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REQUEST FOR PROPOSAL

Provision of Drupal Theme Development, Technical Development and Visual Web Design Services

RFP No.: **2019/BPPS/SDGI/PAP-1699**

Project: ***Drupal theme, technical development and visual web design services***

Country: UNDP – HQ – New York, USA

Issued on: 24 April 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):

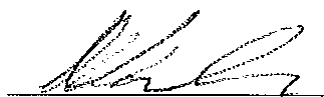
- Section 1: This Letter of Invitation
- Section 2: Instruction to Bidders
- Section 3: Bid Data Sheet (BDS)
- Section 4: Evaluation Criteria
- Section 5: Terms of Reference
- Section 6: Returnable Bidding Forms
 - Form A: Technical Proposal Submission Form
 - Form B: Bidder Information Form
 - Form 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.

Please acknowledge receipt of this RFP by sending an email to bpps.procurement@undp.org, indicating whether you intend to submit a Proposal or otherwise. You may also 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.

Issued by: Nina Grinman



Name: Nina Grinman
Title: Policy Specialist, Digital Strategist
UNDP/BPPS

Date: April 22, 2019

Approved by: Laurel Patterson



Name: Laurel Patterson
Title: Team Leader, SDG Integration Team (OIC)
UNDP/BPPS

Date: April 22, 2019

Section 2. Instruction to Bidders

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 http://www.un.org/depts/ptd/pdf/conduct_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 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>
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	<p>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.</p>
7. Language	<p>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.</p>
8. Documents	<p>8.1 The Proposal shall comprise of the following documents:</p>

Comprising the Proposal	<ul style="list-style-type: none"> c) Documents Establishing the Eligibility and Qualifications of the Bidder; d) Technical Proposal; e) Financial Proposal; f) Proposal Security, if required by BDS; g) Any attachments and/or appendices to the Proposal.
9. Documents Establishing the Eligibility and Qualifications of the Bidder	<p>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.</p>
10. Technical Proposal Format and Content	<p>10.1 The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.</p> <p>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.</p> <p>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</p> <p>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.</p>
11. Financial Proposals	<p>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.</p> <p>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.</p> <p>11.3 Prices and other financial information must not be disclosed in any other place except in the financial proposal.</p>
12. Proposal Security	<p>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) 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:

	<p>i. to sign the Contract after UNDP has issued an award; or</p> <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> <p>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</p> <p>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.</p>
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 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> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <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>

<p>15. Only One Proposal</p>	<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.
<p>16. Proposal Validity Period</p>	<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>
<p>17. Extension of Proposal Validity Period</p>	<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 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>
<p>18. Clarification of Proposal</p>	<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>
<p>19. Amendment of Proposals</p>	<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>prevail.</p> <p>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:</p> <ol 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 “Not to be opened before the time and date for proposal opening” 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> <p>22.5 Email submission is required. as specified in the BDS, and shall be governed as follows:</p> <ol 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, shall be governed as follows:</p> <ol 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</p>

	the submission of Proposals.
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 (2) members. In the case of e-Tendering submission, bidders will receive an automatic notification once their proposal is opened.</p>
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	<p>29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation</p>

<p>Eligibility and Qualification</p>	<p>Criteria).</p> <p>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) 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; b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) 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; d) They are able to comply fully with UNDP General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) 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> <p style="text-align: center;">TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100</p> <p><u>Rating the Financial Proposal (FP):</u></p> <p style="text-align: center;">FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100</p> <p><u>Total Combined Score:</u></p> </div>

	<div> Combined Score = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%) </div>
31. Due Diligence	<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; 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</p>

	<p>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 price shall be corrected; b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail. <p>34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.</p>
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	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
43. Liquidated Damages	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.
44. Payment Provisions	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.
45. Vendor Protest	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
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 not be considered
4	21	Pre-proposal conference	Will not be conducted
5	16	Proposal Validity Period	120 days
6	12	Bid Security	Not Required
7	42	Advanced Payment upon signing of contract	Not Allowed
8	43	Liquidated Damages	Will be imposed as follows: Percentage of contract price per day of delay : 0.2% Max. no. of days of delay : 45 After which UNDP may terminate the contract.
9	41	Performance Security	Not Required
10	13	Currency of Proposal	United States Dollar
11	18	Deadline for submitting requests for clarifications/ questions	5 business days before the submission deadline

