

# **REQUEST FOR PROPOSALS**

Reference: RFP-BD-2017-010

## **Hiring a Firm for the website development for the One-Stop-Shop Project of (UNV) Bangladesh**



*Empowered lives.  
Resilient nations.*

**United Nations Development Programme  
April, 2017**



## Section 1: Letter of Invitation

Dhaka, 25 April 2017

### **Request for Proposal for hiring a firm for the website development of UNV Bangladesh.**

Dear Mr./Ms.:

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents:

- Section 1 – This Letter of Invitation
- Section 2 – Instructions to Proposers (including Data Sheet)
- Section 3 – Terms of Reference
- Section 4 – Proposal Submission Form
- Section 5 – Documents Establishing the Eligibility and Qualifications of the Proposer
- Section 6 – Technical Proposal Form
- Section 7 – Financial Proposal Form
- Section 8 – Form for Advanced Payment Guarantee (Not Applicable)
- Section 9 – Contract for Professional Services, including General Terms and Conditions
- Section 10- Declaration
- Annexure- A

Your offer, comprising of a **Technical and Financial Proposal, in separate sealed envelopes**, should be submitted in accordance with Section 2.

You are kindly requested to submit an **acknowledgment letter** to UNDP to the following e-mail address mentioning in the subject '**RFP-BD-2017-010 "Request for Proposal for hiring a firm for the website development of UNV Bangladesh"**

[bd.procurement@undp.org](mailto:bd.procurement@undp.org)

The letter should advise whether your company intends to submit a Proposal. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

If you have received this RFP through a direct invitation by UNDP, transferring this invitation to another firm requires your written notification to UNDP of such transfer and the name of the company to whom the invitation was forwarded.

Should you require further clarifications, kindly communicate with the contact person identified in the attached Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thanks you in advance for your interest in UNDP procurement opportunities.

Yours sincerely,

**Sonia Mehzabeen**  
Operations Manager  
UNDP Bangladesh

## Section 2: Instruction to Proposers

### Definitions

- a) “*Contract*” refers to the agreement that will be signed by and between the UNDP and the successful proposer, all the attached documents thereto, including the General Terms and Conditions (GTC) and the Appendices.
- b) “*Country*” refers to the country indicated in the Data Sheet.
- c) “*Data Sheet*” refers to such part of the Instructions to Proposers used to reflect conditions of the tendering process that are specific for the requirements of the RFP.
- d) “*Day*” refers to calendar day.
- e) “*Government*” refers to the Government of the country that will be receiving the services provided/rendered specified under the Contract.
- f) “*Instructions to Proposers*” (Section 2 of the RFP) refers to the complete set of documents that provides Proposers with all information needed and procedures to be followed in the course of preparing their Proposals
- g) “*LOI*” (Section 1 of the RFP) refers to the Letter of Invitation sent by UNDP to Proposers.
- h) “*Material Deviation*” refers to any contents or characteristics of the proposal that is significantly different from an essential aspect or requirement of the RFP, and: (i) substantially alters the scope and quality of the requirements; (ii) limits the rights of UNDP and/or the obligations of the offeror; and (iii) adversely impacts the fairness and principles of the procurement process, such as those that compromise the competitive position of other offerors.
- i) “*Proposal*” refers to the Proposer’s response to the Request for Proposal, including the Proposal Submission Form, Technical and Financial Proposal and all other documentation attached thereto as required by the RFP.
- j) “*Proposer*” refers to any legal entity that may submit, or has submitted, a Proposal for the provision of services requested by UNDP through this RFP.
- k) “*RFP*” refers to the Request for Proposals consisting of instructions and references prepared by UNDP for purposes of selecting the best service provider to perform the services described in the Terms of Reference.
- l) “*Services*” refers to the entire scope of tasks and deliverables requested by UNDP under the RFP.
- m) “*Supplemental Information to the RFP*” refers to a written communication issued by UNDP to prospective Proposers containing clarifications, responses to queries received from prospective Proposers, or changes to be made in the RFP, at any time after the release of the RFP but before the deadline for the submission of Proposals.
- n) “*Terms of Reference*” (TOR) refers to the document included in this RFP as Section 3 which describes the objectives, scope of services, activities, tasks to be performed, respective responsibilities of the proposer, expected results and deliverables and other data pertinent to



the performance of the range of duties and services expected of the successful proposer.

## **A. GENERAL**

1. UNDP hereby solicits Proposals in response to this Request for Proposal (RFP). Proposers must strictly adhere to all the requirements of this RFP. No changes, substitutions or other alterations to the rules and provisions stipulated in this RFP may be made or assumed unless it is instructed or approved in writing by UNDP in the form of Supplemental Information to the RFP.
2. Submission of a Proposal shall be deemed as an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and, unless specified otherwise, the Proposer has read, understood and agreed to all the instructions in this RFP.
3. Any Proposal submitted will be regarded as an offer by the Proposer and does not constitute or imply the acceptance of any Proposal by UNDP. UNDP is under no obligation to award a contract to any Proposer as a result of this RFP.
4. UNDP implements a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical practices, and obstruction. UNDP is committed to preventing, identifying and addressing all acts of fraud and corrupt practices against UNDP as well as third parties involved in UNDP activities. (See [http://www.undp.org/about/transparencycdocs/UNDP\\_Anti\\_Fraud\\_Policy\\_English\\_FINAL\\_june\\_2011.pdf](http://www.undp.org/about/transparencycdocs/UNDP_Anti_Fraud_Policy_English_FINAL_june_2011.pdf) and [http://www.undp.org/content/undp/en/home/operations/procurement/procurement\\_protest/](http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protest/) for full description of the policies)
5. In responding to this RFP, UNDP requires all Proposers to conduct themselves in a professional, objective and impartial manner, and they must at all times hold UNDP's interests paramount. Proposers must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. All Proposers found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Proposers, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:
  - 5.1 Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;
  - 5.2 Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or
  - 5.3 Are found to be in conflict for any other reason, as may be established by, or at the discretion of, UNDP.

In the event of any uncertainty in the interpretation of what is potentially a conflict of interest, proposers must disclose the condition to UNDP and seek UNDP's confirmation on whether or not such conflict exists.

6. Similarly, the Proposers must disclose in their proposal their knowledge of the following:
  - 6.1 That they are owners, part-owners, officers, directors, controlling shareholders, or they have key personnel who are family of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and
  - 6.2 All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.

Failure of such disclosure may result in the rejection of the proposal or proposals affected by the non-disclosure.

7. The eligibility of Proposers that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered as an independent entity, the extent of Government ownership/share, receipt of subsidies, mandate, access to information in relation to this RFP, and others that may lead to undue advantage against other Proposers, and the eventual rejection of the Proposal.
8. All Proposers must adhere to the UNDP Supplier Code of Conduct, which may be found at this link: <http://web.ng.undp.org/procurement/undp-supplier-code-of-conduct.pdf>

## B. CONTENTS OF PROPOSAL

### 9. Sections of Proposal

Proposers are required to complete, sign and submit the following documents:

- 9.1 Proposal Submission Cover Letter Form (see RFP Section 4);
- 9.2 Technical Proposal (see prescribed form in RFP Section 6);
- 9.3 Financial Proposal (see prescribed form in RFP Section 7);
- 9.4 Any attachments and/or appendices to the Proposal.

### 10. Clarification of Proposal

- 10.1 Proposers may request clarifications of any of the RFP documents no later than the date indicated in the **Data Sheet** (DS no. 16) prior to the proposal submission date. Any request for clarification must be sent in writing via courier or through electronic means to the UNDP address indicated in the **Data Sheet** (DS no. 17). UNDP will respond in writing, transmitted by electronic means and will transmit copies of the response (including an explanation of the query but without identifying the source of inquiry) to all Proposers who have provided confirmation of their intention to submit a Proposal.
- 10.2 UNDP shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.

### 11. Amendment of Proposals

- 11.1 At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Proposer, modify the RFP in the form of a Supplemental Information to the RFP. All prospective Proposers will be notified in writing of all changes/amendments and additional instructions through Supplemental Information to the RFP and through the method specified in the **Data Sheet** (DS No. 18).
- 11.2 In order to afford prospective Proposers reasonable time to consider the amendments in preparing their Proposals, UNDP may, at its discretion, extend the deadline for submission of Proposals, if the nature of the amendment to the RFP justifies such an extension.

## C. PREPARATION OF PROPOSALS

### 12. Cost

The Proposer shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.

### 13. Language

The Proposal, as well as any and all related correspondence exchanged by the Proposer and UNDP, shall be written in the language (s) specified in the **Data Sheet** (DS No 4). Any printed literature furnished by the Proposer written in a language other than the language indicated in the **Data Sheet**, must be accompanied by a translation in the preferred language indicated in the **Data Sheet**. For purposes of interpretation of the Proposal, and in the event of discrepancy or inconsistency in meaning, the version translated into the preferred language shall govern. Upon conclusion of a contract, the language of the contract shall govern the relationship between the contractor and UNDP.

### 14. Proposal Submission Form

The Proposer shall submit the Proposal Submission Form using the form provided in Section 4 of this RFP.

### 15. Technical Proposal Format and Content

Unless otherwise stated in the **Data Sheet** (DS no. 28), the Proposer shall structure the Technical Proposal as follows:

- 15.1 Expertise of Firm/Organization – this section should provide details regarding management structure of the organization, organizational capability/resources, and experience of organization/firm, the list of projects/contracts (both completed and ongoing, both domestic and international) which are related or similar in nature to the requirements of the RFP, and proof of financial stability and adequacy of resources to complete the services required by the RFP (see RFP clause 18 and DS No. 26 for further details). The same shall apply to any other entity participating in the RFP as a Joint Venture or Consortium.
- 15.2 Proposed Methodology, Approach and Implementation Plan – this section should demonstrate the Proposer's response to the Terms of Reference by identifying the specific components proposed, how the requirements shall be addressed, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted; and demonstrating how the proposed methodology meets or exceeds the specifications, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment. This methodology must be laid out in an implementation timetable that is within the duration of the contract as specified in the **Data Sheet** (DS nos. 29 and 30).

Proposers must be fully aware that the products or services that UNDP requires may be transferred, immediately or eventually, by UNDP to the Government partners, or to an

entity nominated by the latter, in accordance with UNDP's policies and procedures. All proposers are therefore required to submit the following in their proposals:

- a) A statement of whether any import or export licences are required in respect of the goods to be purchased or services to be rendered, including any restrictions in the country of origin, use or dual use nature of the goods or services, including any disposition to end users; and
- b) Confirmation that the Proposer has obtained license of this nature in the past, and have an expectation of obtaining all the necessary licenses, should their Proposal be rendered the most responsive.

15.3 Management Structure and Key Personnel – This section should include the comprehensive curriculum vitae (CVs) of key personnel that will be assigned to support the implementation of the proposed methodology, clearly defining the roles and responsibilities vis-à-vis the proposed methodology. CVs should establish competence and demonstrate qualifications in areas relevant to the TOR.

In complying with this section, the Proposer assures and confirms to UNDP that the personnel being nominated are available for the Contract on the dates proposed. If any of the key personnel later becomes unavailable, except for unavoidable reasons such as death or medical incapacity, among other possibilities, UNDP reserves the right to consider the proposal non-responsive. Any deliberate substitution arising from unavoidable reasons, including delay in the implementation of the project of programme through no fault of the Proposer shall be made only with UNDP's acceptance of the justification for substitution, and UNDP's approval of the qualification of the replacement who shall be either of equal or superior credentials as the one being replaced.

