REQUEST FOR PROPOSALS

Cambodia Australia Partnership for Resilient Economic Development (CAPRED) Program	
RFP Number	RFP24-038
Project Name	G-PSF Management Information System (G-PSF MIS) Feasibility Study
Domain Name	G-PSF Hub
Application Closing Date	5 pm (Phnom Penh Time), 06 January 2025
Assignment Duration	February-May 2025 *(Commencement date as soon as possible)*

1. Background

Cambodia Australia Partnership for Resilient Economic Development (CAPRED) is Australia's flagship bilateral economic development facility in Cambodia. Funded by the Department of Foreign Affairs and Trade (DFAT) and implemented by Cowater International, CAPRED focuses on supporting inclusive economic recovery and boosting resilience and sustainability over the next five years from 2022 to 2027. CAPRED adopts a mix of a programmatic and facility model. The facility model allows CAPRED to flexibly tackle a range of emerging inter-related public and private sector constraints and opportunities to promote resilient, inclusive, and sustainable growth (RISE) across different sectors.

CAPRED is supporting the Cambodian Government – Private Sector Forum (G-PSF). The G-PSF is Cambodia's peak multi-stakeholder platform for fostering dialogue and partnerships between the RGC and the private sector. Established in 1999, the G-PSF plenary is chaired by the Prime Minister. G-PSF comprises sixteen (16) Working Groups (WGs). These WGs are co-chaired by a government minister and a representative from the private sector. The Council for the Development of Cambodia (CDC) is the main Royal Government of Cambodia (RGC) secretariat whereas the Cambodian Chamber of Commerce (CCC) is the private sector's secretariat. Other stakeholders include Business Membership Organisations (BMOs) in the respective sectoral WGs of G-PSF.

CAPRED has been supporting the G-PSF tracking system with online functions of a database that deploys Microsoft Excel. There is an emerging demand for upgrading from the current system to a G-PSF Monitoring and Evaluation system that is online, comprehensive, and has interactive interfaces.

As part of its planned technical support to CDC, CAPRED is embarking on the development of a web-based database and dashboard using the Management Information System (MIS) for G-PSF. It is expected that a completed MIS G-PSF system in the near future will serve for the purposes of monitoring, evaluation and reporting the progress and outcomes of G-PSF WGs and plenary. The system will be serving the purposes of monitoring the implementation of government's response to private sector's requests through the G-PSF WGs meetings and plenary. Additionally, the system will be designed for enhancing communication and coordination among stakeholders including the RGC, private sector, development partners, and the public.

The MIS G-PSF Monitoring and Evaluation will be serving the users of multistakeholder. By providing a user-friendly platform and to fit user's purposes and G-PSF objectives, the system will be designed with inputs from the future users.

Prior to development a system for serving multi-stakeholder and serving the main objective of G-PSF, a Feasibility Study is needed to understand the demands, roles and responsibilities of stakeholders in using the system. This feasibility study will deliver actionable insights to guide decision-making and ensure the MIS development aligns with G-PSF's strategic goals, providing a reliable foundation for enhancing government accountability, transparency, and collaborative impact.

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2. Purpose and Scope of Works

CAPRED seeks to engage a consulting firm to conduct a Feasibility Study on a G-PSF MIS for the Monitoring and Evaluation of G-PSF.

The objective of the feasibility study for the **G-PSF Management Information System (MIS)** is to comprehensively assess the technical, operational, financial, and organisational viability of developing an integrated MIS to enhance tracking, management, and reporting within the Government-Private Sector Forum (G-PSF). This study will ensure that the MIS supports the Council for the Development of Cambodia (CDC) in executing effective government-private sector collaboration. Specifically, the study should cover key outcomes as follows:

1. **Evaluate System Requirements**: Identify the specific needs of G-PSF stakeholders or users of the system, including functionalities to track government commitments, facilitate private sector validation, and measure the impact of implementation.

2. **Provide MIS Options**: Explore and present viable MIS options that align with G-PSF's operational needs and strategic goals, enabling CDC to select and implement a system that best meets its requirements for usability, scalability, and long-term sustainability. The system needs to be able to handle both Khmer and English Language.