12	18	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Project Manager: Nina Grinman E-mail address: nina.grinman@undp.org
13	18 and 19	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Direct communication to prospective Proposers by email and Posting on www.undp.org website
14	23	Deadline for Submission	23 May 2019
14	22	Allowable Manner of Submitting Proposals	Submission by email
15	22	Proposal Submission Address	bpps.procurement@undp.org
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. ▪ Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP ▪ Max. File Size per transmission: 30MB ▪ Mandatory subject of email: 2019/BPPS/SDGI/PAP-1699-LTA Proposal – Drupal theme, technical development and visual web design services
17	27,30 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	June 24, 2019
19		Maximum expected duration of contract	Three years extendable to additional 3 years basis subject to satisfactory performance of the contractors and continued requirement for services
20	35 & 36	UNDP will award the contract to:	<p>Up to 5 Proposers, depending on the following factors :</p> <p>Non-exclusive Long Term Agreements are intended to be established with up to 5 bidders with the highest score. Procurement of services during the</p>

			<p>life of the LTA will be subject to the secondary bidding through RFQs between the LTA holders.</p> <p>UNDP does not warrant that any quantity of Services will be purchased during the term of this arrangement</p>
21	40	Type of Contract	<p>Contract Face Sheet (Goods and/or Services)</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
22	40	UNDP Contract Terms and Conditions that will apply	<p>UNDP General Terms and Conditions for Contracts</p> <p>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</p>
23		Other Information Related to the RFP	<p>Please find links to previous work that is representative of the requirements to be met in this RFP:</p> <ul style="list-style-type: none"> • http://www.worldwaterforum8.org/ • https://www.globaldevhub.org/ • http://www.oceanactionhub.org/ • https://www.connectingbusiness.org/ • https://www.sdgphilanthropy.org/

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 (where applicable)
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity

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 Contracts¹	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
	Minimum 5 years of relevant experience.	Form D: Qualification Form

¹ Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

Previous Experience	<p>Minimum 5 contracts of similar nature and complexity implemented over the last 5 years. Note: please refer to the requirements specified in the TOR. Your past projects should reflect the objectives and goals specified in that section of this document.</p> <p>Please provide at least 5 links to live web platforms that meet this criteria.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></p>	Form D: Qualification Form
Financial Standing	<p>Minimum average annual turnover of 200,000 USD for the last 3 years.</p> <p><i>(For JV/Consortium/Association, all Parties cumulatively should meet requirement).</i></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
Key Personnel	<p>The bidder shall submit CVs of the below proposed key personnel:</p> <ul style="list-style-type: none"> - Project Manager – Minimum 5 years experience managing development and design teams, liaising with clients to produce projects of similar nature and complexity to this assignment - Drupal Senior Developer(s) – A minimum of 5 years’ work experience in Drupal 7 and 8 development & must have handled at least 2 projects of similar nature and complexity equivalent to this assignment. - Drupal Junior Developer(s) – A minimum of 3 years’ work experience in Drupal 7 and 8 development. - Visual Designer(s) and/or UX designer(s) – Minimum 3 years work experience producing highly visual modern design with sound UX architecture. CV should include reference to portfolio and/or past work <p>Proposed staff should be able to communicate on satisfactory level of English. Knowledge of other UN official language is a plus.</p>	Format of CV in Form E

Technical Evaluation Criteria (Please refer to ToR in Section 5 while considering the technical evaluation criteria)

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Expertise of Firm/Organization	450
2.	Proposed Methodology, Approach and Implementation Plan	350
3.	Technical team, Management Structure and Key Personnel	200
	Total	1000

Section 1. Expertise of Firm/Organization		Points obtainable
1.1	General Organizational Capability which is likely to affect implementation <ul style="list-style-type: none"> - Financial stability - loose consortium, holding company or one firm - age/size of the firm - strength of project management support - project financing capacity - project management controls - Extent to which any work would be subcontracted 	20
1.2	Quality Assurance Process	20
1.3	Quality Delivery of Past Projects and experience in past projects that are relevant to this RFP and similar to past UNDP projects (please provide at least 5 references)	240
1.4	Specialized knowledge as outlined in the requirements of this RFP	120
1.5	Previous work for UNDP or international organizations. Please provide a brief description of the system, your role in the system and a link to the system (if not password protected)	50
Total Section 1		450

Section 2. Proposed Methodology, Approach and Implementation Plan [Please refer to the terms of reference in this RFP and pay specific attention to the sample project in section E]		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?	100
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	70
2.3	Details on how the different service elements shall be organized, controlled and delivered	30
2.4	Is the scope of task well defined and does it correspond to the TOR?	100

2.5	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	50
Total Section 2		350

