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REQUEST FOR PROPOSAL

Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq

RFP No.: RFP-058-19

Project: Innovation for Development Project

Country: Iraq

Issued on: 13 March 2019

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Section 1. Letter of Invitation

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 and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

Section 1: This Letter of Invitation

Section 2: Instruction to Bidders

Section 3: Bid Data Sheet (BDS)

Section 4: Evaluation Criteria

Section 5: Terms of Reference

Section 6: Returnable Bidding Forms **(Mandatory)**

- Form A: Technical Proposal Submission Form
- Form B: Bidder Information Form
- Form C: Joint Venture/Consortium/Association Information Form
- Form D: Qualification Form
- Form E: Format of Technical Proposal
- Form F: Financial Proposal Submission Form
- Form G: Financial Proposal Form

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

In case your company is not registered in the E-Tendering Module, please use the following temporary username and password to register your company/firm:

Username: event.guest

Password: why2change

Bidders who will be registered on the e-tendering will be able to download the complete bidding documents from the e-tendering website at: <https://etendering.partneragencies.org>

"Bidders can download the complete tender documentation from the e-Tendering upon registration".

UNDP intends to organize a pre-proposal conference through Skype on 18 March 2019 from 11:00 till 12:00 (Iraq time). The interested bidders are requested to send their interest to the Focal Person in UNDP (DS No. 12) 2 days before pre-bid conference date.

If you need further information, please feel free to contact the following:

Focal Person in UNDP: Mohammed Abbas, Procurement Analyst

Address: UNDP, Iraq

E-mail address: mohammed.abbas@undp.org

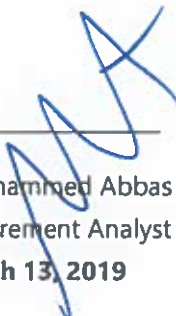
You may utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications,

kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

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


IMPORTANT NOTE: The amount of Financial Offer **MUST** not be mentioned anywhere in the submitted documents or e-Tendering system. The Financial Proposal **MUST** be password protected and the password will be requested later as per the RFP requirements. Failure in compliance with the mentioned conditions shall result in rejection of the offer.

Issued by:



Name: Mohammed Abbas HASSAN
Title: Procurement Analyst
Date: **March 13, 2019**

Approved by:



Name: Piero Emanuele Franceschetti
Title: Head of Services Center
Date: **March 13, 2019**

Section 2. Instruction to Bidders

A. GENERAL PROVISIONS	
1. Introduction	<p>1.1 Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</p> <p>1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.</p> <p>1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website (www.ungm.org). The Bidder may still submit a bid even if not registered with the UNGM. However, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature.</p>
2. Fraud & Corruption, Gifts and Hospitality	<p>2.1 UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p> <p>2.2 Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches or dinners.</p> <p>2.3 In pursuance of this policy, UNDP (a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p> <p>2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscclconduct_english.pdf</p>
3. Eligibility	<p>3.1 A vendor should not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by</p>

	<p>these organizations.</p> <p>3.2 It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p>
4. Conflict of Interests	<p>4.1 Bidders must strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, 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:</p> <ul style="list-style-type: none"> a) 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; b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP. <p>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</p> <p>4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:</p> <ul style="list-style-type: none"> a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members 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 b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices. <p>Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.</p> <p>4.4 The eligibility of Bidders 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, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.</p>
B. PREPARATION OF PROPOSALS	
5. General Considerations	<p>5.1 In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>5.2 The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP</p>

6. Cost of Preparation of Proposal	6.1 The Bidder 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 not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
7. Language	7.1 The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.
8. Documents Comprising the Proposal	8.1 The Proposal shall comprise of the following documents: <ul style="list-style-type: none"> a) Documents Establishing the Eligibility and Qualifications of the Bidder; b) Technical Proposal; c) Financial Proposal; d) Proposal Security, if required by BDS; e) Any attachments and/or appendices to the Proposal.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	9.1 The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
10. Technical Proposal Format and Content	10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP. 10.2 The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive. 10.3 Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP 10.4 When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.
11. Financial Proposals	11.1 The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs. 11.2 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. 11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.
12. Proposal Security	12.1 A Proposal Security, if required by BDS, shall be provided in the amount and form indicated in the BDS. The Proposal Security shall be valid up to thirty (30)

	<p>days after the final date of validity of the Proposal.</p> <p>12.2 The Proposal Security shall be included along with the Technical Proposal. If Proposal Security is required by the RFP but is not found along with the Technical Proposal, the Proposal shall be rejected.</p> <p>12.3 If the Proposal Security amount or its validity period is found to be less than what is required by UNDP, UNDP shall reject the Proposal.</p> <p>12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a copy of the Bid Security in their proposal and the original of the Proposal Security must be sent via courier or hand delivery as per the instructions in BDS.</p> <p>12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the event of any one or combination, of the following conditions:</p> <ul style="list-style-type: none"> a) If the Bidder withdraws its offer during the period of the Proposal Validity specified in the BDS, or; b) In the event that the successful Bidder fails: <ul style="list-style-type: none"> i. to sign the Contract after UNDP has issued an award; or <p>12.6 to furnish the Performance Security, insurances, or other documents that UNDP may require as a condition precedent to the effectivity of the contract that may be awarded to the Bidder.</p>
13. Currencies	<p>13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Where Proposals are quoted in different currencies, for the purposes of comparison of all Proposals:</p> <ul style="list-style-type: none"> 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 UNDP selects a proposal for award that is quoted in a currency different from the preferred currency in the BDS, UNDP shall reserve the right to award the contract in the currency of UNDP's preference, using the conversion method specified above.
14. Joint Venture, Consortium or Association	<p>14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for 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 JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted 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.</p> <p>14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>14.3 The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>14.4 The description of the organization of the JV, Consortium or Association must</p>

	<p>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 JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>14.5 A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>14.6 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 JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>14.7 JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
15. Only One Proposal	<p>15.1 The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>15.2 Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> 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 Bidder 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 Bidder; or f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
16. Proposal Validity Period	<p>16.1 Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.</p> <p>16.2 During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.</p>
17. Extension of	<p>17.1 In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their</p>

Proposal Validity Period	<p>Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.</p> <p>17.2 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>17.3 The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.</p>
18. Clarification of Proposal	<p>18.1 Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.</p> <p>18.2 UNDP will provide the responses to clarifications through the method specified in the BDS.</p> <p>18.3 UNDP shall endeavor to provide 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.</p>
19. Amendment of Proposals	<p>19.1 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 Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>19.2 If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
20. Alternative Proposals	<p>20.1 Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. 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.</p> <p>20.2 If multiple/alternative proposals are being submitted, they must be clearly marked as "Main Proposal" and "Alternative Proposal"</p>
21. Pre-Bid Conference	<p>21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.</p>

C. SUBMISSION AND OPENING OF PROPOSALS	
22.Submission	<p>22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.</p> <p>22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.</p> <p>22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.</p>
Hard copy (manual) submission	<p>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</p> <ul style="list-style-type: none"> a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail. b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE 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 SHALL clearly indicate the name of the Bidder. The outer envelopes shall: <ul style="list-style-type: none"> i. Bear the name and address of the bidder; ii. Be addressed to UNDP as specified in the BDS iii. Bear a warning that states <i>"Not to be opened before the time and date for proposal opening"</i> as specified in the BDS. <p>If the envelopes and packages with the Proposal are not sealed and marked as required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.</p>
Email Submission	<p>22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:</p> <ul style="list-style-type: none"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS. c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected. <p>22.6 Electronic submission through eTendering, if allowed or specified in the BDS,</p>

eTendering submission	<p>shall be governed as follows:</p> <ul style="list-style-type: none"> a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS; b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled. d) The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected. c) Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS. d) Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notice/resources/
23. Deadline for Submission of Proposals and Late Proposals	<p>23.1 Complete Proposals must be received by UNDP in the manner, and no later than the date and time, specified in the BDS. UNDP shall only recognize the date and time that the bid was received by UNDP</p> <p>23.2 UNDP shall not consider any Proposal that is submitted after the deadline for the submission of Proposals.</p>
24. Withdrawal, Substitution, and Modification of Proposals	<p>24.1 A Bidder may withdraw, substitute or modify its Proposal after it has been submitted at any time prior to the deadline for submission.</p> <p>24.2 Manual and Email submissions: A bidder may withdraw, substitute or modify its Proposal by sending a written notice to UNDP, 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, if any, must accompany the respective written notice. All notices must be submitted in the same manner as specified for submission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or "MODIFICATION"</p> <p>24.3 eTendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling, Editing, and re-submitting the proposal directly in the system. It is the responsibility of the Bidder to properly follow the system instructions, duly edit and submit a substitution or modification of the Proposal as needed. Detailed instructions on how to cancel or modify a Proposal directly in the system are provided in Bidder User Guide and Instructional videos.</p> <p>24.4 Proposals requested to be withdrawn shall be returned unopened to the Bidders (only for manual submissions), except if the bid is withdrawn after the bid has been opened</p>
25. Proposal Opening	<p>25.1 There is no public bid opening for RFPs. UNDP shall open the Proposals in the presence of an ad-hoc committee formed by UNDP, consisting of at least two</p>

	(2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.
D. EVALUATION OF PROPOSALS	
26. Confidentiality	<p>26.1 Information relating to the examination, evaluation, and comparison of Proposals, and the recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process, even after publication of the contract award.</p> <p>26.2 Any effort by a Bidder or anyone on behalf of the Bidder 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 and may be subject to the application of prevailing UNDP's vendor sanctions procedures.</p>
27. Evaluation of Proposals	<p>27.1 The Bidder is not permitted to alter or modify its Proposal in any way after the proposal submission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct the evaluation solely on the basis of the submitted Technical and Financial Proposals.</p> <p>27.2 Evaluation of proposals is made of the following steps:</p> <ol style="list-style-type: none"> Preliminary Examination Minimum Eligibility and Qualification (if pre-qualification is not done) Evaluation of Technical Proposals Evaluation of Financial Proposals
28. Preliminary Examination	<p>28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.</p>
29. Evaluation of Eligibility and Qualification	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ol style="list-style-type: none"> They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list; They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; They are able to comply fully with UNDP General Terms and Conditions of Contract; They do not have a consistent history of court/arbitral award decisions against the Bidder; and They have a record of timely and satisfactory performance with their clients.

