



REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

To all bidders/to all interested bidders	DATE: October 10, 2019
	REFERENCE: BPPS/GT/2019/2000

Dear Sir / Madam:

We kindly request you to submit your proposal for the Gender Equality Award for public institutions web platform.

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

Proposals may be submitted on or before Sunday, November 10, 2019 via email to the address below:

United Nations Development Programme
BPPS Procurement
bpps.procurement@undp.org

- Your Proposal must be expressed in the English, and valid for a minimum period of 4 months
- Please ensure you include the reference number of this RFP in the subject of your application.
- Upon the receipt of queries an open call might be opened for proposers to clarify questions and share responses with all potential proposers.

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

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

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

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

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

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

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

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

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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

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

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Raquel Lagunas
Policy Advisor, Gender Team, BPPS
10/10/2019

Annex 1

Description of Requirements

Context of the Requirement	<i>Scale up of the Gender UNDP Gender Equality Seal for public institutions</i>				
Implementing Partner of UNDP	<i>UNDP Gender Equality Award for Public Institution project #100135</i>				
Brief Description of the Required Services ¹	<i>Develop and implement an online platform to provide required services to the UNDP Gender Equality Award for Public Institutions.</i>				
List and Description of Expected Outputs to be Delivered	See Annex 3				
Person to Supervise the Work/Performance of the Service Provider	<i>UNDP Senior Policy Advisor on Gender Mainstreaming</i>				
Frequency of Reporting	See Annex 3				
Progress Reporting Requirements	See Annex 3				
Location of work	<input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> At Contractor's Location				
Expected duration of work	First phase to be completed by December 31 st , 2019. Following phases will be developed in 2020 and 2021. More information in annex 3				
Target start date	October 15				
Latest completion date	Phase 1: December 31 st : 3, 4 and 5 function available for user in English. Phase 2: 31 st April: all functions English and Spanish. Phase 3: 31 st December 2020: all functions English French Spanish and Arabic. Phase 4: 31 st December 2021: Review, refinement and scale up.				
Travels Expected	Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s	
	New York	10 working days	Design of the Platform	November and December	
Special Security Requirements	N/A <input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance				

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

	<input type="checkbox"/> Others <i>[pls. specify]</i>			
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	N/A <input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <i>[pls. specify]</i>			
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required See annex 3 for more detail			
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required CVs from key staff to comply with requirements expressed in annex 3.			
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input type="checkbox"/> Local Currency			
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted <i>[pls. provide conditions for partial quotes, and ensure that requirements are properly listed to allow partial quotes (e.g., in lots, etc.)]</i>			
Payment Terms ³ See Annex 2	Outputs	Percentage	Timing	Condition for Payment Release

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

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

				Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Staff in charge of coordinating the project.			
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ <i>(if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)</i> <input type="checkbox"/> Other Type of Contract <i>[pls. specify]</i>			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <input type="checkbox"/> Expertise of the Firm 30% <input type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% <input type="checkbox"/> Management Structure and Qualification of Key Personnel 30% <p><u>Financial Proposal (30%)</u></p> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.			

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors: <i>[Clarify fully how and why will this be achieved. Please do not choose this option without indicating the parameters for awarding to multiple Service Providers]</i>
Contract General Terms and Conditions ⁵	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁶	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <i>[optional if this form has been accomplished comprehensively]</i> <input type="checkbox"/> Others ⁷ <i>[pls. specify]</i>
Contact Person for Inquiries (Written inquiries only) ⁸	<p><i>jesus.sanchez@undp.org Jesus Sanchez Mugica, Gender Specialist and Programme Coordinator, UNDP/BPPS/Gender Team</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p> <p>Upon the receipt of queries an open call might be opened for proposers to clarify questions and share responses with all potential proposers.</p>
Other Information <i>[pls. specify]</i>	This is a request for a unique fee for the services described in the Annex X. The unique fee will remain the same during the period of implementation of the described services.

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

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁸ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[insert: Location]

[insert: Date]

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

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

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

B. Proposed Methodology for the Completion of Services

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

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

See section 4 Additional requirements/ profile required.

