



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: <a href="#">Click here to enter a date.</a>
	REFERENCE:

Dear Sir / Madam:

We kindly request you to submit your Proposal for a **WEB INTEGRATION AND DEVELOPMENT** Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before **Tuesday, September 22, 2020** and via email:

[procurement.na@undp.org](mailto:procurement.na@undp.org)

**UNITED Nations Development Programme**  
**Republic of Namibia**

Your Proposal must be expressed in the **English Language**, 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/protestandsanctions/>

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

**Sincerely yours,**

**Procurement Unit,  
UNDP Namibia  
9/10/2020**

## Description of Requirements

Context of the Requirement	<b>WEB INTEGRATION AND DEVELOPMENT</b>
Implementing Partner of UNDP	Namibia Statistics Agency
Brief Description of the Required Services <sup>1</sup>	<p>The Namibia Statistics Agency (NSA) was established in terms of the Statistics Act No. 9 of 2011. The Agency is mandated, amongst others, to constitute as the central statistical authority of the State and to collect, produce, analyze and disseminate official statistics in Namibia.</p> <p>At the same time, the National Spatial Data Infrastructure was established as the national technical and institutional framework to facilitate the capture, management, maintenance, integration, distribution and use of spatial data. The Statistics Act (No. 9 of 2011) establishes the Committee for Spatial Data and provides that, inter alia, the Statistician-General and the Surveyor-General are members of the Committee by virtue of their offices.</p> <p>The NSA currently has various online digital platforms used for data and information dissemination purposes. Services such as the Open Data Portal, SDGs portal, official NSA website, microdata Catalogue, the Geoportal (<a href="https://digitalnamibia.nsa.org.na/">https://digitalnamibia.nsa.org.na/</a>) and the Metadata Browser (<a href="http://geofind.nsa.org.na/">http://geofind.nsa.org.na/</a>). The aim is to have all these services integrated into one complete, interactive and visually appealing website for easy access and dissemination of statistical and spatial information.</p> <p><b>Scope of Work:</b> It is against this background that UNDP and the NSA have partnered and are sourcing the services of a reputable service provider that shall assess, design, develop and integrate the NSA, NSDI, SDG and data portals as well as the SDG Hub sites into a comprehensive, attractive, interactive, user-friendly, and mobile responsive site, within the designated timelines, taking into consideration the requirements listed below.</p>
List and Description of Expected Outputs to be Delivered	<p><b>As per TOR and Below: -</b></p> <p><b>1. Website Design</b></p> <ul style="list-style-type: none"> <li>• The service provider will consult NSA to gather requirements and shall produce high fidelity mockups of main pages to be agreed on before implementation.</li> </ul> <p><b>2. Content Management System (CMS)</b></p> <ul style="list-style-type: none"> <li>• Implement the site using the latest most stable version of Drupal and apply all security patches.</li> <li>• The service provide may recommend another free and Open source CMS if proven to be more suitable than Drupal.</li> </ul>

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

- Create visually attractive, dynamic, interactive and mobile responsive theme or template with high usability.

### ***3. Site Content***

- The service provider will migrate and/or connect all content from portals and subdomains into the new site.
- Develop a comprehensive taxonomy for the site and tagging of content.
- Link or show relevant content on specific pages based on tags.
- Website content includes, however are not limited to articles, publications / reports, news, events, procurement, jobs, projects/programmes, videos, images, maps, infographics, tags, excel document, and text data files.

### ***4. Site Optimization and Compatibility***

- The site should be optimized for low bandwidth users.
- Average site load-time should be reasonable and should employ mechanisms of optimization such as the use of adaptive images, content caching and compressions, responsive http keep-alive response headers etc.
- The site must be compatibility with current versions of major web browsers (i.e. Microsoft Edge, Internet Explorer, Safari, Chrome and Opera) and mobile devices.
- The site should employ search engine optimization techniques to ensure visibility and improved ranking on popular search engines (i.e. Google, Bing, and Yahoo)

### ***5. Security***

- The service provider must ensure a safe and secure website by implementing security control mechanisms such as SSL, spam control mechanism for inputs, access management, audit trails and install security patches for CMS.
- The service provider must implement security parameters to detect and resolve website attacks as agreed with NSA.

