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|  | **UNITED NATIONS DEVELOPMENT PROGRAMME**  **TERMS OF REFERENCE**  **WEBSITE APPLICATION DESIGN, DEVELOPMENT, HOSTING, TRAINING AND MAINTENANCE NPSSS/VTC** |

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| 1. **Basic Information** |
| **Title:** Development of Website  **Department/Unit:** Democratic Governance and Stabilization Unit (DGSU), UNDP South Sudan  **Supervisor:** UNDP Chief Technical Advisor for Rule of Law  **Duration:** 60 working days  **Type of Contract**: A firm  **Location:** South Sudan  **Application deadline**: 23 January 2019 |
| 1. **Background** |
| The UNDP Access to Justice and Rule of Law project (A2J/RoL) aims to support national priorities in line with the UN country team Interim Cooperation Framework (ICF). Aligned to the ICF is the UNDP Country Programme Document (CPD) Outcome 3, Peace and Governance strengthened. This outcome emanates from the Output supporting the strengthening of rule of law institutions to deliver accountable, effective and equitable justice services. In this regard, the project supports the priorities of the rule of law institutions (Judiciary of South Sudan, Ministry of Justice and Constitutional Affairs, South Sudan National Police Service (SSNPS), National Prison Service of South Sudan (NPSSS), and Local Government Board).  The Prisons in South Sudan were constructed during the colonial period. The collective capacity of the prisons was to accommodate approximately 2,000 inmates. Prolonged and continuous war further resulted in the dilapidation and destruction of the existing prison infrastructure. Most of the prisons in the counties are thatched huts, or temporary structures constructed with local material. In addition, lack of adequate resources prevented their upgradation or renovation or the provision of basic facilities. Inmate statistics compiled by the NPSSS reveals that there are about 6,500 inmates serving sentences.  The improvement assessment of NPSSS has provided baseline information on status of infrastructure, vocational training aids and equipment, trained prisons personnel, availability of other vocational training institutes in the states and statistics of prisoners. Inmates’ rehabilitation programme through establishment of vocational training centre (VTC) was developed to:   * Empower inmates with self-supporting skills for their livelihood and reduce recidivism; * Develop a business plan for making the vocational training centre sustainable through marketable production and food security.   Accordingly, in 2016 the vocational training centre was established in Juba Central Prison as a pilot with support from UNDP. Initially commencing with eight courses, the VTC currently trains inmates in 12 disciplines, namely:  1] Carpentry and Joinery  2] Building and Construction  3] Electrical Installation  4] Metal Fabrication and Welding  5] Auto Mechanics  6] Agriculture  7] Hair Dressing and Beauty Therapy  8] Tailoring and Fashion Design  9] Food Processing  10] Bakery  11] Plumbing  12] Information Technology |
| 1. **Purpose of the Consultancy** |
| The overall purpose of the consultancy is to support the rule of law institution the National Prisons Service of South Sudan (NPSSS) to design, build, develop, deploy, and support intelligent web Application that can have a front-end or user-interface on a web-site. A very important component of the project is to set-up simple but effective web-based application to manage inmates in the vocational school. |
| 1. **Objectives** |
| The main objective of the consultancy is to develop a vocational training management information system (VTMIS) with a front-end or user-interface on a web-site that will enable the institution to better manage inmates in line with constitutional and legislative procedures, human rights, good governance and best practices. The VTMIS will serve as a management tool and an information source on the rehabilitations and reintegration management of inmates.    The role of the system is to:   * Support operation, guide managerial decision-making, provide strategic and competitive advantage to the VTC. * Retrieve information about internal operation from database that have been updated. * Enable VTC supervisors to request information and receive them in a set format. * Measure performance of the inmates, manage resources and ensure that instructors comply with regulatory requirements. |
| 1. **Scope of work and deliverables** |
| Under the Supervision of the Chief Technical Advisor, and in close collaboration with the VTC technical committee, the consultant will be responsible for designing and developing a user friendly and informative web application with website in the front-end on the work of the National Prisons Service of South Sudan with the following components:   * Website and search engine optimization (SEO) * Attendance and inmates management * Time table and examination management * Facilities and asset management * Production and financial management   The feasibility study report for the proposed VTMIS will be based on an analytical review of existing institutional framework, management and procedures, established guidelines, policies, protocols, processes, manuals and reports on NPSSS VTC.  The firm will also be expected to work closely with other agencies and development partners including the United Nations Mission in South Sudan (UNMISS) and apply participatory methods in the deployment of the system. The firm will obtain appropriate feedback and involvement, and general agreement from the institutions, identified stakeholders and thematic experts including the UNDP Chief Technical Advisor (Access to Justice and Rule of Law). The firm will present a comprehensive report on the VTMIS and present for approval as end-of consultancy report. |