The Service Provider must provide:

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

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Phase 1	45%	
2	Phase 2	55%	
	Total	100%	

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

Phase 1 (40% of total)

Outputs	Percentage	Timing	Condition for Payment Release
Product 1	20%	Jan 2020	Within thirty (30) days from the date of meeting the following conditions: c) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and d) Receipt of invoice from the Service Provider.
Product 2	15%	Jan 2020	
Product 3	15%	Jan 2020	
Product 4	10%	Jan 2020	
Product 9	5%	Jan 2020	
Product 10	5%	Jan 2020	
Product 11	5%	Jan 2020	
Product 12	5%	Jan 2020	
Products available in Spanish and French	20%	Jan 2020	

Phase 2 (60% of total)

Outputs	Percentage	Timing	Condition for Payment Release
Product 1-4	10%	July 2020	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
Product 5	10%	July 2020	
Product 6	10%	July 2020	
Product 7	10%	July 2020	
Product 8	10%	July 2020	
Product 9	5%	July 2020	
Product 10	5%	July 2020	
Product 11	5%	July 2020	
Product 12	5%	July 2020	
New products available in Spanish and French	10%	July 2020	
All products available to Arabic and Russian	20%	July 2020	

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				

b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

[Designation]

[Date]

Terms of Reference (ToR)

1. General background

The 2030 Agenda for Sustainable Development, especially SDG 5 and SDG 16, calls on the international community to promote gender equality, and to promote just and inclusive governance.

An inclusive state¹¹ (i) promotes social and economic policies that address the needs of all; (ii) respects the rights of citizens to exercise voice and influence; (iii) is concerned with high quality delivery of services and how they are delivered; and (iv) strengthens the social contract with its citizens. There is evidence that gender equality in public institutions can have positive impact on inclusion, efficiency and effectiveness as well as better development outcomes, especially for women.¹² At the same time, current data shows that there are wide gender gaps in public institutions. For example, just 20% of countries have reached parity in the share of women in decision-making positions in public administration and women's global labor force participation rate stands at 48% compared to 76% for men.¹³

Governments, development actors and multi-lateral organizations are increasingly finding that standards and certification programs are effective interventions to help mainstream gender equality within institutions. Standards help measure change against systemic and comparable indicators, and certification programs offer more comprehensive, dynamic and flexible methodologies that can balance accountability with learning and incentives.

About UNDP's Gender Equality Award for Public Institutions

UNDP's Gender Equality Award for Public Institutions aims to help public institutions put a practical roadmap in place to ensure that gender equality is integrated into the structures, policies, cultures, functions and work of the institution. The Gender Equality Seal Award which is being implemented in 9 countries (Panama, Dominican Republic, El Salvador, Moldova, Egypt, Benin, DRC, Iraq, Armenia and Rwanda) will complete its pilot phase in October.

UNDP's experience shows that, when based on robust standards, "intangible incentives," such as reputation and recognition, can be used to spark positive competition among institutions toward gender equality. They offer concrete pathways for "engendering" institutions and creating more gender-responsive public policies and actions.

¹¹ Gender Equality Seal in Public Administration. *A 2030 Agenda accelerator Implementation Guidelines*. The experience the Latin America and the Caribbean.

¹²<https://www.undp.org/content/dam/undp/library/Democratic%20Governance/Public%20Administration/gender%20diversity%20in%20the%20state.pdf>

¹³ UNDP, GEPA Initiative Database (2019); <https://data.worldbank.org/indicator/SL.TLF.CACT.FE.ZS>.

UNDP plans to scale this initiative and open it to countries with a public sector inclined to achieve the SDGs. **The scaling up process requires provisioning of services and support through a web-based platform.** The platform has two different objectives:

1. Provide **support to public institutions across the globe to learn** how to integrate gender mainstreaming standards
2. Facilitate **assessment of the institutions** that are seeking to receive the Gender Equality Award for Public Institutions

How does the Gender Equality Award for Public Institutions work?

- **The Gender Equality Award framework for public institutions**

The Theory of Change of the Gender Equality Award for Public Institutions is based on the **core premise** that if inclusive States¹⁴ take necessary measures to achieve sustainable development goals and targets, they will not only contribute to reducing inequality gaps but also achieve gender equality and women's empowerment. To promote this transformation, the Gender Equality Award for Public Institutions proposes a set of standards that public institutions should institutionalize in order to achieve the intended change. The Award will incentivize public institutions by globally recognizing their achievements against established standards.

The Gender Equality Award online platform will provide key services and support for participating institutions including facilitating assessment against the standards and providing different types of support during the process (e-learning, knowledge exchange, guidance tools, surveys etc.)