### ***6. Landing pages / Front Page***

- The website must allow for multiple frontpages designs or themes, with varying layout of content. For example, the NSA landing page (nsa.org.na) may look different to the NSDI landing page (nsa.org.na/nsdi).
- The different front pages of the new site must include relevant content based on tags.
- The frontpage must include visibility for site content such as events, procurement, jobs, news, projects, videos, latest publications, and full width slideshow for images linking to internal or external content

### **7. *Site Navigation and Search***

- The website must show different top-menu navigation depending on the different sections or front-pages of the site visited.
- The site should allow for the integration of different types of menus top-menu, dropdown, side menu, footer menu, popup or off canvas menu to be placed as desired.
- Menu must be responsive to accommodate mobile devices
- The website must include full text search functionality that allows all relevant search results to be displayed in a consistent manner.

### **8. *Webpage templates***

- The website must include pre-developed templates for different webpages as specified by the NSA, including but not limited to article template, events calendar template, event details template, contact page template, publications list, publication details template, blank page template etc
- The webpage templates should be developed to allow for customization such as overall layout, full width or boxed, sortable, taggable, etc

### **9. *Document management system (DMS)***

- The CMS must incorporate a document management system to visualize, organize, manage and publish NSA articles, reports, publications and data.
- DMS must allow for documents of various formats (docs, docx, txt, pdf, xls, xlsx, ppt, pptx, xls, xlsx, png, jpeg, tiff, html, xml, shp, tif, tfw, kml etc.).

### **10. *Backend Management***

- The site must have a backend interface to administer and manage the website and its content.
- The backend interface should be developed with an ability to create and manage all content types, components and resources. The backend should also provide the flexibility to manage the visibility of the content and automatically display them at relevant sections of the site.
- The backend interface must provide a WYSIWYG editor (e.g. CK Editor). It should also provide the ability to predefine styles for documents, images and other resources
- The backend must also support bulk file upload and data upload.

### **11. *User access and roles***

- The backend interface must allow the site administrator to create users with varying levels of roles and permissions and should restrict access to certain functions based on their role.

**12. Online store**

- The site must provide an online store function what allows the public to select, customize and purchase digital goods (e.g. customized maps and reports) from NSA.
- The online store should integrate with online payment gateways which should facilitate online payments to Namibia.

**13. Multimedia and Social media**

- The site should allow for the easy integration of internal/external interactive multimedia content such as images, video, audio, animations, maps, tables, charts and presentations.
- Multimedia content should be embeddable within a WYSIWYG editor and viewable in a lightbox.
- The site should incorporate best practices for integration with different for social media platforms (e.g. Facebook, Twitter, YouTube, Instagram, Google+, RSS etc)

**14. Discussion Forum and Extranet**

- The site must incorporate a discussion forum which should be easy to use, searchable, secure.
- The forum must allow authenticated users to post discussions and provide functions for moderation and approval of posts. Discussions should be either private or visible to the public.
- The forum should also provide different user roles and permissions.
- The site should allow authorized external stakeholders to login to an extranet and access pages and download content that is not publicly visible.

**15. Online Forms**

- The site must incorporate a component to easily create and manage online forms and surveys.
- Online forms must be embeddable on any webpage on the site, forms should allow an unlimited number of submissions and users should be able to upload documents as needed.
- The collected form data should be viewable on the CMS and exportable in different formats (e.g. csv, txt, pdf etc)

**16. Automated live support chat bot**

- The site should provide an automated virtual agent that is visible on all pages and can provide answers to frequently asked questions and data requests.
- The chat bot should also have a backend interface to allow authenticated users to chat directly with to the site visitor and reply to their queries.

**17. Analytics**

- The site must incorporate functionality to measure site usage, through well-known free website analytics services such as Google Analytics and Open Web Analytics.
- The analytics service should provide reports that include items such data on number of visitors to the overall site, views on specific webpages, number of times a publication has been downloaded, average time spent on website etc.

