

Request for Proposal

**Project Match**

December 20, 2017

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# General Information

## **Purpose**

The purpose (or intent) of this RFP is to solicit competitive, sealed, proposals to establish a contract for the (lease, purchase, development, management, etc.) of a custom case management and data collection platform for the IRC.

## **Overview**

The International Rescue Committee (IRC) responds to the world’s worst humanitarian crises and helps people to survive and rebuild their lives. Founded in 1933 at the request of Albert Einstein, the IRC offers lifesaving care and life-changing assistance to people forced to flee from war or disaster. At work today in over 40 countries and in 22 U.S. cities, we are a distributed, global organization. Our program work is broken into two main areas: US Programs, which works to resettle refugees fleeing crisis who are in the United States, and International Programs, which works around the world in areas facing crisis

In Project Match, we aim to provide jobs to in Jordan to Syrian refugees and vulnerable Jordanians. Currently, the labor market is not functioning as it should, and vacancies go unfilled despite local populations’ interest in working. A lack of information – both for firms and for job seeker – is a problem that can be solved by algorithmically matchmaking job seekers to firms, and enabling on-the-ground employment brokers to use technology to match-make more effectively, as well as respond to the case management needs of job seekers and firms throughout the process.

## **Deadlines**

Bids must be in place by Friday, February 2nd. The scheduled process will proceed as follows:

1. RFP release and posting on **Jan 5th**
2. Notification of intent to bid no later than **Jan 12th**
3. Question and answer period, **Jan 5th -**  **Feb 2nd**
4. Vendor selection on **Feb 9th**

## **Delivery**

Bids may be sent to IRC’s Global Supply Chain department ([Christopher.Lapidus@rescue.org](mailto:Christopher.Lapidus@rescue.org)), or to program staff at the Airbel Center ([Grant.Gordon@rescue.org](mailto:Grant.Gordon@rescue.org), cc’ing [Natan.Last@rescue.org](mailto:Natan.Last@rescue.org) and [Eva.Kaplan@rescue.org](mailto:Eva.Kaplan@rescue.org)).

## **Method of Payment**

Bidders should enumerate approximate dates of design and coding milestones. IRC will render payment upon the successful completion of project milestones.

## **Currency and Language**

All proposals must be submitted in English, with pricing provided in U.S. Dollars.

## **Term**

The contract resulting from this RFP will commence upon IRC’s signing of the contract; the termination period of the contract will be proposed by potential suppliers. IRC anticipates a 3 month project timeline, with details of renewal negotiated in the final contract.

## **Anti-Terrorism**

The bidder acknowledges that United States Executive Orders and Laws, including but not limited to E.O. 13224 and P.L. 107-56, prohibit transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. It is the legal responsibility of the bidder to ensure compliance with these Executive Orders and Laws.

## **Conflict of Interest**

By submitting a response to this RFP, Bidder warrants that, to the best of its knowledge, no IRC employee, officer, consultant or other party related to IRC has a financial interest in the Bidder’s business activities. Discovery of an undisclosed Conflict of Interest situation will result in immediate disqualification of the bidder and disqualification of bidder from participation in future IRC RFP processes.

## **Cancellation**

IRC reserves the right to cancel this RFP at any time prior to award, without penalty.

## **Bid Validity**

The vendor’s submitted proposal must be valid for acceptance by the IRC for a period of 90 days from the due date set for RFP receipt.

## **Contact Guidelines**

To ensure fair consideration for all bidders, IRC prohibits communication to, or with, any IRC employee during the RFP process, with the exception of those questions related to interpretation of specifications or the proposal process. Any non-related communications initiated by a bidder may be grounds for disqualifying the offending bidder from further participation in this, or future, IRC RFP processes.

Please direct inquiries to [Christopher.Lapidus@rescue.org](mailto:Christopher.Lapidus@rescue.org) cc’ing [Daniel.Coughlin@rescue.org](mailto:Daniel.Coughlin@rescue.org), [Eva.Kaplan@rescue.org](mailto:Eva.Kaplan@rescue.org) and [Grant.Gordon@rescue.org](mailto:Grant.Gordon@rescue.org).

# Method of Evaluation and Award

## **Evaluation Criteria**

The IRC reserves the right to accept or reject any or all bids and to accept the bid deemed to be in the best interest of the IRC and is not bound to accept the lowest price bid submitted.

The responses shall be evaluated by a committee of no less than three IRC staff members. Selection criteria will include:

* The background and experience of the Vendor in working with international non-profit organizations and the quality of services performed
* Reasonableness/competitiveness of proposed compensation for services.
* The Vendor’s responsiveness and compliance with the RFP requirements
* The Vendor’s ability, capacity and skill to fully and satisfactorily provide the services required in this RFP, specifically:
  + The Vendor’s experience in specifically building job platform-related tools
  + The Vendor’s familiarity in and experience with user-centered design
  + The Vendor’s ability to integrate with or build on existing data collection tools, such as ODK-based resources
* Additional criteria as determined by evaluation committee

## **Negotiations**

IRC may, in its best interests, elect to enter into negotiations with the apparent responsive and responsible bidder.