Section 3. Technical Team, 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?		30
3.2	Qualifications of key personnel proposed		
3.2 a	Project Manager		55
	- Experience working with international institutions	15	
	- Specific professional experience in the area of specialization and experience working on projects related to this TOR	35	
	- Relevant degree (at least bachelor's level or equivalent)	5	
3.2 b	Drupal Senior Developer(s)		55
	- Drupal Development Experience (Drupal 8)	10	
	- Specific experience working with social networking systems	15	
	- Experience in building or maintaining custom Drupal modules	10	
	- Experience in developing restful APIs	5	
	- Experience in Drupal organic groups	5	
	- Additional development experience (including Wordpress and other CMS systems)	5	
	- Relevant degree in computer science (bachelor's or equivalent)	5	
3.2 c	Drupal Junior Developer (s)		30
	- Drupal development experience	10	
	- Experience in building or maintaining custom Drupal modules	10	
	- Additional development experience (including Wordpress and other CMS systems)	5	
	- Relevant degree in computer science (bachelor's or equivalent)	5	
3.2 d	UX and Visual Designer		30
	- Experience working on relevant projects related to this RFP	15	
	- Experience producing mockups, wireframes using photoshop, illustrator, additional necessary programs	5	
	- Professional experience in area of specialization related to this TOR	10	

Total Section 3			200

*** Note: The expected duration of each project will vary, but average project scope typically lasts 3-5 months. Some projects will be larger in scope and require a longer project timeline, while others may be smaller in scope and require a shorter project timeline.*

Section 5. Terms of Reference

BACKGROUND

The United Nations Development Programme (UNDP) is the global development network of the United Nations, advocating for change and connecting countries to knowledge, experience and resources to help people build a better life.

Knowledge Management is a key strategic enabler and a UNDP mission-critical function that adds value to the day-to-day business of UNDP and serves as a cohesive component of the UN-wide knowledge structure in the context of UN reform. UNDP continues to build upon its achievements and lessons learned about how to mobilise and utilise the rich elements dispersed within the organization to enrich its knowledge base. The result is a UNDP that is able to draw on its full potential as a knowledge-based organization where individuals and their knowledge are fully connected and mobilised to collaborate globally for more effective delivery of development results. This approach will also be integral to current “Delivering as One” UN reform efforts.

The Knowledge Management and Innovation team, under the Development Impact Group, Bureau for Policy and Programme Support, UNDP provides Knowledge Management Services for the entire organization.

Since 2012, the UNDP Knowledge Management team has empowered our development partners to overcome challenges, create consensus, and reinvigorate policies by bridging the gap between decision makers, the development community, and citizens. As part of its strategy, the group has established an ecosystem of open-source online community platforms built in Drupal 8, featuring blogs, multimedia, social networking, community, gallery and other features, with substantial customisation.

[Global Dev Hub](#) is a custom community and consultation platform developed to share knowledge assets, create several types of collaborative “spaces,” and establish communities of practice linking together thousands of staff members, experts, consultants, external partners and clients around the world. This platform has served as the basis for additional ‘stand-alone’ community platforms desired by UNDP and partners. The platform currently boasts a community of around 60,000 users from within UNDP and approved partners, made available through a number of separate secure and public domains.

Additionally, UNDP’s Knowledge Management team alongside technical development partners has supported the concept, design, build and management of a number of stand-alone custom community platforms. Each of these platforms are designed to enhance a team’s ability to collaborate with colleagues and international development stakeholders. The results of these communities allow for quality knowledge products to be generated, for external stakeholders and experts to collaborate with UNDP and partners, to

share and crowdsource resources and other knowledge around specific development themes, to allow for partners and teams to upload, gain advice, and celebrate their own work, and oftentimes to also integrate online engagements and dialogues into important and often high-level UN conferences and events.

Examples of web platforms supported by UNDP Knowledge Management team illustrative of the requirements in this TOR can be found below:

- World Water Forum 8 – <http://www.worldwaterforum8.org/>
- Global Dev Hub - <https://www.globaldevhub.org/>
- Ocean Action Hub - <http://www.oceanactionhub.org/>
- SDG Philanthropy Platform - <https://www.sdgphilanthropy.org/>
- Connecting Business Initiative - <https://www.connectingbusiness.org/>

Please note that these are illustrative of the solutions desired and do not represent a full list, nor the exact platform requirements expected for future projects. **It is essential that successful vendors have extensive experience in building web platforms meant to facilitate community interaction, collaboration and online engagement and can accommodate additional custom functionality requirements and solutions in addition to the ones developed so far on platforms such as those listed above.**

SCOPE OF SERVICES, EXPECTED OUTPUTS AND TARGET COMPLETION

The UNDP Knowledge Management team is now seeking to establish an LTA of dedicated Drupal development, technical development and web design teams with experience working with UNDP or a similar global organization. Ideally the firm will have deep familiarity with Drupal, web services, knowledge management, social networking technologies, and online engagement experience and expertise, coupled with beautiful and modern web-design, that can provide a range of software development services and implementation support for teams across UNDP and the UN system.