	<p><b>18. Source code ownership</b></p> <ul style="list-style-type: none"> <li>The NSA shall own all source code developed during and after the completion of the project.</li> </ul> <p><b>19. Accessibility and Usability</b></p> <ul style="list-style-type: none"> <li>The site should adhere to international standards for website accessibility and usability.</li> </ul> <p><b>20. Site Maintenance:</b></p> <ul style="list-style-type: none"> <li>The service provider must give recommendations on a site maintenance policy.</li> </ul>
Person to Supervise the Work/Performance of the Service Provider	<b>NSA Executive: Data Quality Assurance &amp; NSS Coordination and UNDP Deputy Resident Representative, Head of Exploration – Accelerator Lab</b>
Frequency of Reporting	Biweekly
Progress Reporting Requirements	Comprehensive Progress Report to be submitted to NSA Executive: Data Quality Assurance & NSS Coordination
Location of work	Namibia Statistics Agency FGI House, 44 Post Street Mall, Windhoek, Namibia P.O. Box 2133, Windhoek, Namibia
Expected duration of work	<b>90 Days</b>
Target start date	<b>01 October 2020</b>
Latest completion date	<b>31 January 2021</b>
Travels Expected	<b>N/A</b>
Facilities to be Provided by UNDP/NSA (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <b>N/A</b> <input type="checkbox"/> Land Transportation <b>N/A</b> <input type="checkbox"/> Others <i>[pls. specify]</i>
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<b>X Required</b>
Names and curriculum vitae of individuals who will be involved in completing the services	<b>X Required</b>
Currency of Proposal	<b>X Local Currency</b>
Value Added Tax on Price Proposal <sup>2</sup>	<b>X must be inclusive of VAT and other applicable indirect taxes</b>
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<b>X 120 days</b> 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.

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

Partial Quotes	<b>X Not permitted</b>
Payment Terms <sup>3</sup>	<b>Payment under the contract will be output based and will be made upon satisfactory completion of the assignment or based on appropriate percentages corresponding to milestone accomplishments as may be proposed by the contracted firm.</b>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	<b>NSA Executive: Data Quality Assurance &amp; NSS Coordination</b>
Type of Contract to be Signed	<b>X Contract for Professional Services</b>
Criteria for Contract Award	<b>X Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</b>
Criteria for the Assessment of Proposal	<b>Technical Proposal (70%) Financial Proposal (30%) As outlined in the Terms of Reference (Annex 2) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</b>
UNDP will award the contract to:	<b>X One and only one Service Provider</b>
Annexes to this RFP <sup>4</sup>	<b>X Form for Submission of Proposal (Annex 2) (Word Format copy provided as well) X Detailed TOR ((Annex 3) X General Terms and Conditions / Special Conditions (Annex 4)</b>
Contact Person for Inquiries (Written inquiries only) <sup>5</sup>	<b>Email : procurement.na@undp.org</b> 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]	

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

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

<sup>5</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.



## SAMPLE FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>6</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>7</sup>)*

[insert: Location].

[insert: Date]

To: **UNDP Procurement Unit , Resident Representative,  
United Nations Development Programme, 38 Stein Street, Klein Windhoek,  
Private Bag 13329, Windhoek.**

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, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

### B. **Proposed Methodology for the Completion of Services**

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

<sup>6</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>7</sup> 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\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3	....		
	Total	100%	

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

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

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

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

## Terms of Reference

### **Design and Development of the NSA website, National Spatial Data Infrastructure (NSDI) website and integration with the Sustainable Development Goals (SDG) portal.**

**September 2020**

#### **Position Information:**

Job Title:	<b>WEB INTEGRATION AND DEVELOPMENT</b>
Unit/Department:	IT & Data Processing, Namibia Statistics Agency
Country and Duty Station:	Namibia - Windhoek
Contract Duration:	90 days

#### **Context and Background:**

The Namibia Statistics Agency (NSA) was established in terms of the Statistics Act No. 9 of 2011. The Agency is mandated, amongst others, to constitute as the central statistical authority of the State and to collect, produce, analyze and disseminate official statistics in Namibia.

