

REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: July 30, 2020
	REFERENCE: RBAS-RFP-017/2020

Dear Sir / Madam:

We kindly request you to submit your Proposal for “**Design and Develop Next Gen Youth Digital Platform**”.

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

Proposals may be submitted on or before **August 15, 2020** at **23:59 hrs** (NY Local Time as per e-tendering time) . For submitting Bids with all related documents and annexes through tendering please use the following link and information:

Link (<https://etendering.partneragencies.org>)

BU Code: R4710,
Event ID : RBAS-17-20

Your Proposal must be expressed in the English, and valid for a minimum period of 120 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/business/protest-and-sanctions.html>


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

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,


Huda Khattab
Operations Manager
7/30/2020

Annex 1

Description of Requirements

<p>Context of the Requirement</p>	<p>The Youth Leadership Programme was launched by the UNDP in 2015. Over the last 5 years YLP activities have been organized in 18 countries across the Arab region, involving over 21,000 youth participants and over 80 youth-serving organizations, both local and international, youth initiatives, incubators and ministries. YLP's mission is to invest in young women and men across the Arab region to unleash their potential to become social innovators, leaders, thinkers and a powerful force for change in their communities, countries and the region at large.</p> <p>The programme works on three different levels: national, regional and global.</p> <ul style="list-style-type: none"> • At the national level, participants attend workshops, training sessions, hackathons; create social campaigns, take part in forums and other activities that revolve around key pillars of YLP: Sustainable Development Goals, Social Innovation and Gender Equality. In addition to these themes, each year addresses certain thematic areas. • After the national activities conclude, a group of young people are selected from each country to participate in the Regional Forum. There, the youth have an opportunity to present their ideas and innovative solutions, build their networks, get to know like-minded people in addition to gaining experience in pitching their ideas to a panel of experts, and attend in-depth sessions related to the thematic areas. During this event the national and regional partners showcase the work that took place on the ground, discuss lessons learnt and future steps. • Every year, some of the youth get a chance to attend several global events, including the ECOSOC Youth Forum at the UN headquarters in New York. Youth delegations are also sent to regional or global innovation events such as Empower and UNLEASH. <p>However, the ecosystem required in the Arab region to support these leaders and change makers on their journey is complex and each path taken by the young men and women may need different variety of expertise and mentorship – be it from a policymaker or an entrepreneur, as well as other YLP alumni. Upon graduation from the programme, many YLP alumni want to carry on being involved and have been actively supporting YLP activities as mentors, trainers, facilitators and volunteers.</p> <p>Additionally, in the last couple of year's UNDP has partnered with local youth-serving organizations across the region to offer training to a larger number of youth. Connecting youth-serving organizations together across the region as well as providing them with access to tools and resources as they continue to train youth, is essential.</p> <p>Hence, given the project's scale, momentum it gained over the years and current circumstances related to the COVID-19 pandemic, UNDP Arab States Regional Youth Team wants to create a virtual space in a form of a digital platform that will bring together different elements of such ecosystem together - YLP alumni, national</p>
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	<p>partners including youth serving organizations, donors, incubators, policymakers, academia, external stakeholders and individuals. The aim is for the website to be a multi-functional platform, that will provide opportunities for networking, capacity building, exchange of knowledge, resources and good practice, connecting youth with experts, other youth across the region, connecting youth-serving organizations with youth and with each other, progress tracking, exposure and showcasing the work done by the youth as well as our national partners. Each country will have an opportunity to showcase progress made on the national level, provide updates on activities and share announcements and knowledge with their youth - a 'one-stop-shop' for anyone engaged with or interested in UNDP Arab States Youth Empowerment and Engagement Programme.</p>
Implementing Partner of UNDP	NA
Brief Description of the Required Services ¹	<p>UNDP Arab States Youth Empowerment and Engagement Programme (UNDP/YLP) seeks proposals from qualified firms and innovative start-ups who have conducted similar projects, to design and develop a digital platform with all its particularities. The primary objective of the assignment is developing a multi-functional, technologically advanced and user-friendly platform with modern information systems such as profile module, e-Learning module, etc. that is also a highly interactive, fast loading web-based application that is easily sustainable and accessible by a wide range of end-users.</p> <p>The supplier should meet the following objectives:</p> <ol style="list-style-type: none"> 1. A modern design to make the digital platform attractive and interactive, with an enhanced user experience/satisfaction and advanced usability and accessibility provided by the interaction between the user and the variety of module; 2. Modernize the technology behind the platform, especially the back-office technology/user experience for high speed data entry and reports generation; 3. Develop an advanced content management system and database-driven features to add interactivity to the site; 4. Develop an advanced dynamic web-based application for data visualization. This tool will handle data storage and analysis, display information under the form of charts, interactive maps and dynamic infographics under the Reporting Module; 5. Advanced search engines operations, with an ability for smart and quick search using key words and phrases; 6. Integrate the social media feeds inside the platform to optimize visibility through social media platforms and multimedia; 7. Produce a responsive website compatible with all existing devices (large Screens, computers, tablets, mobile) on different platforms (Multiple OS compatible); 8. Ensure proper handover by the production of the complete source code, all needed manuals for content management and others, including trainings. <p>N. B: Please refer to Annex 3" <u>TERMS OF REFERENCE</u>"</p>

