



Revision no:1 dated 5 November 2018
REQUEST FOR PROPOSAL (RFP)

	DATE: October 25, 2018
	REFERENCE: UNDP CYP RFP/105 2018

Dear Sir / Madam:

We kindly request you to submit your Proposal for Website Design, Development, Training and Maintenance.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Technical Proposals may be submitted on or before Thursday, November 15, 2018 by 16:00 Cyprus local time via email.

United Nations Development Programme
UNDP Solicitations
solicitations.cy@undp.org

Following the technical evaluation, you will be contacted to provide the financial offer only if you have passed the score of 70%

Your Proposal must be expressed in the English, and valid for a minimum period of 120 Days

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) 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.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:
<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

UNDP
10/25/2018

Description of Requirements

Context of the Requirement	<i>Website Design, Development, Hosting, Training and Maintenance for the TCCH in Cyprus.</i>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	Design and Development of Website for TCCH in Cyprus
List and Description of Expected Outputs to be Delivered	Please refer to the ToR (Annex 1)
Person to Supervise the Work/Performance of the Service Provider	<i>UNDP Communications Analyst</i>
Frequency of Reporting	<i>As per the TOR</i>
Progress Reporting Requirements	<i>As per the TOR</i>
Location of work	<input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	<ul style="list-style-type: none"> • 3 months for development, training and publishing • 12 months for hosting and maintenance
Target start date	1 December 2018
Latest completion date	1 March 2019
Travels Expected	Not required
Special Security Requirements	<input checked="" type="checkbox"/> N/A
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> Euro

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes											
Other Required Documents to be submitted	<input checked="" type="checkbox"/> Sample of previous work/ Portfolio (e.g. online or printed portfolios) should be submitted (or links provided) to support the application, and the list of recent websites featuring the developer's work. <input checked="" type="checkbox"/> Copy of Company registration document											
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.											
Partial Quotes	<input checked="" type="checkbox"/> Not permitted											
Payment Terms ³	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">Outputs</th> <th style="width: 40%;">Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td>Website Design and Development</td> <td rowspan="7"> Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. </td> </tr> <tr> <td>Website Maintenance</td> </tr> <tr> <td>Website Hosting</td> </tr> <tr> <td>Domain name registration</td> </tr> <tr> <td>Search Engine Optimization(SEO)</td> </tr> <tr> <td>User Guide Documents for the Users</td> </tr> <tr> <td>Training of Users</td> </tr> </tbody> </table>		Outputs	Condition for Payment Release	Website Design and Development	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	Website Maintenance	Website Hosting	Domain name registration	Search Engine Optimization(SEO)	User Guide Documents for the Users	Training of Users
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	User Guide Documents for the Users											
Training of Users												
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP communications Analyst											
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Face Sheet Contract											
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.											

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

Criteria for the Assessment of Proposal	<p>Technical Proposal (70%)</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Expertise of the Firm 15% <input checked="" type="checkbox"/> Proposed Work Plan and Approach 40% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 15% <p>Financial Proposal (30%)</p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP ⁴	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Detailed Terms of Reference (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3)⁵
Contact Person for Inquiries (Written inquiries only) ⁶	<p><i>UNDP Solicitations</i> Solicitations.cy@undp.org</p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information [pls. specify]	<p>Please provide list of top five client indicating to be used for reference checking purposes.</p> <ol style="list-style-type: none"> 1. Project name 2. Focal Point and contact details

⁴ Where the information is available in the web, a URL for the information may simply be provided.

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ 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 received.

TERMS OF REFERENCE

WEBSITE DESIGN, DEVELOPMENT, HOSTING AND TRAINING AND MAINTENANCE

Background

UNDP in Cyprus works to support the ongoing peace and confidence building process by promoting initiatives that encourage dialogue and cooperation between the communities of Cyprus.

Since 2010, 17.7 Million Euro of European Union funding have been invested through the United Nations Development Programme in Cyprus (UNDP) to support the efforts of the Technical Committee on Cultural Heritage to protect and cherish this unique cultural diversity.

The Technical Committee on Cultural Heritage is a unique Cypriot experience envisioned by the Leaders of the two communities ten years ago.

The Technical Committee on Cultural Heritage is a mutually acceptable mechanism for the implementation of practical measures for the proper preservation, physical protection and restoration (including research, study and survey) of the cultural heritage of Cyprus.

Since 2012, with the support of the EU and UNDP, the Technical Committee on Cultural Heritage conserved, structurally supported, physically protected or restored 31 heritage sites island wide, including Orthodox, Maronite and Armenian churches, mosques and minarets, fortifications, hamams, aqueducts and watermills.