This requirement is for Drupal Development, Drupal Theme Development, additional technical development and web-design services as described below, and additionally, bidding firms should describe the level of user experience design and visual design experience, which are normally included as part of this type of service delivery. This does not include actual high-level architecture design, business analysis or needs assessment and quality assurance management which is excluded from scope.

The following functions are considered essential to successful future projects and must be provided as a part of this engagement:

1. Drupal and technical Development
2. Drupal Theme Development
3. Visual and UX Design and Strategy

Each area will require virtual collaboration of key personnel with UNDP staff members on daily basis preferably during New York working hours. Resources to handle production incidents should be made available at all times. A minimum of one-hour turnaround time is required for all production incidents. The goals for each category of work are summarized in this section. Selected vendor(s) are responsible for internal coordination of developers within their organization.

1. Drupal and technical Development

- a. Advising and assisting UNDP on best practices in Drupal architecture and development, and other technical development when necessary

- b. Providing guidance and development capacity to accommodate and desired move of platforms to a latest version of Drupal
- c. Maintaining and enhancing Sphinx/Drupal and SOLR/Drupal integrations
- d. Optimizing the overall performance of the implementation by identifying and tuning slow queries, caching content and fixing areas of concern in the code
- e. Making changes to multi-site functionality to facilitate extending multi-site requirements
- f. Modifying views to accommodate new Drupal themes, including mobile specific interfaces
- g. Supporting migrations of users and content from other platforms to UNDP's open source Drupal ecosystem
- h. Providing recommendations for future enhancements and implementing agreed recommendations, in order to achieve a product that will have a positive and significant impact
- i. Creating an API for integration with other systems within the UNDP and partner agencies for content publishing, single sign-on and bi-directional views
- j. Draft and execute test scripts based upon previously defined requirements
- k. Analyze test plan results to ensure that the finished product meets software functional requirements and needs
- l. Assist in development of documentation including: functional specifications, functional and non-functional test plans and test results analysis
- m. Work closely with system users and sponsors to identify and test requirements during user acceptance test phase, new feature releases and bug fix releases.

2. Drupal Theme Development

- a. Assist in development of documentation including: functional specifications, functional and non-functional test plans and test results analysis
- b. Work closely with system users and sponsors to identify and test requirements during user acceptance test phase, new feature releases and bug fix releases
- c. Collect and apply user research and usability principles to identify and then propose corrections to current platform usability issues
- d. Investigate and resolve reported user experience issues
- e. Develop conceptual designs for key projects
- f. Develop responsive mobile friendly Drupal themes for new features developed and new domains/sites implemented in Drupal
- g. Ensure consistency between the various platforms and browsers
- h. Work closely with the stakeholders and development team to achieve the desired look and feel of the user interface
- i. Explore new technologies, design best practices, and overall web standards to create unique solutions and solve problems

3. Visual Web Design

- a. Develop wireframes, mock-ups, detailed visual designs, and graphics for web-based and mobile-based interfaces
- b. Work closely with project stakeholders to ensure visual satisfaction and quality of projects
- c. Constantly push to ensure visual quality of products is in line with current industry standards, best practices and cutting edge web design
- d. Advise on visual approach to compliments user experience and overall goals of the project

INSTITUTIONAL ARRANGEMENT

Project Overview

The following requirements are applicable to all components of the projects under this LTA .

☐ Project Management

- The Service Provider will have a Project Manager dedicated to the project and act as a central point of contact. This Project Manager will be the Team Lead and other individuals may support that individual's role but s/he will be the main point of contact and will lead the regular meetings and organise key meetings with the Service Provider and UNDP counterparts.
- That Project Manager will communicate with UNDP counterparts on a weekly or more frequent basis through formal conference calls, and emails or other means of regular communication.
- That Project Manager will follow core PMI guidelines and processes.
- The Project Manager will provide documentation in the form of communication reports after each meeting with UNDP representatives.
- It is expected that the Project Manager will maintain a secure client portal showing website progress and key documents produced throughout the process (when required).
- A comprehensive timeline (GANTT/PERT Chart or similar method) will be used at the project start to keep the project on track and updated as needed throughout the project or upon client request (when required).
- The Service Provider will also provide regular reporting on tasks and requests associated with reporting, third party costs and time spent on maintenance and training.
- It is expected that the Service Provider will establish procedures and processes to manage the proper functioning of the web site and report back on these items to the UNDP Colleagues. This should be done at least every 2 months. These should include but are not limited to:
 - Maintaining Search Engine friendly information on the site
 - Maintaining applicable standards (w3c, 508 etc.)
 - Maintaining browser compatibility
 - Maintaining device and OS compatibility
 - Identifying issues (404 errors and other server errors and code quality issues) and fixing said issues.
 - The Service Provider should employ tools to minimise and detect intrusion or suspect behaviour and address these as soon as identified.
 - The Service Provider should ensure immediate turnaround time for critical issues or outages and use a monitoring tool to identify outages and repair/restore service promptly and document every outage along with resolution and recommendations if applicable.
 - The Service Provider will monitor bandwidth and load time to insure a good experience for users including those with low bandwidth.