15.4 Where the **Data Sheet** requires the submission of the Proposal Security, the Proposal Security shall be included along with the Technical Proposal. The Proposal Security may be forfeited by UNDP, and reject the Proposal, in the event of any or any combination of the following conditions:

- a) If the Proposer withdraws its offer during the period of the Proposal Validity specified in the **Data Sheet** (DS no. 11), or;
- b) If the Proposal Security amount is found to be less than what is required by UNDP as indicated in the **Data Sheet** (DS no. 9), or;
- c) In the case the successful Proposer fails:
  - i. to sign the Contract after UNDP has awarded it;
  - ii. to comply with UNDP's variation of requirement, as per RFP clause 35; or
  - iii. to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the effectivity of the contract that may be awarded to the Proposer.

## 16. Financial Proposals

The Financial Proposal shall be prepared using the attached standard form (Section 7). It shall list all major cost components associated with the services, and the detailed breakdown of such costs. All outputs and activities described in the Technical Proposal must be priced separately on a one-to-one correspondence. Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.





## 17. Currencies

All prices shall be quoted in the currency indicated in the **Data Sheet** (DS no. 15). However, where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:

- a) UNDP will convert the currency quoted in the Proposal into the UNDP preferred currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and
- b) In the event that the proposal found to be the most responsive to the RFP requirement is quoted in another currency different from the preferred currency as per **Data Sheet** (DS no. 15), then UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.

Proposals submitted by two (2) or more Proposers shall all be rejected if they are found to have any of the following:

- a) they have at least one controlling partner, director or shareholder in common; or
- b) any one of them receive or have received any direct or indirect subsidy from the other/s; or
- c) they have the same legal representative for purposes of this RFP; or
- d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Proposer regarding this RFP process;
- e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Proposer; or
- f) an expert proposed to be in the team of one Proposer participates in more than one Proposal received for this RFP process. This condition does not apply to subcontractors being included in more than one Proposal.

## 18. Documents Establishing the Eligibility and Qualifications of the Proposer

The Proposer shall furnish documentary evidence of its status as an eligible and qualified vendor, using the forms provided under Section 5, Proposer Information Forms. In order to award a contract to a Proposer, its qualifications must be documented to UNDP's satisfaction. These include, but are not limited to, the following:

- a) That, in the case of a Proposer offering to supply goods under the Contract which the Proposer did not manufacture or otherwise produce, the Proposer has been duly authorized by the goods' manufacturer or producer to supply the goods in the country of final destination;
- b) That the Proposer has the financial, technical, and production capability necessary to perform the Contract; and
- c) That, to the best of the Proposer's knowledge, it is not included in the UN 1267/1989 List or the UN Ineligibility List, nor in any and all of UNDP's list of suspended and removed vendors.

## 19. Joint Venture, Consortium or Association

If the Proposer is a group of legal entities that will form or have formed a joint venture, consortium or association at the time of the submission of the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the joint venture jointly and severally, and this

shall be duly evidenced by a duly notarized Agreement among the legal entities, which shall be submitted along with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.

After the Proposal has been submitted to UNDP, the lead entity identified to represent the joint venture shall not be altered without the prior written consent of UNDP. Furthermore, neither the lead entity nor the member entities of the joint venture can:

- a) Submit another proposal, either in its own capacity; nor
- b) As a lead entity or a member entity for another joint venture submitting another Proposal.

The description of the organization of the joint venture/consortium/association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the Joint Venture Agreement. All entities that comprise the joint venture shall be subject to the eligibility and qualification assessment by UNDP.

Where a joint venture is presenting its track record and experience in a similar undertaking as those required in the RFP, it should present such information in the following manner:

- a) Those that were undertaken together by the joint venture; and
- b) Those that were undertaken by the individual entities of the joint venture expected to be involved in the performance of the services defined in the RFP.

Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the joint venture or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.

If a joint venture's Proposal is determined by UNDP as the most responsive Proposal that offers the best value for money, UNDP shall award the contract to the joint venture, in the name of its designated lead entity. The lead entity shall sign the contract for and on behalf of all other member entities.

## 20. Alternative Proposals

Unless otherwise specified in the **Data Sheet** (DS nos. 5 and 6), alternative proposals shall not be considered. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.

## 21. Validity Period

Proposals shall remain valid for the period specified in the **Data Sheet** (DS no. 8), commencing on the submission deadline date also indicated in the **Data Sheet** (DS no. 21). A Proposal valid for a shorter period shall be immediately rejected by UNDP and rendered non-responsive.

In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Proposers to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.

## 22. Proposer's Conference

When appropriate, a proposer's conference will be conducted at the date, time and location specified in the **Data Sheet** (DS no. 7). All Proposers are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Proposer. Minutes of the proposer's conference will be either posted on the UNDP website, or disseminated to the individual firms who have registered or expressed interest with the contract, whether or not they attended the conference. No verbal statement made during the conference shall modify the terms and conditions of the RFP unless such statement is specifically written in the Minutes of the Conference, or issued/posted as an amendment in the form of a Supplemental Information to the RFP.

## D. SUBMISSION AND OPENING OF PROPOSALS

### 23. Submission

- 23.1 The Financial Proposal and the Technical Proposal Envelopes **MUST BE COMPLETELY SEPARATE for each Lot and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate.** Each envelope MUST clearly indicate the name of the Proposer. The outer envelopes shall bear the address of UNDP as specified in the **Data Sheet** (DS no.20) and shall include the Proposer's name and address, as well as a warning that state "*not to be opened before the time and date for proposal opening*" as specified in the **Data Sheet** (DS no. 24). The Proposer shall assume the responsibility for the misplacement or premature opening of Proposals due to improper sealing and labeling by the Proposer.
- 23.2 Proposers must submit their Proposals in the manner specified in the **Data Sheet** (DS nos. 22 and 23). When the Proposals are expected to be in transit for more than 24 hours, the Proposer must ensure that sufficient lead time has been provided in order to comply with UNDP's deadline for submission. UNDP shall indicate for its record that the official date and time of receiving the Proposal is the actual date and time when the said Proposal has physically arrived at the UNDP premises indicated in the **Data Sheet** (DS no. 20).
- 23.3 Proposers submitting Proposals by mail or by hand shall enclose the original and each copy of the Proposal, in separate sealed envelopes, duly marking each of the envelopes as "Original Proposal" and "Copy of Proposal" as appropriate. The 2 envelopes shall then be sealed in an outer envelope. The number of copies required shall be as specified in the **Data Sheet** (DS No. 19). In the event of any discrepancy between the contents of the "Original Proposal" and the "Copy of Proposal", the contents of the original shall govern. The original version of the Proposal shall be signed or initialed by the Proposer or person(s) duly authorized to commit the Proposer on every page. The authorization shall be communicated through a document evidencing such authorization issued by the highest official of the firm, or a Power of Attorney, accompanying the Proposal.
- 23.4 Proposers must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Proposer accepts the General Contract Terms and Conditions of UNDP as attached hereto as Section 11.

### 24. Deadline for Submission of Proposals and Late Proposals

Proposals must be received by UNDP at the address and no later than the date and time specified in the **Data Sheet** (DS nos. 20 and 21).



UNDP shall not consider any Proposal that arrives after the deadline for submission of Proposals. Any Proposal received by UNDP after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Proposer.

## **25. Withdrawal, Substitution, and Modification of Proposals**

- 25.1 Proposers are expected to have sole responsibility for taking steps to carefully examine in detail the full consistency of its Proposals to the requirements of the RFP, keeping in mind that material deficiencies in providing information requested by UNDP, or lack of clarity in the description of services to be provided, may result in the rejection of the Proposal. The Proposer shall assume the responsibility regarding erroneous interpretations or conclusions made by the Proposer in the course of understanding the RFP out of the set of information furnished by UNDP.
- 25.2 A Proposer may withdraw, substitute or modify its Proposal after it has been submitted by sending a written notice in accordance with Clause 23.1, duly signed by an authorized representative, and shall include a copy of the authorization (or a Power of Attorney). The corresponding substitution or modification of the Proposal must accompany the respective written notice. All notices must be received by UNDP prior to the deadline for submission and submitted in accordance with RFP Clause 23.1 (except that withdrawal notices do not require copies). The respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," or "MODIFICATION".
- 25.3 Proposals requested to be withdrawn shall be returned unopened to the Proposers.
- 25.4 No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the expiration of the period of proposal validity specified by the Proposer on the Proposal Submission Form or any extension thereof.

## **26. Proposal Opening**

UNDP will open the Proposals in the presence of an ad-hoc committee formed by UNDP of at least two (2) members. If electronic submission is permitted, any specific electronic proposal opening procedures shall be as specified in the **Data Sheet** (DS no. 23).

The Proposers' names, modifications, withdrawals, the condition of the envelope labels/seals, the number of folders/files and all other such other details as UNDP may consider appropriate, will be announced at the opening. No Proposal shall be rejected at the opening stage, except for late submission, for which the Proposal shall be returned unopened to the Proposer.

## **27. Confidentiality**

Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Proposers or any other persons not officially concerned with such process, even after publication of the contract award.

Any effort by a Proposer to influence UNDP in the examination, evaluation and comparison of the Proposals or contract award decisions may, at UNDP's decision, result in the rejection of its Proposal.

In the event that a Proposer is unsuccessful, the Proposer may seek a meeting with UNDP for



a debriefing. The purpose of the debriefing is discussing the strengths and weaknesses of the Proposer's submission, in order to assist the Proposer in improving the proposals presented to UNDP. The content of other proposals and how they compare to the Proposer's submission shall not be discussed.

## E. EVALUATION OF PROPOSALS

### 28. Preliminary Examination of Proposals

UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, whether or not the Proposer is in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's list of suspended and removed vendors, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP may reject any Proposal at this stage.

### 29. Evaluation of Proposals

29.1 UNDP shall examine the Proposal to confirm that all terms and conditions under the UNDP General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation.

29.2 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the **Data Sheet** (DS no. 32). Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score indicated in the **Data Sheet** (DS no. 25). Absolutely no changes may be made by UNDP in the criteria, sub-criteria and point system indicated in the **Data Sheet** (DS no. 32) after all Proposals have been received.

29.3 In the second stage, only the Financial Proposals of those Proposers who achieve the minimum technical score will be opened for evaluation for comparison and review. The Financial Proposal Envelopes corresponding to Proposals that did not meet the minimum passing technical score shall be returned to the Proposer unopened. The overall evaluation score will be based either on a combination of the technical score and the financial offer, or the lowest evaluated financial proposal of the technically qualified Proposers. The evaluation method that applies for this RFP shall be as indicated in the **Data Sheet** (DS No. 25).

When the Data Sheet specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:

Rating the Technical Proposal (TP):

$$\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$$

Rating the Financial Proposal (FP):

$$\text{FP Rating} = (\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$$

Total Combined Score:

$$\frac{(TP \text{ Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (FP \text{ Rating}) \times (\text{Weight of FP, e.g., 30\%})}{\text{Total Combined and Final Rating of the Proposal}}$$

29.4 UNDP reserves the right to undertake a post-qualification exercise aimed at determining, to its satisfaction the validity of the information provided by the Proposer. Such post-qualification shall be fully documented and, among those that may be listed in the **Data Sheet** (DS No.33), may include, but need not be limited to, all or any combination of the following:

- a) Verification of accuracy, correctness and authenticity of information provided by the Proposer on the legal, technical and financial documents submitted;
- b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;
- c) Inquiry and reference checking with Government entities with jurisdiction on the Proposer, or any other entity that may have done business with the Proposer;
- d) Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed;
- e) Physical inspection of the Proposer's offices, branches or other places where business transpires, with or without notice to the Proposer;
- f) Quality assessment of ongoing and completed outputs, works and activities similar to the requirements of UNDP, where available; and
- g) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.

### 30. Clarification of Proposals

To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Proposer for a clarification of its Proposal.

