Mozambique Energy team.
- Technical hosting and maintenance;

Timeline

The system is required to be fully operational at the latest by February 28th 2025.

Requirements qualifications and eligibility

Offerors must be an organization or firm legally registered and certified to provide such Services in Mozambique by submitting the company legal registration documents. To be considered, the candidate must have at least 5 years of experience on the market by providing equal or similar services.

Quotation and proof of experience of:

- Experience in website design and online platform development, ideally focused on social business.
- Experience in setup and customization of fund management systems.
- Proven track record in delivering at least 5 competitive and non-competitive grant management projects
- A minimum of 2 references from previous projects.
- Technical knowledge of functionalities to optimize the user experience on digital platforms
- Experience in SEO and Google analytics.
- Explanation of how the web and system developer complies with EU General Data Protection Regulation.

By submitting an offer in response to this request, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the Mozambican Government. SNV will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the SNV or its Donors.

Evaluation and award criteria

The award will be made to a responsible offeror whose offer is the most responsive to the tender, meets the eligibility requirements, and meets or exceeds the minimum required technical specifications, and is judged to be the best value based on a lowest-price, technically acceptable basis.

An evaluation committee will be designated to review each proposal. SNV will be the sole judge of the proposals submitted under this tender. SNV reserves the right to accept or reject any or all offers, and to cancel the tender process and reject any or all offers for any reason at any time prior to award of the Service Agreement, without thereby incurring any liability to the affected bidder or bidders. During the evaluation, the bidder may be requested to supply additional information in writing concerning content and/or to clarify points in their responses.

The bidder shall bear all costs associated with the preparation and submission of its bid, and SNV will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this tender, an offer may be deemed "non-responsive" and thereby disqualified from consideration. SNV reserves the right to waive immaterial deficiencies at its discretion.

Best-offer proposals are requested. It is anticipated that award will be made solely on the basis of these original proposals. However, SNV reserves the right to conduct any of the following:

- SNV may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this tender.
- SNV may cancel this tender at any time.
- SNV may reject any and all offers, if such action is considered to be in the best interest of SNV.

All complete proposals will be evaluated by SNV personnel according to the following criteria:

Proposal	Criteria	Weight (%)
Mandatory Requirements	Registration document completeness. Inability to demonstrate valid required documentation will result in exclusion of the application from further consideration.	Yes
	Completeness of the application package. Applications not providing complete a narrative proposal, workplan, organization chart, table to personnel and budget will be excluded from further evaluation.	Yes
Technical evaluation	Narrative proposal describing approach, strategy, training tools that will be used to develop the services, including detailed activity plan with tracking milestones to be delivered in line with the ToR herein	20
	Workplan quality and feasibility of described works v. activities-deliverables of the assignment	10
	Organisation profile and portfolio including references to similar assignments that demonstrate the knowledge of the services as detailed in the ToR	20
	Key persons to be engaged in delivery of the assignment with explicit reference to each personnel's specialisation of work, roles in the assignment, number of days of work foreseen, and daily fee per topic of activity	20
Financial evaluation	Budget detail of costs for delivery of the assignment (including travel, events, materials, mentors, and other costs including all relevant taxes: IVA and withholding taxes as applicable)	10
	Proposed Price/Cost vs budget availability. Value for money	20
	Total (%)	100

Anticipated period of performance

The anticipated period of performance for this scope is approximately 48 months, commencing from the day of contract signing with performance evaluation on October 2026 to confirm or reject continuity of services depending on program needs, funds availability and satisfactory performance.

Price Offer

The per-unit pricing in proposals in response to this request must be priced on a fixed-price, all-inclusive basis, including delivery, taxes, duties, VAT, Withholding taxes and all other costs. Pricing can be presented in Mozambique Meticais, USD or EUR. Offers must remain valid for not less than ninety (90) calendar days after the offer deadline. Offerors are requested to provide proposals on official letterhead or format.

Reporting line

- The service provider reports to the Energy Sector Leader / BRILHO Team Leader who shall approve and supervise the scope of the work.
- The Energy Sector Leader / BRILHO Team Leader or its designated shall be responsible for checking that the deliverables are in line with the quality required by SNV

Payment terms

All payments are to be done upon services delivery.

Key compliance issues

- The service provider will adhere to the following SNV's policies regarding:
  - Safeguarding
  - Code of Conduct
  - Fraud, Bribery and Corruption

Proposals Submission and Deadline

All proposals must be submitted no later than **2024 December 15th 11h59PM** Maputo time, through e-mail: mozbid@snv.org ; subject: "**BRILHO Website and Fund Management System".**

Note: Only proposals meeting the minimum requirements in accordance with the Terms of Reference will be accepted, and only shortlisted candidates will be contacted at each stage of the proposal's evaluation.

Complete feedback will be provided only to candidates who are pre-selected and may be invited for an interview during the proposal evaluation stage.