<p>30. Evaluation of Technical and Financial Proposals</p>	<p>30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.</p> <p>30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.</p> <p>30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.</p> <p>30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><u>Rating the Technical Proposal (TP):</u></p> $\text{TP Rating} = (\text{Total Score Obtained by the Offer} / \text{Max. Obtainable Score for TP}) \times 100$ <p><u>Rating the Financial Proposal (FP):</u></p> $\text{FP Rating} = (\text{Lowest Priced Offer} / \text{Price of the Offer Being Reviewed}) \times 100$ <p><u>Total Combined Score:</u></p> $\text{Combined Score} = (\text{TP Rating}) \times (\text{Weight of TP, e.g. 70\%}) + (\text{FP Rating}) \times (\text{Weight of FP, e.g., 30\%})$ </div>
<p>31. Due Diligence</p>	<p>31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;

	<ul style="list-style-type: none"> 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 Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.
32. Clarification of Proposals	<p>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</p> <p>32.2 UNDP's request for clarification and the response shall be in writing and 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.</p> <p>32.3 Any unsolicited clarification submitted by a Bidder 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.</p>
33. Responsiveness of Proposal	<p>33.1 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.</p> <p>33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.</p>
34. Nonconformities, Repairable Errors and Omissions	<p>34.1 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.</p> <p>34.2 UNDP may request the Bidder 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 Bidder to comply with the request may result in the rejection of its Proposal.</p> <p>34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:</p> <ul style="list-style-type: none"> 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

	<p>price shall be corrected;</p> <p>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</p> <p>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.</p> <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
E. AWARD OF CONTRACT	
35. Right to Accept, Reject, Any or All Proposals	35.1 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 Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the lowest priced offer.
36. Award Criteria	36.1 Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1 In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDP procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1 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.
39. Contract Signature	39.1 Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to UNDP. Failure to do so may 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 Second Ranked Bidder or call for new Proposals.
40. Contract Type and General Terms and Conditions	40.1 The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
41. Performance Security	41.1 40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at https://popp.undp.org/layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&action=default within fifteen (15) days of the contract signature by

	both parties. Where a performance security is required, the receipt of the performance security by UNDP shall be a condition for rendering the contract effective.
42. Bank Guarantee for Advanced Payment	<p>42.1 Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000, whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available at https://popp.undp.org/_layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUMENT_LIBRARY/Public/PSU_Contract%20Management%20Payment%20and%20Taxes_Advanced%20Payment%20Guarantee%20Form.docx&action=default</p>
43. Liquidated Damages	<p>43.1 If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.</p>
44. Payment Provisions	<p>44.1 Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.</p>
45. Vendor Protest	<p>45.1 UNDP's vendor protest procedure provides an opportunity for appeal to those persons or firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures: http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html</p>
46. Other Provisions	<p>46.1 In the event that the Bidder offers a lower price to the host Government (e.g. General Services Administration (GSA) of the federal government of the United States of America) for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.2 UNDP is entitled to receive the same pricing offered by the same Contractor in contracts with the United Nations and/or its Agencies. The UNDP General Terms and Conditions shall have precedence.</p> <p>46.3 The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&referer</p>

Section 3. Bid Data Sheet

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

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements
1	7	Language of the Proposal	English
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Not Allowed
3	20	Alternative Proposals	Shall be considered.
4	21	Pre-proposal conference/ Skype Conference	<p>Will be Conducted Time: 10:00 AM 3+GMT Date: March 18, 2019 12:00 AM Venue: Skype conference call (bidders are requested to provide their skype ID. to below focal point on or before Close of Business (CoB) of 17 March 2019</p> <p>The UNDP focal point for the arrangement is: Mohammed Abbas Hassan E-mail: mohammed.abbas@undp.org</p>
5	10	Proposal Validity Period	120 days
6	14	Bid Security	Not Required
7	41	Advanced Payment upon signing of contract	Not Allowed
8	42	Liquidated Damages	Will be imposed

			Percentage of contract price per day of delay: 0.5% Max. number of days of delay 30 Calendar days , after which UNDP may terminate the contract.
9	40	Performance Security	Not Required
10	18	Currency of Proposal	United States Dollar
11	31	Deadline for submitting requests for clarifications/ questions	4 days before the submission deadline
12	31	Contact Details for submitting clarifications/questions	<p>Focal Person in UNDP: Mohammed Abbas HASSAN, Procurement Analyst</p> <p>Address: UNDP, Iraq</p> <p>E-mail address: mohammed.abbas@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>
13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering
14	23	Deadline for Submission	<p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p> <p>Date and time visible on the main screen of the event (on the E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. The correct bid closing time is as indicated in the E-Tendering portal and system will not accept any bid after that time. It is the responsibility of the</p>

			<p>bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly to the system.</p> <p>Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your proposal at the last minute, UNDP may not be able to assist.</p>
14	22	Allowable Manner of Submitting Proposals	Only through e-Tendering
15	22	Proposal Submission Address	https://etendering.partneragencies.org <u>Event ID number: IRQ10- RFP-058-19</u>
16	22	Electronic submission (email or eTendering) requirements	<ul style="list-style-type: none"> Format: PDF files only File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. All files must be free of viruses and not corrupted. If you are uploading a large number of files (ex. 15 or more), please zip the files into a ZIP folder and upload the folder instead of each file individually. You can upload several ZIP folders, but if you do this, please note that the total size of each ZIP folder uploaded cannot exceed 50MB. Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP <p>IMPORTANT NOTICE: DO NOT DISCLOSE your price anywhere in your technical proposal or in e-tendering system, other than in the encrypted financial proposal. Please insert "1" as your bid price in e-tendering line item.</p> <p>Required Document: Please refer to Form B</p>
17	27 36	Evaluation Method for the Award of Contract	<p>Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively</p> <p>The minimum technical score required to pass is 70%.</p>
18		Expected date for commencement of Contract	<i>April 30, 2019</i>
19		Maximum expected duration of contract	8 months

20	35	UNDP will award the contract to:	One Proposer Only
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
23		Other Information Related to the RFP	<i>UNDP may, at its discretion, request the offeror to implement only Lot1. Implementation of Lot 2 can be put on hold or cancel based on the budget availability and need of UNDP.</i>
24		IMPORTANT NOTE	<i>: The amount of Financial Offer MUST not be mentioned anywhere in the submitted documents or e-Tendering system. The Financial Proposal MUST be password protected and the password will be requested later as per the RFP requirements. Failure in compliance with the mentioned conditions shall result in rejection of the offer.</i>
25		Fraud, Corruption, Collusion, Unethical practices, and Obstruction	<i>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/transparencydocs/UNDP Anti Fraud Policy English FINAL june 2011.pdf and http://www.undp.org/content/undp/en/home/operations/procurement/procurement protest for full description of the policies)</i>

Section 4. Evaluation Criteria

Preliminary Examination Criteria

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

Minimum Eligibility and Qualification Criteria

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement
ELIGIBILITY		
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form
QUALIFICATION		
History of Non-Performing Contracts	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form
Previous Experience	The firm shall demonstrate, at least five years of work experiences in the design, development and deployment of advanced web platforms and mobile applications on similar projects	Form D: Qualification Form

	<p>Minimum 2 contracts of similar value, nature of online platforms of suite of applications, with similar level of technical complexity implemented over the last 10 years.</p> <p>The lead party must have executed at least one project in the past <i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement)</i>.</p>	Form D: Qualification Form
Financial Standing	<p>Minimum annual turnover of <u>US\$50,000</u> in any single year, for the last 5 years. (2013-2014-2015-2016-2017). 2018 will be considered if the audit report is available.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement)</i>.</p> <p>Note:</p> <p>UNDP shall verify the financial capacity of the bidder and has the authority to seek references from concerned parties & banks on the bidder's financial standing.</p> <p>UNDP had the right to reject any bid if submitted by a contractor whom investigation leads to a result that he is not Financially capable and/ or had serious financial problems.</p>	Form D: Qualification Form
	<p>Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement)</i>.</p>	Form D: Qualification Form
Proposed Staff	<p>The offeror shall submit CVs of the below proposed key personnel:</p> <ul style="list-style-type: none"> ▪ CVs of the below proposed key personnel <ul style="list-style-type: none"> • Project Manager (Team Leader): A minimum bachelor's degree in Information and Communication Technology or any related field. Master's degree is preferred. Specialization in software development is preferred. Years of Experience: At least 5 years of relevant experience in the web design, development of online applications and software (such as portals) • Senior (Frontend) Developer Expert: A minimum bachelor's degree in Information and Communication Technology or any related field. Master's degree is preferred. Specialization in software development is preferred. Years of Experience: At least 3 years of relevant experience in the web design, development of online applications and software (such as portals) • Senior Mobile Application Developer Expert (Senior UX/UI, web designer): A minimum bachelor's degree in Information and Communication Technology or any related field. Master's degree is preferred. Specialization in software development is preferred. Years of Experience: At least 3 years of relevant experience in the 	Proposed Staff

	web design, development of online applications and software (such as portals)	
Implementation timetable	Implementation timetable as per the requirement; 8 months	Implementation timetable
Warranty	Warranty on the system for a minimum period of 1 year from the date of handover.	Warranty letter

Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	450
3.	Management Structure and Key Personnel	250
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	Overall organizational capability: <ul style="list-style-type: none"> - Structure of Organization - 30 Points - Operational capacity in handling similar/complex projects - 20 points - The Organization's financial management capacities, including Audit Reports for the past 3 years - 15 points - The Organization's quality assurance processes and standards – 15 points 	80
1.2	<ul style="list-style-type: none"> - Proven (minimum 5 years) work experiences in the design, development and deployment of similar systems or platforms, preferably for web enabled databases - Below 3 years: 0 points - 5 years: 40 points - 6-8 years: 50 points - Above 8 or more: 60 points 	60
1.4	Relevance of specialized knowledge and experience on similar engagements especially in gamification (20 pts), similar platform modules (30 pts), mobile application development (30pts). provision of evidence-based reference of previous works into complex online platform using known languages	80
1.5	Quality assurance procedures, and risk mitigation measures (should be provided inside the offer)	20
1.6	ISO 27001 (information security)	10
1.7	Previous successful experience with the United Nations.	20
1.8	Knowledge of Arabic working languages	20
1.9	Organizational Commitment to Sustainability (mandatory weight) <ul style="list-style-type: none"> - If Organization is a member of the UN Global Compact -5 points 	10

	<p>-Organization demonstrates significant commitment to sustainability through some other means- 5 points, for example internal company policy documents on women empowerment, renewable energies or others – 5 points</p> <p>The firms should provide detailed list of experts to work in the assignment (including, among others, academic degrees, years of experience, required language, work backgrounds, experiences in the MENA is preferred).</p>	
Total Section 1		300

Section 2. Proposed Methodology, Approach and Implementation Plan		Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	150
2.2	The offer has exceeded the TOR requirement and has offered additional innovative features/modules than it was requested inside the TOR by the project's team	100
2.3	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	40
2.4	Usage of NoSQL database combined with NodeJS or similar technologies to ensure speed	20
2.5	Details on how the different service elements shall be organized, controlled and delivered	20
2.6	Application of Agile Methodology in the software development	30
2.7	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement	30
2.8	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	50
2.9	Demonstration of ability to plan, integrate and effectively implement sustainability measures in the execution of the contract	10
Total Section 2		450

Section 3. Management Structure and Key Personnel			Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		50
3.2	Qualifications of key personnel proposed		
3.2 a	Project Manager		50
	- Proven Experience in Project Management (three years)	10	