UNDP's request for clarification and the response shall be in writing. Notwithstanding the written communication, no change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP Clause 32.

Any unsolicited clarification submitted by a Proposer in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.

### 31. Responsiveness of Proposal

UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself.

A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.

If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Proposer by correction of the material deviation,

reservation, or omission.

### **32. Nonconformities, Reparable Errors and Omissions**

Provided that a Proposal is substantially responsive, UNDP may waive any non-conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.

Provided that a Proposal is substantially responsive, UNDP may request the Proposer to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.

Provided that the Proposal is substantially responsive, UNDP shall correct arithmetical errors as follows:

- a) If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected;
- b) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
- c) If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to the above.

If the Proposer does not accept the correction of errors made by UNDP, its Proposal shall be rejected.

## **F. AWARD OF CONTRACT**

### **33. Right to Accept, Reject, or Render Non-Responsive Any or All Proposals**

UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for UNDP's action. Furthermore, UNDP shall not be obliged to award the contract to the lowest price offer.

UNDP shall also verify, and immediately reject their respective Proposal, if the Proposers are found to appear in the UN's Consolidated List of Individuals and Entities with Association to Terrorist Organizations, in the List of Vendors Suspended or Removed from the UN Secretariat Procurement Division Vendor Roster, the UN Ineligibility List, and other such lists that as may be established or recognized by UNDP policy on Vendor Sanctions. (See [http://www.undp.org/content/undp/en/home/operations/procurement/procurement\\_protest/](http://www.undp.org/content/undp/en/home/operations/procurement/procurement_protest/) for details)

### **34. Award Criteria**

Prior to expiration of the period of proposal validity, UNDP shall award the contract to the qualified Proposer with the highest total score based on the evaluation method indicated in the **Data Sheet** (DS nos. 25 and 32).





### **35. Right to Vary Requirements at the Time of Award**

At the time of award of Contract, UNDP reserves the right to vary the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

### **36. Contract Signature**

Within fifteen (15) days from the date of receipt of the Contract, the successful Proposer shall sign and date the Contract and return it to UNDP.

Failure of the successful Proposer to comply with the requirement of RFP Clause 35 and this provision shall constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security if any, and on which event, UNDP may award the Contract to the Proposer with the second highest rated Proposal, or call for new Proposals.

### **37. Performance Security**

A performance security, if required, shall be provided in the amount and form provided in Section 9 and by the deadline indicated in the **Data Sheet** (DS no. 14), as applicable. Where a Performance Security will be required, the submission of the said document, and the confirmation of its acceptance by UNDP, shall be a condition for the effectivity of the Contract that will be signed by and between the successful Proposer and UNDP.

### **38. Bank Guarantee for Advanced Payment**

Except when the interests of UNDP so require, it is the UNDP's preference to make no advanced payment(s) on contracts (i.e., payments without having received any outputs). In the event that the Proposer requires an advanced payment upon contract signature, and if such request is duly accepted by UNDP, and the said advanced payment exceeds 20% of the total proposal price, or exceed the amount of USD 30,000, UNDP shall require the Proposer to submit a Bank Guarantee in the same amount as the advanced payment. A bank guarantee for advanced payment shall be furnished in the form provided in Section 10.

### **39. Vendor Protest**

UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a purchase order or contract through a competitive procurement process. In the event that a Proposer believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures:  
<http://www.undp.org/procurement/protest.shtml>





## Instructions to Proposers

### DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Instruction to Proposers. In the case of a conflict between the Instructions to Proposers, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall govern.

DS No.	Cross Ref. to Instructions	Data	Specific Instructions / Requirements
1		Project Title:	United Nations Development Programme
2		Title of Services/Work:	<a href="#">"Request for Proposal for hiring a firm for the website development of UNV Bangladesh"</a>
3		Country / Region of Work Location:	<b>Bangladesh</b> (The principal working location (duty station) is Dhaka, with travel outside as required by the assignment)
4	C.13	Language of the Proposal:	<input checked="" type="checkbox"/> <b>English</b> <input type="checkbox"/> French <input type="checkbox"/> Spanish <input type="checkbox"/> Others _____
5	C.20	Conditions for Submitting Proposals for Parts or sub-parts of the TOR	<input checked="" type="checkbox"/> Allowed in terms of Lot. × Not allowed
6	C.20	Conditions for Submitting Alternative Proposals	<input checked="" type="checkbox"/> Shall not be considered <input type="checkbox"/> Shall be considered. A proposer may submit an alternative proposal, but only if it also submits a proposal that meets the base case. UNDP shall only consider the alternative proposals offered by the Proposer whose proposal for the base case was determined to be the proposal with the highest evaluated score. Acceptance of the submitted alternative proposal is at UNDP's discretion. In case an alternative proposal is submitted in addition to the base case/original requirement the bidder must clearly distinguish the associated costs for the base case and the alternative proposal. These costs should be presented separately with different heads in the financial proposal.
7	C.22	A pre-proposal conference will be held	<input checked="" type="checkbox"/> <b>Time: 03.05.2017</b> at UNDP Country Office; <b>Time : 11.00 AM</b> (19th Floor, IDB Bhavan, Agargoan, Shere- Bangla Nagar, Dhaka)

		on:	<p><i>(In order to participate the pre-proposal meeting, all visitors are requested to bring the original NID card for the entrance of our office premises)</i></p> <p><b>Venue: Village Well, UNDP Bangladesh, 19 Floor, IDB Building, E/8, Begum Rokeya Sharani, Sher-e-Bangla Nagor, Agargaon, Dhaka-1207, Bangladesh .</b></p> <p><i>(To participate the pre-proposal meeting, all visitors are requested to bring the original NID card for the entrance of our office premises)</i></p>
8	C.21	Period of Proposal Validity commencing on the submission date	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> <b>120 days</b>
9	B.9.5 C.15.4 b)	Proposal Security	<input type="checkbox"/> Required Amount : _____ Form: _____  <input checked="" type="checkbox"/> <b>Not Required</b>
10	B.9.5	Acceptable forms of Proposal Security <sup>1</sup>	<input type="checkbox"/> Bank Guarantee (See Section 8 for template) <input type="checkbox"/> Any Bank-issued Check / Cashier's Check / Certified Check <input type="checkbox"/> Other negotiable instrument <input type="checkbox"/> Cash (exceptionally, if none of the other forms are feasible)  <input checked="" type="checkbox"/> <b>Others: Not Applicable</b>
11	B.9.5 C.15.4 a)	Validity of Proposal Security	<input checked="" type="checkbox"/> <b>Not Applicable</b>  Proposal Security of unsuccessful Proposers shall be returned.
12		Advanced Payment upon signing of contract	<input type="checkbox"/> Allowed up to a maximum of 20% of contract upon submission of a Bank Guarantee for the equal amount of Advance Payment.  <input checked="" type="checkbox"/> <b>Not allowed</b>
13		Liquidated Damages	<input type="checkbox"/> Will not be imposed  <input checked="" type="checkbox"/> <b>Will be imposed under the following conditions:</b> Percentage of contract price per day of delay: 0.1%

<sup>1</sup> Surety bonds or other instruments issued by non-bank Financial Institutions are least preferred by UNDP. Unless stated otherwise, they shall be considered unacceptable to UNDP.

			Max. no. of days of delay: 15 days After which UNDP may terminate the contract.
14	F.37	Performance Security	<input type="checkbox"/> Required Amount : _____ Form: _____ <input checked="" type="checkbox"/> <b>Not Required</b>
15	C.17, C.17 b)	Preferred Currency of Proposal and Method for Currency conversion	<input type="checkbox"/> Euro <input checked="" type="checkbox"/> <b>Local Currency (BDT) or United States Dollars (US\$)</b> <i>* Prevailing UN Operational Exchange Rate on proposal submission day or Reference date for determining UN Operational Exchange Rate: 25 April 2017</i>
16	B.10.1	Deadline for submitting requests for clarifications/questions	Date: <b>07 May 2017</b> Time: <b>4.30pm (Local Time)</b>
17	B.10.1	Contact Details for submitting clarifications/questions <sup>2</sup>	E-mail address dedicated for this purpose, (Please write " <a href="#">Inquiry against RFP-BD-2017-010 Request for Proposal for hiring a firm for the website development of UNV Bangladesh in Subject of e-mail: <a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a></a> ")
18	B.11.1	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	<input checked="" type="checkbox"/> Direct communication to prospective Proposers by email or fax <input type="checkbox"/> Direct communication to prospective Proposers by email or fax, and Posting on the website (same site where the RFP was uploaded) <input checked="" type="checkbox"/> Uploaded in the system. Once uploaded, Prospective Proposers (i.e. Proposers that have accepted the bid invitation in the system) will be notified via email that changes have occurred. It is the responsibility of the Proposers to view the respective changes and clarifications in the system. Also will be posted on UNDP Bangladesh website: <a href="http://www.bd.undp.org/content/bangladesh/en/home/operations/procurement.html">http://www.bd.undp.org/content/bangladesh/en/home/operations/procurement.html</a>
19	D.23.3	No. of copies of Proposal that must be submitted [if	<input checked="" type="checkbox"/> <b>Not Applicable</b> (Proposals must be submitted through e-tendering system and any other manner of submission is not accepted)

<sup>2</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was officially received.

		transmitted by courier]	
20	D.23.1 D.23.2 D.24	Proposal Submission Address	<input checked="" type="checkbox"/> <b>Electronic submission of Proposals</b> Online submission in e-tendering module: <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>
21	C.21 D.24	<b>Deadline of Submission</b>	Date: <b>10 May 2017 (Wednesday)</b> Time: <b>4.30pm (Local Time)</b>
22	D.23.2	Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> <b>Electronic submission of Proposals</b> <input checked="" type="checkbox"/> <b>Online bidding in E-tendering module through the link:</b> <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a>  using your username and password.  If you have not registered in the system yet, you can register now by logging in using:  Username: event.guest  Password: why2change  and follow the registration steps as specified in the system user guide.  Please note: <ul style="list-style-type: none"> <li>• It is strongly recommended to create your username with two parts, your first name and last name separated by, similar to the one shown above;</li> <li>• You can participate in the bid event only if you have registered in the system;</li> <li>• Please refer to Annex-A Instruction to bidders and Annex B-Q&amp;A for bidders</li> </ul>
23	D.23.2 D.26	Conditions and Procedures for electronic submission and opening, if allowed	Not Applicable
24	D.23.1	Date, time and venue for opening of Proposals	Date: <b>10 May 2017 (Wednesday) Electronically</b> Time: <b>4.30pm (Local Time)</b>

25	E.29.2 E.29.3 F.34	Evaluation method to be used in selecting the most responsive Proposal	<input checked="" type="checkbox"/> Combined Scoring Method, using 70%-30% distribution for technical and financial proposals, respectively
26	C.15.1	<p>Required Documents that must be Submitted to Establish Qualification of Proposers (In "Certified True Copy" form only)</p> <p>Note: The firms that do not meet the eligibility criteria shall not be considered for further evaluation. Necessary documentation must be submitted to substantiate the eligibility criteria specified in the right Column.</p>	<p>The documents shall be submitted to substantiate the minimum eligibility criteria. Prior to the technical evaluation all proposals will be screened based on the minimum eligibility criteria mentioned in TOR:</p> <p><input checked="" type="checkbox"/> Duly Accomplished Form as provided in Section 2, and in accordance with the Terms of Reference in Section 4;</p> <p><input checked="" type="checkbox"/> Financial Proposal in a separate sealed envelope and in accordance with the format provided: Section :7</p> <p><input checked="" type="checkbox"/> Minimum 3 years working experience in the WEBSITE DEVELOPMENT. (Certification of work completion certificate and work order/ Purchase order must submit for the evidence of vendors' qualifications)</p> <p><input checked="" type="checkbox"/> Successfully completion at least two (2) similar assignments in the last 5 years with the evidence of Job completion certificate/ Work Order/ Purchase order from competent authority.</p> <p><input checked="" type="checkbox"/> Latest Audited Financial Statement or audited report for last two fiscal years– (income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.)</p> <p><input checked="" type="checkbox"/> Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.</p> <p><input checked="" type="checkbox"/> Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or another UN Ineligibility List.</p>
27		Other documents that may be Submitted to	Any other documents that bidders feel necessary to establish their eligibility and help UNDP to evaluate their proposals