In order to facilitate the implementation of the Gender Equality Award, the standards are grouped in six dimensions:

- Dimension 1. Planning and management for gender equality.
- Dimension 2. Gender equality architecture and capacities.
- Dimension 3. Enabling environment.
- Dimension 4. Participation, partnerships and accountability for gender equality.
- Dimension 5. Results and impact for gender equality.
- Dimension 6. Innovation for gender equality.

These six dimensions will provide the core structure to the platform.

To enable assessment of the standards, each standard is broken down into indicators. Each indicator includes means of verification to prove the performance of the public institution, as shown in the following example:

¹⁴ Inclusive states are those that clearly link SDGs to human rights, have an efficient and sustained interrelationship with society, are decentralized, with mechanisms to guarantee transparency and accountability, with a clear, specific and measurable commitment to gender equality. See UNDP (2016): Gender Equality through public policies in inclusive States within the framework of the 2030 Agenda.

DIMENSION	STANDARDS	INDICATOR	MEANS OF VERIFICATION
<i>3. Enabling Environment</i>	<i>3.5 The institution ensures gender parity in decision making positions.</i>	<i>3.5.2 50% share of women in decision-making positions: secretaries, sub secretaries, directors, vice directors, and institutional and interinstitutional committees.</i>	<i>- Sex disaggregated list of decision-makers: secretaries, sub secretaries, directors, vice directors etc. in institutional and inter institutional committees.</i>

In order to get the Gender Equality Award, public institutions will be required to upload evidence showing compliance with these indicators.

Dimensions, standards and indicators are the cornerstone of the Gender Equality Award for Public Institutions. One of the axes that will structure the Gender Equality Award website will be the six gender equality dimensions. The Gender Equality Award includes 6 dimensions, 21 standards and 41 indicators.

- **The Gender Equality Award process**

The process for public institutions participating in the Gender Equality Award **includes** five main steps. The online platform described in this ToR will have a core role to implement Steps 2, 3 and 4.

- **Step 1. Engagement:**
Selection and agreement with participant countries and participant public institutions.
- **Step 2. Self-assessment** using the Gender Equality Award framework:
 - The platform will provide access to institutions to self-assess against the standards and indicators. It will provide clear information about each dimension, standard, indicator and means of verification.
 - The platform will allow participants to upload evidence and add comments as required..
 - It will allow institutions to compare their performance during any given period, since they must analyse their fulfilment at least twice during the process: during the self-assessment or pre-screening stage and during the external audit. The above can also be used to compare progress among similar institutions in the same country or among different countries.
- **Step 3. Improvement period:**
This includes development and implementation of action plans for improvement. The platform will provide e-learning services, tools, surveys, guidance notes, good practices and information exchange options to public institutions.
- **Step 4. Assessment for accreditation:**
This is conducted by country office or external experts. Mirroring step 2, public institutions will upload evidence to show compliance with the standards. External assessors will review evidence provided and provide final results using the platform.
- **Step 5. Accreditation ceremony:**

Successful public institutions will be publicly recognized by UNDP, national and international partners.

2. Scope of Work: The Gender Equality Award Online Platform

The scope of work includes, but is not limited to the following:

- Design, develop and implement a web-based platform to measure progress of institutions against a set of standards.
- Create an information management system composed of dimensions, standards and indicators, with system capacities to analyze data and reporting by public entities and subsequently produce reports on performance of institutions.
- Create a web-based platform that facilitates the exchange among institutions, provides access to guidelines, toolkits and good practices to support public institutions in their journey to meet gender equality standards. The web-platform will meet high quality design standards incorporating the latest design trends to ensure a modern, user friendly, and unique final product.

The expected services to be provided by the Gender Equality Award online platform are:

- **Information management system** composed of dimensions, standards and indicators to measure progress of public institutions on gender equality.
- **Online assessment against Gender Equality Award standards where:**
 - Public institutions can report progress online and submit evidence
 - External Assessors can review and assess evidence
- System in place that analyzes data/reporting by entities and produces **reports on performance of institutions based on established dimensions, standards and indicators**, by country, region, dimension, standard, indicator, year etc.
- Gender Equality Award **framework and steps to get awarded clearly communicated** and easily accessible to participating public institutions and potential users (**public landing page**).
- **Knowledge hub** accessible to **facilitate learning and exchange** among institutions; easy access to guidelines, toolkits and good practices to support institutions in their journey to meet standards.
- The platform to be available in **5 official UN languages** (Arabic, English, French, Russian and Spanish). **All information and texts and materials will be provided by UNDP, including translations to all official languages.**