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

List and Description of Expected Outputs to be Delivered	<p>All Scope of work deliverables shall be delivered as per below time frame:</p> <table border="1"> <thead> <tr> <th data-bbox="594 264 1138 369">Expected Outputs and Deliverables</th><th data-bbox="1146 264 1528 369">Estimated Duration to Complete</th></tr> </thead> <tbody> <tr> <td data-bbox="594 373 1138 453"><u>Deliverable 1:</u> Project management initiation materials/documents prepared;</td><td data-bbox="1146 373 1528 453">Within (01) week from contract signature date</td></tr> <tr> <td data-bbox="594 457 1138 562"><u>Deliverable 2:</u> Platform design template and prototype (fully responsive);</td><td data-bbox="1146 457 1528 562">Within (02) weeks from successful completion of deliverable 1</td></tr> <tr> <td data-bbox="594 567 1138 672"><u>Deliverable 3:</u> Report on the technology agreed on: database type selected and initiation work of the CMS;</td><td data-bbox="1146 567 1528 672">Within (03) weeks from contract signature date</td></tr> <tr> <td data-bbox="594 676 1138 802"><u>Deliverable 4:</u> Landing Page (public and internal interface), including its CMS work, testing and revisions of previous outputs;</td><td data-bbox="1146 676 1528 802">Within (02) weeks from successful completion of deliverable 3</td></tr> <tr> <td data-bbox="594 806 1138 953"><u>Deliverable 5:</u> Profile Module (public and internal interface), including its CMS work and registration, testing and revisions of previous outputs;</td><td data-bbox="1146 806 1528 953">Within (02) weeks from successful completion of deliverable 4</td></tr> <tr> <td data-bbox="594 957 1138 1142"><u>Deliverable 6:</u> Youth and Partners Module (public and internal interface), including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;</td><td data-bbox="1146 957 1528 1142">Within (02) weeks from successful completion of deliverable 5</td></tr> <tr> <td data-bbox="594 1146 1138 1251"><u>Deliverable 7:</u> E-Learning Module, including its CMS work, testing and revisions of previous outputs;</td><td data-bbox="1146 1146 1528 1251">Within (02) weeks from deliverable 6</td></tr> <tr> <td data-bbox="594 1255 1138 1402"><u>Deliverable 8:</u> Support Hub Module (Funding opportunities and Incubators), testing and revisions of previous outputs;</td><td data-bbox="1146 1255 1528 1402">Within (02) weeks from successful completion of deliverable 7</td></tr> <tr> <td data-bbox="594 1407 1138 1591"><u>Deliverable 9:</u> Country Windows/Profiles (public and internal interface), including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;</td><td data-bbox="1146 1407 1528 1591">Within (02) weeks from successful completion of deliverable 8</td></tr> <tr> <td data-bbox="594 1596 1138 1791"><u>Deliverable 10:</u> Other pages within the public and internal interface (About Us, News Page, FAQs, Contact Us etc), including the 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	<u>Deliverable 11:</u> Social Innovation/Initiative/Project Module, including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 10
	<u>Deliverable 12:</u> Reporting Module, including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 11
	<u>Deliverable 13:</u> Testing Revision and Training: testing and revision of all completed components, usability and features developed; and training provided to system administrators and UNDP platform team;	Within (01) week from successful completion of deliverable 12
	<u>Deliverable 14:</u> Deployment of server and services, Technical and functional documentation and manuals hand-over;	Within (03) days from successful completion of deliverable 13
	<u>Deliverable 15:</u> Maintenance agreement/services including a warranty of the developed final product against any existing bug. The maintenance period should be valid for one year after the delivery of the final product/deliverable 14.	One year from contract signature date
Person to Supervise the Work/Performance of the Service Provider	<ol style="list-style-type: none"> 1. Regional Project Manager, Youth Leadership Project (YLP) 2. ICT Coordinator 	
Frequency of Reporting	<i>As needed, based planning of the assignment</i>	
Progress Reporting Requirements	Update on the milestones and detailed plans for the deliverables	
Location of work	<input checked="" type="checkbox"/> At Contractor's Location, if required, for technical works specifically indicated in the proposal	
Expected duration of work	Twenty-Three (23) weeks from the contract signature date followed by a one-year warranty and maintenance on the final product.	
Target start date	15 th September, 2020	
Latest completion date	One Year and Six Months from Contract Signature date	
Travels Expected	Home-based, consultations with UNDP will happen mostly via phone or Skype.	
Special Security Requirements	N/A	
Facilities to be Provided by UNDP (i.e., must be	N/A	