At the same time, the National Spatial Data Infrastructure was established as the national technical and institutional framework to facilitate the capture, management, maintenance, integration, distribution and use of spatial data. The Statistics Act (No. 9 of 2011) establishes the Committee for Spatial Data and provides that, inter alia, the Statistician-General and the Surveyor-General are members of the Committee by virtue of their offices.

The NSA currently has various online digital platforms used for data and information dissemination purposes. Services such as the Open Data Portal, SDGs portal, official NSA website, microdata Catalogue, the Geoportal (<https://digitalnamibia.nsa.org.na/>) and the Metadata Browser (<http://geofind.nsa.org.na/>). The aim is to have all these services integrated into one complete, interactive and visually appealing website for easy access and dissemination of statistical and spatial information.

#### **Scope of Work:**

It is against this background that UNDP and the NSA have partnered and are sourcing the services of a reputable service provider that shall assess, design, develop and integrate the NSA, NSDI, SDG and data portals as well as the SDG Hub sites into a comprehensive, attractive, interactive, user-friendly, and mobile responsive site, within the designated timelines, taking into consideration the requirements listed below.

## **The Service Required and Activities Will Include:**

### **1. Website Design**

- The service provider will consult NSA to gather requirements and shall produce high fidelity mockups of main pages to be agreed on before implementation.

### **2. Content Management System (CMS)**

- Implement the site using the latest most stable version of Drupal and apply all security patches.
- The service provide may recommend another free and Open source CMS if proven to be more suitable than Drupal.
- Create visually attractive, dynamic, interactive and mobile responsive theme or template with high usability.

### **3. Site Content**

- The service provider will migrate and/or connect all content from portals and subdomains into the new site.
- Develop a comprehensive taxonomy for the site and tagging of content.
- Link or show relevant content on specific pages based on tags.
- Website content includes, however are not limited to articles, publications / reports, news, events, procurement, jobs, projects/programmes, videos, images, maps, infographics, tags, excel document, and text data files.

### **4. Site Optimization and Compatibility**

- The site should be optimized for low bandwidth users.
- Average site load-time should be reasonable and should employ mechanisms of optimization such as the use of adaptive images, content caching and compressions, responsive http keep-alive response headers etc.
- The site must be compatibility with current versions of major web browsers (i.e. Microsoft Edge, Internet Explorer, Safari, Chrome and Opera) and mobile devices.
- The site should employ search engine optimization techniques to ensure visibility and improved raking on popular search engines (i.e. Google, Bing, and Yahoo)

### **5. Security**

- The service provider must ensure a safe and secure website by implementing security control mechanisms such as SSL, spam control mechanism for inputs, access management, audit trails and install security patches for CMS.
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### **6. Landing pages / Front Page**

- The website must allow for multiple frontpages designs or themes, with varying layout of content. For example, the NSA landing page (nsa.org.na) may look different to the NSDI landing page (nsa.org.na/nsdi).
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## **7. Site Navigation and Search**

- The website must show different top-menu navigation depending on the different sections or front-pages of the site visited.
- The site should allow for the integration of different types of menus top-menu, dropdown, side menu, footer menu, popup or off canvas menu to be placed as desired.
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- The website must include full text search functionality that allows all relevant search results to be displayed in a consistent manner.

## **8. Webpage templates**

- The website must include pre-developed templates for different webpages as specified by the NSA, including but not limited to: article template, events calendar template, event details template, contact page template, publications list, publication details template, blank page template etc
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- The CMS must incorporate a document management system to visualize, organize, manage and publish NSA articles, reports, publications and data.
- DMS must allow for documents of various formats (docs, docx, txt, pdf, xls, xlsx, ppt, pptx, xls, xlsx, png, jpeg, tiff, html, xml, shp, tif, tfw, kml etc.).

## **10. Backend Management**

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- The backend interface should be developed with an ability to create and manage all content types, components and resources. The backend should also provide the flexibility to manage the visibility of the content and automatically display them at relevant sections of the site.
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- The backend must also support bulk file upload and data upload.

