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## REQUEST FOR PROPOSAL RFP 001/20

NAME & ADDRESS OF FIRM	DATE: January 14, 2020
	REFERENCE: Development and implementation of the web-portal for National Assembly of Armenia

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Development and implementation of the web-portal for National Assembly of Armenia. (the detailed TOR is attached as Annex 1a).**

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

Proposals need to be submitted on or before **28 January 2020, 4:00 pm** local Yerevan time (GMT +4) via email to the following e-mail address: [tenders.armenia@undp.org](mailto:tenders.armenia@undp.org)

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than 3 transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

***Please note that proposals received through any other e-mail address will not be considered.***

**Your Proposal must be expressed in the English**, and valid for a minimum period of 60 calendar days.

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/protestandsanctions/>

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 : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Procurement Unit / UNDP Armenia*

### Description of Requirements

Context of the Requirement	Development and implementation of the web-portal for National Assembly of Armenia
Implementing Partner of UNDP	Staff of the National Assembled of the Republic of Armenia
Brief Description of the Required Services <sup>1</sup>	As per attached Terms of Reference (TOR), Annex 1a
List and Description of Expected Outputs to be Delivered	As per attached Terms of Reference (TOR), Annex 1a
Person to Supervise the Work/Performance of the Service Provider	Sossi Tatikyan - Programme Manager of Modern Parliament for a Modern Armenia Project
Frequency of Reporting	Weekly progress reports during the active stage and monthly during the warranty period
Progress Reporting Requirements	On a regular basis
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	18 months (6 months for implementation and 12 months for continuous development of the system)
Target start date	February 10, 2020
Latest completion date	August 10, 2022
Travels Expected	<input checked="" type="checkbox"/> Not Required
Special Security Requirements	<input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Not Required
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required

<sup>1</sup> 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.

Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input checked="" type="checkbox"/> Local Currency			
Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 60 days <input 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			
Payment Terms <sup>3</sup>	Outputs	Percentage	Timing	Condition for Payment Release
	<ul style="list-style-type: none"> <li>▪ Detailed implementation schedule and activity plan including the testing and acceptance plan, installation and implementation plan and training plan</li> <li>▪ Final technical requirements of the web-portal</li> <li>▪ Security assessment results and recommendations</li> <li>▪ Hardware requirements</li> </ul> Report on the first stage deliverable	10%	1st month	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
	<ul style="list-style-type: none"> <li>▪ The system available in the testing</li> </ul>	20%	4 <sup>th</sup> month	

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

<sup>3</sup> 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.

	environment including all source codes Report on the second stage deliverable			Service Provider.
	<ul style="list-style-type: none"> <li>The final version of the web portal, migrated data, software package (including all source codes), all sub-systems, installer packages, configuration files, and all those components which are necessary for the system installation and operation (final tested and corrected version).</li> </ul> Report on the third stage deliverable	40%	5 <sup>th</sup> month	
	<ul style="list-style-type: none"> <li>Content developer's manual, System administrator's manual and other documentation as described in the documentation requirements</li> <li>Relevant training of content managers and system administrators</li> </ul> Report on the fourth stage deliverable	20%	6 <sup>th</sup> month	
	Warranty and continuous development of the system (warranty, which lasts 12 months after web-portal goes live)	10%	18 <sup>th</sup> month	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Davit Khachatryan, ESPA/ESPA 2 project IT team leader			
	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP			

Type of Contract to be Signed	
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%.
Criteria for the Assessment of Proposal	<p><b><u>Technical Proposal (70%)</u></b></p> <p><input checked="" type="checkbox"/> <b><u>Expertise of the Firm - Maximum obtainable points: – 400</u></b></p> <ul style="list-style-type: none"> <li>- Minimum of 7 years’ experience in ICT with a focus on the website and web-portals development, <b>max: 100;</b></li> <li>- Experience in web software design, installation and technical support in web system management, <b>max: 100;</b></li> <li>- Proven success in the establishment of web portal and interactive management systems in recent three years; <b>max: 100;</b></li> <li>- Experience in working with modern hardware server solutions and software platforms; Experience in ensuring systems compatibility to find highly productive and reliable solutions; <b>max: 100;</b></li> <li>- <i>Experience in working with state or government systems is an asset.</i></li> </ul> <p><input checked="" type="checkbox"/> <b><u>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan, technical capacity - Maximum obtainable points: 300</u></b></p> <ul style="list-style-type: none"> <li>- The detailed description of implementation methods and organisational approaches, milestones, timeframe and detailed budget breakdown (see budget breakdown template attached)- <b>max 300.</b></li> </ul> <p><input checked="" type="checkbox"/> <b><u>Management Structure and Qualification of Key Personnel - Maximum obtainable points: 300</u></b></p> <ul style="list-style-type: none"> <li>- Project manager (Development Team leader), M.Sc. in Computer Science or Project management with a minimum of 5 years and more experience in the implementation of electronic web management systems with the focus on e-Governance, <b>max: 100</b></li> <li>- Software Engineers, B.Sc., preferably an M.Sc. in Computer Science with 5 years and more software design and development experience in the design of electronic management systems with the focus on e-Governance, <b>max: 75</b></li> <li>- Database specialist, B.Sc., preferably M.Sc. in Computer Science with 5 years and more experience relational database management. Should have extensive skills in MySQL and PostgreSQL. Proven ability to organize the migration of large databases. Skills to manage the ETL (Extract, Transform, Load) processes, <b>max: 75</b></li> <li>- Training specialist, 3 years and more experience in the IT training, <b>max: 50</b></li> </ul> <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP.</p>

UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP <sup>4</sup>	<input checked="" type="checkbox"/> Detailed Terms of Reference (Annex 1a) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <sup>5</sup>
Contact Person for Inquiries (Written inquiries only) <sup>6</sup>	<i>Procurement Unit, UNDP Armenia</i> <a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a> 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.
Other Information [pls. specify]	

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<sup>4</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>5</sup> 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.