		Establish Eligibility																														
28	C.15	Structure of the Technical Proposal	Not Applicable																													
29	C.15.2	Latest Expected date for commencement of Contract	Latest Expected date for commencement of Contract should be by May 2017																													
30	C.15.2	Expected duration of contract (Target Commencement Date and Completion Date)	The contract shall likely commence from May 2017 and shall be completed on July 2017 with the option for renewal upon satisfactory performance of services.																													
31		UNDP will award the contract to:	<input checked="" type="checkbox"/> One Proposer only <input type="checkbox"/> One or more Proposers may be awarded																													
32	E.29.2 F.34	Criteria for the Award of Contract and Evaluation of Proposals	<p>Technical Evaluation will be done based on the criteria mentioned in the tables below and Contract will be awarded based on the firm who achieves highest cumulative score in the Technical &amp; Financial evaluation. The detail technical criteria are mentioned in the <a href="#">ToR and RFP</a>.</p> <p><b>Criteria: 1</b></p> <table><tr><th colspan="2">Summary of Technical Proposal Evaluation Forms</th><th>Score Weight</th><th>Points Obtainable</th></tr><tr><td>1.</td><td>Expertise of Firm / Organization</td><td>30%</td><td>300</td></tr><tr><td>2.</td><td>Proposed Methodology, Approach and Implementation Plan</td><td>40%</td><td>400</td></tr><tr><td>3.</td><td>Management Structure and Key Personnel</td><td>30%</td><td>300</td></tr><tr><td colspan="3">Total</td><td>1000</td></tr></table> <table><tr><th colspan="2">Technical Proposal Evaluation Form 1</th><th>Points obtainable</th></tr><tr><th colspan="3">Expertise of the Firm/Organization</th></tr><tr><td>1.1</td><td><b>Reputation of Organization and Staff / Credibility / Reliability / Industry Standing</b><ul style="list-style-type: none"><li>Minimum 2 recommendation letters from 3 Corporate Clients - <u>up to 25 points</u></li><li>Years of Establishment between 3-7 years (3 years minimum) - <u>up to 25 points</u></li></ul></td><td>50</td></tr></table>	Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable	1.	Expertise of Firm / Organization	30%	300	2.	Proposed Methodology, Approach and Implementation Plan	40%	400	3.	Management Structure and Key Personnel	30%	300	Total			1000	Technical Proposal Evaluation Form 1		Points obtainable	Expertise of the Firm/Organization			1.1	<b>Reputation of Organization and Staff / Credibility / Reliability / Industry Standing</b> <ul style="list-style-type: none"><li>Minimum 2 recommendation letters from 3 Corporate Clients - <u>up to 25 points</u></li><li>Years of Establishment between 3-7 years (3 years minimum) - <u>up to 25 points</u></li></ul>	50
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		300													
<b>Technical Proposal Evaluation Form 2</b>		Points Obtainable													
<b>Proposed Methodology, Approach and Implementation Plan</b>															
2.1	Does the Proposer understand the deliverables required by the Terms of Reference?	50													
2.2	Have the important aspects of the task been addressed in sufficient detail?	50													
2.3	Does the technical proposal shows clear understanding of the current platform status?	100													
2.4	Does the technical proposal shows a clear methodology to adapt the new code to the existing platform?	100													
2.5	Does the technical proposal shows a clear methodology to analyze and complement the current database structure to support the new development?	100													

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			<input checked="" type="checkbox"/> Inquiry and reference checking with Government entities with jurisdiction on the bidder, or any other entity that may have done business with the bidder; <input checked="" type="checkbox"/> Inquiry and reference checking with other previous clients on the quality of performance on ongoing or previous contracts completed; <input checked="" type="checkbox"/> Physical inspection of the bidder's plant, factory, branches or other places where business transpires, with or without notice to the bidder <input type="checkbox"/> Testing and sampling of completed goods similar to the requirements of UNDP, where available; and <input type="checkbox"/> Others
34		Conditions for Determining Contract Affectivity	<input type="checkbox"/> UNDP's receipt of Performance Bond <input type="checkbox"/> UNDP's receipt of Professional Indemnity Insurance <input checked="" type="checkbox"/> Others: acceptance and signing of the contract
35		Other Information Related to the RFP	For any query, please write to the below email address by <b>07 May 2017</b> Inquiry against RFP-BD-2017-010 "Request for Proposal for hiring a firm for the website development of UNV Bangladesh" in Subject of e-mail ): <a href="mailto:bd.procurement@undp.org">bd.procurement@undp.org</a>
<b>Information/Documentation required to score against each evaluation criterion</b>			



## Section 3: Instruction to Proposers

### TERMS OF REFERENCE

#### FOR CONSULTANCY FIRM CONTRACT:

#### WEBSITE DEVELOPMENT FOR THE ONE-STOP-SHOP PROJECT

A. Project Title:
One Stop Shop for Youth and Civic Engagement
B. Description of the Assignment
<p>UNV and UNDP are seeking a web development firm to support the implementation of the online platform for the One-Stop-Shop project.</p> <p>The website graphic design is ready and the website functional requirements are already defined. Additionally, the in-house team has finished 40% of the of the platform's requirements. <b><u>The firm must assess the status of the actual platform and finalize the remaining 60% of the requirements</u></b> with the support of the local technical team.</p> <p>The website internet domains are already acquired and the webhosting services already purchased. However, they can be adjusted if a strong technical evidence supports a different type of arrangements.</p>
C. Project Description:
<p>In 2015, a conversation started between UNV and UNDP around the added-value of establishing an online volunteer network to support accessibility to volunteer opportunities, as well as to boost the impact of development initiatives. This need was confirmed by a study on volunteerism.</p> <p>'CONTENT. Compare. Choose. Commit. CREATE CHANGE. is a ONE-STOP-SHOP platform that links existing online sectorial networks – i.e. a Disaster Management, Youth, etc.</p> <p>There is evidence that existing database-type networks are not successful in continuously engaging volunteers – i.e. Natural disaster preparedness initiatives do not have traction: effective engagement occurs only during emergencies.</p> <p>Bangladesh has no Youth Council, nor does it have a Volunteer Policy.</p> <p>UN Agencies are more and more engaging in inclusive consultative processes such as collection of micro-narratives and online consultations that involve the public discontinuously without 'giving back' in the immediate interaction with the contributors.</p> <p>Last, but not least, the civic engagement of the youth in election processes sees a 24% of casted votes, and 31% of not-enlisted.</p>

To fill these gaps, this project presents a ONE-STOP-SHOP for Civic Engagement aiming at creating a forum for content sharing to support informed choices and providing the opportunity to commit to social change through 'GET INVOLVED' calls-for-action: CONTENT. Compare. Choose. Commit. CREATE CHANGE.

Tailoring innovative good practices, and ensuring peer-to-peer support in the region, volunteer youth-led civic engagement will provide the public with a selection of original data and content to support informed choices.

This will be a project which will contribute and build into UNV and UNDP regional programme on youth, volunteerism and innovation focused on tailoring innovative good practices, enduring peer-to-peer support in the region, and providing the public and developing partners with a selection of original data and content to support informed choices through volunteer youth-led civic engagement. Creating a ONE-STOP-SHOP for Civic Engagement will ensure a continuous flow of data between youth volunteers, development stakeholders and society at large replicating a micro-narrative analysis methodology able to 'tag' current discourses identifying and tackling constraints and possible drivers for social change.

Volunteer and development projects tend to go in waves, and the contributors not always are also beneficiaries. One-Stop-Shop through volunteers 'give back' content: it is not only a tool for youth capacity building – reading, learning and engaging extracting relevant information; it is also a leadership skills and values around the role of youth and volunteerism in the society.

Furthermore, people will have the chance to connect to volunteer opportunities in thematic areas of interest, while Volunteer Involving Organizations will not have to duplicate their outreach efforts. Not only that, the youth will be informed on volunteering opportunities and be able to compare the different organizations they could volunteer for making more and informed choices.

#### D. Scope of Work

UNV and UNDP are seeking a web development firm to support the implementation of the online platform for the One-Stop-Shop project.

The website graphic design is ready and the website functional requirements are already defined. Additionally, the in-house team has finished 40% of the of the platform's requirements. **The firm must assess the status of the actual platform and finalize the remaining 60% of the requirements** with the support of the local technical team.

The website internet domains are already acquired and the webhosting services already purchased. However, they can be adjusted if a strong technical evidence supports a different type of arrangements.

Below, a summary of the website features and description of functionalities. Detailed information can be found in Annex A – document attached:

- Assess the actual status of the platform. That includes, database structure (MySQL), webserver and webhosting

environment (apache running on Linux CentOS), programming language code (a combination of PHP, HTML, XML and JavaScript).

- Communicate with the project's technical team to perform the initial assessment, follow up meetings, and partial and final deliverables.
- Document the final solution: user flow, site map, wireframes, technical brief (including database structure), and features and functionalities.
- Please, find website functionality description's document in annex A: Below a description of the modules that must be included in the final solution.
  - Login and Registration Process -> Finished  
The module must support two types of users: general users and organizations' users. Each type has a different registration process and login requirements. The module must allow basic user management functionalities.
  - Organization Directory -> Finished  
Based on the information provided on the registration process, a directory of organizations with geographical location, search filters and previsualization of results using thumbnail style. The information must be integrated with Login and Registration, Event Calendar and Media Blog modules.
  - Event Calendar -> Finished  
Event's management based on a calendar. Authorized users can create, edit and delete events. Other users can search events using pre-defined filters and interact with them using pre-defined icons. All the events and interactions must be recorded in the database.
  - Media Blog  
A typical blog where authorized users can post different media (video, images, audio and text) to communicate their activities. The users must follow standardized formats to upload and post their content in the platform. Other users can search and interact with the posts using predefined filters and icons. All the information and interaction activity must be recorded in the database.
  - Opportunities List  
A media blog where only the administrator can create new content. This module has different requirements than the media blog, however the functionalities are similar. Only the administrator can create, edit and delete posts. Other users can search and interact with the posts using predefined filters and icons. All the information and interaction activity must be recorded in the database.
  - Skills Development  
This module is an information repository of documents and web links. The administrator must be able to organize it dynamically and must follow a hierarchical structure, i.e. main directory, subdirectories and files/information (files). The administrator must be able to change the order and location of the subdirectories, create new or edit old directories, delete deprecated information, etc.