## **11. User access and roles**

- The backend interface must allow the site administrator to create users with varying levels of roles and permissions and should restrict access to certain functions based on their role.

## **12. Online store**

- The site must provide an online store function what allows the public to select, customize and purchase digital goods (e.g. customized maps and reports) from NSA.
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- The site should allow for the easy integration of internal/external interactive multimedia content such as images, video, audio, animations, maps, tables, charts and presentations.
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- The site should incorporate best practices for integration with different for social media platforms (e.g. Facebook, Twitter, YouTube, Instagram, Google+, RSS etc)

### **14. *Discussion Forum and Extranet***

- The site must incorporate a discussion forum which should be easy to use, searchable, secure.
- The forum must allow authenticated users to post discussions and provide functions for moderation and approval of posts. Discussions should be either private or visible to the public.
- The forum should also provide different user roles and permissions.
- The site should allow authorized external stakeholders to login to an extranet and access pages and download content that is not publicly visible.

### **15. *Online Forms***

- The site must incorporate a component to easily create and manage online forms and surveys.
- Online forms must be embeddable on any webpage on the site, forms should allow an unlimited number of submissions and users should be able to upload documents as needed.
- The collected form data should be viewable on the CMS and exportable in different formats (e.g. csv, txt, pdf etc)

### **16. *Automated live support chat bot***

- The site should provide an automated virtual agent that is visible on all pages and can provide answers to frequently asked questions and data requests.
- The chat bot should also have a backend interface to allow authenticated users to chat directly with to the site visitor and reply to their queries.

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- The site must incorporate functionality to measure site usage, through well-known free website analytics services such as Google Analytics and Open Web Analytics.
- The analytics service should provide reports that include items such data on number of visitors to the overall site, views on specific webpages, number of times a publication has been downloaded, average time spent on website etc.

### **18. *Source code ownership***

- The NSA shall own all source code developed during and after the completion of the project.

### **19. *Accessibility and Usability***

- The site should adhere to international standards for website accessibility and usability.

### **20. *Site Maintenance:***

- The service provider must give recommendations on a site maintenance policy.

**Qualifications:**

The successful candidate should meet the following criteria:

Team Composition	Minimum Education/Qualifications/Work Experience
1x Project Lead / Lead Developer	<p>EDUCATION - Bachelor's or Honours Degree in Computer Science, Software Engineering or Informatics, computing or any related fields</p> <p>EXPERIENCE - 5 or more years relevant working experience</p> <ul style="list-style-type: none"><li>• Proven experience of enterprise web portal development with Drupal or other CMS is required.</li><li>• Proof of experience in developing similar corporate projects (completed work portfolio, with references). Experience with Drupal module development or plugins for other frameworks will be an advantage</li><li>• Proven experience with team management</li><li>• Ability to prioritize and manage multiple milestones and projects efficiently, set timelines and assign tasks to team members</li><li>• Thorough understanding of security practices</li><li>• Familiarity with network diagnostics tools</li><li>• Excellent communication skills to convey information to both technical and non-technical persons</li><li>• Good analytic skills and attention to detail</li><li>• Ability to identify user and system requirements</li><li>• Experience with writing technical documentation</li><li>• Understanding usability principles, mockups and UI prototyping methods</li><li>• Experience leading agile/scrum development process</li><li>• Ability to apply programming development Life Cycle principles</li><li>• In-depth understanding of Relational Database Management Systems (RDBMS)</li><li>• Experience with version control systems e.g. Git, GitHub, GitLab, SourceTree</li><li>• Experience working in an agile/scrum development process</li><li>• Proficiency in web programming languages in particular as:<ul style="list-style-type: none"><li>○ PHP</li><li>○ HTML5</li><li>○ JavaScript</li><li>○ CSS3 (SASS),</li><li>○ XML</li><li>○ JSON</li><li>○ Twig</li></ul></li></ul>

1 (or more) x Web developers

EDUCATION - Bachelor's or Honours Degree in Computer Science, Software Engineering or Informatics, computing or any related fields