<sup>6</sup> 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.

**TERMS OF REFERENCE**

**Development and implementation of the web-portal for National Assembly of Armenia**

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## **Terms and abbreviations**

RA	Republic of Armenia
UNDP	United Nations Development Programme
MP	Member of Parliament
NA	National Assembly
RDBMS	Relational Data Base Management System
UAT	User Acceptance Testing

## 1. Introduction

The Project **Modern Parliament for a Modern Armenia** is designed to strengthen the National Assembly in its new and fundamentally enhanced role within the governance system in carrying out critical functions of law-making, oversight, and representation. With a long-term goal of improving the overall effectiveness of the Parliament as a policy-making institution, the project is designed to support the newly elected National Assembly to take advantage of the modern governance tools and mechanisms that are focusing on improved quality, transparency, responsiveness and inclusiveness of parliamentary oversight and its other operations.

Among other activities, the Project provides technical support for the design and development of the modern web-portal of the National Assembly. This document describes the technical requirements and specifications for the design, development, and implementation of the new web-portal for the National Assembly.

## 2. Background

The current website of the NA is accessible via the link [www.parliament.am](http://www.parliament.am) has been developed a decade ago. It contains the various links related to the parliament, including the page for the chairman, the deputies, committees, factions, staff, the page for the related legislation, news, foreign relations, constituency relations, and useful links.

During the decade, the underlying database of the web site accumulated rather a large volume of data related to the RA Laws, NA decisions, statements, and addresses. In addition to the context, all these topics contain one or more attached files that are also kept and maintained by the current web application and database. The underlying database is grown up considerably. The process of searching for the necessary information is slow down, which requires the optimization of the underlying database. The site is based on the technologies, which are the previous generation technologies and needs to be updated to meet the new requirement such as the responsive design, user-friendly interface, flexibility of the web site, the advanced tools for the management of the web site, user interaction, etc. There is no user-friendly search interface allowing website visitors to search the necessary portion of information. Besides, the staff of the National Assembly considers adding a few more features. Also, there are outdated sections of the web site which needs to be removed from the website.

### **2.1. Objectives**

The main objective of this activity is to develop and implement a modern web-portal for the National Assembly of Armenia. The web portal shall

- be modern, user-friendly, interactive and informative,
- be linked to a media outreach site and database which is specifically designed to address the needs of the media,
- allow, among other features, access to and to receive comments and implement feedback mechanisms on legal draft reports,
- allow receiving feedback through opinion polls to define information important for citizens, etc.,
- enable to visualize data on the national budget and public expenditures in a user-friendly format, engage constituents into law-making and decision making (e-participation) through digital tools,
- allow citizens and constituencies to submit requests, suggestions, and petitions to MPs,
- have a section on projects of international assistance to the National Assembly, including UNDP's Modern Parliament for Modern Armenia project.
- have an Intranet system for digitalization of internal processes (upon request), the introduction of e-Learning tools, and digital tools for MPs.
- have a training resource platform that intends comprehensively collect and share training-related activities related to parliament staff.

## 3. Functional requirements

This chapter describes the functional and user interface requirements of the portal.

1. The functions of the current web system shall be maintained. For this purpose, the Supplier shall perform the review of the features, document all the existing features, create the list of features, and discuss with the UNDP/NA line by line what functions shall remain and what functions shall be removed in the portal.
  2. The portal shall implement standard and advanced search features allowing the visitors to search the existing information and documents in the portal by all possible criteria. Filter fields shall be available in all parts of the portal.
  3. The portal shall implement Search engine optimization features.
  4. The existing sitemap of the portal shall be updated following the new structure of the portal.
  5. The supplier shall perform the full migration of the system, for which the requirements of the migration process is described later in this document.
  6. The part “Useful links” shall be removed.
  7. The website shall be fully compliant with the latest version of the browsers, including Chrome, Microsoft Edge, Mozilla Firefox, and Opera.
  8. The web-portal shall have an interactive section<sup>7</sup> aimed for
    - a. interaction of voters with their MPs
    - b. The web-portal shall have an interactive map with features describing the MP per region.
    - c. It shall include the complaints and recommendations registration section.
    - d. The web-portal shall include online registration feature allowing to register citizens for the meetings with their MP’s
    - e. The portal shall have a page showing a statistic of handling the requests of citizens by MP’s
  9. The portal shall implement a module collecting comments and implement feedback mechanisms on legal draft reports.
  10. The portal shall have a job advertisement and application section
  11. The portal shall enable the visualization of data on the national budget and public expenditures in a user-friendly format.
  12. The portal shall have a section that allows receiving feedback through opinion polls.
  13. The portal shall have a section on projects of international assistance to the National Assembly, including UNDP’s Modern Parliament for Modern Armenia project.
  14. The portal shall be linked with being linked to a media outreach site and database, Government’s documentation management system - Mulberry and NA’s calendar systems which is currently under the development
  15. The portal shall implement functionality for the training resource online platform which is described in the next chapter
4. Online platform for training resources
- National Assembly needs capitalization of knowledge and skills obtained through training courses: There are several reasons such as:
1. Reports submitted by the staff after business trips do not adequately reflect the results of the training or retraining courses. Also, the employees have no access to reports on business trips in electronic format.
  2. The National Assembly does not employ any interactive form of experience and knowledge exchange (in other words, follow-up mechanisms such as webinars, discussions, courses for the staff who missed the actual training).
  3. There is no platform to circulate and discuss new proposals, ideas resulting from a business trip.