	- Experience relevant to the assignment (online platform development)	20	
	- Regional/International experience	5	
	- Experience in Arab Region and/or Iraq	5	
	- Language Qualifications (knowledge of English and Arabic)	10	
3.2 b	Senior Developer Expert (at least five years)		40
	- General Experience in full stack development	10	
	- Specific Experience relevant to the assignment	20	
	- Regional/International experience	3	
	- Language Qualifications (knowledge of English and Arabic)	7	
	Fluency in written and spoken English and Arabic is a must. Official communications will be in English.		
3.2 c	Senior Frontend Developer Expert (at least three years)		35
	- General Experience in front end, especially responsive design coding	10	
	- Specific Experience relevant to the assignment	10	
	- Regional/International experience	5	
	- Experience in Arab Region and/or Iraq	5	
	- Language Qualifications (knowledge of English and Arabic)	5	
	Bachelor's Degree in Information and Communication Technology or any related field. Master's degree is preferred.		
	<ul style="list-style-type: none"> Specialization in software development is preferred. Years of Experience: At least 5 years of relevant experience in the web design, development of online applications and software (such as portals) 		
3.2 c	Senior Mobile Application Developer Expert (at least three years)		40
	- General Experience in mobile development (one for Android and one for iOS)	10	
	- Specific Experience relevant to the assignment	20	
	- Regional/International experience	3	
	- Language Qualifications (knowledge of English and Arabic)	7	
3.2 c	Senior UX/UI, web designer and mobile app designer (three years)		35
	- General Experience in UX/UI and relevant design skills	10	
	- Specific Experience	10	
	- Regional/International experience	5	
	- Experience in Arab Region and/or Iraq	5	
	- Language Qualifications (knowledge of English and Arabic)	5	
Total Section 3			250

Section 5. Terms of Reference

Terms of Reference

Virtual Integrated Business Ecosystem (VIBE)

Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq

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1 summary

Title:	VIBE Platform
Service:	<p>Software Development Services including:</p> <ol style="list-style-type: none"> 1- Design and Web-based application development for the IE Platform. 2- Mobile Application Development. 3- Advanced Reporting System 4- Social Media Strategy. 5- Training
Duration	7 months
Expected Outputs and Deliverables:	<p>From the signature of contract until end of seven months, the following outputs should be delivered:</p> <ul style="list-style-type: none"> ▪ Output 1: Project initiating materials and kick off meeting , during first week after contract signature. <ul style="list-style-type: none"> ○ Project development plan and kickoff meeting. ▪ Output 2: IE Platform Sketching and wire frames, due 4 weeks after contract signature. <ul style="list-style-type: none"> ○ First version of wireframes and sketching due 2 weeks after contract signature. ○ Second revised version of wireframes and sketching (taking into consideration all comments from project's team) due 4 weeks after contract signature. ▪ Output 3: Platform branding and identity materials due 4 weeks after contract signature <ul style="list-style-type: none"> ○ Platform first version of Branding suggestions due 2 weeks after contract signature. ○ Second revised version of Branding suggestions (taking into consideration all comments from project's team) due 4 weeks after contract signature. ▪ Output 4: Platform design templates and prototype: <ul style="list-style-type: none"> ○ IE Platform three design templates proposals including subpages, due 2 weeks after output 2. ○ IE Platform second revision of the selected template proposal including subpages and prototype (taking into consideration all comments from project's team) in both languages arabic and english (reponsive design), due 4 weeks after output 2. ▪ Output 5: Platform Database technology selection, brainstorming and design:

	<ul style="list-style-type: none"> ○ First version of the database designed and deployed (start first week after contract signature and due by end of fifth week after contract signature). ○ The bidder should take into consideration the update and deployment of newer versions of the database will continue during the progress of the project and on each addition of newer module. <ul style="list-style-type: none"> ▪ Output 6: Platform's Profile Module: <ul style="list-style-type: none"> ○ First version of the profile module, including all platform's users profiles backend/frontend and their personal discussion pages and related awarding system due 4 weeks after output 5. ○ Final version of the profile module (and taking into consideration all comments from project's team), including all platform's users profiles backend/frontend and their personal discussion pages and related awarding system due 7 weeks after output 5. ○ The bidder should take into consideration the update and deployment of newer versions of the profiles module will continue during the progress of the project and on each addition of a newer module. ▪ Output 7: Platform's Gamification and points/badges/levels module: <ul style="list-style-type: none"> ○ First version of the gamification and points/badges/levels module, including all backend functionalities, start 3rd week after contract signature and due 4 weeks later. ○ final version of the gamification and points/badges/levels module, including all backend functionalities and taking into consideration all comments from project's team, due 9 weeks after contract signature. ○ The bidder should take into consideration the update and deployment of newer versions of the gamification and points/badges/levels module will continue during the progress of the project and on each addition of newer module. ▪ Output 8: Platform's E-learning module: <ul style="list-style-type: none"> ○ First version of the e-learning module, including all backend functionalities, start 7th week after contract signature and due 6 weeks later. ○ final version of the e-learning module, including all backend functionalities, (taking into consideration all comments from project's team) due 16 weeks after contract signature. ▪ Output 9: Platform's Teams module: <ul style="list-style-type: none"> ○ First version of the teams module, including all backend functionalities, start 11th week after contract signature and due 16 weeks after contract signature.
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	<ul style="list-style-type: none"> ○ final version of the teams module, including all backend functionalities (taking into consideration all comments from project's team), due 2 weeks later. ▪ Output 10: Platform's Project/ Business/ Start-up Module: <ul style="list-style-type: none"> ○ First version of the Project/ Business/ Start-up module, including all backend functionalities, start 15th week after contract signature and due 4 weeks later. ○ final version of the start-up and business module, including all backend functionalities (taking into consideration all comments from project's team), due 21 weeks after contract signature. ▪ Output 11: Platform's Events Management Module: <ul style="list-style-type: none"> ○ First version of the Events Management module, including all backend functionalities, start 19th week after contract signature and due 4 weeks later. ○ final version of the Events Management module, including all backend functionalities (taking into consideration all comments from project's team), due 24 weeks after contract signature. ▪ Output 12: Platform's Reporting Module: <ul style="list-style-type: none"> ○ First version of the Reporting module, including all backend functionalities, start 19th week after contract signature and due 7 weeks later. ○ final version of the Reporting module, including all backend functionalities (taking into consideration all comments from project's team), due 28 weeks after contract signature. ▪ Output 13: Platform's Issues log: <ul style="list-style-type: none"> ○ Issues reporting mechanism and issues log (problems, gaps, inconsistencies, or conflicts that occur unexpectedly) – due 28 week after the signature. ▪ Output 14: Platform's Deployment: <ul style="list-style-type: none"> ○ Deployment server and services due by 10th week after contract signature and will continue until end of project. ▪ Output 15: Platform's Mobile Application Development: <ul style="list-style-type: none"> ○ Mobile application 3 designs templates which reflect the full features of the website due 12 weeks after signing the contract. ○ Mobile application first version for both platforms (iOS and Android) native code, available in arabic and english language (taking into consideration all comments from project's team) due 25 weeks after contract signature. ○ Mobile application final version for both platforms (iOS and Android) native code, available in arabic and english language (taking into consideration all comments from project's team) due 28 weeks after contract signature.
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	<ul style="list-style-type: none"> ▪ Output 16: Technical and functional documentation and manuals, in addition to trainings submitted by end of project and part of the handing-over trainings and service. <p>One-year maintenance services should also be provided.</p>
Supervision:	The successful Service Contractor will designate one person to work closely with the Innovation for Development project manager and the ICT Coordinator. The successful Service Contractor will report on progress of work directly to the project manager, weekly or more often if needed.

2 Background Information

The development of the Virtual Integrated Business Ecosystem (VIBE) platform is one of the main components of the Innovation for Development project (2018-2021) implemented in Iraq. Informed by previous work undertaken since 2015 under the Innovation for Development (Inno4Dev) initiative, this project represents evidence-based solutions to address specific development challenges in Iraq. It aims to build the capacity of individuals (young men and women) and institutions in the field of innovation and entrepreneurship linked to Sustainable Development Goals. Moreover, it addresses the enhancement of the entrepreneurship ecosystem (enabling environment). While aiming to achieve those two goals, this project taking in consideration the impact of using those topics as neutral agenda to build social capital among individuals and institutions.

The project in general including the platform provides the following opportunities for youth and institutions working in the field of youth empowerment and economic empowerment on national level:

- Online and offline training opportunities using up-to-date methodologies and resources such as Design Thinking and Lean Start-up.
- Online and offline networking and partnership opportunities, relaying on the wide network the project has built overtime. Since the project does not provide direct funding to start-ups, partnerships are fostered and encouraged to provide access to finance.
- Meaningful follow up activities to provide customized support utilizing the wide network of volunteers and connecting stakeholders to each other.
- Reports, data and evidence-based recommendations to inform decision making for institutions working in this field.

Inno4Dev is designed to facilitate Personal Transformation of young people to change their mind-set to be more client and business oriented addressing the challenges demonstrated previously. Which will result in building sustainable business, teams and partnerships. On the other hand, changing the mind-set of individuals within institutions of the ecosystem. This transformation is achieved by training, peer influence, success stories, communication (especially through social media and the platform), follow up...etc. The network created by this project and its multiplication and influence will result in Transforming Relations among the individuals and institutions. This type of change will be also addressed systematically with different activities to ensure collaboration and coordination among the ecosystem stakeholders. The result will be reflected in the number of partnerships created, joint programs initiated, and investment and sponsorship provided to start-ups. Eventually this will lead to Transforming Collective Patterns of Action and Thinking, resulting in enlarge and enhance the entrepreneurship community and ecosystem.

Based on the data will be collected and the insights gathered from training, platform, follow up, and the continuous engagement with different stakeholders the project will be proving policy recommendations to Transfer the Structure and Procedures of the ecosystem.

The concept of building such specialized platform is to establish a virtual open space for individuals and institutions interested in innovation, entrepreneurship and SDGs to build their capacity and coordinate to build teams and partnerships for sustainable start-ups and business. The platform will be used to manage and monitor the activities of the project to measure the impact and the results. Once it is tested, for the first year of this project, the platform will be ready for scaleup in term of number of users and functions.

2.1 Main Objective

UNDP Iraq seeks proposals from qualified firms who have conducted similar projects with international organizations (preferably UN) for VIBE Platform Design and Development for the Innovation for Development Project, The primary objective of the assignment is developing the *UNDP VIBE Platform (Virtual Integrated Business Ecosystem)*, a cutting edge suite of online applications along with additional modern information systems such as, the Profiles module, e-Learning module, Teams module, etc... and the advanced mobile application. This process entails conceiving a new branding scheme, a new look and feel, set of cutting-edge technology modules, a highly interactive, fast loading web-based application that is easily sustainable and accessible by a wide range of end-users.

2.2 Specific Objectives

- A modern design to make VIBE Platform the most attractive, especially enhanced user satisfaction by improving the usability, accessibility, and pleasure provided in the interaction between the user and VIBE different modules.
- Develop VIBE Platform branding and visual identity, information architecture/display of the Portal.
- Modernize the technology behind VIBE especially the back-office technology/user experience for high speed data entry and sophisticated reports generation.
- Develop an advanced content management system and database-driven features to add interactivity to the site.
- Develop an advanced dynamic web-based application for *data visualization*. This tool will handle data storage and analysis, display information under the form of charts, interactive maps and dynamic infographics under the Reporting Module.
- Optimize search engines operations and VIBE fast responsiveness by users.
- Develop a social media strategy and integrate the social media feeds inside VIBE

to optimize visibility through social media platforms and multimedia.

- Produce a responsive website compatible with all existing devices (Large Screens, computers, tablets, mobile...) on different platforms (Multiple OS compatible)
- Advanced search engine, to give VIBE audiences quick access to information.
- Ensure proper handover by the production of the complete source code, all needed manuals for content management and others, including trainings.