☐ Training Guide and Training Sessions

- Vendor will provide a hard copy training guide written in plain English and supported with screen-shots highlighting key functions of the application to assist content editors in the proper use of the platform.
- Vendor will provide at least 2 training sessions of 1 hour each by phone or in person so that key personnel can become familiar with the platform.

Duration of the Work

- a) Expected duration of work including total no. of days/weeks/months of engagement, including effective person-days will be agreed on a per project basis. Expected date of commencement and full completion will be required at the outset of each project.
- b) It is expected that 3 core reviews will likely be needed for each major deliverable (as required per project). For each review, the service provider should expect up to a week for the UNDP to provide feedback and changes. This time is to be included in the development time frames.
- c) Timeline should be agreed upon commencement of work, any reason for urgency should be explained and serious consequence/impact of any form of delay in the completion of the work should be managed and agreed between parties

Location of Work

- a) The work is currently managed out of New York, USA. Travel is not required as part of the project.
- b) The work is classified as remote.
- c) The Service Provider will be responsible for regular reporting (weekly or better) explaining progress on the project and completion of tasks against a service provider timeline.

QUALIFICATIONS OF THE SUCCESSFUL SERVICE PROVIDER AT VARIOUS LEVELS [REFER TO EVALUATION CRITERIA ON PAGE 21 AND 22 OF THIS RFP]

- a) Qualified firms will have extensive Drupal development, theme development, design and project management experience and ideally also have relevant experience in working with international organizations and the UN system. vendors should possess the following competencies:
 - a. Information architecture and user experience professionals on staff.
 - b. Software Development experience with software developers on staff.
 - c. Experience with integration of third party systems into a customized CMS.
 - d. Graphic Designers on staff with experience with creating applications and public facing web sites for international audiences.
 - e. Experience in developing online engagement and social networking platforms that allow user to connect, discuss and collaborate with one another (NOTE: This is seen as one of the key experiences desired for service providers and is a key component of most anticipated projects under this LTA)
- b) The Service Provider should have experience working with an international team and be available at a time practical for the team based on time zones and using techniques of communication suitable for a diverse and international team
- c) Minimum team members per project would include a project manager, lead developer and visual designer. Staffing and project needs may vary on a per project basis, depending on project intensity and scope.

SCOPE OF PROPOSAL PRICE AND SCHEDULE OF PAYMENTS

Scope of proposals, price and schedule of payments will be agreed on a per project basis.

All vendors shall offer financial proposal and a daily rate for each staff type (project manager, Drupal/web developer, and visual designer) for services provided in the financial proposal of this LTA proposal that are:

- a) fixed output-based price regardless of extension of the herein specific duration, based on agreed daily rate, where the duration of days can be adjustable in accordance to any extension or reduction in the scope of engagement;
- b) Specifying the cost components that the Proposer must include in the computation of contract price (e.g., purely professional fee, or inclusive of travel, living allowances, taxes, etc.)

- c) Specifying the key outputs or milestone activities for which payments will be made, the corresponding percentage of the contract price that will be paid per milestone/output, including all the conditions/documentations required prior to the release of any tranches of payment.

SAMPLE TOR (For a Typical Project Required of LTA Service Providers)

NOTE: PLEASE PROVIDE A SAMPLE TECHNICAL PROPOSAL FOR THIS SAMPLE TOR AS PART OF YOUR OVERALL TECHNICAL PROPOSAL (FORM E). THIS PROPOSAL WILL BE THE BASIS FOR YOUR SCORE ON SECTION 2 OF THE EVALUATION CRITERIA: PROPOSED METHODOLOGY, APPROACH AND IMPLEMENTATION PLAN

BEGIN SAMPLE TOR

1. Sample Project Background

UNDP Team X has a long history of stakeholder engagement, hosting quarterly public events with UN Agencies and external stakeholders, including civil society, the private sector and other multilateral institutions.