E. Key Tasks	Timeline (estimated)
Meet with project's technical focal point to assess the status of the current platform, data collection and technical information gathering.	End of Week 1
Media Blog module development. By the end of week 3, the module must be up and running in the web platform following the specifications mentioned in Annex A. A follow-up meeting will be scheduled to accept and deploy the module in the website. The	End of Week 3

activity will be coordinated with the technical focal point.	
Skills Development Module development. By the end of week 5, the module must be up and running in the web platform following the specifications mentioned in Annex A. A follow-up meeting will be scheduled to accept and deploy the module in the website. The activity will be coordinated with the technical focal point.	End of Week 5
Opportunities Module. By the end of week 7, the module must be up and running in the web platform following the specifications mentioned in Annex A. A follow-up meeting will be scheduled to accept and deploy the module in the website. The activity will be coordinated with the technical focal point.	End of Week 7
Web site optimization, tests and corrections of the functionalities delivered. The firm must meet with the project's technical focal point to test and correct any issue detected on the platform and optimize any functionality that performs poorly. By the end of week 9, all the platform's functionalities must be error free.	End of Week 9
Mobile version development. Adjust the website layout to become mobile (phone and tablet) friendly. All functionalities remain the same.	End of Week 11
Mobile version tests and corrections. The firm must meet with the project's technical focal point to test and correct any issue detected on the mobile version and optimize any functionality that performs poorly. By the end of week 12, the website's mobile version must be error free.	End of Week 12
Total	12 Weeks
<b>F. Impact of Results</b>	
The key results have an impact on the overall success of the country programme and reaching UNDP and UNV goals, to the youth component: increase recognition of the contribution of youth to global peace and sustainable human development through volunteerism and inclusion of youth voices in the development discourse.	
<b>G. Institutional Arrangement</b>	
the website development will be coordinated and overseen by UNDP-UNV Project Coordinator under the overall supervision of UNV Program Officer. Support will be provided by the Project Team and Project Technical focal point. The Project Coordinator will certify milestone deliverables.	
<b>H. Duration of the Work and Duty Station</b>	
The duration of the work is for 12 weeks, from the first week of May to the third week of July. The web developers associated to the consultancy firm must work from their own offices but regular meetings (initial assessment, follow-up/mid-term and final deliverables) at the UNV office in Dhaka, Bangladesh, must be taken into consideration.	

## **I. Final Products/Services**

- Three fully operational (up and running) modules integrated to the current platform (Media Blog, Opportunities, Skills Development).
- Optimized web design for mobile devices (up and running)
- Soft copy for the website code and database structure.
- Website documentation (user flow, site map, wireframes, technical brief, and features and functionalities).
- List of errors found and resolution.

## **J. Scope of Bid Price and Schedule of Payments**

Remuneration of the successful firm will be fixed and bids should be submitted on this basis. No adjustment will be given for the period and determined by the specified outputs as per this TOR. The price should consider all professional fees, travel costs, DSA, subsistence and ancillary expenses.

UNDP shall make payments, by bank transfer to the consultancy firm's bank account, upon acceptance by UNDP of the deliverables specified in the ToR. Payments will be made after the approval of the assignment outputs by the Project Coordinator and Programme Officer of UNV.

## **K. Recommended Presentation of Proposal**

Interested firms must submit the following: a detailed proposal made up of documentation to demonstrate the qualifications of the prospective firm, to enable appraisal of competing bids. This should include technical and financial proposals, details of which are listed below.

### **1. Technical Proposal**

- (i) Name of Firm and details of registration, address and bank account; business registration certificate and corporate documents (Articles of Association or other founding authority); description of present activities and most recent annual report (including audited financial statements);
- (ii) Description of experience in projects of a comparable nature, with specific description of technical specialization of the Firm in the required area;
- (iii) List of current and past assignments of the Firm;
- (iv) Methods and approaches to be adopted in delivering this assignment, including implementation timelines;
- (v) CVs of the proposed team leader and experts to be included within the team. Please note that proposing firms will be expected to deploy the consultants listed in the proposal; substitutions will only be accepted with the prior consent of UNDP.

## **2. Financial Proposal** (including fees, travel cost, DSA, and other relevant expenses)

- (i) The financial proposal shall specify a total delivery amount in BDT (including consultancy fees and all associated costs) i.e. travel cost, subsistence per diems, printing costs, consultation workshop costs and overhead recharges.
- (ii) To assist UNDP in the comparison of financial proposals, the financial proposal will include a breakdown of this amount, disclosing the key assumption employed in costing the working. This must at least specify: the daily rates and number of anticipated working days (for each professional team member), any travel costs and overhead recharges. Payments will be based upon output, i.e. upon delivery of the services specified in the ToR.

The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable.

### **Minimum Eligibility Criteria:**

- Minimum 3 years working experience in the WEBSITE DEVELOPMENT. (Certification of work completion certificate and work order/ Purchase order must submit for the evidence of vendors' qualifications)
- Successfully completion at least two (2) similar assignments in the last 5 years with the evidence of Job completion certificate/ Work Order/ Purchase order from competent authority.
- Latest Audited Financial Statement or audited report for last two fiscal years– (income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.)
- Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.
- Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or another UN Ineligibility List.

## **L. Evaluation**

A cumulative analysis weighted-scoring method will be applied to evaluate the firm. The award of the contract will be made to the tenderer whose offer has been evaluated and determined as:

- a) Responsive/ compliant/ acceptable regarding this ToR, and;
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation, with the ratio set at 70: 30 respectively (this is to reflect the high-level skills mix required).

Only firms obtaining a minimum of 70% of maxim achievable score (490 points) in the technical analysis would be considered for financial appraisal, and ultimately therefore, for contracting.

### Basis for Evaluation

#### Evaluation Point Distribution:

##### Criteria: 1

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Firm / Organization	30%	300
2.	Proposed Methodology, Approach and Implementation Plan	40%	400
3.	Management Structure and Key Personnel	30%	300
<b>Total</b>			<b>1000</b>

Technical Proposal Evaluation Form 1		Points obtainable
<b>Expertise of the Firm/Organization</b>		
1.1	<b>Reputation of Organization and Staff / Credibility / Reliability / Industry Standing</b> <ul style="list-style-type: none"> <li>Minimum 2 recommendation letters from 3 Corporate Clients - <u>up to 25 points</u></li> <li>Years of Establishment between 3-7 years (3 years minimum) - <u>up to 25 points</u></li> </ul>	50
1.2	<b>General Organizational Capability which is likely to affect implementation</b> <ul style="list-style-type: none"> <li>Financial stability (annual turnover for the period of 2015 and 2016) – <u>up to 20 points</u></li> <li>Size of the firm (<i>Sufficient resource pool, ability to mobilize additional resources if required</i>) <ul style="list-style-type: none"> <li>Team leader backup <u>up to 20 points</u></li> <li>Web developer backup <u>up to 20 points</u></li> <li>Database developer backup <u>up to 20 points</u></li> </ul> </li> <li>Strength of project management support - <u>up to 20 points</u></li> </ul>	100
1.3	<b>Quality assurance procedures, warranty</b> <ul style="list-style-type: none"> <li>Quality certificate (e.g., ISO etc) and /or other similar certificates,</li> </ul>	20



	accreditation, awards and citations received by the Bidder	
1.4	<b>Relevance of:</b> <ul style="list-style-type: none"> <li>Specialized Knowledge - <u>Up to 40 points</u></li> <li>Experience on Similar Projects - <u>Up to 20 points</u></li> <li>Infrastructure and logistical capabilities - <u>Up to 20 points</u></li> <li>Experience developing websites for youth audience - <u>Up to 50 points</u></li> </ul>	<b>130</b>
		<b>300</b>

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	Does the Proposer understand the deliverables required by the Terms of Reference?	<b>50</b>
2.2	Have the important aspects of the task been addressed in sufficient detail?	<b>50</b>
2.3	Does the technical proposal shows clear understanding of the current platform status?	<b>100</b>
2.4	Does the technical proposal shows a clear methodology to adapt the new code to the existing platform?	<b>100</b>
2.5	Does the technical proposal shows a clear methodology to analyze and complement the current database structure to support the new development?	<b>100</b>
		<b>400</b>

Technical Proposal Evaluation Form 3		Points Obtainable
Management Structure and Key Personnel		
3.1	Team Leader	<b>100</b>
		Sub-Score

	General Qualification		100	
	Suitability for the assignment			
	- Years of experience as a team leader	25		
	- Number of projects successfully finished	25		
	- Any technical certification	25		
	- Excellent command of English language	25		
			100	
<b>3.2</b>	<b>Consultant-1: Web Developer</b>			<b>100</b>
			Sub-Score	
	General Qualification		100	
	Suitability for the assignment			
	- Years of experience as web developer	25		
	- Experience in LAMP/WAMP environments	25		
	- Experience in WordPress/Joomla or any other WCMS	25		
	- Experience in tuning websites into mobile friendly environments	25		
			100	
<b>3.3</b>	<b>Consultant-2: Database developer</b>			<b>100</b>
			Sub-Score	
	General Qualification		100	
	Suitability for the assignment			
	- Experience in MySQL, MySQLi and PDO	25		
	- Experience in PHP, Perl, Ruby or any other web oriented script language.	25		
	- Experience in database structure tuning and optimization	25		
	- Experience in database size estimation	25		
			100	
	<b>Total Part 3</b>			<b>300</b>

### Payment Schedule:

**1<sup>st</sup> Tranche:** 20% of the total contract value will be paid after the successful assessment of the platform, the activity should be performed including the project's technical focal point – end of week one.

**2<sup>nd</sup> Tranche:** 40% of the total contract value will be paid after the successful delivery of the three modules listed in the "Key Tasks" section (Video Blog, Opportunities, Skills

Development). Any error should be corrected and any poorly performing functionality should be optimized before the payment is performed – end of week nine.

**3<sup>rd</sup> Tranche:** 30% of the total contract value will be paid after successful delivery of the mobile friendly website version. Any error should be corrected and any poorly performing functionality should be optimized before the payment is performed – end of week 12.

**4<sup>th</sup> Tranche:** 10% of the total contract value will be paid after one month of the final delivery. This time will be used to test all the functionalities in a live environment. Any errors or poorly performing functionality must be fixed before proceeding with the final payment.

#### Annex A – Platform Functionalities



Annex A - Platform  
Functionalities.docx



## Section 4 – Proposal Submission Form

### Proposal Submission Form<sup>3</sup>

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[insert: *Location, Date*]

To: [insert: *Name and Address of UNDP focal point*]

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for [insert: *title of services*] in accordance with your Request for Proposal dated [insert: *Date*] and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal sealed under a separate envelope.

We hereby declare that :

- a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
- b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
- c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
- d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for [insert: *period of validity as indicated in Data Sheet*].

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP

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<sup>3</sup> No deletion or modification may be made in this form. Any such deletion or modification may lead to the rejection of the Proposal.



will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain,

Yours sincerely,

Authorized Signature *[In full and initials]:* \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm: \_\_\_\_\_

Contact Details : \_\_\_\_\_

*[please mark this letter with your corporate seal, if available]*

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## Section 5: Documents Establishing the Eligibility and Qualifications of the Proposer

### Proposer Information Form<sup>4</sup>

Date: *[insert date (as day, month and year) of Proposal Submission]*

RFP No.: *[insert number]*

Page \_\_\_\_\_ of \_\_\_\_\_ pages

1. Proposer's Legal Name <i>[insert Proposer's legal name]</i>		
2. In case of Joint Venture (JV), legal name of each party: <i>[insert legal name of each party in JV]</i>		
3. Actual or intended Country/ies of Registration/Operation: <i>[insert actual or intended Country of Registration]</i>		
4. Year of Registration: <i>[insert Proposer's year of registration]</i>		
5. Countries of Operation	6. No. of staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Proposer's legal address in country of registration]</i>		
9. Value and Description of Top three (3) Biggest Contract for the past five (5) years		
10. Latest Credit Rating (if any)		
1. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		
12. Proposer's Authorized Representative Information  Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>		
13. Are you in the UNPD List 1267.1989 or UN Ineligibility List ? (Y / N)		
14. Attached are copies of original documents of: All eligibility document requirements listed in the Data Sheet  <input type="checkbox"/> If Joint Venture/Consortium – copy of the Memorandum of Understanding or Letter of Intent to form a JV/Consortium, or Registration of JV/Consortium, if registered  <input type="checkbox"/> If case of Government corporation or Government-owned/controlled entity, documents establishing legal and financial autonomy and compliance with commercial law.		