excluded from Price Proposal)	
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
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars
Value Added Tax on Price Proposal ²	<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"/> 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

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

Payment Terms ³	<p>All financial proposals must be expressed in a <i>Lump Sum Amount</i>, taking the following into consideration:</p> <p>i) The lump sum amount must be “all-inclusive”; breakdown to be provided for each deliverable;</p> <p>ii) The contract price is fixed regardless of changes in the cost components.</p> <p>Payment will proceed as following:</p> <table><tr><th>Milestone</th><th>Estimated due date</th><th>Payment</th></tr><tr><td>Milestone 1: Successful delivery of deliverable 1-7</td><td>Up to eleven (11) weeks from contract signature date</td><td>Up to 45% of total contract amount</td></tr><tr><td>Milestone 2: Successful delivery of deliverables 8-14</td><td>Up to twenty-three (23) weeks from contract signature date</td><td>Up to 50% of total contract amount</td></tr><tr><td>Milestone 3: Successful delivery of deliverable 15</td><td>One year after satisfactory completion of the final product/deliverable 14</td><td>Up to 5% of total contract amount</td></tr></table>	Milestone	Estimated due date	Payment	Milestone 1: Successful delivery of deliverable 1-7	Up to eleven (11) weeks from contract signature date	Up to 45% of total contract amount	Milestone 2: Successful delivery of deliverables 8-14	Up to twenty-three (23) weeks from contract signature date	Up to 50% of total contract amount	Milestone 3: Successful delivery of deliverable 15	One year after satisfactory completion of the final product/deliverable 14	Up to 5% of total contract amount
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<p>1. Regional Project Manager, Youth Leadership Project (YLP)</p> <p>2. ICT Coordinator</p>												
Type of Contract to be Signed	<p><input checked="" type="checkbox"/> UNDP Contract (Face sheet)</p> <p><input checked="" type="checkbox"/> Purchase Order</p>												
Criteria for Contract Award	<p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</p> <p><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.</p>												
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of Firm / Organization submitting Proposal (30%)</p> <p><input checked="" type="checkbox"/> Key Personnel (20%)</p> <p><input checked="" type="checkbox"/> Proposed Work Plan and Approach (50%)</p> <p><i>Please find Detailed technical evaluation criteria in the TOR</i></p>												