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<sup>7</sup> The interactive section should implement similar functionality like <https://priemnaya.duma.gov.ru/> web portal

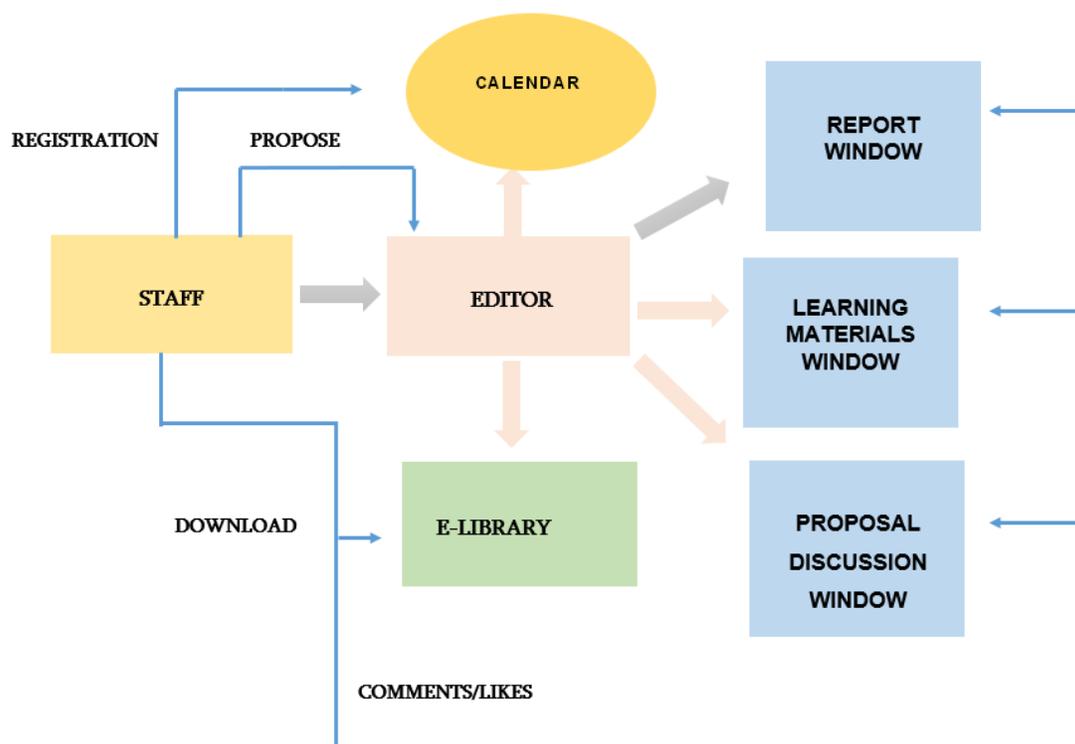
4. There is no unified window for publication of useful learning materials to improve the quality of work of the staff. Accordingly, no department is vested with the responsibility to conduct a needs assessment and, basing on it, publish the information necessary for the staff.
5. Receiving comprehensive information (timeframe, venue, organizers, ways of participation, etc.) about courses, training, or other events within the Organization or elsewhere is very time-consuming.
6. Literature in electronic format is not accessible in the Organization.

The online platform for training resources aims to:

- Define a separate window for publication of reports on business trips, and a report form with a demanding structure.
- Create a channel to circulate and discuss new ideas and proposals.
- Define interactive ways to exchange experience and knowledge (discussions, webinars, etc.); encourage the staff to use them.
- Regularly publish useful learning materials.
- Provide a calendar of courses, training, or other events occurring within the Organization or elsewhere.
- Provide access to the necessary literature<sup>8</sup> in electronic format.

#### **4.1. Principles of the portal operation**

The portal will be utilized by the Training Center of the National Assembly. Before publication, any material (including the reports on business trips) is subject to approval by the Center’s employee(s) in charge of the portal. This means there will be the editor institution responsible for maintaining the content and specified criteria of the portal (see Chart 1). This rule will not apply only to the comments field where any member of staff can provide feedback on any material, proposal, or initiative.



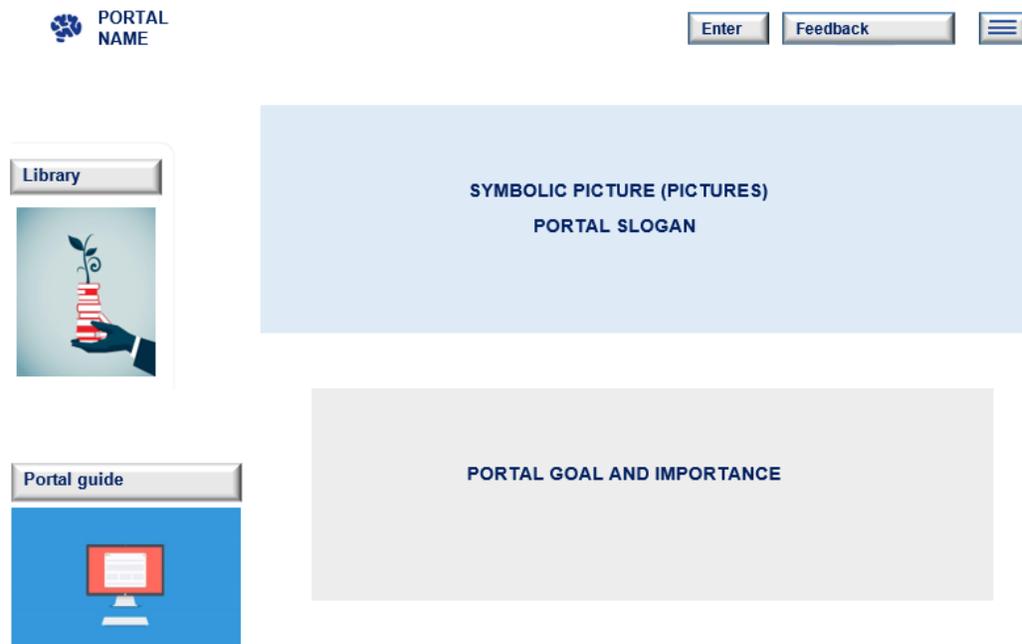
<sup>8</sup> This refers to both the literature available in the NA’s library and obtained electronic books, articles and other materials.

#### Chart 1. The work principles of the platform

As to the calendar and e-library, these will also be operated by the Editor. The employees will only be able to register to the events and download books. Then each member of staff will have the opportunity to use feedback to offer the Editor to include an event in the calendar or add a book to the library.

