Terms of reference

UNDP

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Title: Web Development, Hosting and Maintenance of a Website for the Jamaica Bar Association
Project Name: Justice Undertakings for Social Transformation (JUST) Project
Reports to: Programme Analyst, Monitoring and Evaluation UNDP
Duty Station: Jamaica
Type: Institutional
Expected Places of Travel (if applicable): not applicable
Duration of Assignment: 3 months

REQUIRED DOCUMENTATION FROM CONTRACTOR

X	Letter of presentation highlighting main qualifications and experience relevant to this TOR; CV and Signed P11
X	Sample of work previously undertaken
X	Completed Technical Proposal
X	Completed financial proposal
X	Completed P11 form and updated CVs of Team members

I. BACKGROUND

The Justice Undertakings for Social Transformation (JUST) project is currently being implemented by the Government of Jamaica (Ministry of Justice with the Justice Reform Implementation Unit (JRIU) with support from Canada's Department of Justice (Justice Canada) and the United Nations Development Program (UNDP). Non-state implementing partners were integrated into the structure of the JUST in the 2018/19 Fiscal year. The JUST can be divided into three components, as follows:

A) Technical-Legal Assistance Component: This component involves deployment of Canadian technical experts and Justice Canada personnel to Jamaica, to work with the Ministry of Justice, the Office of the Director of Public Prosecutions and the Courts to address a wide range of matters aimed at improving the capacity of core justice sector institutions to manage and implement their core business.

B) Institutional Strengthening Component: This component involves strengthening the technical and result-based management capacity of the Ministry of Justice, primarily through the establishment of the Justice Reform Implementation Unit (JRIU).

C). Social Order Component: This component will focus on initiatives aimed at improving the capacity of women and men and girls and boys to equitably access gender-sensitive justice information, advice and services, as well as improving the capacity of citizens, civil society representatives (including women's rights organizations) and legal professionals to participate in the justice reform process.

This consultancy falls under the Social Order Component. Two of the key outputs of this component are to "strengthen programmes and resources of Local Bar associations" and to "support the development of gender responsive civil society position papers on law and justice reform".

UNDP has partnered with the Canadian Bar Association (CBA) towards the sucesssful achievement of these outputs. The CBA has been extensively involved with justice system reform in Jamaica and possesses considerable expertise in capacity building of civil society and Bar Associations. The CBA is working directly with the Jamaican Bar Association (JAMBAR) and civil society to strengthen their capacity to continue to contribute to the ongoing justice reform process including the development of gender responsive position papers.

The UNDP is seeking the services of a web development company to develop a website for the Jamaican Bar Association on a secure platform. The organization will be responsible for ensuring the migration of the current site to a new server with an assured service level as set out in a Service Level Agreement as well as web site maintenance and search engine optimization

II. *SCOPE OF WORK, ACTIVITIES, AND DELIVERABLES*

Scope of work

The aim of the consultancy is to develop a website and mobile application for the Jamaica Bar Association including hosting and maintenance.

The consultant will be required to ensure the following functionality:

- An administrative portal for members of the Jamaica Bar Association to manage the website. This includes adding, deleting, updating of their clients and adding content to the website (blogging, content for webinar, etc.) and managing website event and payment features
- Ability for users to be able to create an account, search by several filters for upcoming and past webinar content and subscribe and pay for the services. They should also be able to track past events/content they have been a part of and have access to past content they have been a part of/paid for.
- Integrated robust alerting and communication systems to alert users of upcoming events and webinars
- Compatibility with other existing tools and technologies such as mail management, certification creation and a webinar service
- Incorporation of an alternative manual payment system for those who wouldn't be comfortable leaving their credit card information (i.e. there will be an option to click or call to contact the office and get some other type of payment support, such as cheques and cash payment)
- Development of best practice security protocols such as installing an SSL certificate, using a security host (Amazon AWS) a Web Application Firewall like Sucuri, setting up setup login lockdown feature.
- Embedded world class security features
- Compatibility and integration with Zoom webinar service. Zoom has been chosen as the webinar software based on functionality needed
- Development and deployment of a tailored training program, to train website administrator on how to use the website (and how to use a webinar system); to be delivered simultaneously with the upgraded website. Onsite technical support for three (3) months' post deployment