In order to put in place, the Gender Equality Award online platform, the key deliverables are the following:

- Product 1: Core Function
- Product 2: Admin and configuration function – Content Management System
- Product 3: Assessment function
- Product 4: Statistical reports and analysis function
- Product 5: Surveys and Questionnaire function
- Product 6: Resources function
- Product 7: E-learning function
- Product 8: Message and chat /interactive function
- Product 9: Technical and final user documentation
- Product 10: Technical and final user training

- Product 11: Post-implementation support
- Product 12: Hosting and domain service

Detailed information on the 12 products is provided in **section 5 expected outputs and deliverables**.

3. Time Frame to develop the Gender Equality Award online platform:

The Gender Equality Award online platform will be developed in two phases.

Phase 1 - November 2019 – January 2020:

- Development and delivery of products 1, 2, 3 and 4.
- Development and delivery of Products 9,10 and 11; and delivery as required for adequate implementation of products 1, 2, 3 and 4.
- Hosting and maintenance of Product 12 for an initial period of 1 year, extendable to 4 years.
- Phase 1 will include availability and access to English, Spanish and French versions of the online platform.

Phase 2 - February 2020 – July 2020

- Development and delivery of products 5, 6, 7 and 8.
- Completion of products 9,10 and 11.
- Improvements of products 1,2,3 and 4.
- Hosting and maintenance of Product 12 for an initial period of 1 year, extendable to 4 years.
- All products will be developed in English, and online platform will be available in all 5 official UN languages: Arabic, English, French, Russian and Spanish.

Acceptable applications for this ToR shall include quotes and proposals for both Phase 1 and Phase 2.

4. Products, Services, and activities required.

The platform will be developed in products as outlined in the expected deliverables section, /products to ensure adaptation to the requirements of the project. Each product will be developed in close coordination with the UNDP team to ensure testing and feedback to developers following Project management cycle steps:

1. Planning.
2. Analysis.
3. Design.
4. Coding.
5. Testing and clearance.

The specific requirements for the system are:

A. Basic requirements:

- The platform should provide a user registration system, allowing visitors create user accounts. Users should be provided with a user control panel/dashboard to manage their profiles.
- The system will provide 5 different types of user profiles:
 - Admin (global, regional and country levels),
 - Country manager,
 - Participant institutions personnel,
 - Gender Equality worker/agent, and
 - External assessor/auditor.
- The platform will be 100% web based.
- The system must be able to be navigated in different languages. Core work will be developed in English. By the competition of the Online platform this will be available in Arabic, English, French, Russian and Spanish.
- The system hosting must adaptable to accommodate high traffic moments.
- Adaptable to different browsers (explorer, chrome, Firefox, safari etc.)
- The development of the system will include user experience (UX) and graphic user interface (GUI) design.
- Development of the system will meet design requirements to ensure the pedagogic, assessment and knowledge exchange objectives of the platform.
- The system must comply very strict security, safety and privacy protocols ensuring participants the adequate management of all the data provided. A threat defense system against online attackers should assure the integrity of the platform and user personal data.
- The platform should be hosted in a server that provides enough space to store the data generated. The service provider should support on the hiring of a 3rd party web hosting 3rd provider.
- The service provider should support on the acquisition of the domain name to linked to the web platform the system should allow in-house maintenance. A content management system should be in place, providing the necessary tools to edit, update and upload data into the platform.
- The system should allow in-house user management system, allowing UNDP manage user profiles and registration.

B. Additional requirements:

- The web platform should be mobile friendly. The system should be 100% accessible from mobile devices. The system will be able to store and manage qualitative and quantitative information and gender disaggregated data.
- The system will be able to store and manage information based on sector / area of work, size, geographical location.
- The system will be able to store and manage information by individual institution, and when necessary for those that have sub-entities provide the option to aggregate and disaggregate information.
- The platform will include a system to track and classify information by dimension, standard and indicator.
- The system will allow comparability between different periods of time / stages of the process for participant institutions.
- The system can produce reports and graphics based on all the data provided and considering all the existent variables (surveys, dimensions, standards, indicators, geographical location, area of work etc.)
- The system will be able to automatically provide data on a set of identified indicators.
- The system will provide workflow to facilitate reporting and review processes.