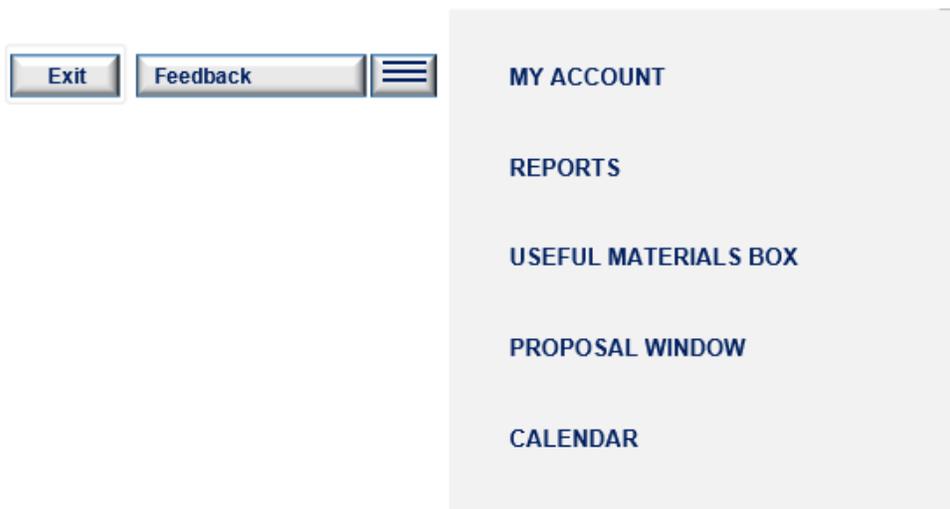
#### 4.2. Interface design and functions

The “Home Page” of the platform has the structure described in Picture 1. The portal logo and portal name are placed in the upper left corner. “Enter,” “Feedback,” and three-lined “List” buttons are located side by side in the upper right section. Below the portal logo and name, the window to access the e-library is placed. To the right, towards the center, a symbolic picture (or sliding images) and slogan for the portal can be put. Below a brief text on the portal goal and importance follows. Below the e-library access window, the “Portal Guide” button is placed. This button opens another subpage below the “Home Page”. This subpage can contain a video describing the portal services and how to use them, or the same information in text and image format.



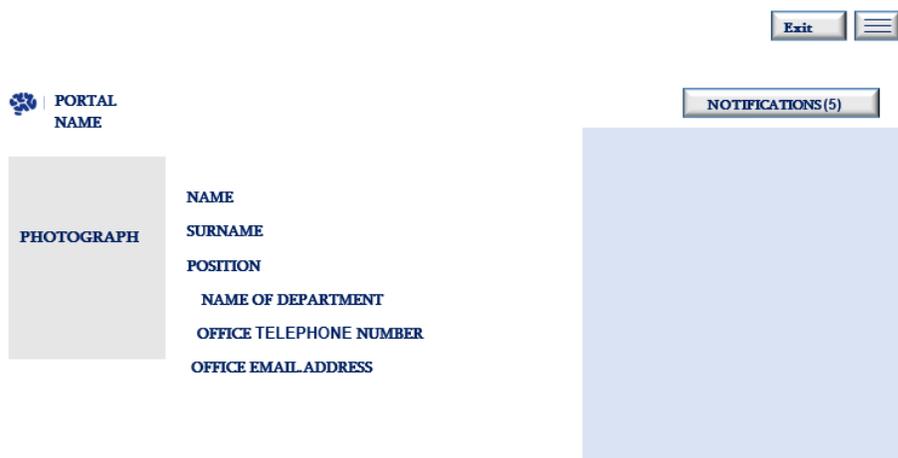
Picture 1. Home page

The “Enter” button enables each staff member to access the system with their priorly obtained username and password. Clicking on the three-lined “List” button opens a window with five sections (see Picture 2).



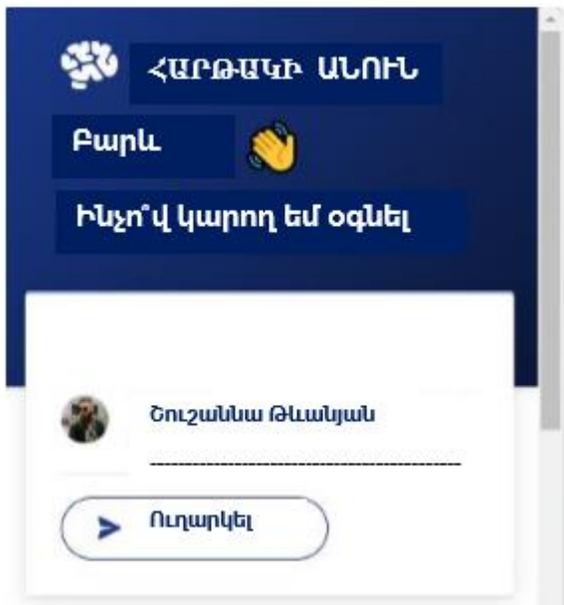
Picture 2. Platform Menu

Each of the five sections above can be accessed only after entering the system. “My Account” section opens a window (see Picture 3) with personal data of the staff member – name, surname, department, position, email address, telephone, and photograph. The “Notifications” button is placed here in parallel, through which the Editor reminds the employee of the terms to submit a report after a business trip, the responsibility to use the interactive formats for sharing knowledge, the arrival of new books, new proposals, and events. The staff member leaves the system through the “Exit” button.



