REQUEST FOR PROPOSAL
RFP 098/20

NAME & ADDRESS OF FIRM	DATE: August 20, 2020
	REFERENCE: Web developer and designer for SDG Barometer Website

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Web developer and designer for SDG Barometer Website (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 **3 September 2020, 4:00 pm** local Yerevan time (GMT +4) via email to the following e-mail address: 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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Procurement Unit / UNDP Armenia

Description of Requirements

Context of the Requirement	Web developer and designer for SDG Barometer Website
Implementing Partner	Deputy Prime Minister's Office
Brief Description of the Required Services[1]	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	Stepan Margaryan, UNDP SDG Innovation Lab Lead
Frequency of Reporting	Weekly progress reports
Progress Reporting Requirements	On a regular basis
Location of work	☐ Exact Address/es *[pls. specify]* ☒ At Contractor's Location
Expected duration of work	3.5 months
Target start date	September 10, 2020
Latest completion date	December 25, 2020
Travels Expected	☒Not Required
Special Security Requirements	☒Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	☒Not Required
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required
Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required
	☒ United States Dollars

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[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.*

Currency of Proposal	☒ Local Currency			
Value Added Tax on Price Proposal[2]	☒ must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 60 days ☐ 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	☒ Not permitted ☐ Permitted			

Payment Terms[3]	Outputs	Percen-tage	Timing	Condition for Payment Release
	Development of website layout, design	50%	1 month after contract signed	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
	Development of website's backend, frontend, integration of APIs and database		2 months after contract signed	
	Development of administration panel		2 months after contract signed	
	Comprehensive quality assurance and testing		3 months after contract signed	
	Website security	50%	3 months after contract signed	
	End to end integration and deployment		3.5 months after contract signed	
	Development of system documentation		3.5 months after contract signed	

Person(s) to review/inspect/ approve				

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

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

outputs/completed services and authorize the disbursement of payment	Marina Malkhasyan, UNDP ROLJHR Programme Manager (authorizing Project Manager for Support to Armenia's Rule of Law and Justice Reform)
Type of Contract to be Signed	☒ Contract Face Sheet (Goods and-or Services) UNDP
Criteria for Contract Award	☒ 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	**Technical Proposal (70%)** ☒ **Expertise of the Firm** - **Maximum obtainable points: –** 3**00** - Minimum of 2 years' experience in ICT with a focus on the website and web-portal development **(max. score: 100);** - Experience in web software design, installation and technical support in web system management; Proven experience in API pipeline development and integration; Proven experience in deployment of Machine Learning models; Proven experience and capacity in understanding the Armenian context and tailoring the UI/UX to the needs of Armenian users; **(max. score: 100);** - Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in web site design; security and administration; Experience in working with modern hardware server solutions and software platforms; - Experience in ensuring systems compatibility to find highly productive and reliable solutions; Experience in working with state or government systems**; (max. score: 100);** ☒ **Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan, technical capacity - Maximum obtainable points: 300** - The detailed description of implementation methods and organisational approaches, milestones, timeframe and detailed budget breakdown (see budget breakdown template attached)- **max. score 300.** ☒ **Management Structure and Qualification of Key Personnel** - **Maximum obtainable points: 400** - Project manager (Development Team leader), M.Sc. in Computer Science, Math or related filed as well as Project management with a minimum of 3-year experience**; (max. score: 150);** - At least 2 Software Engineers with 2 years and more software design and development experience in the design of electronic management systems with the focus on web programming; **(max. score: 100);** - Database specialist, with 2 years and more experience. Should have extensive skills in MongoDB; **(max. score: 50);**