These events have been seen as a huge success, but UNDP Team X now aspires to broaden their ability to reach out to stakeholders and keep the conversation going beyond the quarterly physical events.

UNDP Team X is looking for a web developer to develop a public facing interactive web platform that allows Team X to both tell their story, highlighting their programs, work and content, and offer an interactive online engagement portal so that external stakeholders can easily collaborate online.

The requirements for the portal are explained in further detail below.

2. Public landing page

A public landing page, where users are presented with content they can easily navigate. The page will be managed by the platform administrator and should highlight new or featured site resources (e.g. from the knowledge repository) or content added by members (e.g. discussions in open group rooms).

The following are key functionalities envisaged for the public landing page:

- Publicly-accessible landing page (no log-in required for the general public to view resources or discussions). The latest news and content is dynamically updated.
- Clean, airy look with logo and branding, harmonised with the design of the UNDP team's brand
- Streamlined design, avoiding complicated mechanisms for accessing and utilising the site.
- Functionality to quickly point users to relevant content based on their stakeholder group, role or thematic interest, etc.
- Well-placed calls to action to encourage users to sign up to the platform and / or join relevant and timely discussions and interactions.
- Interface for contacting the site Administrator.

3. Knowledge repository

A dynamic and easily searchable knowledge repository, structured around the challenge areas identified in Section A, featuring a curated and tagged collection of resources including best practices, policy briefs and analytical work produced by the UNDP team, its stakeholders and partner initiatives. This could include Word documents, PDFs, videos, PowerPoint presentations, audio files, etc.

Resources will be sourced from periodic, public “calls for evidence,” supplemented by outreach to relevant partner initiatives who produce knowledge products on overcoming the challenges identified by the UNDP team. Partners should be able to submit their resources for consideration through the submission interface outlined in the next section.

The following are key functionalities envisaged for the knowledge repository:

- The knowledge repository is available to the public, however, only site administrators can manage files and the taxonomy / categories.
- A robust taxonomy / tagging capability which allows for all resources that correspond to a specific term to be easily found in one place, including knowledge products, open “group rooms” and webinars / training courses. Ability for users to suggest a taxonomy.
- Users who have created a profile can leave comments on a knowledge product or discussion. Comments should be automatically filtered for profanity and spam.
- Ability to download resources, as applicable. Ability for users to save specific resources to their own “user briefcase.”
- Interface for contacting the site Administrator.

4. Interface for submission of evidence / resources to the knowledge repository

The following are key functionalities envisaged for the submission portal:

- Submission area for a short (1-2 paragraph), standardized abstract of the product (to be provided by the submitter).
- Space for public guidelines to encourage the sharing of knowledge without redundancies or out-of-scope information, and information on the quality assurance process.
- Ability to categorize the resource by tagging with relevant taxonomy.
- Automatic notification to the submitter once the resource has been approved / denied.
- Interface for contacting the site Administrator.

5. A “group room” function, i.e. individual spaces for networking and knowledge exchange to gather users and content around special interest topics that can be either closed or publicly accessible.

The following are key functionalities envisaged for the group rooms:

Creating a group

- The general user who creates the group will automatically become its “Group Facilitator,” but additional registered user(s) can also be denoted as a “facilitator” (maximum 3 per group).
- When a request for a group is created (via a form with quality checkboxes), a notification is sent to the platform administrator to ensure quality and suitability of content. The platform administrator should accept or deny the request, at which point an automatic notification is sent to the requester.
- Option for a closed or publicly accessible space, with the ability to invite external users into the group environment by sending an invitation via e-mail.
- Users without a profile will be able to join and / or view discussions in the open working spaces, but will need to create a profile to contribute (to an open or closed discussion).

- Registered users should also be able to request access to a closed group room. Invitation approvals will be managed by the group facilitator.

Group functionality

- Each group room should feature a customizable “home page” / feed featuring a group description, Facilitators’ name and photo, latest discussions and resources, etc. Ideally, the page would be organized like a Facebook feed (most recent posts at the top with the ability to post resources, discussions, etc.).
 - Ability to tag digital resources (documents, video files, audio files, PPTs, etc.) posted in the group’s feed, according to an established taxonomy.
 - Option to upload a document for digital co-working (e.g. embed Google Docs).
 - Ability to post a discussion thread. Comments should be filtered for profanity and spam.
 - Ability to tag registered users in the discussion thread or on a knowledge product.
 - Knowledge products posted in open groups are automatically sent to the site administrator for possible inclusion in the knowledge repository.
 - Button for contacting the site Administrator.
6. A **discussion engine** for publicly accessible e-discussions. Publicly available, real-time consultation forum that allows users to respond to substantive consultations.
- Ability to launch multiple simultaneous discussions or phases around a singular theme or topic.
 - Discussions will be publicly-available to view, but users must create a profile to contribute.
 - Ability to highlight discussions on the public landing page and share via social media.
 - The discussion engine will manage threaded comments and replies and will provide subscribe and RSS options, as well as moderation and administration tools.
 - Ability to tag registered users in the discussion thread.
 - Full filtering for spam and profanity.