Picture 3. Account page

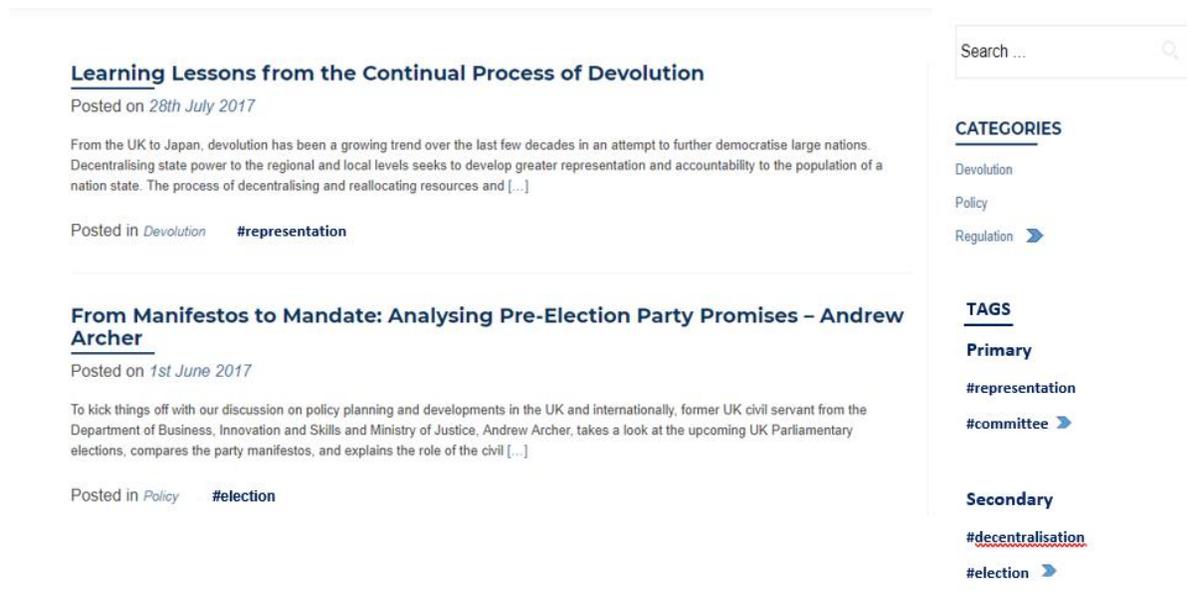
Upon entering the “My Account” page, the special sign appears in the right or left corner of each section; clicking on it opens a window for a chat with the Editor (see Picture 4).



Picture 4. Online chat

Any staff member can ask the Editor any question on the portal and get a response promptly. This aims to facilitate the operation of the portal.

The “Reports” section leads to a new window that has the following structure: the left part holds the published report feed with a brief description of the report, name of the author, date, subject category, primary and secondary tags. The primary tag should specify the major subject of the publication, and the secondary one - the covered supporting topics. Subject categories are initially defined and present rather than general topics.



Picture 5. Reports

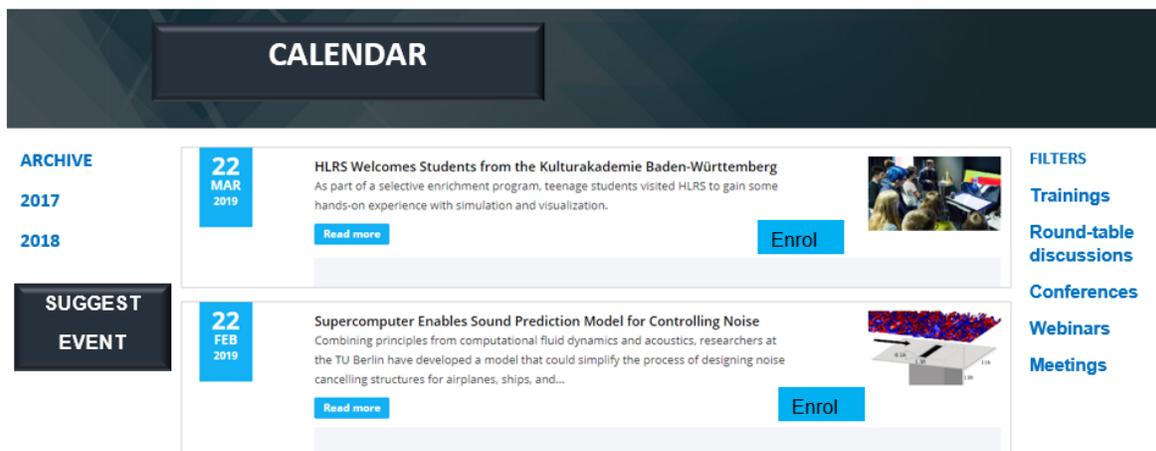
Categories and tags are meant to facilitate the search. The right part accommodates the “Subject Categories” section, which includes all defined topics, and below the Tag, Box is located. Clicking on any tag or category displays relevant reports. Above the “Subject Categories” section, the search field is placed. The “Submit report” button is located above the report feed. Clicking on this button displays the specified report form, with the “Send to the editor” button in the lowest part. The Editor publishes the

report after considering it. As an example, see the relevant page of the International Centre for Parliamentary Studies blog reports. Clicking on each report displays the full text with the name of the author and the date. The expanded report may first contain the details of the employee's business trip, its goal, parts of the employee's biography, if necessary, their photograph, etc. Reports may contain videos, infographics, images, and files in other formats.

The “Useful materials box” section also opens up a new window, with the same structure as the one in the “Reports” section. Materials published here are developed by the Editor, basing on regular monitoring of the employees’ needs (and not only). In contrast to the “Reports” section, in addition to the comment field, the like/dislike button is available here, enabling the users to assess the Editor’s materials. The like/dislike button can be replaced with a 5-point scale for material assessment. Unlike the “Submit report” button in the “Reports” section, here, the “Offer to Editor” button will be available, enabling any staff member to upload a useful material through a specified form and request approval and publication by the “Send to Editor” button.

The “Proposal window” section’s structure is also similar to the one in the “Reports” section, with several exceptions: there are no categories or tags, the “Submit proposal” button comes to replace the “Submit report” one, and it again leads to the form and “Send to Editor” button. Below the published proposal, the “Start Discussion” button can be found, which enables several employees to submit opinions on a proposal or an initiative. Next to it, you can see the “Finish” button, which ends the discussion and deactivates the proposal. This button can be used by the employee who developed the proposal, or the Editor. The Editor assigns each proposal a code, i.e., one can easily find the proposal by entering the code in the search field.