	- At least 2 specialists with 2 years and more experience in API pipeline development and integration, as well as deployment of Machine Learning models; **(max. score: 50);** - Quality assurance specialist with 2 years and more experience **(max. score: 50);** **Financial Proposal (30%)** To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	☒ One and only one Service Provider
Annexes to this RFP[4]	☒ Detailed Terms of Reference (Annex 1a) ☒ Form for Submission of Proposal (Annex 2) ☒ General Terms and Conditions / Special Conditions (Annex 3)[5]
Contact Person for Inquiries (Written inquiries only)[6]	*Procurement Unit, UNDP Armenia* *procurement.armenia@undp.org* 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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[4] *Where the information is available in the web, a URL for the information may simply be provided.*
[5] *Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.*
[6] *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

1. General

Post Title: Web developer and designer for SDG Barometer Website:
Country Programme: Support to Armenia's Rule of Law and Justice Reform
Component: Democratic Governance
Duration: 3.5 months (80 working days) with possibility of extension
Start date: 10 September 2020
Duty Station: Yerevan, Armenia

I. Project Background

Strengthening national capacities to deliver on SDGs is not only a means of achieving specific targets and indicators within global SDGs, but also an enabler and an accelerator of progress across the 2030 Agenda. Being able to track Armenia's commitment in achieving the SDGs is not only a significant source of information, but can also serve as evidence in feeding all related public policies and ensuring that the country is making progress across the 2030 Agenda.

To be able to track Armenia's progress in achieving the SDGs, efforts have been put in place to map and collect the necessary data from different sources, such as public institutions, social media platforms (i.e. Facebook) and the official website of publication of legal acts- Edraft. The list of data sources may be extended in the future. An effective, widely used, comprehensive SDG monitoring framework will provide essential support in order to achieve the SDGs. Creation of monitoring mechanisms is important for reliable assessment of progress towards SDGs. The project is therefore intended to create an online data repository for accurately monitoring the implementation of various policies in line with the SDGs leading to efficient resource allocation and effective policy making for inclusive and sustainable development.

The "SDG Barometer" web based, AI powered, open-access interactive hub is aimed at serving a data repository for monitoring the implementation of SDGs, starting with SDG 16 first, as part of UNDP Rule of Law and SDG 16 in Armenia's Reform Agenda Project, then integrating other SDGs, as was initially planned within the Project, strengthening timely data collection and improving situation analysis and performance monitoring of achieving the SDGs along with other national indicators. The platform will use data from above-listed sources and beyond, in a way that allows users to explore and visualize data to track and explore country-level progress towards each of the 17 Sustainable Development Goals through interactive data visualizations, as well as explore data for specific goals or targets.

The SDG Barometer will enable the Government, Policy makers, researchers, academicians, and others interested in tracking SDGs to perform easy analysis via innovative visualizations and tools for exploring data from different data sources. Users can adapt the SDG interactive dashboard to monitor the country's progress on the SDGs, and explore trends on particular SDGs, indicators and/or targets.

II. Scope of Work, Terms and Conditions

The overall objective of the assignment is the development and design of the SDG Barometer online platform which will track the progress towards SDG 16 through interactive data visualizations, with a possibility to later integrate data about the remaining SDGs. The Web Development firm will work with the Public Policy Innovation Team and Task Leads, Communications Lead, as well as the Data Science and the project team to ensure that the website corresponds to the specified technical and design requirements.

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a. **What SDG Barometer should do:**

➢ Integration of the following scraping and analytics codes into the pipeline
  o Analytical visualizations concerning data scraped from Facebook and e-draft (sources can be added or changed)
➢ Interactive dashboard/progress wheel marking the progress of achievement indicators as a whole and specific targets separately with real-time numbers related to SDG 16, with a possibility to integrate data, visualization and analysis for the SDG 16+ broader framework and other SDGs in the future;
➢ SDG 16 related data visualization (indicator and target levels) in interactive maps and story maps, thematic graphs, bubble or rank charts, performance and innovative drill-down charts, tree maps or tables, through time-series analysis on country and regional levels, with a possibility to integrate data and visualization for other SDGs in the future;
➢ Any other data visualization that the project team will find necessary to be displayed on the website;
➢ Advanced search with keywords, indicator numbers, region, year, etc;
➢ Export reports in both presentation (pdf/png) and CSV formats;

➢ User feedback window.

b. **Customer Journey**

The user enters the websites and looks at the SDG progress wheel. By hovering over SDG 16, the user sees the progress values. To explore further data on specific targets, he/she then clicks on the target, which brings him/her to a new page with advanced visualization through interactive maps, various charts and graphs. The user exports the report in one of preferred formats.