EXPERIENCE - 3 or more years relevant working experience

- Proven experience with Drupal or other CMS is required.
- Understanding of web security practices
- Familiarity with network diagnostics tools
- Excellent communication skills to convey information to both technical and non-technical persons
- Good analytic skills and attention to detail
- Proof of experience in developing similar projects (completed work portfolio, with references). Experience with Drupal module development or plugins for other frameworks will be an advantage.
- Experience working in an agile/scrum development process
- Experience with version control systems e.g. Git, GitHub, GitLab, SourceTree
- Proficiency in web programming languages in particular as:
  - PHP
  - HTML5
  - JavaScript
  - CSS3 (SASS),
  - XML
  - JSON
  - Twig



<p>1 x User Interface and User experience (UI/UX) Developer</p>	<p>EDUCATION - Bachelor's or Honours Degree in Human-Computer Interaction, Interaction Design, Computer Science, Software Engineering or any related fields</p> <p>EXPERIENCE - 3 or more years of demonstrated experience in creating and implementing UI design projects and front-end web development (completed work portfolio, with references). Experience with theme design and development will be an advantage.</p> <ul style="list-style-type: none"> <li>• Thorough understanding of principles of usability, accessibility and user-centric design</li> <li>• Hands-on experience in creating wireframes, storyboards, user flows, process flows, site maps and rapid prototyping</li> <li>• Experience with Photoshop, XD, Illustrator, OmniGraffle, or other visual design and wire-framing tools</li> <li>• Excellent visual design skills with sensitivity to user-system interaction</li> <li>• Ability to solve problems creatively and effectively</li> <li>• Ability to work effectively in a collaborative environment</li> <li>• Creative ideas with problem solving mindset.</li> <li>• Experience working in an agile/scrum development process.</li> <li>• Understanding of basic front-end languages: <ul style="list-style-type: none"> <li>○ HTML5,</li> <li>○ CSS3 (SASS/LESS)</li> <li>○ Javascript</li> </ul> </li> </ul>
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**Technical and financial proposal**

The bidding company will be required to provide:

1. Technical Proposal:

- Description of the suggested execution methodology for development and implementation of the website with timelines.
- Description of service provider and team, including Curriculum Vitae of Personnel to be assigned to the project.
- Administrator and end user training schedule with manuals.
- Hardware and hosting requirements of the complete site.
- Detailed Architectural design.
- 1-year, full system support and maintenance.

2. Financial proposal

- A detailed budget breakdown proposal.
- Other costs such as software, travel, if necessary

**Language Requirements:**

Absolute fluency in written and spoken English is required. Express ideas and facts in writing and orally in a clear, organized and convincing manner appropriate to the audience and occasion.

**Expected Outputs and Deliverables/Payment Schedule**

Deliverables	Expected time (days)	Percentage payment
High fidelity mockups of main pages submission (approved)	10	20%
Content Management System Progress Report - Approved	10	20%
Content Migration Report (Approved)	10	20%
Document management system (Approved)	20	20%
Final Approved Integrated and comprehensive Service report (approved)	20	20%

***General Terms and Conditions for Services***

**1.0 LEGAL STATUS:**

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the United Nations Development Programme (UNDP). The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNDP or the United Nations.

**2.0 SOURCE OF INSTRUCTIONS:**

The Contractor shall neither seek nor accept instructions from any authority external to UNDP in connection with the performance of its services under this Contract. The Contractor shall refrain from any action that may adversely affect UNDP or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNDP.

**3.0 CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES:**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

**4.0 ASSIGNMENT:**

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNDP.

**5.0 SUB-CONTRACTING:**

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNDP for all sub-contractors. The approval of UNDP of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform to the provisions of this Contract.

**6.0 OFFICIALS NOT TO BENEFIT:**

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

**7.0 INDEMNIFICATION:**

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNDP, its officials, agents, servants and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This

provision shall extend, inter alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

## **8.0 INSURANCE AND LIABILITIES TO THIRD PARTIES:**

- 8.1** The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract.
- 8.2** The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or the equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract.
- 8.3** The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract.
- 8.4** Except for the workmen's compensation insurance, the insurance policies under this Article shall:
  - 8.4.1** Name UNDP as additional insured;
  - 8.4.2** Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the UNDP;
  - 8.4.3** Provide that the UNDP shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage.
- 8.5** The Contractor shall, upon request, provide the UNDP with satisfactory evidence of the insurance required under this Article.