The “Calendar” section comprises the upcoming events: training courses, conferences, roundtables, etc. (see the example in Picture 6). The Editor publishes useful materials accumulated during the events in the “Useful materials box” section. Past events are archived on the left part of the page.



Picture 6. Calendar page

Publication of each event has a “Read more” button clicking on which displays details about the events, as well as the necessary materials such as the agenda, report, etc. The right part of the page has the filter window to facilitate the event search. Filters can include types of events, dates, venues, topics, etc. The left part of the page can accommodate the “Offer event” button, which provides a form through which the employees can propose an event to the Editor to be included in the calendar. Application of interactive formats of knowledge sharing by an employee after a training course can be such an event, too. In this case, the Editor publishes the event along with its date and venue, assisting the employee in organizational arrangements. Each event can have a “Register” button (in case registration is required) through which the employees can register for the events online. Please use the following link as an example - <http://www.luys.am/en/library>

## 5. Rebranding requirements

The Supplier shall perform rebranding for the NA. It includes the redesign of the logo for the NA, with the usability of this logo for the web-portal and other means. The rebranding includes the following components.

1. Pens (ball pens, pencils, highlighters, etc.)
2. Lanyards and extendable cardholders
3. Post-it blocs, folders, envelopes
4. Visit Cards
5. Stickers, banners
6. A1 and A4 calendars
7. A3-A1 Posters
8. Mousepads, Backdrops, Note Pads
9. Paper bags
10. Backpacks
11. T-shirts, Polo shirts, jackets, ties, scarfs with logo
12. Umbrellas (short/long)
13. Keyrings
14. Cups, mugs, and glasses for meetings in NA
15. 2 GB USB sticks
16. Conference bags, Bags
17. Lanyards, Flags, Armbands, ties
18. Tape for packaging
19. Badges/buttons
20. Peppermint candies with the logo for meeting participants
21. Mini chocolates/pralines wrapped in paper or boxes with logo
22. Writing material
23. Electronic materials
  - a. Social media posts concepts (FB, Twitter, Instagram covers, posts, event covers, group covers, and posts)
  - b. Email signatures
  - c. Video, Photo materials concepts

The supplier shall closely cooperate with the assigned person from the National Assembly during the rebranding process.

## 6. Interface Requirements

1. Overall, the interface of the system shall be responsive and designed in the way to support the website working on desktops, tablet, and mobile devices.
2. The supplier shall develop at least three versions of the interface design for the web-portal and present it to UNDP/NA for the approval. The design shall include the home page, and at least three other first-line webpages. The design shall include the version for the desktop computer, tablet, and mobile phones.

## 7. Technical specifications

The technical characteristics of the system include:

### **7.1. General requirements**

1. The system shall have a 4-lingual user interface – Armenian, Russian, English, and French.
2. The system shall support the UNICODE standard.
3. The system shall be accessible for the users only through the HTTPS protocol and have a valid SSL certificate.
4. The system shall preferable based on the existing off the shelf platform, which has a modular structure.

5. The system shall be accessible for modern browsers, notably Microsoft Edge, Mozilla Firefox, Google Chrome, and Opera.
6. The system shall be user-friendly with access through desktop computers, tablet devices, and smartphones (responsive UI).
7. The system shall allow the use of barcode readers to scan the 2D and 3D barcodes.

#### **7.2. Programming language requirements**

1. The programming language used for the development of web-portal should be open source
2. The programming language used for the development shall be secure and adopted for the modern web development
3. Any third-party programming module of the framework used for the development shall not incur additional costs for the service in the future.
4. The components, modules that require a software license, shall be adequately transferred to the NA after the implementation.

#### **7.3. Database requirements**

1. The data storage of web-portal must be based on the open-source RDBMS;
2. Upon the selection of the database management system, the supplier should propose the latest version of the RDBMS available at the moment;
3. RDBMS shall have an installation package for the recommended operational system;
4. It must be compliant with the ANSI SQL 92 standard;
5. Should have the property of working with the XML data at the level of the database;
6. Should have the features of database replication, database clustering, database mirroring, database partitioning (those could be additional paid options);
7. Must enable implementation of the query optimization;
8. Must have the property of triggers, memorizing procedures, table, and scalar functions;
9. Must offer automated and regular database backup, database optimization and reorganization and rebuilding indexes;
10. Must avail transaction isolation;
11. Must secure at least simultaneous 1000 connections to the database.

#### **7.4. System security - general requirements**

1. The portal must be equipped with security sub-system, the primary function of which should be to safeguard the security of web-portal resources at the software level (application-level security);
2. Upon installation of the system and handover, all functions of the portal security must be accessible to the IT staff of the national assembly;
3. The portal security sub-system shall be based on the users, security roles and system assets, as well as on the linkages among these;
4. The portal security sub-system shall allow to establish and manage of users; the respective officer of the NA should have the authority to develop users, add roles to the individual users, edit the roles of the users as required, deactivate the messages or records of the users, et cetera;
5. Implementation logging of all activities performed by the users. All activities implemented in the system must be registered with the audit log. The historic audit log data must contain data for a minimum of three years.
6. The system must take account of both successful and unsuccessful login actions. When entering the system, the system should communicate the data on previous entry to the user (time, IP address).

#### **7.5. System security assessment**

During the planning stage, the supplier should assess the security of the environment. Based on the outcomes of the assessment, terms of reference in respect of the technical resources and software

packages should be designed for submission to the UNDP/NA for approval. The new web site shall be designed in the way to follow the security requirements outlined in the assessment document.

#### **7.6. Hardware assessment and recommendations**

In the first stage of the project, the Supplier shall assess the existing hardware of the NA running the current web site. The hardware assessment document with the practical recommendations shall be prepared and shared with the UNDP/NA for the approval. The recommendations shall describe the hardware requirements for the new web-portal. The procurement and installation of the hardware are out of the scope of this assignment, and UNDP will perform the procurement as a separate activity.