# Proposal Response

## **Cost to Prepare**

All costs related to the preparation and submission of this RFP shall be borne by the vendor. Under no circumstances shall the IRC be liable for any costs.

## **Format**

Bids must be submitted as Word documents, and include (1) cost breakdowns for delivery (section 4.1), including number of staff dedicated to the project, (2) explanations of relevant projects in relevant contexts, particularly (3) 2-3 wireframes or images of previously-designed case management software, and finally (4) description of the frameworks and programming languages the relevant staff will primarily use.

# Technical Specifications

## **Specifications or Scope of Work**

IRC is seeking to develop a job matching platform to connect job seekers to job opportunities with a special focus on firms located in SEZs and with a large market in European exports. The tool will be open source, will work in Arabic and English, and will have online/ offline functionality. There are four primary functionalities:

1. **Case management:** Building on existing practice, develop user-friendly tool to enable field staff to easily collect information from job seekers and employees, provide job match information to job seekers and employees in real time, and to track progress of all parties over time.
2. **Job Matching:** At the heart of the tool is a job- match algorithm which synthesizes data from job seekers and data from employers to provide strong jobs matches.
3. **Research:** The tool will allow for rapid testing of new interventions by tracking key indicators over time as well as the ability to push multi-arm randomizations across the platform.
4. **Accountability:** The tool will allow management to have an easily accessible “bird’s-eye-view” of program operations and progress towards strategic goals.

IRC will contract a supplier for a **design phase,** in which the specs on a minimally-viable product (MVP) will be drawn up and built. The high-level business requirements below are for a short, iterative process that gets us to an MVP; as per current best practices, the MVP will be reviewed by the team and direction for possible future work, including a fuller build, will be agreed on.

Design needs:

* Support in overall product management, including in particular using human-centered design methodologies to ensure excellent usability of final product.
* Work with IRC internal staff, in particular Employment Service Officers and Employment Service Senior Officers to ensure usability of final product, including case management and data collection.
* Work with IRC internal staff, in particular platform specialist and research specialist to ensure that data collection/ information flow is able to structure the research flow, analytics, and algorithmic design.
* Work with key IRC external partners, including the ILO, to ensure that any tool development adds value and can integrate with existing efforts in the jobs space, and does not needlessly replicate other technology tools currently being developed in Jordan.
* Design dashboard view of data for use by management.

Development needs

* In Support the development and roll-out of an MVP using open-source technology to finalize forms and information flow within 1 month of partnership as a basis for continued iteration and design; likely to be built on top of existing ODK software, or other open-source software that can be easily adapted.
* Build front-end, back-end and dashboard view according to design specifications.

Training needs:

* Support the rollout of the tool to relevant staff through written manual and in-person training.
* Support code-handover to relevant staff at IRC through written manual and in-person training.

MVP needs:

* A series of table-based intake and follow up forms for job seekers and employers
* All forms flow into a structured database that facilitates fast querying
* Matching algorithm that connects job seekers with job openings and provides recommendations to internal staff that can then be communicated to job seekers
* Job seeker output / reporting system (i.e., top matches for a given job seeker)
* Job opening output / reporting system (i.e., top matches for a given job opening)
* Ability for forms to function offline.
* Ability to implement randomization schemes across the software for internal staff to implement
* Tablet- or web-based follow-up forms that connect to individuals and employers through unique identifiers
* Ability to track job seekers, employers, and matches for M&E.
* Bilingual interface

## **Project Management**

Suppliers agree to (1) weekly progress check-ins with IRC staff based out of the Jordanian Employment Hub, and (2) monthly steering committee meetings with high-level project staff to input into the direction of the project and iterate on progress to-date. Software development vendors also agree to periodic check-ins with IRC software engineering and information security teams to learn about and incorporate IRC’s standards and practices where feasible. Vendors should be prepared to do code reviews with IRC software engineers.

# Supplier/Provider Requirements

## **Mandatory Requirements**

Mandatory requirements are evaluated on a pass or fail basis. The bidder must provide the following mandatory information:

* Ability to work in Jordan (visa or proof of local office)

## **Supplier/Provider Organization**

The bidder should outline their organization and describe how this qualifies the organization to be responsive to the requirements of the RFP. Examples might include their company size, customer service structure, number of employees, technical licenses/certifications, etc. relative to the goods or service being offered.

## **Supplier/Provider Qualifications and Experience**

The bidder should describe their organizational and staff experience providing similar goods or services as described in the RFP, specifically with regard to experience in designing job platforms and engaging in upfront, user-centered design phases. The information should be provided in sufficient detail to demonstrate their ability to perform the functions outlined in the RFP.

## **References**

The bidder must provide full contact information for two references, preferably NGO clients.

# Cost/Price Proposal

Bidder must provide rough costing breakdowns on the following dimensions:

1. Number of staff dedicated to project
2. Staff’s hourly rates
3. Costs to travel to Jordan for design phase
4. Cost to develop minimally-viable product as well as cost to develop full system
5. Approximate cost per design or coding milestone