DELIVERABLES AND TIMELINE

The deliverables will be created over a span of three months, with oversight from the UNDP and Global Affairs Canada. The table below details the specific deliverables:

Deliverables/Outputs	Required tasks to complete Deliverables	Percentage	Submission deadline
Deliverable 1: Inception Report	Meeting with UNDP Programme Specialist and GAC Project Manager and formulation of an inception report including work plan	10%	December 2019

Deliverable 2: Website and Mobile Application Design	Website and Mobile Application Design
	
	Website functionalities/components:
	  o Payment systems integration (NCB, etc.)
	  o Back-end portal for administration to allow for adding content in various formats; word, pdf, etc.
	  o Ability to create an account, search by several filters for upcoming and past content and subscribe and pay for various services.
	  o Ability to track past events/content website users have been a part of and have access to past content they have been a part of/paid for.
	  o Systems integration with robust alerting and communication systems to alert users of upcoming events and webinars
	  o Integration of technologies such as trackability of participants that will allow for automating the production of certificates (proof of participation in webinars).
	  o After attending a web-based program/webinar, users should have the ability to visit the website and download their certificate
		20%	December 2019

	o Alternative manual payment systems to serve as a back-up in case of technical glitches, and for members with a low comfort level for leaving credit card information on the site (i.e. there will be an option to click or call to contact the office and get some other type of payment support, such as cheques and cash payment) o Best practice security protocols such as SSL certificate, using a security host (Amazon AWS) a Web Application Firewall like Sucuri, setup login lockdown feature etc. o A mobile version/application to allow users to view website content from their mobile phones o Proprietary software; adobe Photoshop, adobe premiere and video editing software		
Deliverable 3: Internet facility upgrade and Integration with Zoom	Procurement of internet package upgrade (service provided by Flow Jamaica) to industry recommended standards capable of supporting HD resolution video; recommended speed of 6 mbps or higher for streaming/upload To connect the website with the zoom APi, to allow easy integration of webinar functionality into the website	20%	December 2019
Deliverable 4: Amazon S3 Glacier subscription	Durable object storage service for long-term backup and archive of any type of data.	20%	December 2019
Deliverable 5:	To ensure the search engine optimization. The SEO work will include: o Keyword research & analysis o Site analysis	20%	January 2020

Search Engine Optimization and site analysis	o Competitive analysis o Site content optimization o HTML code optimization o Search Engine submission (free search engines) o Link exchange o Web ranking report Annual and detailed reports analyzing progress, trends and areas to be improved. The reports should also include comprehensive and cumulative figures for downloads; as well as a competitor analysis			
Deliverable 6: Final report on Supervision of Installation	Presentation on deliverables to UNDP/GAC team and submission of a final report	10%	February 2020	

Institutional Arrangement
    a)   The web will report to the UNDP Programme Specialist under the overall guidance of UNDP's Resident Representative and with support from the Project Manager, Global Affairs Canada.

Duration of the Work
    a)   The anticipated start date for the consultancy is December 2019
    b)   UNDP and relevant partners will review and provide comments on deliverables within 3-5 business days of receipt of the deliverable

Duty Station
    a)   *Jamaica*

IV.	REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Team member 1: Lead Consultant

Academic Qualifications and years of experience:

- Bachelor's degree in Information systems development, software development or computer science with 5 years equivalent work experience

Required Skills and Experience:

