PROCUREMENT NOTICE
FOR THE ENGAGEMENT OF AN INIDVIUAL CONTRACTOR SERVICES

Date: July 16, 2020

Procurement Notice Title:	Individual Contractor (IC) Web Developer
Starting Date:	Upon Contract Signature Date
Duration:	Up to (261) working days over a period of (12) calendar months
Location:	Home based
Project:	Arab Knowledge Report
Requisition Number:	R4710-000000XXXX
National or International individuals:	International Individual
Is this a LTA (yes/no):	No

CONTEXT/BACKGROUND

The Arab Knowledge Project aims to promote knowledge societies and policies as transformational means to achieve the sustainable development. The project contributes to driving active conversation and raise awareness on the importance of knowledge and knowledge-based policies for sustainable development.

The project encourages using the knowledge productions, namely the Global Knowledge Index, as advo-cacy tools, aiming to widely disseminate and embed in policy debates.

Outputs of the Arab Knowledge Project:

- Knowledge4All Portal
- Knolwedge4All Mobile App
- Global Knowledge Index 2019
- The Future of Knowledge: A Foresight Report 2019
- Global Knowledge Index 2018
- The Future of Knowledge: A Foresight Report 2018
- Knowledge and the Fourth Industrial Revolution 2018
- Global Knowledge Index 2017
- Arab Reading Index 2016
- Arab Knowledge Index 2016
- Arab Knowledge Index 2015
- The Arab Knowledge Report 2014: Youth and Localization of Knowledge
- The Arab Knowledge Report 2010-2011: Preparing Future Generations for the Knowledge Society
- The Arab Knowledge Report 2009: Towards Productive Intercommunication for Knowledge

[**Knowledge4All Portal**](#)

Knowledge4All portal is a bilingual digital hub dedicated to all researchers, professionals, students, stakeholders, and the public. It offers easy access to the different knowledge products achieved within the Arab Knowledge Project (AKP) and to various data and publications on knowledge-related topics.

The importance of such hub stems from the central role of knowledge in the development of modern day societies, and from the deficiency in data and publications about the knowledge scene and its various components, mainly in the Arab region. We anticipate that the establishment of such a hub will facilitate and further promote research about knowledge in the Arab region and beyond, thus contributing to the sustainable development.

The Arab Knowledge Project (AKP) at UNDP is looking to recruit a "Web Developer" to update the Knowledge4All portal and upscale its data visualization tool, as well as perform maintenance and secure hosting services for the said products.

SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED WORK

Under the overall supervision and guidance of UNDP-RBAS Arab Knowledge Project (AKP) Chief Technical Specialist and the direct supervision and guidance of the UNDP-RBAS Regional Programme ICT Coordinator the individual is expected to successfully achieve and deliver the outputs listed hereafter:

Deliverable no. 1: AKP Data Visualization Tool Upscaling
For the upcoming phase and given that the Arab Knowledge Project will be launching the 2020 edition of the Global Knowledge Index (GKI), the GKI data visualization tool in the website should be upscaled to reflect the 2017, 2018, 2019 and 2020 scores.

i. **Technology:**

The aim of the data visualization upscaling is primarily to enhance the AKP user's experience. This will be attained by ensuring the following:

- High speed while using the system's different modules;
- Advanced technologies that allow easy querying, interaction, and data export facilities to different formats;
- Responsiveness: to be fully functional regardless of the platform;
- A well-structured and advanced backend system to be used by the AKP project team to manage the database;
- Multi-language: ability to switch between languages on the page level.

ii. **Data Visualization Structure:**

Based on the current Data Visualization tool used, the upscaling should allow users to switch between the GKI of different years (2017, 2018, 2019, 2020, and the upcoming years) on the landing page, which encloses the following tabs: Map, Methodology, Scorecard, Data Visualization, and Data Download.