3 Scope of Work

3.1 General Requirements

VIBE platform must be implemented with the following minimum requirements (not limited to):

- Branding and Visual Identity.
- Content Management: CMS with advanced features and ease of use.
- Dynamic Content Management: Flexible management for platform components and modules, users' profiles modules, and support for daily and recurrent updates.
- Modern design and layout for the frontend: User-friendly and interactive Look-and-Feel, fast loading.
- Comprehensive Navigation Structure: Coherent links and menus.
- Advanced site search functionalities: Exact match, substring, and fuzzy search.
- Advanced logging and archiving system that contains all of the activities made in the system.
- Share and print functionalities should be included in all website pages.
- Multi-lingual: Arabic and English. The platform shall be developed in a scalable manner to allow integration of additional languages in the future.
- Search Engine Optimization: On and Off-site optimizations.
- Interoperability: Cross-browser and Cross-platform: Compatible with different browsers and various devices.
- Performance: Quick load, quick navigation, and quick download.
- Reliability: Bug-free and fully operational website.
- Security: Vulnerability-free and immune to various malicious attacks and hazards.

3.2 Technology Requirements

The below is the minimum requirements:

- Platform developed using open source technology and a customized open source CMS.
- Platform source-code along with the source-code of the CMS are to be fully delivered and solely owned by UNDP Iraq, including all related 3rd party components (such as acquired licenses).
- **Technology aspect:** the bidder should assess the capacity and limitations of the available database technologies in the market to respond to requests of huge number of simultaneous users' access. Here, ability to respond effectively to many users simultaneously while maintaining high speed query performance is a must. To achieve this purpose, the bidder should advise about the database schema/diagram model and technology and about the selection of either relational or non-relational systems (such as Mango DB, Hadoop or others) to be adopted. The deliverable should be a detailed table listing the advantages and disadvantages for the selected technology/approach, taking into consideration budget limitations and cost-efficiency concerns. For the proposed technology, the bidder offer shall include key metrics for response of database queries and fetching to the online system. The bidder should include in his proposal the technology/programming language which is going to be used and list all its advantages.
- **Scalability:** it is expected that the database repository will grow from thousands to tens of thousands of records and their related sub-data, and the possibility to be used by multiple countries. The bidder should assess current platform modules linkages. To avoid any database-related limitations for future request in scaling up, the expert should take into consideration in his/her assessment the expectations on the degree of data growth within the next 5 years to propose the most suitable technology systems/platform to implement in addition to the new platform architecture (diagram, schema, etc....).

User Experience/Interoperability: VIBES Platform is planning to improve the User Experience and User Interface in response to the users' needs accessing the information and collaboration. The bidder should propose the most advanced technologies/systems/software available that allow interaction, personalized pages, intelligent search, application operations. The platform architecture should be ready to provide the latest advanced intelligent research capabilities in a multi-language environment. Currently, English and Arabic are the current primary languages of the platform modules. The system should be interoperable and open on different screen sizes and different devices operating systems.

3.3 Methodology and project management

It is the responsibility of the bidder to provide the best project management plan in agreement with UNDP project's team to achieve timeliness and best results of the delivery. The offeror should explain in detail the methodology he is going to apply to develop the VIBE platform. A detailed project plan should be provided and agreed on at the beginning of the project. Also, quality assurance plan and techniques should also be included inside the offer. The bidder should provide weekly reports of progress of work. A weekly meeting with UNDP team is also required to track the work progress.

However, it is preferable for the projects team that the offeror applies Agile methodology developing in iterations. Focusing on satisfying the project's need and continually develop software, while changing requirements are embraced for the best UNDP competitive advantage. concentrate on delivering working software frequently. Delivery preference will be placed on the shortest possible time span. Developers and UNDP team must work together throughout the entire project.

3.4 Hosting Requirements

Infrastructure: based on the proposed solution, the bidder should advise on the most optimal and efficient hardware and hosting environment to guarantee the best performance in terms of data entry and user experience. He should advise on disaster recovery plans, clustering and backup strategies.

The bidder shall provide 2 (two) hosting stable plans for one year: staging and production with the following specifications:

1. World leading hosting company.
2. High and constant up-time: 99.99% guaranteed.
3. Efficient hosting for the chosen Platform technology: the bidder shall consider offering a hosting plan compatible with the technology he has chosen for the Platform development and which provides efficiency of services in terms of fast loading pages and continuous security upgrades.
4. Multiple dedicated/cloud virtual servers for hosting (one for staging and one for production environment and one for the replication of the production environment)
5. At least 1000 GB hosting space (with redundancy on hard drives).
6. Servers Specifications: the bidder will provide the needed hosting specifications for optimal performance of the proposed technologies and the system minimum requirements.
7. All needed licenses for the developed system, shall be purchased and provided by the bidder and will be solely owned by UNDP

8. Webmail for 10 or more accounts (on any hosted domain) with minimum mailbox size of 2 GB, POP3 and IMAP access, auto responder, forwards, aliases and mailing lists, Anti-Virus and spam filtering (configurable)
9. Minimum 10 ftp accounts.
10. Scheduled rotational backup (daily basis) – one-month backup rotation archive.
11. Live replication and mirroring for the production environment.
12. Available hosting control panel.
13. Hosting site statistics.
14. Unlimited traffic/Bandwidth, suitable for at least 100k visits per month.
15. Resource usage and alerts.
16. One-year hosting services.
17. Servers administration and migration works will be the sole responsibility of the bidder.
18. Fast support response time: the incumbent will be the sole responsible toward UNDP to swiftly solve any hosting issue that might occur.
19. The incumbent will guarantee to not perform any hosting update/maintenance without prior notification and agreement with UNDP management.

3.5 Target Audience

- Individuals:
 - Young women and men interested in developing their knowledge and skills in the field of business to start their own business, to work with start-up or to work for institutions (especially private sector).
 - Individuals interested in sharing their knowledge and skills with others to contribute to the economic, social and environmental development.
 - Individuals interested in investing in start-ups and SMEs (investors).
- Institutions:
 - Public Sector; central, regional and local government including related ministries such as the ministry of Planning, Ministry of Youth and Sport, Ministry of Higher Education, Ministry of Labor and Social Affairs...etc.
 - Companies; local, regional and international interested developing their CSR, sponsoring/investing in activities and start-ups and SMEs, building community around their company, marketing and building customer loyalty, and hiring qualified employees.
 - Banks; private and public interested in providing loans or investing in Start-ups and SMEs.

- Educational institutions; private and public universities and institutes interested in engaging other sectors and encouraging their students to start their business or to join start-ups, SMEs and companies.
- Organizations; local and international interested in engaging youth and other sectors in their projects and programs.

4 Activities

4.1 Overview

The bidder is expected to meet with the UNDP project team to understand the full requirement of the platform and all needed functionalities, conceive a solution and prepare the offer. However, the development of VIBE Platform comprises creating a **set of platform modules/applications** available in both languages (Arabic and English) and that will interact together. They are as follows:

A- Platform modules

Composed of the minimum needed modules and related sub modules:

- Profiles module: including profile pages for regular users, verifiers, mentors, sponsors, institutions (companies, banks, organizations, universities....) and more features.
- E-Learning module: including course publishing and subscriptions.
- Gamification module: including rewarding system (points/badges/levels).
- Teams module: including management tools for teams and groups.
- Start-up/Project/ Business module.
- Events Management module.
- Reporting module.
- Issues' log.
- Mobile application.
- Branding and Logo.
- Portal Visual Design.
- Documentation, Testing, and Training.

- Backend and system admin module.

UNDP leaves to the incumbent the flexibility to conceive enhanced and different modules (especially for the system design) and propose additional modules to serve the project's objectives, in the condition of considering all information/modules mentioned in the list above.

4.2 Activities Description

4.2.1 Platform Modules Section

4.2.1.1 Branding and Logo

Creating the **VIBE Platform** brand identity to reflect a more unique presence in the market, such that it will highlight end-users' main interests, among which is data accessibility. This will include the creation of the logo with its typeface, development of branding guidelines, development of key messages, and the development of branding elements such as:

- Logo, mechanism and application.
- Color Scheme, fonts, Typography palette...
- Stationary (business cards, notepads, etc.)
- Posters, E-Banner, etc.
- Email signature.
- PowerPoint slides.

4.2.1.2 Platform Visual Design

Creating the **VIBE platform** Look-and-Feel in line with the proposed visual identity, such that it includes developing the platform layout, design, and content to reflect the authority's new vision. This shall include

- **Platform sitemap and sketching:** The bidder shall create and deliver the sitemap and wireframes of pages for each module to serve as a blueprint for the platform. During this process, all key pages and modules inside the platform shall be taken into consideration while creating the sitemap, showing their relationship to each other and defining how the platform overall navigation should be structured. Platform Wireframes shall be provided by the bidder to highlight the recommended detailed view of the content that will appear on each page. It represents a guide for defining content hierarchy on the pages. The bidder should abide by the schedule (Platform Modules section) for this output delivery.

- **Platform template designs:** upon approval on the sitemap and wireframes, the bidder shall create and deliver at least **3 different responsive template design proposals**. These templates shall include but not limited to the following elements: interface design – look and feel, colors, font sizes, pages (or sections) header and footers, pages titles, style sheets icons, buttons, tables, popup windows styles, all infographics icons, maps, charts or any graphic to be used inside the system in addition to any other related graphics and images. General template compatibility guide:
 - Chrome 7.0 and higher.
 - Safari 5.0 and higher.
 - Opera 9.5 and higher.
 - Firefox 3.0 and higher.
 - IE Edge and higher.
 - All mobile browsers/OS.
 - All screen sizes in portrait and landscape layout.

The bidder should implement according to the schedule (Branding and Logo section and Platform Visual Design section) for this output delivery.

- **Portal prototype:** upon approval on the selected template, the bidder shall prepare the Portal Prototype: this will serve as an online like website using the template and guidelines defined in the portal template design.

4.2.1.3 *Profile module*

The Profile module is a key and essential component of the system. It will allow the platform users to create their own profiles, access different platform features/modules and collaborate. The bidder will discuss the needs with the project team then conceive, propose and develop the module taking into consideration the minimum following components inside:

- 1- The Platform should have a **login screen** with all its features.
- 2- The Platform should have a **registration page**: the user will register (based on invitation initially – during software development period). The registration form will be open to

public at the time of the project launch. The registration form fields set will change according to the type of profile selected by the user (regular user, verifier, company, university, etc..) e.g. some profile users will require additional verifications (such as usage of company email in case of company profile), and/or set of approvals/workflow defined inside the system

- 3- Once the user register and login he will have the option to select from **multiple categories** or area of interest (predefined by the system admin) to Follow.
- 4- **Landing page:** after login the user will reach a landing page (or his/her own profile page) which will include the following minimum features:
 - a. **About user:** to access the user profile information (name, title, etc..) for update purposes. An option to close and delete the user profile along with all its feeds will be available inside.
 - b. **News feed** (Facebook feeds page like or forum landing page like) to list all posts (chronologically) under different areas of interest for the user. Each post inside the news feed will display a title, creator of the post, category and SDGs goal(s) icons to indicate its linkage to SDGs, in addition to related info and set of tools:
 - i. Like.
 - ii. Follow: user will get notification each time an update or comment occurred to this post.
 - iii. Comment: will be able to comment in text format and add materials/resources such as attachments, videos, photos, etc...
 - iv. Verify: will appear only to Verifier type profiles to allow them validating and verifying the post. Once verified, the post header color will change indicating that it was verified.
 - v. Number of points gained by this post based on the logic defined inside the gamification module.
 - vi. Post creator (any type of profile) should have a follow button to allow others adding him to their circle.
 - vii. The user will have a new post button to initiate a new post on the system.