7. Registration system and role-based permissions

The site will have four types of users (along with unregistered site visitors):

Platform administrator
Group room facilitator
Discussion moderator
Public registered user

- **Administrator**
 - There will be a restricted area where administrators can log in for administration tasks.
 - Administrators will be able to add, remove and edit profile information (text and images) and discussion content, and curate content on the home page and elsewhere.
 - Administrators may need to approve content that has been submitted
 - Administrators can directly message general users.
- **Group room facilitator**
 - Each group room will have a focal point or “facilitator” who initiates the group and maintains the page. There can be more than one facilitator per group (maximum 3), but the original creator of the group must approve access for additional facilitators.
 - Group room facilitators will need to sign up with a general user profile to initiate a group room and have facilitator access rights.

- Group room facilitators will be able to add, remove and edit the page's general information (text and images) and discussion content, or to delete the group (must be approved by site facilitator).
- Ability to manage approvals for entry to closed groups.
- **Discussion moderator**
 - In order to be denoted as a discussion moderator, a general user must register and create a profile.
 - Site administrators or group room facilitators can grant discussion moderator access.
 - Discussion moderators will be able to create discussions in the group room context and to respond to posts by users in the group room or site-wide discussion function (item 5 above).
- **Public user**
 - In order to propose addition of a knowledge product, participate in a discussion, or create a group room, a general user must register and create a profile.
 - To become a registered user, the individual would click on a register button and enter a valid email address and a password. Users should also have the ability use social login if they prefer (Facebook, Twitter, LinkedIn). Social logins should still be prompted to create a profile.
 - Upon successful login, the user will be redirected to a personal profile page where they can enter more information.
 - If a login is unsuccessful, the user will have five attempts to enter a correct username and password before the account is locked. The application would then send an automatic email to the user with a link to reset the password. The account will remain locked until the user follows the link or a site administrator unlocks the account.

8. Profile system and notification engine for in-site and email based notifications for members.

- A user can update their profile page at any time - it is accessible from every page. A member can edit and manage biographical information, institution name, contact details, profile picture, thematic focus, key interests, or view their discussion threads or submitted knowledge products.
- A user can choose to make their profile private (accessible by the site administrator only), but it should at a minimum display name and institution.
- Those registering with social media logins should still be prompted to create a profile.
- The notification engine will allow the enrolment in regular summary emails of activity on the platform, tailored by interests / constituency groups selected by the user.
- Users should be able to send one another direct messages through a basic in-boxing system (opt-out included in the profile system).

9. Exploration of integration with one API expected to be completed by a partner organization in September (Note: This does not include actual integration, just initial exploration and scoping with the partner API).

10. Robust search functionality.

- The search field will return matching words found within all publicly-available site resources.
- The results will be ranked based on relevancy, result type, knowledge product rating and category.

11. Integration with Google Analytics (or a similar service) to ensure data on who is contributing to the platform and what resources are most popular.

12. Documentation/ Standard Training Guide for UNDP staff on how to maintain and use the content management system.

Technical Overview

These items are applicable across all aspects of the project.