To explore the details about each indicator and target, the user clicks on the information menu and sees the metadata.

The user then decides to search the progress toward a specific target and inputs the target number in the search box available on all pages. The user then clicks on the pop-up feedback box to leave his/her comments/feedback.

c. **Website Structure and Documentation**

Main components of the SDG Barometer platform development are:

➢ System documentation, providing an overview of the underlying technology. including:
  o Software architecture documentation, designed APIs, and diagrammatic representation of the overall system and underlying infrastructure
  o Maintenance documentation, describing limitations and known problems within the system and implemented solutions. Dependencies between system components shall also be presented in this document.
➢ User manuals:
  o End user manual
  o System installation and administration guide
➢ Design of the user web interface (website) including:
  o Data visualization capabilities - visualization of the SDG progress. Visualization capabilities should enable adding new representations without source code modifications. Visualization templates shall enable data manipulation (adding data sources, modifying visualization methods) from administration panel.

- The website should be in Armenian (with a possibility to add English later) and have 2-level access for policymakers with login and public info for all other users. The design should reflect the main functionality of the website, be intuitive to use and need no or minimal training.
- Aimed to enhance scalability and ensure easier maintenance, it is recommended to develop the application based on an architecture, which will enable modularity, making it easy to maintain, add features, fix bugs in a short timeframe.
- Requests sent from the interface should receive response from backend in a timely manner, not making the user wait prolonged periods.

d. Environment

Web application shall be platform independent, meaning it should be possible to run on any platform, and be self-contained, deploying all external dependencies by itself without requiring extensive manual intervention.

Recommendations:
- It is recommended to use MongoDB as the database since it is the technology used by the data science team within the SDG lab.

e. The web development firm will be responsible for the following:

✓ Documentations in a format which will be possible to maintain both paper based (e.g. searchable pdf) an digitally (e.g. Markdown making it possible to maintain on an internal wiki, such as Wiki.js).
✓ Website responsive design, Implementation of responsive interface for web site to be user-friendly on mobile devices as well
✓ Website frontend and backend development
✓ Integration with external third-party APIs and those developed by the SDG Lab team
✓ Database development
✓ Development of data exporting capabilities, both raw data and with the visuals available on the website.
✓ Develop data visualization components and templates, enabling various visualizations based on the data source.
✓ Ensuring implementation of secure coding practices
✓ Implementation of multi-language functionality (English and Armenian)
✓ Creation of a Content Management System (admin panel) customized to the needs of the Lab (e.g. user management, customized reports based on available data)
✓ Supporting the process of content development and updates if/when necessary
✓ Ensuring quality assurance with completion for deployment
✓ End to end deployment and integration of the web application in a secure environment
✓ Connecting the domain of the website with the hosting
✓ Ensuring security of the website
✓ Work with the Lab's Data Analytics Team and the project team for coordinating actions
✓ Maintenance and minor development support for at least 2 years.

SDG Lab team will **validate** the selected design including data visualization options. This will ensure that the final product will have:
✓ An overall well-designed and functional website
✓ A user-friendly navigation and interface
✓ A consistent look and feel

Any identified deficiencies in the selected design identified during the validation process will be corrected by the contractor and approved and accepted by SDG Lab.

f. Certification & Assessment

For the completion of this Task section, close collaboration and guidance of the Lab's Data Analytics Team, as well as the Lab team is anticipated from the Contractor.