The post add page will allow the user to post a new subject title, text and add as much resources as needed (photos, videos (from YouTube), gallery, documents, etc..) the bidder will agree with the project team to develop set of rules/constraints for each resource type upload. Each post will have a tagging system to tag the post by category(ies) and/or SDGs goals. Posts will have different types such as Translated Article, Opportunity (job or training), events, request for support, issue requiring solution...etc.

- viii. We leave to the bidder the option to propose an enhanced way of display or to develop additional features to the post feed system, in the condition of providing the minimum above features.
 - ix. Non-verified posts will be grayed out until it is verified by verifiers.
 - x. Each time a post is liked, followed, verified (or other actions) will gain points set under the gamification module.
 - xi. Programming features that will enhance user experience such as Lazy load system for the posts feed to display number of posts while the user scrolls down are to be proposed by the bidder and applied.
- c. **Post feed filtering** options: to allow the user to select multiple filtering criteria in form of checkboxes such as:
- i. Categories: area of interested pre-selected by the user.
 - ii. SDGs goals.
 - iii. Feeds related to any users' profiles from its circle.
 - iv. Verified post, not verified or both.
 - v. Type of post (Translated Article, Opportunity (job or training), events, request for support...etc.).
 - vi. More filtering criteria will be agreed with the bidder during development.
- d. **Post feed sorting** options: to allow the user to sort all feeds (ability to combine this feature with filtering options) by:
- i. Chronologically.
 - ii. By higher ranked users: MVPs.

- iii. By number of Likes Ascending/Descending.
 - iv. Number of followers.
 - v. More sorting criteria will be agreed with the bidder during development.
 - e. **Teams section:** it will allow the user to create a Team and will list all the teams the user is a member of. Clicking on the team name, will redirect the user to the team's dedicated page. All details related to team's page will be available under the Teams Module Section.
 - f. **Project/ Business/ Start-up (PBS) module:** it will allow the user to create a PBS page and will list all the PBS pages the user is a creator, member of or following. Clicking on the PBS name will redirect the user to the Start-up/Business dedicated page. All details related to PBS page will be available under the PBS Module Section.
 - g. **Trending feeds** section: to list the most popular verified posts (by likes, by follow, by points gained, etc..) criteria will be discussed and agreed with the bidder later.
 - h. System **Admin announcements** section: to allow the system admin to highlight certain opportunities for the system users.
 - i. **Free text search:** to allow the user to find a person, start-up, team, company, etc. by name, access their pages and follow them.
 - j. Report Abuse button: to notify system admins of misuse of the system by certain users.
- 5- **System admin interface:** will allow the system admin(s):
- a. Create dynamically different user profile types. On each user profile type created, the system admin will have a form designer tool which will allow him to add as much form fields needed and under any preset types (text boxes, email, password, photo, file upload, calendar picker, etc.). the system admin will have the option to publish the new profile type to the live system allowing new user to register using it.
 - b. The system admin will be allowed to change any profile type fields, or unpublish any profile type or change any user profile type from the system.

- c. The system admin can freeze or delete a user profile from the system or can hide all his posts.
- d. The system admin can create additional admin users to the system and grant them specific rights.
- e. The system admin could post customized announcement to all users or to users by area of interest.
- f. The system admin will be able to set categories such as SDGs.

4.2.1.4 E-Learning Module

The E-Learning module aims to provide users with training and learning materials in addition to online courses. The bidder will discuss the needs with the project team then conceive, propose and develop the module taking into consideration the minimum following components inside:

- 1- The E-Learning module is composed mainly of two main components: Online courses and Publications.
- 2- The **Online courses module** aim to provide the registered users (in the profile module) with courses which they can subscribe, access its materials and study. It shall have the minimum following features:
 - a. A landing page which will list all available courses under the system, with a free text search option, sorting and filtering by category and levels (basic, intermediate, advanced). It will display also featured and mandatory courses sections. Each course will have rating, number of users who attended it and reviews about the course.
 - b. Each course will be composed of an intro video and intro text. The intro text should accept rich text format and different resource types embed inside the text (videos, photos, sound file and files)
 - c. Each course is composed of lessons pages. Each lesson page should include an intro video and page content text. The page text should accept rich text format and different resource types embed inside the text (videos, photos, sound file and files). The lesson should have a complete button to allow the user to mark his

completion of the lesson. After completion of lesson reading, the user will be redirected to a practice and reflection page (optional, related to each lesson and activated by the system admin). The practice page will contain a set of questions (defined by the system admin) and answers fields (which could be a free text field or multiple choices). The reflection section will contain an introduction text and a free text field to allow the user typing his reflection about the course/lesson.

- d. Each course should have at the end an assessment/test page, which will be open only once the user marks the completion of all lessons. The assessment/test is a multiple choices format and a passing mark (which can vary for different courses). The assessment/test questions will be taken randomly from a repository of questions related to each course.
 - e. Each course will grant the user a certificate upon successful completion of the assessment/test. The certificate will be generated automatically from the system in PDF format. The template of this certificate will be uploaded inside the system by the system admin.
 - f. A list of suggested publications related to the course will appear to the user.
 - g. Each course will grant the user points based on the rules set inside the gamification modules.
 - h. The user should be able to rate and comment on the course he has taken.
- 3- **Publications component:** will serve as a repository for publications/books uploaded into the system and shall have the following minimum features:
- a. Publication cover.
 - b. Publication description text.
 - c. Authors.
 - d. Category.
 - e. Date
 - f. Source
 - g. File link for the book uploaded inside the system.
 - h. Rating and commenting feature for users.

- i. Filtering and sorting by different criteria (e.g. category, source, etc..)
 - j. Free text search for the user.
- 4- **System admin interface:** will allow the system admin(s):
- a. Add, modify and delete a course with all its materials.
 - b. Insert assessment/test questions and answers (and link to lessons and courses final test) inside the database.
 - c. Publish and unpublish course.
 - d. Grant access to users as creators to add a new course.
 - e. Grant access to users as reviewers of a course before publishing.
 - f. Set the passing mark for each course.
 - g. Upload certificates templates.
 - h. Set categories and other attributes of the course.
 - i. Managing the commenting system of the course.
 - j. Each course points will be defined inside the course interface and/or gamification module.

4.2.1.5 Teams Module

The Teams module aims to provide users with collaboration space for project management. The bidder will discuss the needs with the project team then conceive, propose and develop the module taking into consideration the minimum following components inside:

- 1- The user will be able to create a team page for a specific project(s). Through this team's page the user will be able to add posts. The post structure, and content design as well as all related functions will be like the posts features as described under the profile's module. Some modifications to the set of tools of the post will be agreed with the bidder during the project development. All sorting and filtering shall also be available.
- 2- The user will be able to add team members to the created team by invitation. After adding a user, the team creator, can add functions to the team members and can assign a supervisor for the added team member. the team creator could have himself the team leader role or assign this right to another member. the team leader role is

- the most essential role of the team and will have the same rights as the creator (however this role cannot delete the team or remove the creator). Another role is team representative who will be responsible of communication and his profile will appear as a contact focal point for the team.
- 3- The user will be able to join other teams using a request join button or by approving an invitation message.
 - 4- The team page is private by its nature, and its content cannot be viewed by other users.
 - 5- The creator of the team can choose either to make the team's page hidden (doesn't appear in the search inside the platform) or visible (as name and short description) along with the team leader contact information.
 - 6- The team has different attributes will include at least: title, short description, categories (tagging system), team leader and team structure.
 - 7- The team's page will have a resources section: to allow team members to upload main documents of the project conducted.
 - 8- The team's page will have a task component: this component will allow the team members to create tasks and assign them to other team member(s). the task attribute will include the minimum of: title, start date, end date, assigned member(s), description, progress flag. If task is overdue, the team members will receive a notification indicating uncompleted tasks.
 - 9- The team's page will have an action plan section, to summarize and display in table format all tasks related to the project (the action plan can be filtered to show the tasks of each member) and can display in colors the completion levels
 - 10- The team leader can ban team members from the team page.
 - 11- The team member will have the option to leave the team page.
 - 12- **System admin interface:** will allow the system admin(s):
 - a. Have a dashboard to search and display all Teams inside the system (hidden and visible). Show inactive teams and check the activity of the teams.
 - b. System admin can view the content of any group, after confirmation form all

other admins.

- c. The system admin can freeze or delete any team page.
- d. All points related to each component inside the team page (post, action plan, task, etc..) will be defined under the gamification platform.

4.2.1.6 Project/ Business/ Start-up (PBS) Module

The Project/Business/ Start-up (PBS) module aims to provide the user with a microsite for their projects, business or start-ups. The purpose is to grant the user with marketing and advertisement capacities. The PBS micro websites will be open to public internet users' access. The bidder will discuss the needs with the project team then conceive, propose and develop the module taking into consideration the minimum following components inside:

- 1- The user will have the option to create one or multiple start-up business page. Each page servers as micro website and will contain the minimum following features:
 - a. Title.
 - b. General information or description about the project.
 - c. Reason behind.
 - d. Logo.
 - e. Investors, sponsors, partner tab: will allow the user to add an investor, sponsors or partner to his start-up, with the related fiscal information. The points granted to both parties will be defined under the gamification platform.
 - f. Products or service line provided, with possibility of adding media gallery.
 - g. Updates section about the start-up.
 - h. Commenting system.
 - i. Success story.
 - j. Contact information with social media.
 - k. Location.
 - l. Team members.
 - m. The PBS micro website can be linked to specific public team.
 - n. Events can be linked to specific PBS page.
 - o. Interest for investment or partnership. A button to notify the owner for a new interest to invest. The total number of interests will appear next to each start-up

logo.

- 2- A Page to list all start-up with all filtering and sorting features should be available under the platform.
- 3- **System admin interface:** will allow the system admin(s):
 - a. Have a dashboard to search and display all BPSs inside the system.
 - b. The system admin can freeze or delete any BPS page.
 - c. All points related to each component inside the start-up/project/business page (post, action plan, task, etc..) will be defined under the gamification module.

4.2.1.7 *Events Management Module*

The Events Management module aims to provide the user with an option to create a micro website for their event. The purpose is to grant the user with marketing and advertisement capacities. The events micro websites will be open to public internet users access or could be private. The bidder will discuss the needs with the project team then conceive, propose and develop the module taking into consideration the minimum following components inside:

- The user will have the option to post a new event. The attributes of the event are defined dynamically by the system-admin like the way of creating a profile type.
- Teams, Start-ups and individuals can create events.
- Events page can include but not limited to:
 - Name of the event.
 - Info about the organizers.
 - Description of the event.
 - Resources (photos, files, videos, etc..)
- Case 1: resources/funding not available to launch the event, the page will include:
 - Proposed period and location where it may take place.
 - The user will have the option to create a list of resources/funding required.
 - Other users can sponsor the event by clicking on the interest to sponsor button next to each resource/funding item. They can see what is required by the organizers and respond to that by approving the resources they can cover.
 - Organizers get notification about the proposed sponsorship, they can confirm or decline.
 - Participation could not be open until all resources/funding are secured.
 - Organizers can invite (through the system or via email) sponsors to participate in sponsoring the event. Sponsors may accept or decline the request.
 - Interactions among the event organizers and the sponsors must be recorded and rewarded by the platform.
 - A report abuse system should be included inside the event page to avoid any scam.
- Case 2: all resources/funding available, the page will include the following as well:
 - Date and location of the event.