3. **Define Business Processes for G-PSF**: G-PSF stakeholders include the Council for the Development of Cambodia (CDC), the Cambodia Chamber of Commerce, line ministries and private sector co-chairs and key members of the G-PSF Working Groups. Following the consultations with stakeholders, define core business processes within the G-PSF to create a streamlined, efficient workflow in line with established G-PSF procedures. This will ensure the MIS supports an accurate and structured approach to tracking processes and manage the system.

4. **Assess Technical Feasibility**: Identify the technical specifications, challenges, and propose suitable technologies for a secure, scalable, flexible, and customized and user-friendly MIS.

5. **Examine Financial Viability**: Conduct a cost-benefit analysis, estimating development, implementation, and maintenance costs through improved efficiency, accountability, and transparency.

6. **Analyze Operational Feasibility**: Assess the capacity and readiness of G-PSF staff, stakeholders, and private sector participants to adapt to the MIS environment. Identifying training and support needs for effective adoption and usage of the proposed MIS.

7. **Ensure Compliance and Data Security**: Outline data security and compliance requirements to ensure the MIS adheres to relevant data protection regulations, supports secure access, and protects sensitive information.

8. **Provide Implementation Recommendations**: Develop an implementation roadmap, including phased milestones, timelines, and key performance indicators (KPIs) to monitor success and achieve a smooth transition.

3. Requirements

3.1. Key Tasks and Activities

The main stakeholder in this study is the Council for the Development of Cambodia (CDC). Outreach will include the line ministries of the Royal Government of Cambodia and private sector members of the G-PSF Working Groups. The selected consulting firm will provide technical assistance to CAPRED and CDC to perform the following five main tasks, adhering to the noted development cycle phases and activities.

The stages of the consultancy are as follows.

- Desk reviews and analysis

- Conduct consultations with stakeholders as part of the Feasibility Study
- Develop a proposal for the development of the G-PSF MIS system with detailed work plans and options
- Submit a preliminary feasibility study report
- Development of the system prototype or ability to demonstrate how the G-PSF MIS would look.
- Submit an assignment completion report.

3.2. Key Deliverables

There are a certain number of deliverables as the following:

No.	Key deliverables	Expected dates
Deliverable 1: Desk Reviews and Workplan		
1	Desk review of the G-PSF mechanism and existing documents	February 2025
2	Inception Meeting with CAPRED and CDC	February 2025
3	Develop a detailed feasibility study work plan	February 2025
4	Develop a questionnaire for consultations with G-PSF	February 2025
Deliverable 2: Consultations with G-PSF Stakeholders		
1	Conduct consultations with G-PSF Stakeholders	March 2025
2	Provide a preliminary report from the consultations	March 2025
Deliverable 3: Presentation of Findings from the Feasibility Study		
1	• A presentation on findings from the Feasibility Study and suggested options for G-PSF MIS for Monitoring and Evaluation. • The proposed options should include proposed systems with a detailed work plan and budget, including detailed workflow mapping, hardware and software requirements specifications, budget, and timeframe implications for G-PSF MIS development. • The proposed options should include data entry methodology, workflows, and pricing. • The consulting firm should propose Technical and operational considerations for each option that are proposed as a result from the Feasibility Study. • The result from the Feasibility Study should offer a clear guidance and roadmap as next steps to move forward.	March 2025
2	• After endorsement from CAPRED and CDC on a selected MIS, develop and submit a Term of Reference (TOR) for recruitment of an MIS developer firm.	April 2025
Deliverable 4: Final Feasibility Study Report		
1	• Develop a final feasibility study report. • After presenting and endorsing deliverable 3, the final report is developed based on the comments and feedback from CDC and CARPED.	April/May 2025
2	• Develop and present a final phototype of G-PSF MIS from the start	May 2025

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All deliverables need to meet the satisfaction of the CDC and CAPRED.

4. Qualifications or Specialized knowledge/experience required.

This task requires multidisciplinary skillsets, expertise, and experience. The consulting firm shall have personnel within the team with the following qualifications.

Education:

- At least a bachelor's degree in Computer Science, Management Information System, Information technology, or similar.