#### **7.7. Migration requirements**

The supplier shall perform the migration of the old database and web site content files. The new database shall include all the information from the old system. The Supplier has to perform the initial migration after the core development and after testing the final migration. The database for the new web portal shall be optimized to allow for quick search of the necessary information.

#### **7.8. Documentation requirements**

The Supplier shall develop the following documents and submit to UNDP as a component of the scope of this assignment:

1. **Content developer's user guide.** This document will offer all the guidelines and instructions necessary for the web-site content developers to add modify or remove information in the system.
2. **System administrator's guide:** this document will offer all the guidelines and instructions necessary for the management of the web-portal. The content shall include system and data storage; restoration of the system and database; launch and disconnection of the system; security management of the users and data; minutes of data communication and applicable procedures; and maintenance of the log table., etc.
3. **Source codes:** Source codes should present in a way that the programmer/analyst possessing the relevant knowledge shall be able to use it and the software codes to recreate the system from scratch. The source code shall be available in one of the source code repositories like GitHub, Bitbucket, Azure DevOps, etc. with detailed comments on the code.

The System administrator's guide should be compiled in English and submitted as a deliverable in the electronic version. The electronic version should be open to modification in cases when there is a need to revise the system environment, functional properties, and operational properties.

#### **7.9. Training requirements**

The Supplier shall organize training courses for the content managers and system administrators. The training will be done at the National Assembly's premises. The supplier shall prepare the presentation materials and other documents for the training. There is a need for two types of training.

1. **Content Manager's training.** During this two-day training, the Supplier shall train the content managers on how to use the system to add, modify, or remove content from the web-portal. The training shall count for up to 3 participants.
2. **System administrator's training.** During this training, the Supplier shall perform a two-day training course for the national Assembly IT Department to transfer the ownership of the system administration. The topics of this training shall include the installation, operation, and maintenance of the system. This training shall be counted for up to 4 users.

UNDP/NA shall endorse the organization and the delivery schedule of the training in advance.

#### **7.10. Testing Requirements**

During the preparation stage, the Supplier shall develop a **system testing and acceptance plan** and submit the same for UNDP/NA approval. Testing and acceptance plan shall include testing scenarios and testing environment.

The supplier shall install the testing environment available for the use by the UNDP and NA staff. The testing environment shall be available during the design, development, testing, and post-implementation

stages. The testing environment shall use a separate database and separate website. The supplier shall provide all the necessary credentials for the UNDP/NA to perform all the operations on the testing environment.

UAT of the system shall be conducted at the National Assembly. The UNDP shall organize this with the Supplier's support. During the UAT, all the final functional requirements shall be tested with feed-back to the Supplier. To conduct the UAT, the Supplier shall develop functional requirement checklists for UAT in agreement with the UNDP/NA. The UNDP/NA staff shall be trained on the use of these checklists to fill them during the testing. UAT shall be conducted in cycles. After each testing cycle, the filled checklists from the NA staff shall be collected and analyzed by the Supplier. In the case of revealed discrepancy between functional requirements specifications and UAT testing, the Supplier shall identify the revealed bugs and appropriately fix them. In the following cycle, the revealed bugs need to be re-tested by the UNDP/NA, and the next cycle checklist will be provided to the Supplier. This process shall go on until all the requirements in the checklists are tested and identified as correct by the UNDP/NA and approved in compliance with the final functional requirements.

#### **7.11. Technical Support**

After the official handover of the software, the Supplier shall provide a 12-month warranty and continuous development for the portal. The development volume during the warranty period will not exceed the 30% volume of the initial development. The other terms of continuous development will be regulated separately and are not a part of this service. Within this support, software updates and software releases should be provided to correct the errors and bugs of the system.

A support ticket submission system shall be available for the National Assembly users. This system allows users to submit tickets to report problems or get support on special issues. Users can set the status, priority, and category of each ticket.

In addition to the use of support tickets, the National Assembly staff can report all the revealed error cases and bugs to the Supplier in written form (email), thoroughly describing the nature and timing of the encountered inconsistency.

Technical support terms need to be considered during the servicing periods include:

- The technical support for the software is valid only when the portal is installed and implemented in the hardware with required technical specifications of the system in agreement both with the UNDP and the Supplier.
- Errors are software defects that cause incorrect functions of the software package. The types of errors described including but not limited to:
  - Not all entered data is saved in the system.
  - Database calculation fields do not provide the precise value due errors in calculation formula.
  - Not all operations are processed in a single transaction.
  - Outputs do not expose the expected results.
  - The software package generates messages of unsolvable problems and exits without user commands.
  - The response of the request is delayed, and this delay is not connected with the database operations.
  - Bugs are those system operation conditions that do not cause data completeness defects or report calculation errors.

Technical support service conditions consist of the following provisions:

- If the revealed errors and bugs impact the main functions of the software (it is impossible to enter data, or data entry is done with errors, output are not generated correctly or received within the reporting period), then the problem should be solved within 48 hours after the National Assembly's notification is received.

- All the errors and bugs which are revealed as non-critical should be collected in a new software release and uploaded to the National Assembly within five working days.
8. Schedule and deliverables

**8.1. Implementation Schedule**

The total duration of the contract is 18 months. The proposed schedule of the main phases is presented in the table below:

Phases	Deadlines				
	1 <sup>st</sup> month	4 <sup>th</sup> month	5 <sup>th</sup> month	6 <sup>th</sup> month	18 <sup>th</sup> month
The first phase (preparatory works)					
The second phase (system development)					
The third phase (launch of the web site)					
The fourth phase (training)					
Warranty and continuous development					

The Supplier shall propose the final implementation plan, which in general, shall be following the proposed one in this document. Minor deviations (no more than one month) from the proposed schedule are acceptable but require the prior approval of the UNDP/NA.