- Partners or sponsors.
- Event participation could be open to public (through a button on the event page), or by invitation sent from the event creator or both options.
- Platform users can search the platform for available events and show click on participate button on the publicly opened events.
- Participants will have the option to apply online using a dynamically created form by the event creator.
- The event creator can create a dynamic form inside the system for participants to apply online. He can also create screening questions and answers (text or multiple-choice format for users to answer) and set criteria to accept applicants (e.g. should have minimum number of points)
- The event creator will have a page to display a list of all participants who applied. He can filter and sort the list using multiple criteria (points, gender, location...) then approve participation. Following this action the participant will receive a notification to confirm or reject attendance.
- In case of participation by invitation, the event creator will have a list of participants page to search the full platform users and send individual invitations to participate in the event. Following this action, the invited user will have the option to accept or reject the invitation.
- During and after the event organizer should have the option to mark the attendance of the participants. Users not attending the event after confirmation will lose points.
- Participants can comment and rate the event during and after the event.
- The system will remind the organizers to complete the attendance record.
- The system will remind the participants to rate the event.
- Platform users can report if the event is fake or did not take place – this report should be verified.
- A landing page will be also available to serve as a one-stop-shop for all users interested in knowing about all events (conferences, seminars, workshops, etc...).
- **System admin interface:** will allow the system admin(s):
 - Have a dashboard to search and display all events inside the system.
 - The system admin can freeze or delete any event page.
 - All points related to each component inside the event page (post, action plan, task, etc..) will be defined under the gamification platform.

4.2.1.8 Gamification Module:

The gamification module is the core added value and the differentiator component of the platform. Basically, it aims to reward set of desired actions through points and badges (to level

up in this virtual gamified environment). On the other hand, the system will take away points if undesired actions accrued.

Gamification is widely used in business to encourage consumers to spend more in buying products or services. This platform aims to use Gamification to enhance the business ecosystem, accelerate learning and development for individuals and institutions, facilitate building and managing teams and partnerships. All those actions are taking place under the umbrella of innovation, entrepreneurship and achieving the SDGs.

The bidder will discuss the needs with the project team then conceive, propose and develop the module taking into consideration the minimum following components inside:

- A set of desired action will be developed and added to the control panel of the system.
- The admin will set value of points for each action and badges for each set of actions.
- Some actions will be rewarded automatically while others require verification. The verification will be done by the verifiers (see the profile module section).
- Example of actions/ set of actions:

Action	Points	Verification	Verification By
Posting a translated article (to a local language)	+	Yes	Verifier Profile
Like, comment, follow	+	No	-
Company sponsorship for an event	+	Yes	Event Organizer
Applying and accepting an invitation to participate in an event.	+	Yes	Event Organizer
Not attended an event after confirmation	(-)	Yes	Event Organizer
Deleting a verified post	(-)	No	-
Reporting an ill practice or post	+	Yes	System Admin(s)
Successful completion of an online course	+	No	-
Users listed as contributors to the development of an online course.	+	No	-
A verifier reviewing a post to verify.	+	No	-
Rating an event after participating	+	No	-
Event organizers completing the attendance record	+	No	-
Responding to a Support Required post.	+	Yes	Requester
Solving a problem (Problem Post).	+	Yes	Requester

Set of Actions	Points	Badge	Verification
Posting 10 translated articles (each post already verified)	+	+	No
A bank supporting 10 start-ups with loans (each loan already verified)	+	+	No
A team organizing 5 events successfully (each event already verified)	+	+	No
Completing 100% of the user profile	+	+	No
Posting 20 job opportunities (verified)	+	+	No
Publishing a PBS page – 100% completing the page.	+	+	Yes (verifier)
Verifying 50 posts by a verifier	+	+	No

- Points, badges and levels will show in the profile of the user.
- Level and points will always show with the icon (the profile picture) of the user.
- Users can exchange points (user giving from his/her points to another user) based on what they think is a desired action.
- Next to the profile picture of all users there will be a bar showing level of engagement and activities within the platform. This will not affect their points negatively, yet not going under certain level for a period of time will provide the user with a badge.
- Points, badges and levels will be used to benefit the platform users, examples:
 - The user can not apply for a training workshop unless they are level 3, have 200 points or have a specific set of badges.
 - A bank announces that they will provide loans with 2% lower interest rate for users with level 10 and above.
 - Events' organizers can select applicants with less than level 5 (if they are trying to target beginners not advanced users).
 - Top three banks, universities, companies or organizations will be featured in the reporting page of the platform.
 - An event organizer agrees to feature the top three companies supporting start-ups in the country as sponsors to their event, even if they have not support their event in particular.

- The platform will have a page to explain the roles of the gamification system.
- Points might be given to specific users, users with certain level(s) or randomly to number of users by the Admin.
- The control panel should allow the admin to add new badges based on the actions already defined.
- The gamification roles should flag inactive users to freeze their accounts.

4.2.1.9 Reporting Module:

The reporting module is essential to summarize the activities of the platform, therefore the business-related activities in the community. This module will help decision-makers in different public and private institutions to take actions. Moreover, this page and the data generated will inspire individuals, institutions and investors to be part of the economic development movement.

The bidder will discuss the needs with the project team then conceive, propose and develop the module taking into consideration the minimum following components inside:

- This module will retrieve data from the whole platform to generate visually appealing summary that will include but not limited the following:
 - Number of users segregated by gender, location and other attributes.
 - Number of institutions/ investors.
 - Number of functional Teams.
 - Number of events (require sponsorship, sponsored, conducted...etc.).
 - Number of online courses available and number of attendees.
 - Additional business intelligence reports which will be discussed during the development and/or proposed by the bidder.
- The report page should be dynamic with the ability to filter, sort and search.
- Develop an advanced dynamic web-based application for *data visualization*. This tool will handle data storage and analysis, display information under the form of charts, interactive maps and dynamic infographics under the Reporting Module.

4.2.1.10 Platform one-year free Maintenance

The incumbent is responsible to provide maintenance of VIBE platform for one year which shall include the following:

- Ensure the platform set and running;
- Read and understand the platform and the data visualization source code;
- Responsible of fixing all platform issues or bugs inside the code;
- Responsible of coding minor additional modules for the platform;
- Keep the platform secure and running flawlessly;
- Swift response to any request that may occur on the platform within one hour;
- Keep a regular backup schedule for the full platform, online and offline;
- Confirm that file and database backups are being automatically performed on at least a daily basis;
- Verify that backups are stored off site and online;
- Perform regular test on the backups everyone month to ensure that the backups are valid;
- Keep on top of and install latest CMS software updates;
- Run a link checker and fix broken links;
- Optimize the platform speed and test it on a regular basis;
- Identify and fix issues that might be slowing down the platform;
- Check load time to make sure the platform loads quickly;
- Identify and fix structural issues with the platform that may affect how search engines view the platform;
- Identify new referrers that are sending traffic to the platform;
- Provide regular platform traffic stats based on the server web logs;
- Highlight the most important metrics for the platform;
- Look for trends in key metrics;
- Improve the "registration" and "comment" systems on the platform to block fake users and spam;
- Test any important functionality like filling out forms, newsletter, etc. to make sure everything is working;
- Migrate the platform from the old hosting plan to the new one.

4.2.1.11 Mobile Application

The mobile app purpose is to mirror the features and functionalities existing on the platform. The main objective is to provide the mobile/tablet user access to all platform modules/components.

In this regard the below description is the minimum (but not limited to) of the required functions of the mobile application which in its last form shall provide the same functions of the platform to the end user.

Terminology:

- A view: is a page of content
- A list view: is a component found natively in each mobile platform, it consists of a scrollable list of items.

Technology:

The following point should be met:

- The mobile app should be developed in native code (Android and iOS).
- Performance is critical, for so using native SDK (Android SDK and iOS SDK) is imperative to provide the user with the smoothest and best experience.
- Hybrid frameworks like Phone-Gap, Cordova, Ionic and equivalent should not be used.
- Frameworks like Appcelerator (formerly Titanium), Xamarin or equivalent should not be used.
- The iOS application should be developed using Swift latest version language for future proofing.
- Animations should be consistent across the app, preferably slide left/right animations should be used when switching from one view to another.
- Third party libraries are allowed only if their license allows redistribution without exposing any source code to the corresponding community.
- An intro 5 seconds video should be developed and integrated on the app launch from the device. The content of this video will be discussed with the project's team.

Targeted platforms and OS versions

- The application should be compatible with Android (5 and above) and iOS (9 and

above)

Mobile application Visual Design

Creating the VIBE mobile application Look-and-Feel in line with the actual visual identity, such that it includes developing the application layout, design, and content to reflect the authority's new vision. This shall include

- Mobile application sitemap and sketching: The incumbent shall create and deliver the sitemap and wireframes of pages to serve as a blueprint for the mobile application. During this process, all key pages and modules inside the platform shall be taken into consideration while creating the sitemap, showing their relationship to each other and defining how the mobile application overall navigation should be structured. Application Wireframes shall be provided by the incumbent to highlight the recommended detailed view of the content that will appear on each page. It represents a guide for defining content hierarchy on the page.
- Mobile application template designs: upon approval on the sitemap and wireframes, the incumbent shall create and deliver at least 3 different responsive template design proposals. These templates shall include but not limited to the following elements: interface design – look and feel, colors, font sizes, views (or sections) header and footers, pages titles, style sheets icons, buttons, tables, popup windows styles, all infographics icons, maps, charts or any graphic to be used inside the system in addition to any other related graphics and images.
- All screen sizes in portrait and landscape layout.
- Mobile application prototype: upon approval on the selected template, the incumbent shall prepare the platform mobile app Prototype: this will serve as a dummy application using the template and guidelines defined in the application template design.

Functionalities

The mobile app should be developed in native code. The mobile application will have the aim to show the same sections of the current platform and will feed its information automatically from the current platform database. It should be developed in two languages (English and Arabic) – a language switch should be available to allow the user to switch between the two interfaces.

The mobile application functionalities are divided to two parts, server part and client part. Each part is elaborated in the paragraphs to follow.

Server Functionalities

The server module is basically a web-service that exposes data to the client mobile application through web methods.

The web service should be a RESTFUL API that serializes data as JSON instead of relying on XML which is has a bigger footprint and not easily consumable using browser technologies like JavaScript or equivalent.

Client Functionalities

A mobile app is usually a set of views and sub views that get loaded and unloaded according to a user selection.

A Top navigation bar needs to inform the user which view is currently active and a back button to go back in the views history.

A Menu icon should always appear on the navigation bar. When pressed, a menu on the left appear and list all the available views the user can navigate to.

Language switch to switch views between languages.

When required, we shall differentiate a functionality behavior or appearance between mobile devices other than tablets. Since tablets, when held in landscape mode, offer a wide view similar to desktops or laptops.

- The mobile application should provide the same modules and functionalities of the platform but through mobile/tablet user friendly interface. All the content/views should replicate every single module page/function. (the bidder should refer to the platform list minimum features provided.

Mobile Content Management System (CMS)

It is required to apply one Content management system to update the platform and the mobile application rather than developing both. The CMS should be enhanced to contain sections related to mobile application features. It should manage all records related to mobile applications including push notifications from the same backend as the current platform.