- The system will filter select and cross between indicators and data (cubes).
- The system provides access to control and filter all indicators through a dashboard for the different user profiles.
- The system will provide the option for users to upload files to the system based on specific requirements (indicators) that will be reviewed and assessed. (types of files include at least office package, pdf, png, jpg, video and audio files)
- The system will provide the option to score compliance with the indicators and dimension (Yes/No/Not Scored/Not applicable) as well as calculate the average compliance scores.
- The system will provide a section for a repository of files to be accessible to users (good practices, guidance notes, toolkits, links to videos etc.)
- The system will provide tools for internal communication and interaction between users:
 - Private live chat
 - Open forums
 - Internal messaging system
- The system will provide a section containing e-learning activities (webinars, podcasts etc.).

5. Expected outputs and deliverables

Deliverables / Products	Time Frame	Review and Clearance
<p><u>Product 1: Gender Equality Award Core Function (Core)</u></p> <p>Core Function developed. The System Core is responsible for centralizing the storage and management of the Gender Equality Award site data. It is required to create a standardized storage model that allows all system data to be stored in a robust structure that supports both volume and complexity. The storage model must be flexible as well.</p> <p>Access to the information in the database will be done using an abstraction layer that separates the technological details from the implementation and user logic, making it accessible and user friendly.</p>	Phase 1: 10 Weeks	Gender Team Specialist and/or leader
<p><u>Product 2: Admin and configuration function – Content Management System</u></p> <p>Content management system (CMS) developed. The CMS will offer tools to design and manage website content without coding skills, this includes: create, publish and modify website content.</p> <p>The CMS also allows the administration of the Gender Equality Award site user profiles and the general configuration of the system including Dimension, Standards, Indicators, Regions, Countries, Languages, Location, surveys and any other parameterizable aspect.</p> <p>The visible structure for admins and users is the Gender Equality Award dimensions (integrated by standards and indicators). This structure will guide and link all the functions of the system.</p>	Phase 1: 6 weeks	Gender Seal Team Specialist and/or leader

<p><u>Product 3: Gender Equality Award Assessment function</u></p> <p>This function facilitates access to self-assessment and external assessment steps, to monitor progress towards meeting the Gender Equality Award standards to receive the Gender Equality Award:</p> <ul style="list-style-type: none"> - This section is organized by dimension, with two additional sublevels: <ul style="list-style-type: none"> o Dimension <ul style="list-style-type: none"> ▪ Standards <ul style="list-style-type: none"> • Indicators - The assessment includes a question on functions and different options for users and for admin, including: <ul style="list-style-type: none"> o A pre-designed form to collect data on qualitative narrative. This form should allow the user upload supporting documents and files in different formats (.doc, .docx, .pdf, .ppt, .xlsx, .jpg, .png, etc.). o For users/participants: scoring box, comments section, upload documents evidences section among others. o For external assessors/reviewers: scoring box, internal comments section, external comments, among others. o Admin profiles at global, regional and country level will have access to the all information based on their geographical responsibility. - The assessment provides a self-scoring option per indicator. - The system produces reports upon the finalization of every assessment, both self-assessment or external assessment. The report shows the percentage of accomplishment of the indicators and standards. - The information system produces analytics and graphics per assessment and will produce aggregation of data. - Reports can be accessed by PDF and online. - The design for users and admins including reporting functions meets high quality design standards and incorporates the latest designs trends to ensure a modern, user friendly, and unique product. 	<p>Phase 1: 8 weeks</p>	<p>Gender Seal Team Specialist and/or leader</p>
<p><u>Product 4: Statistical reports and analysis function</u></p> <p>Gender Equality Award site analysis and reports function developed. Implementation of the characteristics of the Control Board (Dashboard) and Reports, presenting the authorized views for each user profile in the system, according to its type and location options.</p> <p>Automatic calculation of at least 40 indicators to make visible the gender equality / gender gap within the organization.</p> <p>It also incorporates an analytical report function that allows the organization and visualization of information. It allows downloading the information presented in tables and graphs in different formats (.xls, .pdf, .jpg).</p>	<p>Phase 1: 8 weeks</p>	<p>Gender Seal Team Specialist and/or leader</p>