	Remain the same	Add
Landing Page Features	- Showing the latest data by [GKI 2020 results] by default, with the ability to switch to previous years - World average - Ability to view the score of the whole countries on the level of 7 indices - Use of map, globe, table, etc. - Ability to select country from a list	2020 to the year switch button (2017, 2018, 2019, 2020, and the upcoming years). - On the side: button to DOWNLOAD THE INDEX (2017, 2018, 2019, and 2020). The button should be structured to include more years.

Methodology	• Text on the GKI and each of the 7 indices	• On the side: button to DOWNLOAD THE INDEX (2017, 2018, 2019, and 2020). The button should be structured to include more years.
Scorecard	• Ability to select the country from a list • Download a PDF copy option • Ability to switch between years. • Ability to switch between years after selecting the country.	• 2020 to the years switch button (2017, 2018, 2019, 2020, and the upcoming years).
Data Visualization Tool **[Tree Map and Bar Chart]**		• 2020 to the year switch button (2017, 2018, 2019, 2020, and the upcoming years).
Data Visualization **[Index and Raw Data]**	• Ability to select different years or all years to visualize on the same graph. • Selection process: country selection > indicator selection> select chart type > select year(s).	• 2020 to the year selection (2017, 2018, 2019, 2020, and the upcoming years).

Data Download
 	
[Index and Raw Data]
	• Ability to download the complete datasets: including all variables and all countries.
	• To include in every exported file:
	   o Logos
	   o Extracted on: date | time
	   o © Global Knowledge Index 2020 (or 2017, 2018, or 2019)
	   o http://www.knowledge4all.org
	   o 'No data available' notification (if applicable)
	   o Disclaimer (if applicable)
	• Ability to download different years or all years.
		• 2020 to the year selection (2017, 2018, 2019, 2020, and the upcoming years)

NOTE:	* All changes shall be carried on performed on both English and Arabic versions. * The website CMS system is customized built on .net and C Sharp technology. * The current data visualization tool is customized based on JavaScript charts and SQL database.	

Deliverable no. 2: Mobile App Update

In line with the AKP data visualization tool upscaling, the vendor should convey the changes in the Mobile App [K4All], taking into consideration the following basic requirements:

- Update the mobile app to be compatible with the latest android and IOS editions;
- The mobile app should be accessible on multiple devices and screen sizes (mobiles, tablets, etc.)*;*
- The application interface should support Arabic and English languages*;*
- Add the GKI 2020 page, and accordingly reshape the GKI page to go along the features added on the website (data visualization to visualize multiples years, download GKI of different years, etc.)*;*

NOTE: * All changes shall be carried on performed on both English and Arabic versions.

Deliverable no. 3: Website and Mobile App Maintenance and Management

In response to the maintenance of the website [www.knowledge4all.com] and the mobile app [K4All], the vendor should:

Backend Enhancement
- Update the Content Management System (CMS).
- Enhance the speed.
- Clean the backend.
- Classify/sort the sections of the backend to go along the sections of the frontend.

Maintenance Services
- Ensure the website and mobile app set and running;
- Keep the website and mobile app secure and running flawlessly;
- Responsible of fixing all website and mobile app issues or bugs inside the code;
- Responsible of coding minor additional modules for the website and mobile app;
- Swift response to any request that may occur on the website within one hour;
- Keep a regular backup schedule for the full website, online and offline through the following:
  - file and database backups are being automatically performed on at least a daily basis;
  - Verify that backups are stored off site and online;
  - Perform regular test on the backups monthly to ensure that the backups are valid.
- Keep on top of and install latest software updates;
- Optimize the website speed and test it on a regular basis through the following:
  - Identifying and fixing issues that might be slowing down the website;
  - Checking load time to make sure the website loads quickly.
- Identify and fix structural issues with the website that may affect how search engines view the website through the following:
  - Identifying new referrers that are sending traffic to the website;
- Provide regular website traffic stats based on the server web logs;
- Highlight the most important metrics for the website;
- Look for trends in key metrics;
- Test any important functionality like filling out forms, etc. to make sure everything is working;
- Provide email plan: five (5) google emails.