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

	<p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
Deadline for the Submission of Proposals	<p>COB, <i>Saturday, August 15, 2020 at 23:59 hrs (NY Local Time as per e-tendering time)</i></p> <ul style="list-style-type: none"> ▪ submission (https://etendering.partneragencies.org) ▪ Event details: BU Code: R4710, Event ID: RBAS-17-20 ▪ Format: PDF files only ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 7 MB ▪ Mandatory subject of email: RFQ ref. RBAS-RFP-017/2020- Design and Develop Next Gen Youth Digital Platform <p>or the bidders who are not registered on UNDP eTendering System (https://etendering.partneragencies.org); please carefully read and follow the “UNDP eTendering: User Guide for Bidders” attached with the RFQ.</p> <p>The following steps must be made immediately as soon as your receive the RFQ in order to make sure that the system is working smoothly:</p> <ol style="list-style-type: none"> 1. Register a Bidder Profile- <u>Bidder ID must be created.</u> 2. It is recommended to register in the company general e-mail not personal e-mail or staff e-mails. 3. Manage Bidder Profile to view the bidding activities published by UNDP. It is important to confirm that “<u>Accept RFQ Invitation</u>” through eTendering in order to enable us to know that you have successfully registered, viewed the RFQ and is interested in the RFQ. 4. It is recommended to upload your bid with all attachment before the deadline by two days in order to make sure that there are no technical problem issues by uploading the bids. <p>In case you encounter any problem with eTendering system, please feel free to contact the focal point for this RFQ immediately</p>

Mandatory Documents to be submitted by bidders	<ol style="list-style-type: none"> 1. Duly Accomplished Form as provided in Annex 2, and in accordance with the Terms of Reference-TOR (Annex 3); 2. Latest Business Registration Certificate 3. Company Profile with maximum of 5 pages. 4. Detailed CVs of Key personnel. 5. All information regarding any past and current litigation during the last five (5) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded. 6. Three reference checks from the top clients. 7. List of clients and Minimum of 3 previously implemented similar services & projects. 8. Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; 9. Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP ⁵	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> eTendering guidelines for bidders
Contact Person for Inquiries (Written inquiries only) ⁶	<p><i>To: Abeer Al-Awawdeh/ Procurement Associate</i> <i>CC: Hanan Abu Baker/ Procurement Analyst</i> <i>E-mail: Abeer.awawdeh@undp.org; Hanan.abubaker@undp.org</i></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>

⁴ 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.

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ 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.

Other Information	<p>QUALIFICATIONS OF THE SUCCESSFUL BIDDER</p> <p>I. <u>Work Experience:</u></p> <ul style="list-style-type: none"> • At least five (05) years of progressive experience in software and web development; • The bidder should have at least three developers with at least five (05) years of experience in software and web development; • Proven delivery of at least one successful similar contract with similar level of technical complexity in the last five years (or within the portfolio of their developers), with the UN or any other international organization; • Preferably the bidder is placed in the Arab region. <p>QUALIFICATIONS OF PERSONNEL ASSIGNED TO THIS ASSIGNMENT</p> <p>II. Lead developer:</p> <ul style="list-style-type: none"> • Master's degree in software development, computer science or related fields; • At least five (05) years of progressively responsible experience in web development, database, HTML5, Java Script and project management; • Language proficiency in both written and oral English and Arabic is required, French is preferred. <p>III. Web Developer:</p> <ul style="list-style-type: none"> • Bachelor's degree in software development, computer science or related fields • At least five (05) years of progressively responsible experience in web development, database, HTML5, Java Script • Language proficiency in both written and oral English and Arabic is required, French is preferred <p>IV. Web Designer:</p> <ul style="list-style-type: none"> • Bachelor's degree in web design, graphic design or related fields; • At least five (05) years of experience working with web design, graphic design, HTML, Java Script and CSS, Adobe XD, etc; • Language proficiency in both written and oral English and Arabic is required, French is preferred.
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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[insert: Location].