- Experience in front-end languages and in leading teams.
- Knowledge of object-oriented programming, data structures, database knowledge and data security.
- Strong experience in building websites utilising well-known and widely used open source platforms, such as Drupal, Joomla, WordPress
- Strong track record in designing and developing secure websites with content management system
- Experience in Search Engine Optimization and setting up Google analytics services for the website.
- Understanding of end users needs to match with adequate technical solutions

Competencies and special skills requirement:
- Demonstrates excellent communication skills in English – orally and in writing to communicate complex, technical information to both technical and general audiences.
- Demonstrates professional approach with strong work ethic
- Good at data visualization and master reporting techniques;
- Visual perception of information with charts, diagrams, table

Team member 2: Web developer

Academic Qualifications and years of experience:

- Bachelor's Degree in Website Development or related field with 3 years equivalent work experience

Required Skills and Experience:

- Minimum three years of relevant experience, preferably as Web developer/master is required;
- knowledge of HTML, CSS, JS as their base and other scripting languages/frameworks or add-ons that could assist them in speeding up progress such as jquery (old), vuejs, reactjs, angularjs, scss, bootstrap and others.

- Practical experience with development of web-based systems using Microsoft SharePoint, PHP or ColdFusion and SQL. Knowledge of others Web development techniques is an asset.

- Ability to provide input to business processes re-engineering, elaboration and implementation of new systems

- Experience in web server management.
- Strong track record in web site design; security and administration; Google analytics;
  Search Engine Optimization

Competencies:

- Demonstrates excellent communication skills in English – orally and in writing to communicate complex, technical information to both technical and general audiences.

- Good at data visualization and master reporting techniques;
- Visual perception of information with charts, diagrams, tables;

Team member 3: IT Programmer

Academic Qualifications and years of experience:

- Bachelor's degree in Information Technology, Computer Science.

Required Skills and Experience:

- Minimum of five years of progressive work experience in website and web application development.
- Theoretical and practical knowledge of HTML, DHTML, CSS, JavaScript, ASP.NET, VB.NET, SQL Server, dashboards.
- knowledge and use of an API call, Search Engine Optimization, Website designing, SSL Security, data logging and payment/e-commerce systems

- Solid knowledge base in Advanced Internet technologies and object-oriented Programming.
- Excellent experience in networks and server configuration and maintenance.
- Must have the professional knowledge of tools and technologies used to develop the complete website as well as web application that are integrated with the database.
- Three to Five demonstrable Software/Web/Database projects designed and developed

Competencies:
- Excellent communication, presentation and facilitation skills.
- Decisiveness, independence, good judgment, ability to work under pressure
- Ability to use information technology as a tool and resource
- Demonstrates professional competence and mastery of subject matter
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V.	**EVALUATION METHOD AND CRITERIA**

Consultant Firms will be evaluated based on the following methodology:

The criteria which shall serve as basis for evaluating offers will be:
Combined Scoring method – where the qualifications and methodology will be weighted a max. of 70%, and combined with the price offer which will be weighted a max of 30%
The award of the contract will be made to the firm whose offer has been evaluated and determined as:
- Responsive and acceptable

- Having received the highest score out of a predetermined set of weighted technical and final criteria specific to the solicitation
- Only the highest ranked firm who would be found qualified for the job will be considered for the Financial Evaluation.

1. *Technical Criteria* - 70% of total evaluation – max points: 70
2. *Financial Criteria* - 30% of total evaluation – max points: 30

Below is the breakdown of technical proposal on 100% which will represent 70% of the overall score:

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Firm / Organisation submitting Proposal	20%	200
2.	Proposed Work Plan and Approach	30%	300
3.	Personnel	50%	500
	Total		**1000**