<sup>4</sup> The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.



### Check Sheet for Documents Establishing the Eligibility and Qualifications of the Proposer

S/L	Minimum Eligibility Criteria	Documents Submitted	
		Yes	No
1	Duly Accomplished Form as provided in Section 2, and in accordance with the Terms of Reference in Section 4;		
2	Financial Proposal in a separate sealed envelope and in accordance with the format provided: Section :7		
3	Minimum 3 years working experience in the WEBSITE DEVELOPMENT. (Certification of work completion certificate and work order/ Purchase order must submit for the evidence of vendors' qualifications)		
4	Successfully completion at least two (2) similar assignments in the last 5 years with the evidence of Job completion certificate/ Work Order/ Purchase order from competent authority.		
5	Latest Audited Financial Statement or audited report for last two fiscal years– (income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.)		
6	Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder.		
7	Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or another UN Ineligibility List.		



## Joint Venture Partner Information Form (if Registered)<sup>5</sup>

Date: *[insert date (as day, month and year) of Proposal Submission]*

RFP No.: *[insert number]*

Page \_\_\_\_\_ of \_\_\_\_\_ pages

1. Proposer's Legal Name: <i>[insert Proposer's legal name]</i>		
2. JV's Party legal name: <i>[insert JV's Party legal name]</i>		
3. JV's Party Country of Registration: <i>[insert JV's Party country of registration]</i>		
4. Year of Registration: <i>[insert Party's year of registration]</i>		
5. Countries of Operation	6. No. of staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation: <i>[insert Party's legal address in country of registration]</i>		
9. Value and Description of Top three (3) Biggest Contract for the past five (5) years		
10. Latest Credit Rating (if any)		
1. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		
13. JV's Party Authorized Representative Information Name: <i>[insert name of JV's Party authorized representative]</i> Address: <i>[insert address of JV's Party authorized representative]</i> Telephone/Fax numbers: <i>[insert telephone/fax numbers of JV's Party authorized representative]</i> Email Address: <i>[insert email address of JV's Party authorized representative]</i>		
14. Attached are copies of original documents of: <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> All eligibility document requirements listed in the Data Sheet <input type="checkbox"/> Articles of Incorporation or Registration of firm named in 2. <input type="checkbox"/> In case of government owned entity, documents establishing legal and financial autonomy and compliance with commercial law.		

<sup>5</sup> The Proposer shall fill in this Form in accordance with the instructions. Apart from providing additional information, no alterations to its format shall be permitted and no substitutions shall be accepted.



## Section 6: Technical Proposal Form

TECHNICAL PROPOSAL FORMAT  
INSERT TITLE OF THE SERVICES

*Note: Technical Proposals not submitted in this format may be rejected. The financial proposal should be included in separate envelope.*

Name of Proposing Organization / Firm:	
Country of Registration:	
Name of Contact Person for this Proposal:	
Address:	
Phone / Fax:	
Email:	

### SECTION 1: EXPERTISE OF FIRM/ ORGANISATION

*This section should fully explain the Proposer's resources in terms of personnel and facilities necessary for the performance of this requirement. All contents of this section may be modified or expanded depending on the evaluation criteria stated in the RFP.*

**1.1 Brief Description of Proposer as an Entity:** Provide a brief description of the organization / firm submitting the proposal, its legal mandates/authorized business activities, the year and country of incorporation, types of activities undertaken, and approximate annual budget, etc. Include reference to reputation, or any history of litigation and arbitration in which the organisation / firm has been involved that could adversely affect or impact the performance of services, indicating the status/result of such litigation/arbitration.

**1.2. Financial Capacity:** Provide the latest Audited Financial Statement (Income Statement and Balance Sheet) duly certified by a Public Accountant, and with authentication of receiving by the Government's Internal Revenue Authority. Include any indication of credit rating, industry rating, etc.

**1.3. Track Record and Experiences:** Provide the following information regarding corporate experience within the last five (5) years which are related or relevant to those required for this Contract.

Name of project	Client	Contract Value	Period of activity	Types of activities undertaken	Status or Date Completed	References Contact Details (Name, Phone, Email)

## SECTION 2 - APPROACH AND IMPLEMENTATION PLAN

*This section should demonstrate the Proposer's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; and demonstrating how the proposed methodology meets or exceeds the requirements.*

**2.1. Approach to the Service/Work Required:** Please provide a detailed description of the methodology for how the organisation/firm will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment.

**2.2. Technical Quality Assurance Review Mechanisms:** The methodology shall also include details of the Proposer's internal technical and quality assurance review mechanisms.

**2.3 Implementation Timelines:** The Proposer shall submit a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.

**2.4. Subcontracting:** Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team.

**2.5. Risks / Mitigation Measures:** Please describe the potential risks for the implementation of this project that may impact achievement and timely completion of expected results as well as their quality. Describe measures that will be put in place to mitigate these risks.

**2.6. Reporting and Monitoring:** Please provide a brief description of the mechanisms proposed for this project for reporting to the UNDP and partners, including a reporting schedule.

**2.7. Anti-Corruption Strategy:** Define the anti-corruption strategy that will be applied in this project to prevent the misuse of funds. Describe the financial controls that will be put in place.

**2.8. Partnerships:** Explain any partnerships with local, international or other organizations that are planned for the implementation of the project. Special attention should be given to providing a clear picture of the role of each entity and how everyone will function as a team. Letters of commitment from partners and an indication of whether some or all have successfully worked together on other previous projects is encouraged.

**2.9 Statement of Full Disclosure:** This is intended to disclose any potential conflict in accordance with the definition of "conflict" under Section 4 of this document, if any.

**2.10 Other:** Any other comments or information regarding the project approach and methodology that will be adopted.

## SECTION 3: PERSONNEL

**3.1 Management Structure:** Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

**3.2 Staff Time Allocation:** Provide a spreadsheet will be included to show the activities of each staff member and the time allocated for his/her involvement. (Note: This *spreadsheet is crucial and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the UNDP project manager, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.*)

**3.3 Qualifications of Key Personnel.** Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services. Please use the format below:

<b>Name:</b>		
<b>Position for this Contract:</b>		
<b>Nationality:</b>		
<b>Contact information:</b>		
<b>Countries of Work Experience:</b>		
<b>Language Skills:</b>		
<b>Educational and other Qualifications:</b>		
<b>Summary of Experience:</b> <i>Highlight experience in the region and on similar projects.</i>		
<b>Relevant Experience (From most recent):</b>		
<b>Period: From – To</b>	<b>Name of activity/ Project/ funding organisation, if applicable:</b>	<b>Job Title and Activities undertaken/Description of actual role performed:</b>
<i>e.g. June 2004-January 2005</i>		
<i>Etc.</i>		
<i>Etc.</i>		
<b>References no.1 (minimum of 3):</b>	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	
<b>Reference no.2</b>	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	
<b>Reference no.3</b>	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	
<b>Declaration:</b>		
I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.		
<hr/>		
Signature of the Nominated Team Leader/Member		Date Signed
<hr/>		



## Section 7: Financial Proposal Form

A proposer may submit an alternative proposal, but only if it also submits a proposal that meets the base case. UNDP shall only consider the alternative proposals offered by the Proposer whose proposal for the base case was determined to be the proposal with the highest evaluated score. Acceptance of the submitted alternative proposal is at UNDP's discretion and UNDP may accept the base case without accepting the alternative. In case an alternative proposal is submitted in addition to the base case/original requirement the bidder has to clearly distinguish the associated costs for the base case and the alternative proposal. These costs should be presented separately with different heads in the financial proposal showing the grand total for the base case and the alternative proposal separately.

The Proposer is required to prepare the Financial Proposal in an envelope separate from the rest of the RFP as indicated in the Instruction to Proposers.

The Financial Proposal must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Any estimates for cost-reimbursable items, such as travel and out-of-pocket expenses, should be listed separately.

In case of an equipment component to the service provider, the Price Schedule should include figures for both purchase and lease/rent options. UNDP reserves the option to either lease/rent or purchase outright the equipment through the Contractor.

The format shown on the following pages is suggested for use as a guide in preparing the Financial Proposal. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

### A. **Cost Breakdown per Deliverable\*** (This portion to be provided in separate sealed envelope)

Basis for payment tranches

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive VAT, Tax and Others relevant cost)</i>
1	Deliverable 1		
2	Deliverable 2		
3	Deliverable 3		
4	Deliverable 4		
	Total	100%	

*\*This shall be the basis of the payment tranches*

**B. Cost Breakdown by Cost Component [*This is only an Example*]:**

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

*[Name and Signature of the Service Provider's  
Authorized Person]  
[Designation]  
[Date]*



## Section 8: FORM FOR ADVANCE PAYMENT GUARANTEE

(Not Applicable)

***(This must be finalized using the official letterhead of the Issuing Bank.  
Except for indicated fields, no changes may be made on this template)***

---

To: UNDP

*[Insert contact information as provided in Data Sheet]*

WHEREAS *[name and address of Contractor]* (hereinafter called "the Proposer") has submitted a Proposal to UNDP dated ....., to execute Services ..... (hereinafter called "the Proposal"):

AND WHEREAS it has been stipulated by you that the Proposer shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Proposer:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Proposer such this Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Proposer, up to a total of *[amount of guarantee] [in words and numbers]*, such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of *[amount of guarantee as aforesaid]* without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid until a date 30 days from the date of issue by UNDP of a certificate of satisfactory performance and full completion of services by the Proposer.

### ***SIGNATURE AND SEAL OF THE GUARANTOR BANK***

Date .....

Name of Bank .....



Address .....



## Section 9: Contract for Professional Services

**THIS IS UNDP'S TEMPLATE FOR CONTRACT FOR THE PROPOSER'S REFERENCE. ADHERENCE TO ALL TERMS AND CONDITIONS IS MANDATORY.**

Date \_\_\_\_\_

Dear Sir/Madam,

Ref.: \_\_\_\_\_/ \_\_\_\_\_/ \_\_\_\_\_ **[INSERT PROJECT NUMBER AND TITLE OR OTHER REFERENCE]**

The United Nations Development Programme (hereinafter referred to as "UNDP"), wishes to engage your **[company/organization/institution]**, duly incorporated under the Laws of \_\_\_\_\_ **[INSERT NAME OF THE COUNTRY]** (hereinafter referred to as the "Contractor") in order to perform services in respect of \_\_\_\_\_ **[INSERT SUMMARY DESCRIPTION OF THE SERVICES]** (hereinafter referred to as the "Services"), in accordance with the following Contract:

1. Contract Documents

1.1 This Contract is subject to the UNDP General Conditions for Professional Services attached hereto as Annex I. The provisions of such Annex shall control the interpretation of this Contract and in no way shall be deemed to have been derogated by the contents of this letter and any other Annexes, unless otherwise expressly stated under section 4 of this letter, entitled "Special Conditions".

1.2 The Contractor and UNDP also agree to be bound by the provisions contained in the following documents, which shall take precedence over one another in case of conflict in the following order:

a) this Letter;

b) the Terms of Reference [ref. ....dated.....], attached hereto as Annex II;

c) the Contractor's Proposal [ref....., dated .....]

d) The UNDP Request for Proposal [ref....., dated.....]

1.3 All the above shall form the Contract between the Contractor and UNDP, superseding the contents of any other negotiations and/or agreements, whether oral or in writing, pertaining to the subject of this Contract.

2. Obligations of the Contractor

2.1 The Contractor shall perform and complete the Services described in Annex II with due diligence and efficiency and in accordance with the Contract.

2.2 The Contractor shall provide the services of the following key personnel:

Name   Specialization   Nationality   Period of service





.....  
.....