[insert: Date]

To: **UNDP RBAS Regional Hub Amman**

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP ref. **RBAS-RFP-017/2020 dated 7/30/2020**, 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, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

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

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide :

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

D. Cost Breakdown per Deliverable*

SN	Deliverables [list them as referred to in the RFP]	No. of Persons	Time (Persons day)	Professional Fees	Other Costs	Total (All inclusive)
1	Deliverable 1: Project management initiation materials/documents prepared;					
2	Deliverable 2: Platform design template and prototype (fully responsive);					
3	Deliverable 3: Report on the technology agreed on: database type selected and initiation work of the CMS;					
4	Deliverable 4: Landing Page (public and internal interface), including its CMS work, testing and revisions of previous outputs;					
5	Deliverable 5: Profile Module (public and internal interface), including its CMS work and registration, testing and revisions of previous outputs;					
6	Deliverable 6: Youth and Partners Module (public and internal interface), including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;					
7	Deliverable 7: E-Learning Module, including its CMS work, testing and revisions of previous outputs;					
8	Deliverable 8: Support Hub Module (Funding opportunities					

	and Incubators), testing and revisions of previous outputs;					
9	<u>Deliverable 9:</u> Country Windows/Profiles (public and internal interface), including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;					
10	<u>Deliverable 10:</u> Other pages within the public and internal interface (About Us, News Page, FAQs, Contact Us etc), including the remaining features of CMS, integration with other cross-cutting modules, testing and revisions of previous outputs;					
11	<u>Deliverable 11:</u> Social Innovation/Initiative/Project Module, including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;					
	Total					

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

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

TERMS OF REFERENCE (TOR)

Next Gen Youth Platform – UNDP Regional Youth Team

Lead Unit: RBAS

Location: Amman, Jordan

Project: Youth Leadership Programme (YLP)

Background

The Youth Leadership Programme was launched by the UNDP in 2015. Over the last 5 years YLP activities have been organized in 18 countries across the Arab region, involving over 21,000 youth participants and over 80 youth-serving organizations, both local and international, youth initiatives, incubators and ministries. YLP's mission is to invest in young women and men across the Arab region to unleash their potential to become social innovators, leaders, thinkers and a powerful force for change in their communities, countries and the region at large.

The programme works on three different levels: national, regional and global.

- At the national level, participants attend workshops, training sessions, hackathons; create social campaigns, take part in forums and other activities that revolve around key pillars of YLP: Sustainable Development Goals, Social Innovation and Gender Equality. In addition to these themes, each year addresses certain thematic areas.
- After the national activities conclude, a group of young people are selected from each country to participate in the Regional Forum. There, the youth have an opportunity to present their ideas and innovative solutions, build their networks, get to know like-minded people in addition to gaining experience in pitching their ideas to a panel of experts, and attend in-depth sessions related to the thematic areas. During this event the national and regional partners showcase the work that took place on the ground, discuss lessons learnt and future steps.
- Every year, some of the youth get a chance to attend several global events, including the ECOSOC Youth Forum at the UN headquarters in New York. Youth delegations are also sent to regional or global innovation events such as Empower and UNLEASH.

However, the ecosystem required in the Arab region to support these leaders and change makers on their journey is complex and each path taken by the young men and women may need different variety of expertise and mentorship – be it from a policymaker or an entrepreneur, as well as other YLP alumni. Upon graduation from the programme, many YLP alumni want to carry on being involved and have been actively supporting YLP activities as mentors, trainers, facilitators and volunteers.