Additionally, 23 sites island wide benefited from simple, non-structural, small-scale works such as internal and external site cleaning, removal of vegetation from roofs and walls, minor repairs, replacement of doors, fences and windows. Conservation designs for future projects are ready for an additional 40 sites.

Scope of work and deliverables:

Under the Supervision of UNDP Communications and Programme Analyst, and in close collaboration with the Technical Committee on Cultural Heritage focal points, the contractor will be responsible for designing and developing a user friendly and informative website on the work of the Technical Committee on Cultural Heritage in Cyprus. Services required are website design, website development, and search engine optimization (SEO).

Deliverables and results:

In consultation with the UNDP team, the contractor is expected to deliver within 25 working days from the start date:

1. Website Design and Development

- Platform of the website should be based on open-source content management system (CMS)
- Develop a user friendly three-language (Greek, Turkish and English) informative platform which is easy to navigate presenting the key initiatives of the TCCH.
- Provide 2-3 creative suggestions on how to design and develop an interactive and innovative platform that can be manipulated to present results based on a number of pre-defined user options; Creation of a simple CMS backend system that can be easily navigated by non-technical staff.
- Create and update content of initial pages as agreed upon with the TCCH;

- Design front end of the website to be user friendly and responsive for multiple platforms including desktop, tablet and mobile devices and SEO friendly while maintaining project branding and colors in agreement with the TCCH;
- Upload the Greek, Turkish and English versions of the publication and any supporting documentation/infographics;
- Provide onsite support and training of appointed TCCH staff in both the administrator interface and basic maintenance of the site architecture and design;
- Domain name registration

Functional Requirements:

The following requirements have been identified for the website:

- Content Management System (CMS): The CMS must enable the web administrator to easily update the content of the website without the need of programming. It should allow updating content, adding pages, updating navigation menus, managing users, uploading content (files and media) and any other operations needed to control and update the website without the need to contact the solution provider. Uploading files and media content to the website through CMS must be unlimited, must be stored in the database and searchable. Creating new pages in the website must enable the website administrator to design the content in that page (paragraphs and images used in the web page) with the minimum knowledge in HTML & JavaScript only.
- Multi-language: the website interface and content will be in 3 languages (Greek, Turkish and English) therefore the website CMS must enable the website administrator to upload all kind of data and content in all three languages. English will be the main interface and landing page.
- Search engine: all content of the website must be searchable on all search engines.
- Media gallery: gallery to support all forms of media: images, videos, and pdf documents.
- Downloadable printable documents: UNDP would like to keep track of the number of downloads.
- Innovative and interactive economic modelling platform: using flexible JavaScript charting to transform a variety of static graphs'/statistics into interactive animations that are easy to edit by non-technical TCCH staff.

2. Website Maintenance

- Maintain a full back-up of the website through the duration of the contract. The back-up, code and source files will be delivered in full to the client at the end of the contract;
- Support with one year against bugs and problems, including warranty and maintenance.

3. Website Hosting

Contractor will provide one-year website hosting service with the possibility of extension.

4. Search Engine Optimization (SEO)

- The contractor will work to guarantee SEO through the following: keyword research and analysis, site analysis, competitive analysis, site content optimization, HTML code optimization, submission to free search engines, link exchange, and web ranking report.

5. User Guide Documents

- Preparation of user guidelines for the users for the user-friendly platform.

6. Training of Users

- Provide onsite support and training of appointed TCH staff in both the administrator interface and basic maintenance of the site architecture and design;

Required Skills and Experience

Professional Experience of Key Staff:

- At least 3 years of experience in website development
- Hands-on experience with modern front-end frameworks - Foundation, Bootstrap or equivalent
- Familiarity with JavaScript web frameworks - react, angular.js, backbone
- Familiarity with modern web user interface design patterns
- Experience with creating layout packages for CMS implementation
- Hands-on experience with responsive design pattern implementation
- Knowledge of web accessibility standards
- Knowledge of SEO systems and strategies

Documents to be included when submitting the proposals.

Interested companies must submit the following documents/information to demonstrate their qualifications. Companies that fail to submit the required information will not be considered.

1. **Sample of previous work/ Portfolio** (e.g. online or printed portfolios) should be submitted (or links provided) to support the application, and a list of recent websites featuring the developer's work;
2. **Financial Proposal** that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs, as per the table given in section D. template provided.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable*

	Deliverables	Percentage of Total Price	Price
1	Website Design and Development		
2	Website Maintenance		
3	Website Hosting		
4	Domain Name Registration		
5	Search Engine Optimization(SEO)		
6	User Guide Document for the Users of the CMS		
7	Training for Users of the CMS		
	Total	100%	

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

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

[Designation]

[Date]