| 1. **Deliverables and results:** |
| In consultation with the technical team, the contractor is expected to deliver within 40 working days from the start date will complete all the components website and search engine optimization (SEO), Attendance and inmates management, time table and examination management, facilities and asset management, production and financial management.   1. Website Design and Development  * Platform of the website should be based on open-source content management system (CMS) * Develop a user friendly single language (English) informative platform which is easy to navigate presenting the key initiatives of the NPSSS * 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 several pre-defined user options; Creation of a simple CMS back end system that can be easily navigated by nontechnical staff * Create and update content of initial pages as agreed upon with the UNDP and NPSSS Team * 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 colours in agreement with the Technical team * Upload publication and any supporting documentation/infographics * Provide onsite support and training of appointed NPSSS staff in both the administrator interface and basic maintenance of the site architecture and design * Domain name registration  |  |  |  |  | | --- | --- | --- | --- | | **Sn.** | **Deliverable** | **Duty station** | **Days allocated** | | 1 | Inception report | In-country | 2 | | 2 | Domain and sub domain registration(10GB), Email and Acquisition of SSL Certificate, Website Design and Development | In-country | 15 | | 3 | Attendance and Inmates management | In-country | 30 | | 4 | Time table and Examination management | | Facilities and Asset management | |  | Production and financial management | |  | Training, Test and Validation | In-country | 12 | |  | End-of-consultancy report |  | 1 | |  |  | **Total** | **60 days** | |
| 1. **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, easy manipulation of VTC component, 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 2 languages (Arabic and English) therefore the website CMS must enable the website administrator to upload all kind of data and content in all two languages. English will be the main interface and landing page.     • Search engine: all content of the website must be searchable on all search engines except VTC management component    • Media gallery: gallery to support all forms of media: images, videos, and pdf documents.   * + Downloadable printable documents: NPSSS 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 NPSSS staff. * Website Hosting Contractor will provide one-year website hosting service with the possibility of extension.    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.  WebApp Maintenance • Maintain a full back-up of the VTMIS 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. Web Hosting  * Contractor will provide one-year website hosting service with the possibility of extension.    User Guide Documents  * Preparation of user guidelines for the users for the user-friendly platform.    Training of Users  * Provide onsite support and training of appointed NPSSS staff in both the administrator interface and basic maintenance of the site architecture and design; |
| 1. **Schedule of payments** |
| |  |  |  |  | | --- | --- | --- | --- | | **Sn.** | **Deliverable** | **Duty station** | **% allocated** | | 1 | Inception report | In-country | 20% | | 2 | Domain and sub domain registration(10GB), Email and Acquisition of SSL Certificate, Website Design and Development | In-country | | 3 | Attendance and Inmates management | In-country | 60 | | 4 | Time table and Examination management | | Facilities and Asset management | |  | Production and financial management | |  | Training, Test and Validation | In-country | |  | End-of-consultancy report and system documentation |  | |  | 1 Year debugging support |  | 20% | |  |  | **Total** | **100%** |   **NB: Training tools cost of personnel is the responsibility of UNDP South Sudan** |
| 1. **Competencies** |
| **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   **Corporate Competencies**   * Displays cultural, gender, religion, race, nationality, and age sensitivity and adaptability * Demonstrates diplomacy and tact in dealing with sensitive and complex situations * Strong communication, team building, interpersonal, analysis, and planning skills   **Professionalism**   * Demonstrates professional competence and mastery of the subject matter * Demonstrates experience in developing toolkits and training materials * Demonstrated ability to negotiate and apply good judgment * Shows pride in work and in achievements * Is conscientious and efficient in meeting commitments, observing deadlines and achieving results   **Planning & Organizing**   * Organizes and accurately completes multiple tasks by establishing priorities while taking into consideration special assignments, frequent interruptions, deadlines, available resources and multiple reporting relationships * Plans, coordinates and organizes workload while remaining aware of changing priorities and competing deadlines * Establishes, builds and maintains effective working relationships with staff, partners and beneficiaries to achieve the planned results |