Additionally, in the last couple of year's UNDP has partnered with local youth-serving organizations across the region to offer training to a larger number of youth. Connecting youth-serving organizations together across the region as well as providing them with access to tools and resources as they continue to train youth, is essential.

Hence, given the project's scale, momentum it gained over the years and current circumstances related to the COVID-19 pandemic, UNDP Arab States Regional Youth Team wants to create a virtual space in a form of a digital platform that will bring together different elements of such ecosystem together - YLP alumni, national partners including youth serving organizations, donors, incubators, policymakers, academia, external stakeholders and individuals. The aim is for the website to be a multi-functional platform, that will provide opportunities for networking, capacity building, exchange of knowledge, resources and good practice, connecting youth with experts, other youth across the region, connecting youth-serving organizations with youth and with each other, progress tracking, exposure and showcasing

the work done by the youth as well as our national partners. Each country will have an opportunity to showcase progress made on the national level, provide updates on activities and share announcements and knowledge with their youth - a 'one-stop-shop' for anyone engaged with or interested in UNDP Arab States Youth Empowerment and Engagement Programme.

Scope of Work

UNDP Arab States Youth Empowerment and Engagement Programme (UNDP/YLP) seeks proposals from qualified firms and innovative start-ups who have conducted similar projects, to design and develop a digital platform with all its particularities. The primary objective of the assignment is developing a multi-functional, technologically advanced and user-friendly platform with modern information systems such as profile module, e-Learning module, etc. that is also a highly interactive, fast loading web-based application that is easily sustainable and accessible by a wide range of end-users.

The supplier should meet the following objectives:

1. A modern design to make the digital platform attractive and interactive, with an enhanced user experience/satisfaction and advanced usability and accessibility provided by the interaction between the user and the variety of module;
2. Modernize the technology behind the platform, especially the back-office technology/user experience for high speed data entry and reports generation;
3. Develop an advanced content management system and database-driven features to add interactivity to the site;
4. Develop an advanced dynamic web-based application for data visualization. This tool will handle data storage and analysis, display information under the form of charts, interactive maps and dynamic infographics under the Reporting Module;
5. Advanced search engines operations, with an ability for smart and quick search using key words and phrases;
6. Integrate the social media feeds inside the platform to optimize visibility through social media platforms and multimedia;
7. Produce a responsive website compatible with all existing devices (large Screens, computers, tablets, mobile) on different platforms (Multiple OS compatible);
8. Ensure proper handover by the production of the complete source code, all needed manuals for content management and others, including trainings.

Expected Deliverables

All Scope of work deliverables shall be delivered as per below time frame:

Expected Outputs and Deliverables	Estimated Duration to Complete	Review and Approvals Required
Deliverable 1: Project management initiation materials/documents prepared;	Within (01) week from contract signature date	- Linda HADDAD (Ms.), Regional

<u>Deliverable 2:</u> Platform design template and prototype (fully responsive);	Within (02) weeks from successful completion of deliverable 1	Project Manager, Youth Leadership Project (YLP) - Dany WAZEN (Mr.) ICT Coordinator
<u>Deliverable 3:</u> Report on the technology agreed on: database type selected and initiation work of the CMS;	Within (03) weeks from contract signature date	
<u>Deliverable 4:</u> Landing Page (public and internal interface), including its CMS work, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 3	
<u>Deliverable 5:</u> Profile Module (public and internal interface), including its CMS work and registration, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 4	
<u>Deliverable 6:</u> Youth and Partners Module (public and internal interface), including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 5	
<u>Deliverable 7:</u> E-Learning Module, including its CMS work, testing and revisions of previous outputs;	Within (02) weeks from deliverable 6	
<u>Deliverable 8:</u> Support Hub Module (Funding opportunities and Incubators), testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 7	
<u>Deliverable 9:</u> Country Windows/Profiles (public and internal interface), including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 8	
<u>Deliverable 10:</u> Other pages within the public and internal interface (About Us, News Page, FAQs, Contact Us etc), including the remaining features of CMS, integration with other cross-cutting modules, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 9	
<u>Deliverable 11:</u> Social Innovation/Initiative/Project Module, including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 10	
<u>Deliverable 12:</u> Reporting Module, including its CMS work, integration with other cross-cutting modules, testing and revisions of previous outputs;	Within (02) weeks from successful completion of deliverable 11	