- 2.3 Any changes in the above key personnel shall require prior written approval of \_\_\_\_\_ **[NAME and TITLE]**, UNDP.
- 2.4 The Contractor shall also provide all technical and administrative support needed in order to ensure the timely and satisfactory performance of the Services.
- 2.5 The Contractor shall submit to UNDP the deliverables specified hereunder according to the following schedule:

**[LIST DELIVERABLES]**

**[INDICATE DELIVERY DATES]**

e.g.

Progress report	.././....
.....	.././....
Final report	.././....

- 2.6 All reports shall be written in the English language, and shall describe in detail the services rendered under the Contract during the period of time covered in such report. All reports shall be transmitted by the Contractor by \_\_\_\_\_ **[MAIL, COURIER AND/OR FAX]** to the address specified in 9.1 below.
- 2.7 The Contractor represents and warrants the accuracy of any information or data provided to UNDP for the purpose of entering into this Contract, as well as the quality of the deliverables and reports foreseen under this Contract in accordance with the highest industry and professional standards.

**OPTION 1 (FIXED PRICE)**

3. Price and Payment

- 3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a fixed contract price of \_\_\_\_\_ **[INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS]**.
- 3.2 The price of this Contract is not subject to any adjustment or revision because of price or currency fluctuations or the actual costs incurred by the Contractor in the performance of the Contract.
- 3.3 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.
- 3.4 UNDP shall effect payments to the Contractor after acceptance by UNDP of the invoices submitted by the Contractor to the address specified in 9.1 below, upon achievement of the corresponding milestones and for the following amounts:

MILESTONE

AMOUNT

TARGET DATE

Upon..... /./....

..... /./....

Invoices shall indicate the milestones achieved and corresponding amount payable.

## OPTION 2 (COST REIMBURSEMENT)

### 3. Price and payment

- 3.1 In full consideration for the complete and satisfactory performance of the Services under this Contract, UNDP shall pay the Contractor a price not to exceed \_\_\_\_\_ **[INSERT CURRENCY & AMOUNT IN FIGURES AND WORDS]**.
- 3.2 The amount contained in 3.1 above is the maximum total amount of reimbursable costs under this Contract. The Breakdown of Costs in Annex \_\_\_\_\_ **[INSERT ANNEX NUMBER]** contains the maximum amounts per cost category that are reimbursable under this Contract. The Contractor shall reflect in his invoices the amount of the actual reimbursable costs incurred in the performance of the Services.
- 3.3 The Contractor shall not do any work, provide any equipment, materials and supplies, or perform any other services which may result in any costs in excess of the amount under 3.1 or of any of the amounts specified in the Breakdown of Costs for each cost category without the prior written agreement of \_\_\_\_\_ **[NAME and TITLE]**, UNDP.
- 3.4 Payments effected by UNDP to the Contractor shall be deemed neither to relieve the Contractor of its obligations under this Contract nor as acceptance by UNDP of the Contractor's performance of the Services.
- 3.5 The Contractor shall submit invoices for the work done every \_\_\_\_\_ **[INSERT PERIOD OF TIME OR MILESTONES]**.

OR

- 3.5. The Contractor shall submit an invoice for \_\_\_\_\_ **[INSERT AMOUNT AND CURRENCY OF THE ADVANCE PAYMENT IN FIGURES & WORDS]** upon signature of this Contract by both parties and invoices for the work done every \_\_\_\_\_ **[INSERT PERIOD OF TIME OR MILESTONES]**.
- 3.6 Progress and final payments shall be effected by UNDP to the Contractor after acceptance of the invoices submitted by the Contractor to the address specified in 9.1 below, together with whatever supporting documentation of the actual costs incurred is required in the Breakdown of Costs or may be required by UNDP. Such payments shall be subject to any specific conditions for reimbursement contained in the Breakdown of Costs.

### 4. Special conditions

- 4.1 The responsibility for the safety and security of the Contractor and its personnel and property, and of UNDP's property in the Contractor's custody, rests with the Contractor.
- 4.2 The advance payment to be made upon signature of the contract by both parties is contingent upon receipt and acceptance by UNDP of a bank guarantee for the full amount of the advance payment issued



by a Bank and in a form acceptable to UNDP.

- 4.3 The amounts of the payments referred to under section 3.6 above shall be subject to a deduction of \_\_\_\_\_ **[INSERT PERCENTAGE THAT THE ADVANCE REPRESENTS OVER THE TOTAL PRICE OF THE CONTRACT]** % (... percent) of the amount accepted for payment until the cumulative amount of the deductions so effected shall equal the amount of the advance payment.

- 4.4 Owing to [.....], Article(s) [.....] of the General Conditions in Annex I shall be amended to read/be deleted.

5. Submission of invoices

- 5.1 An original invoice shall be submitted by mail by the Contractor for each payment under the Contract to the following address:

.....

- 5.2 Invoices submitted by fax shall not be accepted by UNDP.

6. Time and manner of payment

- 6.1 Invoices shall be paid within thirty (30) days of the date of their acceptance by UNDP. UNDP shall make every effort to accept an invoice or so advise the Contractor of its non-acceptance within a reasonable time from receipt.

- 6.2 All payments shall be made by UNDP to the following Bank account of the Contractor:

\_\_\_\_\_ **[NAME OF THE BANK]**

\_\_\_\_\_ **[ACCOUNT NUMBER]**

\_\_\_\_\_ **[ADDRESS OF THE BANK]**

7. Entry into force. Time limits.

- 7.1 The Contract shall enter into force upon its signature by both parties.

- 7.2 The Contractor shall commence the performance of the Services not later than \_\_\_\_\_ **[INSERT DATE]** and shall complete the Services within \_\_\_\_\_ **[INSERT NUMBER OF DAYS OR MONTHS]** of such commencement.

- 7.3 All time limits contained in this Contract shall be deemed to be of the essence in respect of the performance of the Services.

8. Modifications

- 8.1 Any modification to this Contract shall require an amendment in writing between both parties duly signed by the authorized representative of the Contractor and \_\_\_\_\_ **[NAME AND TITLE]** UNDP.

9. Notifications



For the purpose of notifications under the Contract, the addresses of UNDP and the Contractor are as follows:

**For the UNDP:**

Name  
Designation  
Address  
Tel. No.  
Fax. No.  
Email address:

**For the Contractor:**

Name  
Designation  
Address  
Tel. No.  
Fax. No.  
Email address:

If the above terms and conditions meet with your agreement as they are typed in this letter and in the Contract Documents, please initial every page of this letter and its attachments and return to this office one original of this Contract, duly signed and dated.

Yours sincerely,

**[INSERT NAME AND DESIGNATION]**

For **[INSERT NAME OF THE COMPANY/ORGANIZATION]**

Agreed and Accepted:

Signature \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_



## **UNDP**

### **GENERAL CONDITIONS OF CONTRACT FOR SERVICES**

#### **1.0 LEGAL STATUS:**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

#### **2.0 SOURCE OF INSTRUCTIONS:**

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

#### **3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

#### **4.0 ASSIGNMENT:**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

#### **5.0 SUB-CONTRACTING:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

#### **6.0 OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

#### **7.0 INDEMNIFICATION:**

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

#### **8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:**

**8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.



**8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.

**8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.

**8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:

**8.4.1** Name UNDP as additional insured;

**8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;

**8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.

**8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

**9.0 ENCUMBRANCES/LIENS:**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

**10.0 TITLE TO EQUIPMENT:** Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

**11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

**11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

**11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.



**11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.

**11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

**12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

**13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:**

Information and data that is considered proprietary by either Party, and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

**13.1** The recipient ("Recipient") of such information shall:

**13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,

**13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.

**13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:

**13.2.1** any other party with the Discloser's prior written consent; and,

**13.2.2** the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls, controls it, or with which it is under common control, who have a need to know such Information for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

**13.2.2.1** a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

**13.2.2.2** any entity over which the Party exercises effective managerial control; or,

**13.2.2.3** for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

**13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP



sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.

**13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.

**13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.

**13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

#### **14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

**14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.

**14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.

**14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.

**14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

#### **15.0 TERMINATION**

**15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 ("Arbitration"), below, shall not be deemed a termination of this Contract.

**15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.

**15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to





the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.

**15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

## **16.0 SETTLEMENT OF DISPUTES**

**16.1 Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

**16.2 Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party's written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 ("Interim Measures of Protection") and Article 32 ("Form and Effect of the Award") of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate ("LIBOR") then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

## **17.0 PRIVILEGES AND IMMUNITIES:**

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

## **18.0 TAX EXEMPTION**

**18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter-alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.



**18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

#### **19.0 CHILD LABOUR**

**19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

**19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

#### **20.0 MINES:**

**20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

**20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.

#### **21.0 OBSERVANCE OF THE LAW:**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

#### **22.0 SEXUAL EXPLOITATION:**

**22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

**22.2** The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred



and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

### **23.0 SECURITY:**

**23.1** The Contractor shall:

- (a) Put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;
- (b) Assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan.

**23.2** UNDP reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNDP's property in its custody as set forth in paragraph 4.1 above.

### **24.0 AUDITS AND INVESTIGATIONS:**

**24.1** Each invoice paid by UNDP shall be subject to a post-payment audit by auditors, whether internal or external, of UNDP or the authorized agents of the UNDP at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract. The UNDP shall be entitled to a refund from the Contractor for any amounts shown by such audits to have been paid by the UNDP other than in accordance with the terms and conditions of the Contract. Should the audit determine that any funds paid by UNDP have not been used as per contract clauses, the company shall reimburse such funds forthwith. Where the company fails to reimburse such funds, UNDP reserves the right to seek recovery and/or to take any other action as it deems necessary.

**24.2** The Contractor acknowledges and agrees that, at any time, UNDP may conduct investigations relating to any aspect of the Contract, the obligations performed under the Contract, and the operations of the Contractor generally. The right of UNDP to investigate and the Contractor's obligation to comply with such an investigation shall not lapse upon expiration or prior termination of the Contract. The Contractor shall provide its full and timely cooperation with any such inspections, post-payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any documentation for such purposes and to grant to UNDP access to the Contractor's premises. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any inspections, post-payment audits or investigations carried out by UNDP hereunder.

### **25.0 ANTI-TERRORISM:**

**25.1** The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNDP funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNDP hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via <http://www.un.org/Docs/sc/committees/1267/1267ListEng.htm>. This provision must be included in all sub-contracts or sub-agreements entered into under this Contract.

### **26.0 AUTHORITY TO MODIFY:**

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of



its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.

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### **Section 10: Declaration**

## **Declaration**

Date:

**United Nations Development Programme**

UNDP Registry, IDB Bhaban, Agargaon  
Sher-E-Bangla Nagar, Dhaka, Bangladesh

Assignment: **“Request for Proposal for hiring a firm for the website development of UNV Bangladesh.”**

**Reference:** RFP-BD-2017-009

Dear Sir,

I declare that ..... is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,



## ANNEX A

# One-Stop-Shop – Online Platform for Youth and Civic Engagement

## Platform Functionalities

## INTRODUCTION

United Nations Development Programme (UNDP) and United Nations Volunteers (UNV) programme have joined forces to bring an online youth space to life. The main purpose is to empower Bangladeshi youth through knowledge sharing, open information and innovation. This will be a project which will contribute and build into UNV and UNDP regional programme on youth, volunteerism and innovation focused on tailoring innovative good practices, enduring peer-to-peer support in the region, and providing the public and developing partners with a selection of original data and content to support informed choices through volunteer youth-led civic engagement.

Creating a ONE-STOP-SHOP for Civic Engagement will ensure a continuous flow of data between youth volunteers, development stakeholders and society at large replicating a micro-narrative analysis methodology able to ‘tag’ current discourses identifying and tackling constraints and possible drivers for social change.