| 1. **Team Composition, Required Skills and Expertise** |
| * Team **composition and requirement**   Information Technology Expert   1. **Education – Information Technology Expert**   Advanced university degree (master’s degree or equivalent) in information systems, computer science, mathematics, statistics or related field. A first-level university degree in combination with and additional two years’ experience may be accepted in lieu of the advanced university degree.   |  |  |  | | --- | --- | --- | | Technical Proposal Evaluation  Form 1 | | Points obtainable | | | **Expertise of the Firm/Organization** | | | | 1.1 | Reputation of Organization and Staff | 30 | | Credibility/Reliability / Industry Standing |  | | 1.2 | General Organizational Capability which is likely to affect implementation   * Financial stability * loose consortium, holding company or one firm * age/size of the firm * strength of project management support * project financing capacity * project management controls | 75 | | 1.3 | Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills.) | 15 | | 1.4 | Quality assurance procedures, warranty | 20 | | 1.5 | Relevance of:   * Specialized Knowledge * Experience on Similar Programme / Projects * Experience on Projects in the Region   Work for UNDP/ major multilateral/ or bilateral programmes | 150 | |  | | 300 |  |  |  |  | | --- | --- | --- | | **Technical Proposal Evaluation**  **Form 2** | | **Points Obtainable** | | | **Proposed Methodology, Approach and Implementation Plan** | | | | 2.1 | To what degree does the proposer understand the task? | 20 | | 2.2 | Have the important aspects of the task been addressed in sufficient detail? | 25 | | 2.3 | Are the different components of the project adequately weighted relative to one another? | 15 | | 2.4 | Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal? | 40 | | 2.5 | Is the conceptual framework adopted appropriate for the task? | 40 | | 2.6 | Is the scope of task well defined and does it correspond to the ToR? | 90 | | 2.7 | Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project? | 70 | |  |  | 300 | |
| 1. **Institutional arrangements** |
| The firm will report to the UNDP Chief Technical Advisor to the Ministry of Justice and the Judiciary of South Sudan, who will review and approve delivery of outputs. |
| 1. **How to apply** |
| Interested applicants are required to submit the following to [bids.juba@undp.org](mailto:bids.juba@undp.org) or drop a sealed envelope marked Confidential with the title of the position at UNDP Office in Juba South Sudan (P.O. Box 410) not later than **23 January 2019** The available starting date and fees of the assignment which is subject to negotiation should be clearly stated in the Letter of Proposal.  **Technical proposal comprising of the following:**   * Letter of Confirmation of Interest and Availability using the template provided by UNDP * Personal CVs of firms or profiles of the firm, indicating all experience from similar projects, as well as the contact details (email and telephone number) of the firm and three (3) professional references * Brief description (max. 1 page) of why you consider yourself as the most suitable for the assignment, and a methodology (max. 1 page) for how you will approach and complete the assignment. * Proposal containing a summary of the content of the manual as described in sections 4 and 5 of this Terms of Reference: how the strategy will ensure the achievement of the objectives, description of the proposed system specifications and content, development methodology, and the proposed venue for the workshops, total all-inclusive cost (max 2-3 pages). * **Financial proposal:** Indicating the all-inclusive, fixed total contract price, supported by a breakdown of costs plus one support. |
| 1. **Evaluation Criteria** |
| Offers received will be evaluated using a Combined Scoring method, where the qualifications and proposed methodology will be weighted 70%, and combined with the price offer, which will be weighted 30%.  **Criteria to be used for rating the qualifications and methodology**  **Technical evaluation criteria (total 70 points)**   * Experience with web development and school management system, with rule of law institutions involved in criminal justice delivery preferably in post-conflict/transition countries and prior experience with the development of web applications [25 marks] * Experience in developing pedagogy, operating/installation/training manuals, system documentation and conducting training of trainers/capacity building activities in relation to VTMIS [25 marks] * Proposed methodology [20 marks]   Only firms/candidates obtaining a minimum of 49 points in the Technical Evaluation will be considered for the Financial Evaluation.  **Financial evaluation (total 30 points)**  All technically qualified proposals will be scored out 30 based on the formula provided below. The maximum points (30) will be assigned to the lowest financial proposal. All other proposals receive points according to the following formula: p y (/z)  **Where:**   * p = points for the financial proposal being evaluated * y = maximum number of points for the financial proposal price of the lowest priced proposal * z = price of the proposal being evaluated   **UNDP is committed to achieving workforce diversity in terms of gender, nationality and culture. Individuals from minority groups, indigenous groups and persons with disabilities are equally encouraged to apply. All applications will be treated with the strictest confidence.** |