<p>Analytical reports:</p> <ul style="list-style-type: none"> Assessment function: the system recognizes, consolidates, processes and presents the information collected from individual institutions. This function will include self-assessment, external assessment and comparative review options. Report on function 4 questionnaires: consolidates, processes and presents the information collected from the general information form, the self-diagnosis survey and the opinion survey <p>In addition, for the Opinion Survey:</p> <ul style="list-style-type: none"> The system allows visualization of the indicators of the opinion survey by sex, area, position level, by type of contract by age, by time of service, by other demographic characteristics. It contains a comparative scheme of self-diagnosis indicators with the personnel opinion survey and shows the deviations between what the company says and the perception of the staff. Downloadable statistical data: ability to download the data in various formats. Downloadable graphics: download the graphics in .jpg format or other image formats. 		
<p><u>Product: Gender Equality Award Surveys and Questionnaire function.</u></p> <p>Gender Equality Award surveys and questions functions developed. Online surveys developed to collect qualitative and quantitative information from participants institutions (users). There will be at least 3 instruments:</p> <ol style="list-style-type: none"> General Information Questionnaire: General descriptive information of the participant institution. Questionnaires: Form of 5 tables with quantitative information and 20 qualitative questions that collect information related to personnel, policies and formal procedures of human resources management. Opinion survey: Form of 26 questions that collects the perception of the personnel about the organizational climate, the effectiveness in the application of formal policies and procedures and the existence of formal practices. <p>The user interface for surveys is designed for compatibility with mobile devices. All the 3 instruments will be directly linked to the assessment function providing inputs for:</p> <ul style="list-style-type: none"> Reporting function of the assessment function. (general information) Provide specific data for the scoring of the specific indicators (self-diagnosis questionnaire and opinion survey). <p>Every instrument will be linked to specific dimensions / standards / indicators.</p>	<p>Phase 2: 6 Weeks</p>	<p>Gender Seal Team Specialist and/or leader</p>
<p><u>Product 6: Resources function</u></p> <p>Gender Equality Award site resources function developed. Through the</p>	<p>Phase 2: 4 Weeks</p>	<p>Gender Seal Team Specialist</p>

<p>customization of a standard CMS application, the purpose of the resources section is to provide practical tools to participant institutions and organizations during the implementation process (guides, formats, practice bank and publications). This function structure will be based on the Gender Equality Award Dimensions. This function must integrate a content manager to update the content.</p> <ul style="list-style-type: none"> • Guides: They contain the guidelines for the implementation of the program and its components. The platform user guide will be included. • Templates: Downloadable documents in Word or Excel format (Template Standard, Template Organizational Diagnosis, Template presentation of the organizational diagnosis, Template Plan of Action, Template Gender Equality Policy). • Good practices: compile and share good practices from participant institutions. • Publications: Digital library with resources and tools. • Directories: directories with contact details of agents, participant institutions and technical support teams and partners. The system will allow filters to be applied to directories (alphabetical order, location, area of work). This directory will be updated automatically when new participants are registered. • The user should be able to either view these resources online or download to view locally. 		<p>and/or leader</p>
<p><u>Product 7: Gender Equality Award e-learning function</u></p> <p>Through a standard LMS application (learning management system), this function provides access to e-learning functions.</p> <p>The structure of this function is based on the Gender Equality Award dimension. This function allows to:</p> <ul style="list-style-type: none"> - Design, create, implement and store webinars and webinar series. - Design, create, implement and store podcasts and podcast series. - Store and implement online course (self-paced). - E-learning activities can be tailored by country/region/language. - This function will allow access to materials based on the type of user. <p>Additionally, the e-learning function:</p> <ul style="list-style-type: none"> - This function can be scaled-up - This function must be interactive - Integrate an automated evaluation system - Integrate an automated certificate of completion generator - Integrate guides and tools for course development - Integrate content manager - Incorporate multimedia material (videos, animations, audios, photographs) - According to user profile, a dashboard that summarizes the training process. The dashboard will contain a set of tracer indicators to account for the process situation. 	<p>Phase 2: 6 Weeks</p>	<p>Gender Seal Team Specialist and/or leader</p>