## **9.0 ENCUMBRANCES/LIENS:**

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with the UNDP against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

## **10.0 TITLE TO EQUIPMENT:**

Title to any equipment and supplies that may be furnished by UNDP shall rest with UNDP and any such equipment shall be returned to UNDP at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNDP, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNDP for equipment determined to be damaged or degraded beyond normal wear and tear.

## **11.0 COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS:**

- 11.1** Except as is otherwise expressly provided in writing in the Contract, the UNDP shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the UNDP under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract, and the Contractor

acknowledges and agrees that such products, documents and other materials constitute works made for hire for the UNDP.

- 11.2** To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the UNDP does not and shall not claim any ownership interest thereto, and the Contractor grants to the UNDP a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.
- 11.3** At the request of the UNDP; the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the UNDP in compliance with the requirements of the applicable law and of the Contract.
- 11.4** Subject to the foregoing provisions, all maps, drawings, photographs, mosaics, plans, reports, estimates, recommendations, documents, and all other data compiled by or received by the Contractor under the Contract shall be the property of the UNDP, shall be made available for use or inspection by the UNDP at reasonable times and in reasonable places, shall be treated as confidential, and shall be delivered only to UNDP authorized officials on completion of work under the Contract.

**12.0 USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNDP OR THE UNITED NATIONS:**

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNDP, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNDP or THE United Nations, or any abbreviation of the name of UNDP or United Nations in connection with its business or otherwise.

**13.0 CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION:**

Information and data that is considered proprietary by either Party and that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party and shall be handled as follows:

- 13.1** The recipient ("Recipient") of such information shall:
  - 13.1.1** use the same care and discretion to avoid disclosure, publication or dissemination of the Discloser's Information as it uses with its own similar information that it does not wish to disclose, publish or disseminate; and,
  - 13.1.2** use the Discloser's Information solely for the purpose for which it was disclosed.
- 13.2** Provided that the Recipient has a written agreement with the following persons or entities requiring them to treat the Information confidential in accordance with the Contract and this Article 13, the Recipient may disclose Information to:
  - 13.2.1** any other party with the Discloser's prior written consent; and,
  - 13.2.2** the Recipient's employees, officials, representatives and agents who have a need to know such Information for purposes of performing obligations under the Contract, and employees officials, representatives and agents of any legal entity that it controls controls it, or with which it is under common control, who have a need to know such Information

for purposes of performing obligations under the Contract, provided that, for these purposes a controlled legal entity means:

**13.2.2.1** a corporate entity in which the Party owns or otherwise controls, whether directly or indirectly, over fifty percent (50%) of voting shares thereof; or,

**13.2.2.2** any entity over which the Party exercises effective managerial control; or,

**13.2.2.3** for the UNDP, an affiliated Fund such as UNCDF, UNIFEM and UNV.

- 13.3** The Contractor may disclose Information to the extent required by law, provided that, subject to and without any waiver of the privileges and immunities of the United Nations, the Contractor will give the UNDP sufficient prior notice of a request for the disclosure of Information in order to allow the UNDP to have a reasonable opportunity to take protective measures or such other action as may be appropriate before any such disclosure is made.
- 13.4** The UNDP may disclose Information to the extent as required pursuant to the Charter of the UN, resolutions or regulations of the General Assembly, or rules promulgated by the Secretary-General.
- 13.5** The Recipient shall not be precluded from disclosing Information that is obtained by the Recipient from a third party without restriction, is disclosed by the Discloser to a third party without any obligation of confidentiality, is previously known by the Recipient, or at any time is developed by the Recipient completely independently of any disclosures hereunder.
- 13.6** These obligations and restrictions of confidentiality shall be effective during the term of the Contract, including any extension thereof, and, unless otherwise provided in the Contract, shall remain effective following any termination of the Contract.