Deliverable 13: Testing Revision and Training: testing and revision of all completed components, usability and features developed; and training provided to system administrators and UNDP platform team;	Within (01) week from successful completion of deliverable 12	
Deliverable 14: Deployment of server and services, Technical and functional documentation and manuals hand-over;	Within (03) days from successful completion of deliverable 13	
Deliverable 15: Maintenance agreement/services including a warranty of the developed final product against any existing bug. The maintenance period should be valid for one year after the delivery of the final product/deliverable 14.	One year from contract signature date	

Institutional Arrangements

- The supplier is required to exhibit his or her full-time commitment with UNDP Regional Bureau for Arab States (RBAS);
- The supplier shall perform tasks under the general guidance of the Regional Programme Coordinator and the direct supervision of the Manager of the Youth Leadership Project (YLP) as well as the ICT Coordinator of the Regional Programmes for Arab States;
- The supervision will include approvals/acceptance of the outputs and deliverables as identified in the previous section;
- The supplier is expected to liaise and collaborate in the course of performing the work with other consultants, suppliers, UN colleagues and the UNDP Advisory Committee;
- The supplier is required to maintain close communication with UNDP Team on weekly 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 supplier is required to provide periodical weekly progress reports and when requested on any period of time throughout the assignment to monitor progress;
- 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 over a period of twenty-three (23) weeks from the contract signature date followed by a one-year warranty and maintenance on the final product.

Duty Station

Home-based, consultations with UNDP will happen mostly via phone or Skype.

Language Requirements

All discussion sessions, meetings, trainings and coaching sessions shall be presented in English; all requested deliverables and reports shall be written in English.

QUALIFICATIONS OF THE SUCCESSFUL BIDDER

I. Work Experience:

- At least five (05) years of progressive experience in software and web development;
- The bidder should have at least three developers with at least five (05) years of experience in software and web development;
- Proven delivery of at least one successful similar contract with similar level of technical complexity in the last five years (or within the portfolio of their developers), with the UN or any other international organization;
- Preferably the bidder is placed in the Arab region.

QUALIFICATIONS OF PERSONNEL ASSIGNED TO THIS ASSIGNMENT

II. Lead developer:

- Master's degree in software development, computer science or related fields;
- At least five (05) years of progressively responsible experience in web development, database, HTML5, Java Script and project management;
- Language proficiency in both written and oral English and Arabic is required, French is preferred.

III. Web Developer:

- Bachelor's degree in software development, computer science or related fields
- At least five (05) years of progressively responsible experience in web development, database, HTML5, Java Script
- Language proficiency in both written and oral English and Arabic is required, French is preferred

IV. Web Designer:

- Bachelor's degree in web design, graphic design or related fields;
- At least five (05) years of experience working with web design, graphic design, HTML, Java Script and CSS, Adobe XD, etc;
- Language proficiency in both written and oral English and Arabic is required, French is preferred.

PAYMENT TERMS/SCHEDULE OF PAYMENTS

All financial proposals must be expressed in a *Lump Sum Amount*, taking the following into consideration:

- iii) The lump sum amount must be "all-inclusive"; breakdown to be provided for each deliverable;
- iv) The contract price is fixed regardless of changes in the cost components.

Payment will proceed as following:

Milestone	Estimated due date	Payment
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Milestone 1: Successful delivery of deliverable 1-7	Up to eleven (11) weeks from contract signature date	Up to 45% of total contract amount
Milestone 2: Successful delivery of deliverables 8-14	Up to twenty-three (23) weeks from contract signature date	Up to 50% of total contract amount
Milestone 3: Successful delivery of deliverable 15	One year after satisfactory completion of the final product/deliverable 14	Up to 5% of total contract amount

TECHNICAL 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

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

Evaluation forms for technical proposals follow on the next two pages. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

Form 1: Company's qualification, capacity and experience;

Form 2: Proposed Work Plan and Approach; and

Form 3: Team qualifications and composition.