<p>The platform will incorporate in a second stage at least 4 virtual courses.</p>		
<p><u>Product 8: Gender Equality Award message and chat /interactive function.</u></p> <p>This function creates a space for interactive exchange among participant institutions with different types of users, peers etc., This function includes:</p> <ul style="list-style-type: none"> - Chat option for function 3 - This function allows to create admin at global regional and national levels, additional sub-fora to discuss on specific topics. - This function has a direct link to the e-learning function. - This function allows sharing files with other users in the open discussions. - This function allows private sharing with participants information and chat function. 	<p>Phase 2: 6 weeks</p>	<p>Gender Seal Team Specialist and/or leader</p>
<p><u>Product 9: Technical and final user documentation</u></p> <p>Technical and final user documentation provided:</p> <ul style="list-style-type: none"> - On-going as functions are developed. - Final version as all the products are completed. 	<p>Phase 1 and 2: 2 weeks after each product is finalized</p>	<p>Gender Seal Team Specialist and/or leader</p>
<p><u>Product 10: Technical and final user training</u></p> <p>Technical and final-user training provided at the end of each module, including testing of every function. Trainer of trainers provided to selected personnel that will train final users. This product includes:</p>	<p>Phase 1 and 2: With delivery of each product</p>	<p>Gender Seal Team Specialist and/or leader</p>
<p><u>Product 11: Post-implementation support</u></p> <p>Provide technical assistance, remote support and advice to system users, depending on the requirements. It is a service by demand of periodic or recurring character.</p> <ul style="list-style-type: none"> - A package of assistance: hours will be established per month of service that will be exhausted according to the requirements, for this purpose a mechanism for monitoring the use of the service will be carried out. - Unused hours of service from the previous month will be accumulated for the next month. 	<p>Phase 1 and 2: 15 hours/ week</p>	<p>Gender Seal Team Specialist and/or leader</p>
<p><u>Product 12: Hosting and domain service</u></p> <p>Domains created, hosting service acquired, managed and configured, security protocols implemented to ensure the integrity of the information.</p>	<p>Phase 1 and 2: 1 year (extendable to 4 years)</p>	<ul style="list-style-type: none"> • Gender Seal Team Specialist and/or leader a

<p>The service provider will be developed in English and provide 2 additional domains in French and Spanish at the end of phase 1. At the end of Phase 2 the platform is expected to be accessible in English, French Spanish, Russian and Arabic.</p> <p>All the domains are owned by UNDP and whose control and membership must be transferred to UNDP as a requirement for the completion of the development phase.</p> <p>The provider deploys a development environment (staging) that allows the initial implementation of the platform. The development environment will implement at least two separate operating environments: one for the Core System, and one for the modules. These development environments remain operational for the life of the product to allow the deployment of updates in a controlled system before being put into production.</p> <p>Once the development of the products is approaching the production phase, the supplier will provide a production environment that must have at least a dedicated operating environment for the Core system, and a dedicated operating environment per region implemented for the modules. This configuration must be scalable in case one or more modules require separate operating environments in the same region, and in case new regions are added in dedicated operating environments. The regional operating environments will maintain their own servers and databases and deliver relevant consolidated data to the System Core through the API. Likewise, the modules will receive data from the Core where applicable.</p> <p>For the purpose of this call for proposals, any of the following operating environment will be considered:</p> <ul style="list-style-type: none"> - A dedicated server or virtual private server in a datacenter with 2N redundancy - An operational instance on a cloud computing platform (e.g. AWS, Azure, etc.) - A virtual machine on a server appropriate for this purpose (2N Redundancy at server and datacenter level) <p>For the production environment, Operating Environments are required to meet the following characteristics:</p> <ul style="list-style-type: none"> - 2N Redundancy at storage level, via RAID or block level equivalent - Daily Automated Backups, which can be restored remotely in less than two hours - Remote Monitoring that allows you to see the load levels of the network and processor devices at least - Enough processor capacity so that the average server load does not exceed 60% - Enough memory capacity so that the average application load (without buffers / cache) does not exceed 70% 		
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<p>- Enough storage capacity so that the disk load does not exceed 80%</p> <p>All Operating Environments to have the capacity to communicate with each other using private network interfaces. The provider must favor a hosting solution that allows to configure internal private networks to group resources. If the presented hosting solution does not allow this management of private networks, the proposed system must establish VPN channels between the Operating Environments.</p> <p>Both the development and production environments must be adequately protected by firewalls (firewalls) properly configured.</p> <p>In the specific case of the development environment, it must be completely closed to the public and only accessible by the development team, UNDP staff and agents or third parties explicitly authorized by UNDP. All communication with the operating environments must be done through authenticated users and with encrypted protocols.</p> <p>The production environment should implement only encrypted protocols for communication with system users and administrators. The certificates necessary for this purpose must be supplied, installed and maintained by the supplier. For HTTPS, the provider must provide SSL certificates issued by a recognized certifier with the encryption level appropriate for the purpose.</p> <p>The Operating Environments must be structured so that they can be easily transferred under UNDP control at the end of the contract. In its proposal, the supplier must detail how it plans to structure these resources, their characteristics and how they will meet the requirements set forth in this document.</p>		
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6. Additional Information