Experience:

Essential:

- Management Information System: Proven experience in developing an MIS system that fits multiple users.
- Database Management: Proven experience in designing, implementing, and optimising large databases.
- Web Development Expertise: Proven experience in developing, launching, and maintaining large-scale web-based MIS platforms or similar projects.
- Multilingual Support: Experience in designing and implementing websites with multilingual support, preferably in English and Khmer.
- User Experience (UX) & User Interface (UI) Design: A strong portfolio demonstrating user-centric design thinking and execution.
- Accessibility Standards: Proven expertise in building web solutions that adhere to internationally recognised accessibility standards.
- Security: Demonstrable experience in ensuring the security of web platforms, particularly those that handle sensitive information.
- Familiarity with beneficiaries: experience working with public and private counterparts in Cambodia, preferably the Council for the Development of Cambodia, the Cambodia Chamber of Commerce, and International and domestic business organisations or associations.

Desirable:

- Experience in supporting development projects in investments and policy frameworks.
- Experience in developing similar interactive MIS products that fit multiple users in multilingual functions or similar products.
- Experience in conducting a Feasibility Study of an MIS product or similar projects.
- Experience in facilitating and organising consultative meetings with multistakeholder in similar projects.

Technical competencies:

- Frontend Technologies: Proficiency in modern frontend technologies and frameworks.
- Backend Technologies: Expertise in backend development using languages and frameworks.
- Database Management: Mastery over relational databases like MySQL, or Microsoft SQL Server, etc.
- Application Programming Interface (API) Development: Expertise in developing and optimizing APIs.
- Version Control: Proficiency with version control tools like Git.
- Hosting & Deployment: Familiarity with web hosting solutions, both traditional and cloud-based (e.g., AWS, Azure, Google Cloud).
- Data Security and Web Security: Knowledge of secure coding practices, encryption methods, and other security protocols.

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Other Compliance:

- Demonstrate integrity and high ethical standards.
- Display cultural, gender, religion, race, nationality and age sensitivity and adaptability.
- Treat all people fairly and equally.
- Fulfil obligations to GEDSI sensitivity and zero tolerance for sexual harassment.
- Strictly complies with the DFAT Child Protection Code of Conduct and policy (https://www.dfat.gov.au/sites/default/files/child-protection-policy.pdf)

5. Evaluation

CAPRED will use an objective and reliable process to evaluate each proposal. The proposals and responses will be evaluated based on (in no particular order):

a. Compliance with this Request for Proposal (RFP).
b. Understanding of and ability to meet the requirements and deadlines as specified.
c. Supplier expertise and experience with delivery of similar projects.
d. Expertise of individuals and overall team nominated to deliver the services and equipment. CAPRED reserves the right to reject any individual being proposed and to ask the supplier to provide an alternative.
e. Past performance relevant to this RFP (as determined by referee checks)
f. Relevant examples of previous work.
g. Proposed financial proposal for the services.

Note: Whilst price is a factor, it is more important that the applicant can demonstrate value for money. CAPRED reserves the right to contract more than one supplier for these services and may actively seek to contract more than one supplier to ensure the supply of technical services. CAPRED reserves the right to vary the contract terms, and to exercise the option period at its sole discretion.

Due diligence checks will be conducted on the organisation/s and individuals nominated in the RFP prior to awarding contract/s.

6. How to Apply

The proposals including Technical and Financial Response Forms must be submitted no later than **5 pm (Phnom Penh time)**, **06 January 2025** by email to procurement@capred.org with "G-PSF MIS Feasibility Study" in the subject line. Any proposals submitted after this time and date will not be considered.

CAPRED is available to answer questions or provide more detail on the scope of work. Please email procurement@capred.org with "G-PSF MIS Feasibility Study - Enquiry" in the subject line.

Attachment:
• Technical Response Form
• Financial Response Form

Cowater International is an equal opportunity employer, basing employment on merit and qualifications as they relate to the professional experience and position expectations. Cowater does not discriminate against any employee or applicants on the basis of race, religion, sex, gender identity, disability, age, or any other basis protected by law. CAPRED aims to have a diverse workforce and a workplace that is supportive of gender equality, disability and social inclusion. Women, people with disabilities and other minorities are highly encouraged to apply.

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