#### **14.0 FORCE MAJEURE; OTHER CHANGES IN CONDITIONS**

- 14.1** In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the UNDP, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify the UNDP of any other changes in conditions or the occurrence of any event that interferes or threatens to interfere with its performance of this Contract. On receipt of the notice required under this Article, the UNDP shall take such action as, in its sole discretion; it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract.
- 14.2** If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, the UNDP shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seven (7) days instead of thirty (30) days.
- 14.3** Force majeure as used in this Article means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force.
- 14.4** The Contractor acknowledges and agrees that, with respect to any obligations under the Contract that the Contractor must perform in or for any areas in which the UNDP is engaged in, preparing to engage in, or disengaging from any peacekeeping, humanitarian or similar operations, any delays or failure to perform such obligations arising from or relating to harsh conditions within such areas or to any incidents of civil unrest occurring in such areas shall not, in and of itself, constitute force majeure under the Contract..

## 15.0 TERMINATION

- 15.1** Either party may terminate this Contract for cause, in whole or in part, upon thirty (30) days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16.2 (“Arbitration”), below, shall not be deemed a termination of this Contract.
- 15.2** UNDP reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNDP shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination.
- 15.3** In the event of any termination by UNDP under this Article, no payment shall be due from UNDP to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract.
- 15.4** Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, the UNDP may, without prejudice to any other right or remedy it may have under the terms of these conditions, terminate this Contract forthwith. The Contractor shall immediately inform the UNDP of the occurrence of any of the above events.

## 16.0 SETTLEMENT OF DISPUTES

- 16.1 Amicable Settlement:** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.
- 16.2 Arbitration:** Any dispute, controversy, or claim between the Parties arising out of the Contract or the breach, termination, or invalidity thereof, unless settled amicably under Article 16.1, above, within sixty (60) days after receipt by one Party of the other Party’s written request for such amicable settlement, shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining. The decisions of the arbitral tribunal shall be based on general principles of international commercial law. For all evidentiary questions, the arbitral tribunal shall be guided by the Supplementary Rules Governing the Presentation and Reception of Evidence in International Commercial Arbitration of the International Bar Association, 28 May 1983 edition. The arbitral tribunal shall be empowered to order the return or destruction of goods or any property, whether tangible or intangible, or of any confidential information provided under the Contract, order the termination of the Contract, or order that any other protective measures be taken with respect to the goods, services or any other property, whether tangible or intangible, or of any confidential information provided under the Contract, as appropriate, all in accordance with the authority of the arbitral tribunal pursuant to Article 26 (“Interim Measures of Protection”) and Article 32 (“Form and Effect of the Award”) of the UNCITRAL Arbitration Rules. The arbitral tribunal shall have no authority to award punitive damages. In addition, unless otherwise expressly provided in the Contract, the arbitral tribunal shall have no authority to award interest in excess of the London Inter-Bank Offered Rate (“LIBOR”) then prevailing, and any such interest shall be simple interest only. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute, controversy, or claim.

**17.0 PRIVILEGES AND IMMUNITIES:**

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the United Nations, including its subsidiary organs.

**18.0 TAX EXEMPTION**

**18.1** Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter alia that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.

**18.2** Accordingly, the Contractor authorizes UNDP to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with the UNDP before the payment thereof and the UNDP has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide the UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

**19.0 CHILD LABOUR**

**19.1** The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical mental, spiritual, moral or social development.

**19.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, at no cost to UNDP.

**20.0 MINES:**

**20.1** The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

**20.2** Any breach of this representation and warranty shall entitle UNDP to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNDP.



**21.0 OBSERVANCE OF THE LAW:**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

**22.0 SEXUAL EXPLOITATION:**

**22.1** The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.

**22.2** The UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

**23.0 AUTHORITY TO MODIFY:**

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possesses the authority to agree on behalf of UNDP to any modification of or change in this Contract, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Contract signed by the Contractor and jointly by the UNDP Authorized Official.