A. Service provider coordination

The contractor will designate a focal point who will be the liaison with the Gender Equality Seal team for periodic meeting: quarterly meetings for the work plan, monthly meetings to work on the products and ad hoc will be established when necessary. If the company is in NY the meetings could be face-to-face, if it is outside NY they can be virtual.

B. Payments

The payments will be effective against services provided to the satisfaction and prior approval of UNDP.

C. Profile Required

- Specialized company in development of digital solutions oriented to the implementation of information systems with proven experience in the use of the Agile method for the development of projects, at national and / or international level. Applicants must submit a company constitution document. The proposal must be signed by the legal representative, with documentation showing such capacity as well as a copy of ID or passport.
- Proven experience in developing online platforms and online information systems. Showcase portfolio with developed/completed digital solutions.
- Experience developing products in more than one language.
- The company will make available a team of professionals to cover services expressed above. Resumes including last three years' experience developing relevant projects. The proposed team should include at least:
 - o Two (2) Systems Engineers
 - o One (1) UX Designer.

7. Evaluation criteria

Technical Proposal (70%)

- Expertise of the Firm 30%
- Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40%
- Management Structure and Qualification of Key Personnel 50%

Financial Proposal (30%)

To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.

Evaluation Matrix		
Technical evaluation Form nº 1		Maximum Score
Expertise from the Firm Scoring of the Sub-criteria: from the maximum scoring of each sub criteria: Excellent = 100%; Good 90%; Satisfactory 70%; poor 40%; very poor 10%, Not included 0%		
1.1	Institutional capacity: The company should have been established for at least one (1) year; general organizational capacity to support implementation, background of litigation and arbitration, experience in one or more countries of the region.	10
1.2	Specialized company in developing digital solutions for information systems, particularly implementing projects at international level with Agile method. Candidates will present documents proving the establishment of the company. The proposal provided must include signature from legal representative showing proof of authority and personal ID/Passport.	10

1.3	Working experience in developing web-based products in more than one language. Only English=2points; English+1= 7points. English + 2 or more languages: 10 points	10
Total		10
Total - Form 1		10

Technical evaluation Form nº 2		Maximum Score
Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan Scoring of the Sub-criteria: from the maximum scoring of each sub criteria: Excellent = 100%; Good 90%; Satisfactory 70%; poor 40%; very poor 10%, Not included 0%		
2.1	Specialized company in developing digital solutions for information systems, particularly implementing projects at international level with Agile method for more than 1 client. Very high= 15-20; High=11-15; =6-10; Average=1-5; low=0 For the assessment following criteria will be considered: number of clients, type of clients, type of online platforms developed, number of years since the launch.	20
2.2	Proposed architecture, development tools and working methodology: Very relevant =11-15; relevant= 6 -10; partially relevant=1-5; Not relevant= 0	15
2.3	Clarity, consistency and coherence of the proposal. Planning and efficiency of the activities proposed Very high=5; high= 3 a 4; partial= 1 a 2; low/nonexistent= 0	5
Total – Form 2		40

Technical evaluation Form nº 3		Maximum Score
Management Structure and Qualification of Key Personnel		
3.1	Systems engineer - Project lead	
	University/academic degree in systems engineering or related area Bachelor's degree...5 puntos Masters..... 10 puntos	10
	Proven experience on-line systems and/or platform development.	5
		20

	Proven experience leading development IT systems solutions teams.	5	
3.2	Systems engineer		
	University/academic degree in systems engineering or related area Bachelor's degree in related area...5 puntos	5	10
	Experience in providing technical support services for online IT solutions	5	
3.3	UX Designer		
	Professional, technician in graphic design, visual arts, or related areas.	10	20
	Proven experience in UX/UI and digital products.	5	
	Proven experience developing digital solutions using user centered design.	5	
	Total Form 3		50
	TOTAL Forms 1 2 Y 3		100