Deliverable no. 4: Renewing Website Hosting

The hosting of the website [www.knowledge4all.com] shall include the following:

i. **Hardware:**

- Multiple dedicated/cloud servers (min. 3 servers; 2 for web servers and 1 for database servers, the second web server can also play the role of the second database servers);
- Load balancer to distribute load between 2 web servers (if the load balancer is a software load balancer like ARR – another server should be added);
- At least 1 terabyte hosting space (with redundancy on hard drives);
- Servers Specs (for the 3 servers):
  - Intel® Core™ i7 Quad-Core (or similar);
  - Minimum RAM 32 GB;
  - Hard Drive 2 x 320 GB (RAID 1);

ii. **Software:**

- Windows Server 2012 R2 or Unix installed on each server;
- Activate mirroring on the 2 servers;
- World leading hosting company.

iii. Connection:

- High and constant up-time: 99.99% guaranteed;
- Google email accounts for 5 (on any hosted domain) with minimum POP3 and IMAP access, auto responder, forwards, aliases and mailing lists, Anti-Virus and spam filtering (configurable);
- Gbit switch connecting the servers on a single LAN;
- High and constant up-time: 99.99% guaranteed;
- Scheduled rotational backup;
- Unlimited traffic bandwidth;
- Very High Internet bandwidth ready to handle huge number of requests (millions of simultaneous connections) on daily basis.

iv. Staging Environment:

- Staging domain name (like k4all-test.com);
- Separate hosting account with minimum of 100 GB disk space;
- The staging hosting account should be on a different separate environment (not the same as production).

v. General Hosting Environment:

- Minimum 10 ftp accounts.
- Scheduled rotational offline backup.
- Fast support response time: the incumbent will be the sole responsible toward UNDP to swiftly solve any hosting issue that might occur.

NOTE:
* The website is hosted on UNDP cloud server;
* All needed licenses for running the website shall be included.

EXPECTED OUTPUTS AND DELIVERABLES

Expected Outputs and Deliverables	Estimated Duration/ Targeted due Dates to achieve each deliverable	Review and Approvals Required
Deliverable 1 - AKP Data Visualization Tool Upscaling	No later than 30 November 2020	– Hany TORKY (Mr.), Chief Technical Specialist; – Dany WAZEN (Mr.), ICT Coordinator;
Deliverable 2 - Mobile App Update	No later than 30 November 2020	– Hany TORKY (Mr.), Chief Technical Specialist; – Dany WAZEN (Mr.), ICT Coordinator;
Deliverable 3 - Website and Mobile App, Maintenance and Management	Every (01) calendar month from contract signature date throughout the contract period - (12) calendar months	– Hany TORKY (Mr.), Chief Technical Specialist; – Dany WAZEN (Mr.), ICT Coordinator;
Deliverable 4 - Renewing Website Hosting	Every (01) calendar month from contract signature date throughout the contract period - (12) calendar months	– Hany TORKY (Mr.), Chief Technical Specialist; – Dany WAZEN (Mr.), ICT Coordinator;

INSTITUTIONAL ARRANGEMENT

- The individual is required to exhibit his or her full-time commitment with UNDP Regional Bureau for Arab States (RBAS);
- S/He shall perform tasks under the overall supervision and guidance of UNDP-RBAS Arab Knowledge Project (AKP) Chief Technical Specialist and the direct supervision and guidance of the UNDP-RBAS Regional Programme ICT Coordinator;
- The supervision will include approvals/acceptance of the outputs and deliverables as identified in the previous section;
- The individual is expected to liaise and collaborate in the course of performing the work with other consultants, suppliers and UN colleagues;
- The individual is required to maintain close communication with UNDP-RBAS on the regular and needed basis at any period throughout the assignment in order to monitor progress. In the event of any delay, S/he will inform UNDP promptly so that decisions and remedial action may be taken accordingly;
- The individual is required to provide periodical weekly progress reports and when requested on any period of time throughout the assignment to monitor progress;
- The individual is required to maintain close communication with UNDP-RBAS on regular and needed basis at any period throughout the assignment in order to monitor progress. In the event of any delay, S/he will inform UNDP promptly so that decisions and remedial action may be taken accordingly; and
- Should UNDP deem it necessary, it reserves the right to commission additional inputs, reviews or revisions, as needed to ensure the quality and relevance of the work.