- Responsive. The platform should provide flexible layouts. A desktop, tablet and smart phone approach should be identified in each proposed design and implemented in the final design.
- Speed. The platform needs to be optimized for low bandwidth situations accounting for users accessing the site from low connectivity areas.
- Ease of Use. The website needs to be easy for a wide variety of users including those where English may not be the predominant language.
- Aesthetics. Vendor will provide 3-5 design concepts with supporting reasoning for each proposed design. Each design should include a home page and supporting elements and one interior template. Up to three rounds of revisions may be required.
- CMS Framework. The website will likely be built using a well-supported framework, either open source or licensed. Note that any licensing costs for the duration of the program are the responsibility of the Service Provider and need to be included in the provided costs. The CMS needs to allow administrators to manage the content throughout the site with little technical knowledge.
- Language Compatibility. The website will be built with the ability to manage multiple languages (e.g. embed Google Translate). Language management is required by the administrator and members when adding and editing content, and by public users when browsing content. The CMS will be able to manage multiple domains and route traffic to the appropriate language. If a country extension has more than one language, the dominant language type will be chosen.
- Browser Compatibility. The website will function with the latest three (3) versions of Internet Explorer, Mozilla Firefox and Google Chrome (on both Windows and Macintosh operating systems) determined at the time of contract execution.
- Analytics. The CMS will have tools to provide analytics on how the pages are being edited and accessed by members and administrators and for all pages within the restricted area.
- Search Engine Optimisation. The website provider will be responsible for creating proper on-page SEO including cross linking, landing pages, sitemap, meta data and other steps to allow the site to be properly indexed by major search engines.
- Schema. The website provider will also develop schema for major components and will test the schema using an industry tool to validate proper schema structure.
- User Testing. Vendor will provide comprehensive user acceptance testing prior to release to the UNDP as a final project. The user testing should include user experience validation by users and acceptance of the functionality.

- Forms. All form elements will have error checking for each field. Form elements, form feedback and instructional text must be easy to understand.
- Security. The entire site should be SSL enabled. The vendor must take industry standard steps to secure the hosting, platform and information being passed to and from the website.

END SAMPLE TOR

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 Envelope:

Have you duly completed all the Returnable Bidding Forms?	
▪ Form A: Technical Proposal Submission Form	<input type="checkbox"/>
▪ Form B: Bidder Information Form	<input type="checkbox"/>
▪ Form C: Joint Venture/Consortium/ Association Information Form	<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 Envelope

(Must be submitted in a separate sealed envelope/password protected email)

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

Form A: Technical Proposal Submission Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] 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, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured ▪ Certificate of Incorporation/ Business Registration ▪ Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Trade name registration papers, if applicable ▪ Local Government permit to locate and operate in assignment location, if applicable ▪ Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country ▪ Power of Attorney

Form C: Joint Venture/Consortium/Association Information Form

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

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:	[Insert RFP Reference Number]		

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 at least 5 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	
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	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:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
 - b) Historic financial statements must be audited by a certified public accountant;
 - c) 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:	[Insert RFP Reference Number]		

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: Expertise of firm/organisation

1.1 Description of organisational capacity including:

- Financial Stability
- Loose consortium, holding company or one firm
- Age/size of the firm
- Strength of project management support
- Project financing capacity
- Project management controls
- Extent to which any work will be subcontracted

1.2 Description of the firm's quality assurance process

1.3 Proof/description of quality delivery of past projects relevant to this RFP and similar to past UNDP projects (please provide at least 5 references, including project description, scope, deliverables, staff assigned to project, and link to project if it is still live)

1.4 Description of specialized knowledge contained by the firm as outlined in the requirements of this RFP

1.5 Describe previous experience working for UNDP or other international organisations. Provide a description of the system/platform created, your firm's role in the creation of the system/platform and the link (if not password protected)

SECTION 2: Proposed Methodology, Approach and Implementation Plan [Please refer to specifically the "Sample TOR" in section 5 (Terms of Reference). Your score for this section will be based on your "technical proposal" for the sample project described in that part of the TOR.]

This section should demonstrate the bidder's responsiveness to the Sample 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 addressed and weighted relative to one another.

2.1 Demonstrate your understanding of the requirements. Describe all important aspects of the tasks that will need to be undertaken, and describe a typical project execution including all steps/components of a typical project.

2.2 Describe how your approach and methodology will meet or exceed the requirements of the Sample Terms of Reference

2.3 Detail how the different service elements shall be organized, controlled and delivered

2.4 Describe the scope of the full set of tasks that would be relevant to a typical project under this Sample TOR and;

2.5 Describe the sequence of activities that would result in efficient implementation of a typical project

SECTION 3: Technical team, Management Structure, and Key Personnel

3.1 Describe the overall composition and structure of the team proposed. How are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?

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> <ul style="list-style-type: none">▪ 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:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] 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** .

We understand that our Proposal shall be valid and remain binding upon us for each sequential project we bid on under the scope of this LTA and 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:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal using the **Excel File “Form G: Financial Proposal Form”** and submit it completely separate from the Technical Proposal as indicated in the Instructions to Bidders and encrypted with a password. Any Financial information provided in the Technical Proposal and/or not password protected shall lead to Bidder’s disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder’s Technical Proposal.

Table 1: Summary of Overall Prices

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

Table 2: Breakdown of Professional Fees

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		<i>A</i>	<i>B</i>	<i>C=A+B</i>
In-Country				
Home Based				
Subtotal Professional Fees:				