Content Management System (CMS) and Platform modules forms.

The content management system/Backoffice should allow the system admin to manage any section/page related to the platform modules and provide him with the necessary tools to have full control over the system's modules features, including controlling users, freeze, delete or ban users action. Change gamification rules and the minimum actions as described above under each section's system admin. Many of the features below will apply to the forms used by the regular platform user while using the system. The project team will decide on which of the below features will apply to the system admin CMS and/or Platform modules forms (used by regular users).

- Site structure management to add any additional desired page to the system and make them available publicly or privately.
- Infinite navigation tree to manage the navigation of your pages providing an easy way to add, edit, or delete navigation nodes.
- Ability to easily link any navigation node to any content block.
- Templates management.
- Ability to link any navigation node to any pre-defined template file.
- Ability to add, edit, delete or sort content blocks.
- Site Design: powerful WYSIWYG rich-text web editor to manage your content blocks.
- Content workflow and rules (editorial team): multiple levels of approval shall be included inside the workflow. The site administrator should have the ability to create arbitrary workflows and associate them with portal entities.
- Roles and permissions: Manage public users (members) and administrators- ability to create unlimited number of users and granting each user the appropriate permission to add/edit specific components/modules content inside the platform. The CMS should have at least the following user types: administrator and Global administrator – the project team will agree with contractor on the needed approval levels.
- Simple document management system to assign documents to members.
- The system admin can add additional informative sections inside the modules pages. These informative sections could contain text and resources (image, video, files, etc....). the system admin could display each informative section on a user profile, multiple users' profiles (using selection criteria) the informative section could be displayed on any other modules pages and could target one page or multiple using different criteria. Each informative section could have a publishing period (to appear and disappear on a specific time/date)
- The system admin should be able to put announcements on the system for a specific period.
- Security:

1. Password Policy: provides the ability to force users to set up their password according to predefined rules for complex passwords (more than 8 characters, contains special characters...)
 2. The ability to disable the whole administration interface for the platform. If the administration account is compromised, nobody can damage the site through the administration.
 3. Banned IP: the ability to prevent users with certain IP addresses from accessing or using the platform.
 4. E-mail confirmation: actions, such as a password reset, need approval via the given user's e-mail.
 5. Flood protection: this feature prevents users from sending too many messages in modules within a short period of time.
 6. Event Log: Every action on the platform should be logged inside the event logger.
 7. CAPTCHA: Enable CAPTCHA for all platform pages forms.
 8. URL Hashes: Enable url hashing for all Portal pages.
- Content scheduling, publishing, archiving.
 - Content versioning.
 - Multi-language support
 - File and image uploading: Enforce the user to enter fields' such as alt for images or description to documents.
 - Database integration.
 - Extreme user-friendliness.
 - Possibility to add AJAX driven interface.
 - Familiar and rich authoring environment: spell checking in real time for input and text area,
 - Ability to edit your content through the public interface of your site
 - Cross-Browser compatibility: it should support the following browsers:
 - Chrome 7.0 and higher.
 - Safari 5.0 and higher.
 - Opera 9.5 and higher.
 - Firefox 3.0 and higher.
 - IE 7.0 and higher.
 - Advanced navigation options for fast user interaction.
 - Resources Management.

- Access Control Management.
- CMS should contain a log file for all activities, entries, updates, etc. made by backend/frontend users. The administrator should be able to see the modifications and be able roll back or delete.

It is important to note that the majority of the platform content will constitute of dynamic pages including text, images, media, and graphs, as they will be updated on a daily/weekly/monthly basis. Hence, to allow for platform update by the user(s), the Content Management System (CMS) should be extremely user-friendly. It should permit content scheduling, publishing and archiving and database integration.

The administrator should be able to manage the whole structure and content of the site through a web-based administration interface providing advanced features to manage and update the site structure, create, organize, add, delete or sort pages, update, delete or edit content, and upload files of any type, images and media.

The CMS should meet the below requirements at a minimum:

- Ability to add multi language keywords during authoring. The system should allow entering different language keywords during each entity editing. This will facilitate the research on the front end. For example: if a user search for an Arabic keyword inside the Portal English version, he will get the needed results.

Editing

- Content editor supports multiple browser including IE.
- Embedded HTML editor for content editor WYSIWYG.
- Template or form editing.
- Multi-lingual content.
- Personalization and targeting.
- Dynamic content repository.

Workflow

- Non-technical authors can create workflows (preferable).
- Workflows can be graphically designed (preferable).
- Draw or drag-and-drop workflow steps in a graphical workspace (preferable).
- Workflow with e-mail notification using the existing mail system.

Reporting

- The CMS will provide the option to permit the administrator generating reports

based on user activities:

- Reports generation based on user activities (ex: a user added/deleted or edited a record)
- Reports generation based on date selection.
- Reports generation based on module data entry selection.
- Ability to see newly added reports inside the backend.
- Ability to export to excel generated reports.
- Ability to sort and filter reports by all fields.

Security

- Provides role-based security for individual and group of authors.
- Centrally-controlled site design and usability through templates.

General

- Rapid development and deployment.

4.2.1.12 Mobile Application Maintenance

The incumbent is responsible to provide maintenance of the mobile application for one year and this shall include the following:

- Ensure the app is always set and running.
- Swift fixing for the bugs.
- Read and understand the mobile app source codes.
- Responsible of fixing all issues or bugs inside the code.
- Responsible of coding minor additional modules for the app.
- Keep the app secure and running flawlessly.
- Swift response to any request that may occur on the platform within one hour.
- Keep a regular backup schedule for the app, online and offline.
- Confirm that file and database backups are being automatically performed on at least a daily basis.
- Server monitoring
- App crash monitoring
- Analytics monitoring

- App feedback monitoring
- Security reviews
- OS and device update reviews
- Third party integration update reviews
- Usability review
- Performance monitoring
- App store management & monitoring
- Source code repository & versioning
- Mobile app performance optimization
- Refactoring deprecated code (If required)
- Correct errors
- Improve the application interfaces and interactions
- Upgrade to support upcoming OS and devices
- Perfecting existing acceptable functions
- Maintaining control over the application's day-to-day functions and system modification

4.2.1.13 Advanced Site Search Module

User will be able to search the required information or file by entering a specific keyword, sentence, or file name. It is preferred that the search engine should support fuzzy logic search (i.e. code project, kode project, codeprojekt should all return code project) and wild cards keys for like searches. To allow for an advanced search using the site search database, an "Extended search" option should be provided.

The site search database should contain at least the following:

- Search inside all platform dynamic data.
- Search inside all modules of the platform and inside all module sections
- Specific Multilanguage keywords entered in backend.
- Search platform content: in this search type, the user can enter more than one search term and the search module will look for content that has all the terms entered. Possibility of leveraging Boolean search feature so the user will have the ability to add or/and to join 2 search terms.

- Users should also have the option to search for words inside PDF or word files.
- It is preferred to eliminate prepositions from the search results.
- Search text should be highlighted in the results page.
- Backend advanced search.

4.2.1.14 *Web Statistics Module*

The administrator should be able to access the web statistic interface to measure e-metrics and site performance to gather additional consumer insights. It should offer all statistics related to total hits, total top clicks by section, unique number of visitors, repeated visits, top time sessions, top country access, IP tracking, summaries by date selection (day/week/month), statistics on the average age of users registering in the newsletter, etc. The Google analytics can be adopted.

4.2.1.15 *Search Engine Optimization*

Search engine optimization activities would enhance the ranking of the website on the major search engines and facilitate the process for users to locate the website when they are searching for specific data.

On-Site optimization:

- Choose and apply keywords to site.
- Add a customized 404 error page.
- Submit xml sitemap.
- Use alt tags for images.
- Create unique, accurate, meaningful page titles.
- Place site map to all pages in the footer area
- Place useful text on the home page and bold important keywords in site content.
- Use headers h1 and h2.
- Use Meta tags.
- URL rewriting (if possible).
- Use Hidden Div on the main page.

Off-Site optimization:

It is very important to build up a solid linking strategy that will increase and improve the site awareness. This includes:

- Submit website to major business directories
- Submit website to major search engines (webmaster)

- Submit website to social networking and bookmarking websites
- Add social widgets

4.2.1.16 Documentation, Testing, and Training

- Documentation: Comprehensive documentations including both technical and non-technical reports, charts, diagrams, and CMS manuals.

*Refer to **Annex I** for a complete list of documentation material (when applicable).*

- Testing: The platform is expected to be delivered bug-free and complying with the requirements.
- Training: A series of presentation/seminar should be conducted to guide UNDP's technical team.

4.3 Deliverables

All deliverables shall be delivered in one original hard copy, two hard copies and one electronic soft copy, preferably in Microsoft Word format, where applicable.

The following deliverables are requested:

- a. A final, fully operational, bug-free, version of the platform complying with the requirements discussed earlier in this TOR.
- b. The complete source-code of the website as well as the CMS (if applicable)
- c. The Database including tables, views, stored-procedures, etc.
- d. Comprehensive documentations including both technical and non-technical reports.
- e. A series of seminars/presentations to guide UNDP team:
The bidder will provide training for UNDP team to use the CMS and the developed data entry tool. The bidder shall also provide technical training sessions for the technical and data entry team in the handover activity.
- f. Maintenance Services:

bidder shall delivery a defect-free software and shall provide a maintenance agreement/services including a warranty of the developed final product against any existing bug. The maintenance period / warranty should be valid for one year after the official signoff date agreed by both parties. This shall include helpdesk services and fixing any defection detected inside the product

ANNEX I: Documentation

The Bidder shall provide all the documents (when applicable) listed below upon project delivery:

- Initial and Final Application Development detailed plan and evaluation of the start status and final status
- The Detailed Application Specifications Document
- Weekly Progress Reports
- Issues Logs
- Final Coding Standards and Conventions Document.
- Database Entity-Relationship Diagram
- Source codes of the application
- Application test plans
- Application detailed design report
- User's and administrator's guides
- Disaster Recovery Plan
- End-of-mission report
- Copy of the program/final application (web and windows application if existed and it was compiled).
- The Database: including the mdf and the ldf file, filled with the latest version of data.
- The ERD (entity relationship diagram)
- Object and Class diagram
- The Comments fields for all database tables
- The Source Code (ASP.net or any other used language)
- All Data source
- The Data entry system (if applicable)
- All related electronic materials (CDs, e-books, etc) acquired as part of the project (originals where applicable)
- The Work Procedure
- The Documentation about database procedures.
- The fonctionnel documentation (cahier de charge)

- The Technical documentation including the installation documentation and the detailed application specifications document.
- The Help program: user and administrator manual documentation and any other software training materials related to the developer and the user.
- All necessary documentation (hardware and Software): to maintain the sites where the software has been installed and all related passwords.
- All user profiles and access credentials: including the administrator profile and any related password to the database or source code or online host/website related to the software.