III.Expected Outputs

#	Outputs / Deliverables	Deliverables percentage	Payments	Due Date
1	Development of website layout, design	20%	50%	1 month after contract signed
2	Development of website's backend, frontend, integration of APIs and database	40%		2 months after contract signed
3	Development of administration panel	5%		2 months after contract signed
4	Comprehensive quality assurance and testing	5%		3 months after contract signed
5	Website security	5%	50%	3 months after contract signed
6	End to end integration and deployment	5%		3.5 months after contract signed
7	Development of system documentation	20%		3.5 months after contract signed

IV.Institutional Arrangements

a.   The contractor will work under the overall guidance of the SDG Lab Public Policy Innovation Team Lead, and in close collaboration with the Support to Armenia's Rule of Law and Justice Reform Project team.

b.   SDG Lab team will agree on design, server hosting (including duplications and backups) and maintenance arrangement for the website.

c.   Participate in an initial kick-off meeting to meet with the SDG Lab team, to discuss the task, validate critical objectives, and to develop a task plan to guide the project through completion.

d.   Provide weekly updates to the SDG Lab team and UNDP Support to Armenia's Rule of Law and Justice Reform Project Manager on the progress of the assignment.

e.   Prepare at least 2 comprehensive presentations on the complete layout of the website and the final product, with other presentations to be prepared upon request.

f. Collaborate with SDG Lab Public Policy Innovation Team and Task Leads and the project team to review the website development process.

g. The contractor should present the developed website for review of the SDG Lab team and UNDP Project Manager, revise, refine and complete the website based on recommendation and feedback of the project team.

V. Schedule of Payments

- Payment will be done in 2 instalments, upon timely completion of respective Outputs and their acceptance by SDG Lab based on the signed acceptance acts.
  The following lump sum payable modality is envisaged for implementation of the task:
  - Outputs 1, 2, 3 and 4 - 50 % of total amount
  - Outputs 5, 6 and 7- 50 % of total amount
- Evaluation of outcomes is the responsibility of the SDG Lab.
- In case the conditions of the ToR are not met the contract may be terminated or the consultancy fee may be reduced.

VI. Required Qualifications

The company should demonstrate its capability and thorough understanding of the work to be carried out, as outlined in Terms of Reference and present clear capability for implementing the task, as well as it should be able to mobilize resources and the experts to successfully implement the works as per Terms of Reference.

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

- Minimum of 2 years' experience in ICT with a focus on the website and web-portal development
- Experience in web software design, installation and technical support in web system management;
- Proven experience in API pipeline development and integration;
- Proven experience in deployment of Machine Learning models;
- Proven experience and capacity in understanding the Armenian context and tailoring the UI/UX to the needs of Armenian users;
- Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in web site design; security and administration;
- 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 3 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, Math or related filed as well as Project management with a minimum of 3-year experience;
- Software Engineers with 2 years and more software design and development experience in the design of electronic management systems with the focus on web programming;

- Database specialist, with 2 years and more experience. Should have extensive skills in MongoDB;
- Socialists with 2 years and more experience in API pipeline development and integration, as well as deployment of Machine Learning models;
- Quality assurance specialist with 2 years and more experience;

- *Understanding of the Armenian context and Armenian user needs to match with adequate technical solutions;*
- *Demonstrated ability to multitask under pressure and to meet strict deadlines;*
- *Excellent organizational skills and ability to work effectively in teams, delivery through and with others.*

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[7]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[8])

[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, contact 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.

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

D. **Cost Breakdown per Deliverable***

	Deliverables *[list them as referred to in the RFP]*	Percentage of Total Price *(Weight for payment)*	Price *(Lump Sum, All Inclusive),* *currency*
1	Development of website layout, design	50%	
2	Development of website's backend, frontend, integration of APIs and database		
3	Development of administration panel		
4	Comprehensive quality assurance and testing		
5	Website security	50%	
6	End to end integration and deployment		
7	Development of system documentation		
	Total		

This shall be the basis of the payment tranches

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]

(Attached separately)

General Terms and Conditions