DURATION OF THE WORK

The expected duration of the assignment is expected to be up to (261) working days over a period of (12) calendar months from the contract signature date.

DUTY STATION

Home based assignment.

TRAVEL PLAN (OPTIONAL)

If any unforeseen travel outside the individual home based city is requested by UNDP and not required by the Terms of References (ToR), such travel shall be covered by UNDP in line with applicable rules and regulations and upon prior written agreement. In such cases, the individual shall receive living allowances not exceeding the United Nations (UN) Daily Subsistence Allowance (DSA) rate for such other location(s).

QUALIFICATIONS OF THE SUCCESSFUL INDIVIDUAL CONTRACTOR

I. Education:
- Bachelor's degree in Information Technology, or other related field. Master's degree is an asset;

II. Work experience:
- At least 5 years of previous working experience in software-development;
- At least 5 years of previous working experience in web application development;
- Previous experience working with web development technologies; and
- Previous working experience in delivering similar tasks for regional and/or international organization(s);
- Previous experience working for the UN is a strong advantage;

III.   Technical Expertise:
- Proven previous experience in Web programming languages;
- Proven previous experience in developing responsive web designs;
- Proven previous experience in developing interactive maps and data visualizations;
- Proven previous experience in programming software back office;
- Proven previous experience at least in one of the following design programs is required: (Visual Studio, Adobe Dreamweaver, HTML, DHTML, XML….);
- Extensive knowledge of Adobe Illustrator and Flash;
- Proven previous experience in Back-End Web development;
- Proven previous experience in Web frameworks is required; and
- Proven previous experience in Desktop Application development.

IV.   Language Requirements:
- Language proficiency in both written and oral English and Arabic languages is required. Knowledge of any other UN language is an asset;

V.   Key Competencies:

a) *Corporate*
- Demonstrates integrity and fairness, by modeling the UN/UNDP's values and ethical standards;
- Promotes the vision, mission and strategic goals of UNDP;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

b) *Functional*
- Time management and organizational skills, with the ability to undertake multiple tasks and deliver under pressure;
- Strong analytical and synthesis skills;
- Ability to work independently and achieve quality results with limited supervision and within tight schedules;
- Strong quantitative and qualitative research skills;
- Experience in reports production;
- Ability to write in a clear and concise manner;
- Good teamwork and interpersonal skills;
- Flexibility and ability to handle multiple tasks and work under pressure;
- Excellent computer skills especially Word, Excel and Power Point.

c) *Leadership:*
- Demonstrated ability to think strategically;
- Demonstrated intellectual leadership and ability to integrate knowledge with broader strategic overview and corporate vision;
- Ability to conceptualize and convey strategic vision from the spectrum of development experience;

d) *Knowledge* Management and Learning
- Ability to strongly promote and build knowledge products;
- Promotes knowledge management in UNDP and a learning environment in the office through leadership and personal example;
- Seeks and applies knowledge, information and best practices from within and outside of UNDP;
- Demonstrates a strong capacity for innovation and creativity in providing strategic policy advice and direction.

e) *Managing Relationships:*
- Demonstrated well developed people management and organizational management skills;
- Excellent networking skills with strong partnerships in academia, technical organizations and as a recognized expert in the practice area;
- Strong partnering skills;

SCOPE OF PRICE PROPOSAL AND SCHEDULE OF PAYMENTS

Interested candidates should provide lump sum fees for requested services with detailed breakdown. This amount must be "all-inclusive". Please note that the terms "all-inclusive" implies that all costs (professional fees, travel costs, living allowances, communications, consumables, etc.) that could possibly be incurred are already factored into the final amounts submitted in the proposal. Also, please note that the contract price will be Deliverables/Outputs based - not fixed - subject to change in the cost components.