The source code which includes source code of the platform, web-services, mobile application source code, libraries developed by the incumbent, database scripts, database stored procedures, or any script related to the development of the mobile application is solely the ownership of United Nations Development Programme (UNDP). In the same context, any third-party libraries used in the code should either be owned by UNDP (through a purchase) or free to use and should respect the following rules:

- Any GPL third party library is forbidden to be used in the development as it forces the developer and UNDP to open source its project
- Any LGPL third party library used should not force any obligation on releasing the source code of the project
- Any License that forces the release of the project's source code publicly/non-publicly or shares ownership of the project with UNDP is forbidden to use

ANNEX II: Action Plan

[illegible]

Section 6: Returnable Bidding Forms / Checklist

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

Technical Proposal:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form (Mandatory)	<input type="checkbox"/>
▪ Form B: Bidder Information Form (Mandatory)	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form (Mandatory)	<input type="checkbox"/>
▪ Form D: Qualification Form	<input type="checkbox"/>
▪ Form E: Format of Technical Proposal	<input type="checkbox"/>
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	<input type="checkbox"/>

Financial Proposal:

(Must be submitted in a separate password protected file)

▪ Form F: Financial Proposal Submission Form	<input type="checkbox"/>
▪ Form G: Financial Proposal Form (Mandatory)	<input type="checkbox"/>

Note: The above Mandatory documents must be submitted along with the bid. In case the bidder will not submit these forms, the bidder's submission will not be further considered.

Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq		

We, the undersigned, offer to provide the services for **Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq** in accordance with your Request for Proposal No. **RFP-058/19** and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists;
- b) have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

I, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form B: Bidder Information Form

Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Contact person UNDP may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Company Profile, including printed brochures and product catalogues relevant to the goods/services being procured ▪ Certificate of Incorporation/ Business Registration ▪ Technical proposal contains the Methodology and Work Plan. A brief Methodology on how the firm/company will approach and conduct the work, including the applicable risks analysis and assumptions. ▪ List and value of projects performed for the last 7 years, plus client's contact details who may be contacted for further information on those contracts; ▪ CVs of the below proposed key personnel <ul style="list-style-type: none"> • Project Manager (Team Leader): A minimum bachelor's degree in Information and Communication Technology or any related field. Master's degree is preferred. Specialization in software development is preferred. Years of Experience: At least 5 years of relevant experience in the web design,

	<p>development of online applications and software (such as portals)</p> <ul style="list-style-type: none"> • Senior (Frontend) Developer Expert: A minimum bachelor's degree in Information and Communication Technology or any related field. Master's degree is preferred. Specialization in software development is preferred. Years of Experience: At least 3 years of relevant experience in the web design, development of online applications and software (such as portals) • Senior Mobile Application Developer Expert (Senior UX/UI, web designer): A minimum bachelor's degree in Information and Communication Technology or any related field. Master's degree is preferred. Specialization in software development is preferred. Years of Experience: At least 3 years of relevant experience in the web design, development of online applications and software (such as portals) <ul style="list-style-type: none"> ▪ Statement of Satisfactory Performance from the Top two (2) Clients in terms of similar (Rehabilitation/ renovation/ construction) projects completed within last 7 years; ▪ Implementation timetable as per the requirement; ▪ Last five years Audited Financial Statement (Income Statement and Balance Sheet) including Auditor's Report for the past five years (2013, 2014, 2015, 2016 and 2017). The bidders having completed certified audited financial statement for 2018 can also submit the report which will be considered for evaluation. ▪ Form A: Bid Submission Form (Mandatory) ▪ Form B: Bidder Information Form (Mandatory) ▪ Form C: Joint Venture/Consortium/ Association Information Form (Mandatory) ▪ Form D: Qualification Form ▪ Form E: Format of Technical Bid (including Implementation plan and Technical compliance sheet) (Mandatory) ▪ Form F: Financial Proposal Form (Mandatory)
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Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-058/19 Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address, telephone numbers, fax numbers, e-mail address)	Proposed proportion of responsibilities (in %) and type of services to be performed
1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

Name of leading partner (with authority to bind the JV, Consortium, Association during the RFP process and, in the event a Contract is awarded, during contract execution)	[Complete]
--	------------

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

☐ Letter of intent to form a joint venture **OR** ☐ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Name of partner: _____ Name of partner: _____

Signature: _____ Signature: _____

Date: _____ Date: _____

Form D: Qualification Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-058/19 Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq		

If JV/Consortium/Association, to be completed by each partner.

Historical Contract Non-Performance

<input type="checkbox"/> Contract non-performance did not occur for the last 3 years			
<input type="checkbox"/> Contract(s) not performed for the last 3 years			
Year	Non- performed portion of contract	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Reason(s) for non-performance:	

Litigation History (including pending litigation)

<input type="checkbox"/> No litigation history for the last 3 years			
<input type="checkbox"/> Litigation History as indicated below			
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

Previous Relevant Experience

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

☐ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

Financial Standing

Annual Turnover for the last 3 years	Year	USD
	Year	USD
	Year	USD
Latest Credit Rating (if any), indicate the source		

Financial information (in US\$ equivalent)	Historic information for the last 3 years		
	Year 1	Year 2	Year 3
	<i>Information from Balance Sheet</i>		
Total Assets (TA)			
Total Liabilities (TL)			
Current Assets (CA)			
Current Liabilities (CL)			
	<i>Information from Income Statement</i>		
Total / Gross Revenue (TR)			
Profits Before Taxes (PBT)			
Net Profit			
Current Ratio			

☐ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- Historic financial statements must be audited by a certified public accountant;
- Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

Form E: Format of Technical Proposal

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-058/19 Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization, including the year and country of incorporation, and types of activities undertaken.
- 1.2 General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures and risk mitigation measures.
- 1.5 Organization's commitment to sustainability.

SECTION 2: Proposed Methodology, Approach and Implementation Plan

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project, keeping in mind the appropriateness to local conditions and project environment. Details how the different service elements shall be organized, controlled and delivered.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 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 and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Demonstrate how you plan to integrate sustainability measures in the execution of the contract.

- 2.7 Any other comments or information regarding the project approach and methodology that will be adopted.

SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

SECTION 3: Management Structure and Key Personnel

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project using the format below. CVs should demonstrate qualifications in areas relevant to the Scope of Services.

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/ Qualifications	<i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i> [Insert]
Professional certifications	<i>[Provide details of professional certifications relevant to the scope of services]</i> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i> [Insert]
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i> Reference 1: [Insert] Reference 2: [Insert]

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

Signature of Personnel

Date (Day/Month/Year)

Form F: Financial Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-058/19 Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq		

Please submit a detailed financial proposal separately as a password protected file.

We, the undersigned, offer to provide the services for **Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq** in accordance with your Request for Proposal No. **RFP-058/19** and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name: _____

Title: _____

Date: _____

Signature: _____

[Stamp with official stamp of the Bidder]

Form G: Financial Proposal Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP-058/19 Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq		

Please submit a detailed financial proposal separately as a password protected file.

The Bidder is required to prepare the Financial Proposal following the below format and submit it as sperate file from the Technical Proposal as indicated in the Instruction to Bidders.

- ✓ The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.
- ✓ The financial proposal will specify a total lump sum amount and payment terms around specific and measurable (qualitative and quantitative) deliverables. Payments are based upon output, i.e. upon delivery of the services specified in the TOR.
- ✓ Financial Proposal Form, providing a breakdown of this lump sum amount (including travel, per diems) is to be provided by the offeror –
- ✓ UNDP may choose to request the offeror to implement only lot1, and Lot2 can be cancel based on the UNDP discretion

UNDP may, at its discretion, request the offeror to implement only Lot1. Implementation of Lot 2 can be put on hold or cancel based on the budget availability and need of UNDP.

The financial proposal should be aligned with the TOR, VIBE platform must be implemented with the following minimum requirements (not limited to):

- Branding and Visual Identity.
- Content Management: CMS with advanced features and ease of use.
- Dynamic Content Management: Flexible management for platform components and modules, users' profiles modules, and support for daily and recurrent updates.
- Modern design and layout for the frontend: User-friendly and interactive Look-and-Feel, fast loading.
- Comprehensive Navigation Structure: Coherent links and menus.
- Advanced site search functionalities: Exact match, substring, and fuzzy search.
- Advanced logging and archiving system that contains all the activities made in the system.
- Share and print functionalities should be included in all website pages.
- Multi-lingual: Arabic and English. The platform shall be developed in a scalable manner to allow integration of additional languages in the future.
- Search Engine Optimization: On and Off-site optimizations.
- Interoperability: Cross-browser and Cross-platform: Compatible with different browsers and various devices.
- Performance: Quick load, quick navigation, and quick download.
- Reliability: Bug-free and fully operational website.
- Security: Vulnerability-free and immune to various malicious attacks and hazards.

Note 1: The after-sale support, maintenance and troubleshooting cost for the first year should be included in the system cost

Note 2: Vender is to clearly mention any licensing or maintenance cost after first year.

Note 3: All related licenses should be added to the cost.

Financial Proposal Form

RFP-058/19 Web-based Platform and Mobile Application Development for the Innovation for Development Project – UNDP Iraq

Lot1: main component:

#	Deliverables	Quantity	Unit Cost (USD)	Total Price (All Inclusive)
1	IE Platform Sketching and wire frames	Lump-sum		
2	Platform branding and identity materials	Lump-sum		
3	Platform design templates and prototype	Lump-sum		
4	Platform Database technology selection	Lump-sum		
5	Platform's Profile Module	Lump-sum		
6	Platform's Gamedfication and points/badges/levels module	Lump-sum		
7	Platform's E-learning module	Lump-sum		
8	Platform's Teams module	Lump-sum		
9	Platform's Project/ Business/ Start-up Module	Lump-sum		
10	Platform's Events Management Module	Lump-sum		
11	Platform's Reporting Module	Lump-sum		
12	Platform's Issues log	Lump-sum		
13	Technical and functional documentation and manuals	Lump-sum		
Total cost (Currency)				

Lot2: Mobile Application

#	Deliverables	Quantity	Unit Cost (Currency)	Total Price (All Inclusive)
1	Platform's Mobile Application Development	Lump-sum		
Total cost (Currency)				

Company/ Business Name:	
Authorized Person:	
Functional Title:	
Contact Number (s):	
Email:	
Signature:	
Date:	

The above Unit price shall take into consideration of all likely cost to be incurred by the ICT firm e.g. staff remuneration, Travel Cost (Living allowance, ticket), Printing and Stationery, or any other costs that may be associated in performing the contract.

Important:

- 1) The following template MUST be used to derive the Cost for each expenditure category depicted in the above table in order to demonstrate the relevance and reasonableness of the quoted Price;
- 2) The proposed period of engagement for each category of experts if left to the discretion of the company but it should NOT exceed the total project duration of 8 months:

Table-B:							
The offeror shall add additional rows/ modify the table as applicable							
Cost Element/Structure	Per Day Remuneration (Currency)	Proposed Period of engagement (days)	Total Remuneration $c = a * b$	Travel Expenses (d)		Other Costs (currency) (please specify) (e)	Total Amount (currency) $f = c + d + e$
1. Staff Cost (Personnel Services):	(a)	(b)		Living Allowance	Ticket		
1.1 Team Leader/Project Manager							
1.2 Web Application Designer/s							
1.3							
1.4 Any other support staff (if applicable)							
Total Amount (Currency) g							
2. Operating Expenditures:							
2.1 Stationery and Reproduction	lump sum	-	-	-	-	-	
2.2 Any Other Costs (please specify)	Lump sum						
Total Amount (Currency)							
Grand Total [f + g]							

Please note that Price Quoted in Table-A MUST be equal to Grand Total Quoted in Table-B, failing which the price proposal will DISQUALIFY.