Technical Proposal Evaluation Form 1		Points obtainable
1.1	Reputation of Organisation and Staff (Competence / Reliability)	35
1.2	Litigation and Arbitration history- (firms are expected to mention all litigation an arbitration matters and indicate none if necessary)	10
1.3	General Organisational Capability which is likely to affect implementation (i.e. loose consortium, holding company or one firm, size of the firm / organisation, strength of project management support e.g. project financing capacity and project management controls)	30
1.4	Extent to which any work would be subcontracted (subcontracting carries additional risks which may affect project implementation, but properly done it offers a chance to access specialized skills)- Please clearly identify all sub-contractors where necessary	10
1.5	Quality assurance procedures, warranty – firms are expected to indicate measures that will be used to guarantee the highest level of quality and integrity of deliverables	15
1.6	Relevance of: • Specialized Knowledge relevant to consultancy (25 marks) • Experience working on similar programme/projects in Jamaica (25 marks) • Experience working with Projects in the Caribbean Region (25 marks) • Work for UNDP/Major multilateral organisations or national development programmes (25 marks)	100

			200
Proposed Work Plan and Approach			

Technical Proposal Evaluation Form 2		Points Obtainable
2.1	To what degree does the Offeror understand the task?	40
2.2	Have the important aspects of the task been addressed in sufficient detail?	40
2.3	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal? (For example, did the consultant undertake any research of the marker for this consultancy? What were the findings?	30
2.4	Have the risk/limitations been identified and proposal for addressing same proposed?	30
2.5	Is the scope of task well defined and does it correspond to the TOR?	80
2.6	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	80
		300

Management Structure and Key Personnel

Technical Proposal Evaluation Form 3			Points Obtainable
3.1	**Lead Consultant**		100
	Bachelor's degree in Information systems development, software development or computer science with 5 years equivalent work experience	15	
	Experience in front-end languages and in leading teams.	15	
	Knowledge of object-oriented Programming, Data Structures, database knowledge and data security	20	
	Strong experience in building websites utilising well-known and widely used open source platforms, such as Drupal, Joomla, WordPress, etc.	20	
	Strong track record in designing and developing secure websites with a content management system	10	
	Experience in Search Engine Optimization and setting up Google analytics services for the website	15	
	Understanding of end users needs to match with adequate technical solutions	5	

3.2	**Website developer**		200
	Bachelor's Degree in Website Development or related field with 3 years equivalent work experience	15	
	Minimum three years of relevant experience, preferably as Web developer/master is required;	25	
	knowledge of HTML, CSS, JS as their base and other scripting languages/frameworks or add-ons that could assist them in speeding up progress such as jquery (old), vuejs, reactjs, angularjs, scss, bootstrap and others.	35	
	Ability to provide input to business processes re-engineering, elaboration and implementation of new systems	30	
	Experience in web server management.	30	
	Strong track record in web site design; security and administration; Google analytics; Search Engine Optimization	30	
	Practical experience with development of the web-based systems using Microsoft SharePoint, PHP or ColdFusion and SQL. Knowledge of others Web development techniques is an asset	35	
3.3	**IT Programmer**		200
	Bachelor's degree in Information Technology, Computer Science.	15	
	Minimum of five years of progressive work experience in website and web application development.	20	
	Solid knowledge base in Advanced Internet technologies and object-oriented Programming.	20	
	knowledge and use of an API call, Search Engine Optimization, Website designing, SSL Security, data logging and payment/e-commerce systems	30	
	Excellent experience in networks and server configuration and maintenance	25	
	Must have the professional knowledge of tools and technologies used to develop the complete website as well as web application that are integrated with the database.	30	
	Theoretical and practical knowledge of HTML, DHTML, CSS, JavaScript, ASP.NET, VB.NET, SQL Server, dashboards	30	

	Three to Five demonstrable Software/Web/Database projects designed and developed by the applicant	30	
	Total Part 3		500

Total Technical Score   70%

The lowest financial offer among technically compliant firms will be given the maximum score of thirty (30) points and the remaining offers will be assigned a score in inverse proportion.

The firm that obtains the highest cumulative score by adding both the weighted technical score and the financial score will be selected.

This TOR is approved by:

Signature: _____for_____

Name and Designation: Denise Antonio, Resident Representative

Date: ___21/11/2019_____