The contractor will be paid an all-inclusive Deliverables/Outputs based lump sum amounts over the assignment period, subject to the submission of Certification of Payment (CoP) duly certified or an invoice and confirmation of satisfactory performance of achieved work (deliverables/outputs) in line with the schedule of payments table hereunder:

Expected Outputs and Deliverables	Estimated Duration/ Targeted due Dates to achieve each deliverable	Review and Approvals Required
Deliverable 1 - AKP Data Visualization Tool Upscaling	No later than 30 November 2020	After satisfactory completion of deliverable(s) (01) and submission of duly certified Certification of Payment (CoP) **up to 25% of total contract**
Deliverable 2 - Mobile App Update	No later than 30 November 2020	After satisfactory completion of deliverable(s) (02) and submission of duly certified Certification of Payment (CoP) **up to 25% of total contract**
Deliverable 3 - Website and Mobile App, Maintenance and Management	Every (03) calendar months from contract signature date throughout the contract period - (12) calendar months	After satisfactory completion of deliverable(s) (03) and submission of duly certified Certification of Payment (CoP) **up to 25% of total contract to be divided into (04) payments** (each payment at the conclusion of (03) calendar months from contract signature date)
Deliverable 4 - Renewing Website Hosting	Every (03) calendar months from contract signature date throughout the contract period - (12) calendar months	After satisfactory completion of deliverable(s) (04) and submission of duly certified Certification of Payment (CoP) **up to 25% of total contract to be divided into (04) payments** (each payment at the conclusion of (03) calendar months from contract signature date)

RECOMMENDED PRESENTATION OF OFFER

Interested individual consultants must submit the following documents/information to demonstrate their qualifications. Candidates that fail to submit the required information will not be considered.

1) Duly accomplished **Letter of Confirmation of Interest and Availability** using the template provided by UNDP;
2) **Personal CV or P11**, indicating all past experience from similar projects, as well as the contact details (email and telephone number) of the Candidate and at least three (3) professional references;
3) **Financial Proposal** that indicates the all-inclusive Deliverables/Outputs based total contract price, supported by a breakdown of costs, as per template provided. The terms "all-inclusive" implies that all costs (professional fees, travel costs, living allowances, communications, consumables, etc.) that could possibly be incurred are already factored into the final amounts submitted in the proposal. If an Offeror is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the Offeror must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP.

All necessary information including: Complete Procurement Notice, the Selection Criteria, and Annexes are found on the following link under Procurement http://procurement-notices.undp.org/

Interested individual consultants must submit the following documents/information to demonstrate their qualifications **to Job advertisement website (**https://jobs.undp.org/cj_view_jobs.cfm**) and should submit their proposal by e-mail to the following address:** proc.contract.rscjo@undp.org not later than **02 August 2020.** Candidates that fail to submit the required information on or before the set deadline (02 August 2020) will not be considered.

Please do not submit financial proposal in this stage. Financial proposal shall be requested from Candidates who are considered technically responsive

CRITERIA FOR SELECTION OF THE BEST OFFERS

This selection criteria will follow the 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%; using the following evaluation criteria

Criteria	Weight	Max. Point
Technical Competence	*70%*	*100*
Criteria A: *Bachelor's degree in Information Technology, or other related field.*		15
Criteria B: *Master's degree in Information Technology, or other related field.*		10
Criteria C: *At least 5 years of previous working experience in software-development;*		05
Criteria D: *At least 5 years of previous working experience in web application development;*		05
Criteria E: *Previous experience working with web development technologies;*		05
Criteria F: *Previous working experience in delivering similar tasks for regional and/or international organization(s);*		05
Criteria G: *Previous experience working for the UN;*		05