**8.2. Deliverables**

During the bidding stage, the Supplier shall submit an initial plan of the project implementation within its proposal outlining the requirements.

Further, after signing the contract, the Supplier, within the first phase (1 month) of the implementation, shall develop a detailed action plan based upon the initial plan outlining all the phases of the implementation and the investigations during the first stage.

During the second stage, the Supplier shall develop the initial version of the portal, perform a test migration of existing data, and make it available for the end-user testing.

In the third stage, the Supplier shall perform the final implementation of the system, perform the migration, switch off the old web site, and run the system in a live mode.

In the fourth stage, the training of content managers and system administrators shall be organized and delivered. The training plan and content shall be agreed with the UNDP/NA in advance.

Further, in 12 months, the Supplier shall deliver a warranty and continuous development services based on the requirements from the end-user.

During the project, the Supplier shall submit the software packages, documents, and performance act listed in the table below:

N	Name of Performance Act	Dates
1	<ul style="list-style-type: none"> <li>▪ Detailed implementation schedule and activity plan including the testing and acceptance plan, installation and implementation plan and training plan</li> <li>▪ Final technical requirements of the web-portal</li> <li>▪ Security assessment results and recommendations</li> <li>▪ Hardware requirements</li> <li>▪ Report on the first stage deliverable</li> </ul>	1st month

2	<ul style="list-style-type: none"> <li>▪ The system available in the testing environment including all source codes</li> <li>▪ Report on the second stage deliverable</li> </ul>	4 <sup>th</sup> month
3	<ul style="list-style-type: none"> <li>▪ The final version of the web portal, migrated data, software package (including all source codes), all sub-systems, installer packages, configuration files, and all those components which are necessary for the system installation and operation (final tested and corrected version).</li> <li>▪ Report on the third stage deliverable</li> </ul>	5 <sup>th</sup> month
4	<ul style="list-style-type: none"> <li>▪ Content developer's manual, System administrator's manual and other documentation as described in the documentation requirements</li> <li>▪ Relevant training of content managers and system administrators</li> <li>▪ Report on the fourth stage deliverable</li> </ul>	6 <sup>th</sup> month
5	<ul style="list-style-type: none"> <li>▪ Warranty and continuous development of the system (warranty, which lasts 12 months after web-portal goes live)</li> </ul>	18 <sup>th</sup> month

#### 9. Reporting

The supervision of the contract will be provided by the technical expert from the UNDP project jointly with designated technical specialists from the National Assembly. The Contractor is expected to liaise/interact/collaborate with them for the inquiry of any required information and everyday communication.

The contractor shall provide monthly progress reports during the development stage. The Contractor shall provide the means for the IT Expert and UNDP to be able to access and evaluate the results of the work progress (nightly builds, source codes, testing environment).

#### 10. Supplier qualifications

The supplier qualifications eligible for the services described in this document include:

- Minimum of 7 years' experience in ICT with a focus on the website and web-portals development
- Experience in web software design, installation and technical support in web system management;
- Proven success in the establishment of web portal and interactive management systems in recent three years;
- Experience in working with modern hardware server solutions and software platforms;
- Experience in ensuring systems compatibility to find highly productive and reliable solutions;
- Workforce with related qualifications, including at least one expert with a minimum of 7 years' experience in the design of web-portal management systems.
- Experience in working with state or government systems

#### **Key personnel qualification requirements:**

- Project manager (Development Team leader), M.Sc. in Computer Science or Project management with a minimum of 5 years and more experience in the implementation of electronic web management systems with the focus on e-Governance.
- Software Engineers, B.Sc., preferably an M.Sc. in Computer Science with 5 years and more software design and development experience in the design of electronic management systems with the focus on e-Governance.
- Database specialist, B.Sc., preferably M.Sc. in Computer Science with 5 years and more experience relational database management. Should have extensive skills in MySQL and PostgreSQL. Proven ability to organize the migration of large databases. Skills to manage the ETL (Extract, Transform, Load) processes.
- Training specialist, 3 years and more experience in the IT training.

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>9</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>10</sup>)*

[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 of 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, licenses, 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.*

<sup>9</sup> This serves as a guide to the Service Provider in preparing the Proposal.

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

C. **Qualifications of Key Personnel**

<p><i>If required by the RFP, the Service Provider must provide:</i></p> <p>a) <i>Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;</i></p> <p>b) <i>CVs demonstrating qualifications must be submitted if required by the RFP; and</i></p> <p>c) <i>Written confirmation from each personnel that they are available for the entire duration of the contract.</i></p>
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D. **Cost Breakdown per Deliverable\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive),</i> <i>currency</i>
1	<ul style="list-style-type: none"> <li>▪ Detailed implementation schedule and activity plan including the testing and acceptance plan, installation and implementation plan and training plan</li> <li>▪ Final technical requirements of the web-portal</li> <li>▪ Security assessment results and recommendations</li> <li>▪ Hardware requirements</li> </ul> <p>Report on the first stage deliverable</p>	10%	
2	<ul style="list-style-type: none"> <li>▪ The system available in the testing environment including all source codes</li> </ul> <p>Report on the second stage deliverable</p>	20%	
3	<ul style="list-style-type: none"> <li>▪ The final version of the web portal, migrated data, software package (including all source codes), all sub-systems, installer packages, configuration files, and all those components which are necessary for the system installation and operation (final tested and corrected version).</li> </ul> <p>Report on the third stage deliverable</p>	40%	
4	<ul style="list-style-type: none"> <li>▪ Content developer’s manual, System administrator’s manual and other documentation as described in the documentation requirements</li> <li>▪ Relevant training of content managers and system administrators</li> </ul> <p>Report on the fourth stage deliverable</p>	20%	
5	Warranty and continuous development of the system (warranty, which lasts 12 months after web-portal goes live)	10%	
	<b>Total</b>	<b>100%</b>	

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

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

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
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				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

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

*Annex 3*

(Attached separately)

General Terms and Conditions