Volunteer and development projects tend to go in waves, and the contributors not always are also beneficiaries. One-Stop-Shop through volunteers ‘give back’ content: it is not only a tool for youth capacity building – reading, learning and engaging extracting relevant information; it is also a leadership skills and values around the role of youth and volunteerism in the society.

Furthermore, people will have the chance to connect to volunteer opportunities in thematic areas of interest, while Volunteer Involving Organizations will not have to duplicate their outreach efforts. Not only that, the youth will be informed on volunteering opportunities and be able to compare the different organizations they could volunteer for making more and informed choices.

### **General Remarks**

The following general remarks must be considered to comply with the expectations and deliverables at the end of the assignment.

#### Modules

The platform must include six modules. Three of them have been developed internally by the project’s team. The consultancy firm must assess the status of the platform and develop the remaining three modules following the graphic design (provided) and guidelines described below. The new modules must be integrated in the current platform, which means use the actual database structure when needed.

The modules are listed below:

1. Login and Registration Process -> Finished
2. Organization Directory -> Finished
3. Event Calendar -> Finished
4. Media Blog
5. Opportunities List
6. Skills Development

A detailed description of each module’s functionalities is provided beneath.

#### Web Hosting Provider

The current platform is running on a well-known web hosting service provider. The resources

could be used for testing purposes. Please, find the hardware specifications below:

- Cloud hosting
- CPU: 6 Cores (Shared)
- Memory: 6 GB (Shared)
- Local Caching: Enabled
- Dedicated IP
- SSL Feature: Enabled
- Bandwidth: Unmetered
- Storage: Unmetered

Along with the webhosting services, we have already acquired three different domain names and purchased Secure Socket Layer (SSL) certificates for each of them.

#### Graphic Design

The website graphic design is already done and it is not intended to be changed. We will provide all the necessary Photoshop or Illustrator files to maintain the same “look & feel” throughout the website.

#### User Interaction with the Website Content

Final users that are registered on the platform should be able to interact with the content created in the *Event Calendar*, *Media Blog* and *Opportunities List* modules. Two different types of interactions have been identified: i) emotions ii) comments.

#### Emotions

Registered users could interact with the content described above using one or more of the following emotions, each emotion will be represented by an icon: Thumbs up, I love it, Wow and Laugh. Each event/post/opportunity must record the interactions associated to them including the number of views.

#### Comments\*

Any registered user could comment on the content described above through a text box of maximum 140 characters. Each event/post/opportunity must record all the comments associated to them and the user that wrote it.

#### Mobile Version

The website must be desktop and mobile friendly. All the modules described in this section must be present in both versions.

The mobile version must be optimized for phone and tablet devices, i.e. the size of images should be smaller, the website layout should be optimized, etc.

#### Database Size Estimation

The consultancy firm must provide an estimate of the disk space required by each module in the database. i.e. disk space required by one post, event, opportunity, user’s account, etc. This information is necessary to estimate and forecast the database size and thus the storage space requirements.



### ***Login & Registration Process Module***

The platform must be able to handle two types of accounts: i) general users ii) organizations. An Administrator Dashboard must be implemented for management purposes. The administrator must be able to search and select accounts based on defined filters, check and modify the status and information of any account, and gather statistics about the number of users registered in the platform.

The registration and login process of general users and organizations' accounts must follow two different mechanisms. Detailed information is described below.

General Users

#### **Registration Process**

The process is conducted through a registration form where the user must submit basic information. A list of the registration form's compulsory and optional fields will be provided. This module must have the features described below:

- The registration form has 7 string fields, one numeric, one date and one image.
- Password's policy strength check (password's policy will be provided).
- Compulsory fields check (e.g. e-mail and phone number format check).
- Profile picture size check (1 MB max).
- Terms and conditions check.
- Registration through Facebook or Google+ for individual accounts must be provided as an option.
- After the mandatory information's submission, the user must receive a confirmation e-mail containing a *validation link*.
- Once the user access the *validation link*, his account will be activated and he will be redirected to the login page. This must be an automatic process.
- If the user opts to register using the Facebook or Google+ option, the *validation link* procedure is not required.

#### **Login Process**

After the registration process is completed successfully, the user must be able to login on the platform. This module must have the features described below:

- The username must be the e-mail address provided in the registration process.
- A mechanism to recover the password when it is forgotten.
- "Remember me" option.
- Login through Facebook or Google+ for individual account must be provided as an option.



Any general user must be able to change its information, profile picture and password at any time.

Organizations

### Registration Process

The organization's account contains more information than its counterpart and requires a manual verification and activation process before it can be used in the platform. It also follows a two steps registration process.

First, a basic registration form is submitted. Once the information is validated and the new account successfully activated, the user should complete the organization's profile through a profile's management window. The basic and advanced registration form fields will be provided.

This module must have the features described below:

- The registration form has 30 string fields, 5 numeric, one date and one image.
- Password's policy strength check (password's policy will be provided).
- Compulsory fields check (e.g. e-mail and phone number format check).
- Organizations' logo size check (1 MB max).
- Terms and conditions check.

After the mandatory information is submitted by the organization's account owner, the following authentication procedure must be followed:

- The new account is created but disabled by default.
- The organization must receive an automatic response stating that its new account is under verification.
- Parallel, an automatic notification message must be sent to the platform administrator's e-mail with the new account information.
- The platform's administrator will verify the authenticity of the information provided by the organization. This process is done manually.
- The platform's administrator will approve or reject the application process through the Administrator Dashboard.
- If the application is rejected, the organization must receive a notification e-mail requesting to verify the information provided and start the process again.
- If the application is approved, the new account must be activated but it remains in an incomplete state until the account's owner fills the advanced user profile fields through a profile's management window.

- The website must indicate whether the account is in incomplete state or not and encourage the user to complete its profile.

Any ‘organization’ user should be able to change the account’s information, profile picture and password at any time.

#### ***Organizations Directory Module***

The Organizations Directory module must be accessible to any user that visits the website. Like many directories, it is composed by a set of filters and a map where the results must be displayed based on their geographical location. The search options and results are based on the information submitted by the organizations during the registration process. Thus, in order to provide the user with reliable information, only organizations’ accounts in complete state must be displayed in the module. The filter requirements will be provided.

This module must have the features described below:

- It must be accessible to all users regardless their login status.
- The users must be able to filter the results based on multiple criteria. The results must be visible on the map as well as in a list.
- The list of results must contain basic information about the organization, e.g. organization’s logo, organization’s name, working categories, etc.
- In the organizations’ list, the user must have the option to click on the organization’s name to open a pop-up window that shows its detailed information.
- The pop-up window must include the number of posts and events that organization has submitted on the platform.
- The module must display aggregated data regarding the number of organizations per working category (25 different categories).

#### ***Event Calendar Module***

The *event calendar* module refers to the mechanism that only registered organization’s accounts use to share their future activities for a specific date and time. The module has two elements: i) event manager ii) event viewer.

##### **Event Manager**

The *event manager* must have the following features:

- Only organizations that have gone through the entire registration process (i.e. active and complete status) can search, create, edit and delete events associated to their account.
- Every event must be associated to the organization’s account that created it.
- Every new event must be composed of mandatory fields, e.g. event’s name, location, date and time, short description, etc. and optional information, e.g. pictures (3 MB max) or videos (700 MB max), long description, category tags.

- Before saving the event in the database, the user must be able to pre-visualize its information. If some data is incorrect, the user can edit and pre-view the content again until it is ready to save a final copy.
- The administrator account must be able to search, edit or delete any event created by any organization.

### Event Viewer

The *event viewer* must have the following features:

- Any user can search events in the module.
- The module must provide search filters to narrow down the results. Search filters include: date, geographical location, organization, tags and working category.
- The search results must provide a preview of the events (thumbnail style) with the event's image, title, date and short description.
- If the event doesn't have an image associated to it, the organization's profile picture must be used instead.
- If a user clicks on the event's title, a pop-up window must show up including all the detailed information, i.e. long description, event's location in a map, category tags, etc.
- Only registered users (general users or organizations) can interact with the event through the mechanisms described in the introduction section.
- Each event must keep a record of the number of interactions with the users (i.e. how many views, wows, thumbs up, etc. the event has had during its lifetime).

### ***Media Blog Module***

The *media blog* has the typical functionalities of a blogging service. This module will follow the same principle than the *event calendar* module, i.e. it must have two elements: i) blog manager ii) blog viewer.

### Blog Manager

- Only organizations that have gone through the entire registration process (i.e. active and complete status) can search, create, edit and delete posts associated to their account.
- Every post must be associated to the organization's account that create it.
- Every new post must have mandatory fields, e.g. blog's title, date and time, short description and content.
- Any post can enclose a combination of video (700 MB max), pictures (3 MB max), audio (3 MB max) or text (2,000 characters max).
- A maximum of 1 video, 5 pictures, 1 audio or 1 text can be included in any post.

- Before saving the post in the database, the user must be able to pre-visualize its information. If some data is incorrect, the user must be able to edit and pre-view the content again until it is ready to save a final copy.
- The administrator account must be able to search, edit or delete any event created by any organization.

### Blog Viewer

The *blog viewer* must have the following features:

- Any user should be able to search posts and view its content. Only registered users can interact with the posts through the mechanisms described in the introduction section, i.e. thumbs up, wow, etc.
- The module must provide search filters to narrow down the results. Search filters include: title, organization's name, tags, working category and type of media.
- If the user does not specify any filter (default search results), the module must rank the posts using two different criteria. First in chronological order and second based on popularity (number of interactions with the post).
- The default search results must be organized in two different sections (carousel style) and grouped in sets of four posts. A page index (<< < 1 2 3 4 5 ... > >>) must be provided to navigate through all the results.
- All the results must show a post's pre-view in a thumbnail style, i.e. Image, post's title, date and time, type of media included, organization's name and short description. If the post does not contain images, it must show the organization's icon.
- If the user clicks on a specific post, a pop-up window must show up with all the post's information, i.e. besides the basic information, it must show all the images, video, audio and text included in the post.
- Each post must keep a record of the number of interactions with the users (i.e. how many likes, thumbs up, etc. the post has had during its lifetime).

### ***Opportunities Module***

The opportunities Module is a space to promote events, weblinks, images, videos and other type of information created by the administrator account. In other words, it is a media blog where only the administrator can create new posts.

The *opportunities* module must have the following features:

- Only the administrator account can create new content.
- One image (3MB max), one short description (1000 characters max) and one weblink could be included in each post.

- The administrator must be able to search, create, edit and delete posts.
- The posts must follow the same visualization rules than the media blog module i.e. thumbnail preview style, ranked in two categories (chronologically and number of impressions), all results in carousel style, etc.

### ***Skills Development Module***

The *skills development* module is an information directory organized in a hierarchical or tree structure, i.e. one root and multiple branches. Any directory could include multiple sub-directories or information. In this module *information* is defined as the pair of weblink and a short description associated to it.

The *skills development* module must have the following features:

- An administrator must be able to create, delete and rename trees.
- An administrator must be able to add, delete, rename, change the order and location of the branches and sub-branches in the tree.
- It must be possible to link one image (3 MB max), one short description (1000 characters max), one file (5MB max) and one web link to any branch.
- The administrator must be able to enable and disable any tree or branch for visualizations purposes.
- Any user can see and browse the trees and branches enabled by the administrator.
- The trees and branches will be displayed in a drop-down menu style.
- The user must be able to see a preview pop-up window when he/she rolls the mouse over a weblink.
- The user must see a pop-up window when he/she rolls the mouse over a branch that includes an image and short description associated to it (if applicable).
- Any branch with an image and a short description associated to it must be displayed in a different colour.