Note: The score weights and points obtainable in the evaluation sheet are tentative and should be changed depending on the need or major attributes of technical proposal.

Technical Proposal Evaluation Form 1		Points Obtainable
Expertise of Firm/Organization Submitting Proposal		
1.1	Reputation of Organization and Staff (Competence / Reliability)	40
1.2	Litigation and Arbitration history	15

1.3	Quality assurance procedures, warranty	25
1.4	General Organizational Capability which is likely to affect implementation:	90
1.4.1	▪ <i>Loose consortium, holding company or one firm (10 points);</i>	
1.4.2	▪ <i>Age/size of the firm (10 points);</i>	
1.4.3	▪ <i>Project management controls (10 points);</i>	
1.4.4	▪ <i>Strength of project management support (20 points);</i>	
1.4.5	▪ <i>Financial Stability (20 points);</i>	
1.4.6	▪ <i>Project financing capacity (20 points).</i>	
1.5	Relevance of:	130
1.5.1	▪ <i>At least five (05) years of progressive experience in software and web development; (50 points)</i>	
1.5.2	▪ <i>The bidder's personnel should have at least three developers with at least five (05) years of experience in software and web development; (35 points)</i>	
1.5.3	▪ <i>Proven delivery of at least one successful similar contract with similar level of technical complexity in the last five years (or within the portfolio of their developers), with the UN or any other international organization; (15 points)</i>	
1.5.4	▪ <i>The bidder should have developers speaking English, Arabic and French languages; (15 points)</i>	
1.5.5	▪ <i>Preferably the bidder is placed in the Arab region. (15 points)</i>	
Total		300

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Work Plan and Approach		
2.1	To what degree does the Offeror understand the task?	50
2.2	Have the important aspects of the task been addressed in sufficient detail?	50
2.3	Are the different components of the project adequately weighted relative to one another?	50
2.4	Is the proposal based on a survey of the project environment and was this data input properly used in the preparation of the proposal?	50
2.5	Is the conceptual framework adopted appropriate for the task?	100
2.6	Is the scope of task well defined and does it correspond to the TOR?	100
2.7	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project?	100
Total		500

Technical Proposal Evaluation Form 3		Points Obtainable
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Personnel		
3.1	Lead Developer	100
	General Qualification	
	Suitability for the Project	
3.1.1	▪ <i>Master's degree in software development, computer science or related fields; (40 points)</i>	
3.1.2	▪ <i>At least five (05) years of progressively responsible experience in web development, database, HTML5, Java Script and project management; (55 points)</i>	
3.1.3	▪ <i>Language proficiency in both written and oral English and Arabic is required, French is preferred. (05 points)</i>	
3.2	Web Developer:	50
	General Qualification	
	Suitability for the Project	
3.2.2	▪ <i>Bachelor's degree in software development, computer science or related fields; (20 points)</i>	
3.2.3	▪ <i>At least five (05) years of progressively responsible experience in web development, database, HTML5, Java Script; (25 points)</i>	
3.2.4	▪ <i>Language proficiency in both written and oral English and Arabic is required, French is preferred. (05 points)</i>	
3.3	Web Designer:	50
3.3.1	▪ <i>Bachelor's degree in web design, graphic design or related fields; (20 points)</i>	
3.3.2	▪ <i>At least 5 years of experience working with web design, graphic design, HTML, Java Script and CSS, Adobe XD etc. (25 points)</i>	
3.3.3	▪ <i>Language proficiency in both written and oral English and Arabic is required, French is preferred. (05 points)</i>	
	Total	200

Criteria for Contract Award

Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)