Criteria H: *Proven previous experience in Web programming languages;*		05
Criteria I: *Proven previous experience in developing responsive web designs;*		05
Criteria J: *Proven previous experience in developing interactive maps and data visualizations;*		05
Criteria K: *Proven previous experience in programming software back office;*		05
Criteria L: *Proven previous experience at least in one of the following design programs is required: (Visual Studio, Adobe Dreamweaver, HTML, DHTML, XML….);*		05
Criteria M: *Extensive knowledge of Adobe Illustrator and Flash;*		05
Criteria N: *Proven previous experience in Back-End Web development;*		05
Criteria O: *Proven previous experience in Web frameworks is required;*		05
Criteria P: *Proven previous experience in Desktop Application development;*		05
Criteria Q: *Language proficiency in both written and oral English and Arabic languages;*		05
Financial (Lower Offer/Offer*100)	_30%_	_100_
Total Score	**Technical Score * 0.7 + Financial Score * 0.3**	

Individual consultants will be evaluated based on the following methodologies:

Step I: Screening and desk review:

Individual consultants will be evaluated based on the following methodology.

Applications will be first screened and only candidates meeting the following minimum requirements will progress to the pool for shortlisting:

- ➢ **Criteria A:** Bachelor's degree in Information Technology, or other related field.;
- ➢ **Criteria C:** At least 5 years of previous working experience in software-development;
- ➢ **Criteria D:** At least 5 years of previous working experience in web application development; and
- ➢ **Criteria Q:** Language proficiency in both written and oral English and Arabic languages;

Step II : Technical Review

Shortlisted candidates will undergo a technical evaluation and a submission of a proposal to tackle the assignment.

Technical evaluation Criteria max 100 points (Weighted 70):

- ➢ **Criteria A:** Bachelor's degree in Information Technology, or other related field (15 points);
- ➢ **Criteria B:** Master's degree in Information Technology, or other related field (10 points);
- ➢ **Criteria C:** At least 5 years of previous working experience in software-development (05 points);
- ➢ **Criteria D:** At least 5 years of previous working experience in web application development (05 points);
- ➢ **Criteria E:** Previous experience working with web development technologies(05 points);
- ➢ **Criteria F:** Previous working experience in delivering similar tasks for regional and/or international organization(s) (05 points);

- ➢ **Criteria G:** Previous experience working for the UN (05 points);
- ➢ **Criteria H:** Proven previous experience in Web programming languages (05 points);
- ➢ **Criteria I:** Proven previous experience in developing responsive web designs (05 points);
- ➢ **Criteria J:** Proven previous experience in developing interactive maps and data visualizations (05 points);
- ➢ **Criteria K:** Proven previous experience in programming software back office (05 points);
- ➢ **Criteria L:** Proven previous experience at least in one of the following design programs is required: (Visual Studio, Adobe Dreamweaver, HTML, DHTML, XML….) (05 points);
- ➢ **Criteria M:** Extensive knowledge of Adobe Illustrator and Flash (05 points);
- ➢ **Criteria N:** Proven previous experience in Back-End Web development (05 points);
- ➢ **Criteria O:** Proven previous experience in Web frameworks is required (05 points);
- ➢ **Criteria P:** Proven previous experience in Desktop Application development (05 points);
- ➢ **Criteria Q:** Language proficiency in both written and oral English and Arabic languages (05 points);

Financial Criteria - 30% of total evaluation

For those offers considered in the financial evaluation, the lowest price offer will receive 30 points. The other offers will receive points in relation to the lowest offer, based on the following formula: $(Pl / Pn) * 30$ where Pn is the financial offer being evaluated and Pl is the lowest financial offer received.

Step II: Final evaluation

The final evaluation will combine the scores of the desk review and the financial proposal with the following weights assigned to each:

Individual consultants will be evaluated based on the cumulative analysis methodology (weighted scoring method), where the award of the contract will be made to the individual consultant whose offer has been evaluated and determined as:

- Responsive/compliant/acceptable; and
- Having received the highest score out of a pre-determined set of technical and financial criteria specific to the solicitation.

Technical Criteria weight: [70%]
Financial Criteria weight: [30%]

Only Individual Consultants obtaining a minimum of 49 points (70%) on the Technical evaluation would be considered for the Financial Evaluation.

OTHER IMPORTANT INFORMATION