

**REQUEST FOR QUOTATION (RFQ)**

|  |  |
| --- | --- |
| UNDP BiH Zmaja od Bosne bb71 000 Sarajevo  | DATE: February 2, 2021 |
| REFERENCE: RFQ/008/21 |

Dear Sir / Madam:

 We kindly request you to submit your quotation for:

 **E-mentoring Platform Solution** as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

 Quotations may be submitted on or before **Thursday, February 17, 2021 by 17:00 CET** and via **e-mail** only:

**United Nations Development Programme**

Zmaja od Bosne bb

71 000 Sarajevo

Fax: 033 552 330; email: registry.ba@undp.org

**REF: BIH- RFQ-008-21**

Quotations submitted by email must be limited to a maximum of 20 MB, virus-free and no more than 5 email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned service/s:

|  |  |
| --- | --- |
| Exact Address/es of Delivery Location/s (identify all, if multiple) | United Nations Development ProgrammeUl. Zmaja od Bosne bb, 71 000 Sarajevo |
| Latest Expected Delivery Date and Time (*if delivery time exceeds this, quote may be rejected by UNDP)* | [x]  2 months from the issuance of the Purchase Order (PO) |
| Preferred Currency of Quotation | [x] Local Currency: BAM |
| Value Added Tax on Price Quotation | [x]  Must be exclusive of VAT and other applicable indirect taxes (VAT stated separately) |
| After-sales services required |  [x]  Warranty on Functional Requirements for minimum period of 12 months |
| Deadline for the Submission of Quotation  | ***17:00h, Wednesday, February 17, 2021*** |
| Allowable Manner of Submitting Proposals |  [x]  Submission by email |
| All documentations, including catalogues, instructions and operating manuals, shall be in this language  | [x]  English language, languages of BiH peoples  |
| Documents to be submitted | [x]  Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1;[x]  Latest Business Registration Certificate;[x]  Warranty of 12 months and statement of After-sales services on company’s letterhead[x]  Reference list indicating at least 3 successfully implemented projects within the last 5 (five) years on the company memorandum letter with links to the web applications developed[x]  Statement of Satisfactory Performance from Clients for at least 3 implemented projects (with contract details) for the development of web applications of similar or higher complexity to the one outlined in TOR and list of at least 3 published web-applications traceable to the offeror;[x]  List of team members and description of the team responsible for delivering the website on company’s letterhead stating the following:* Name
* Education
* Years of experience
* Overview of recent projects (with URL) developed by the organization as justification of relevant experience with description of the exact role of each team member in the projects

[x]  CV and diploma as proof of relevant education for 1 (one) full-time employed project manager/system architect with a minimum of 5 years of experience and at least 3 projects with similar complexity[x]  CV and diploma as proof of relevant education for 1 (one) web developer with a minimum of 3 years of experience[x]  CV and diploma as proof of relevant education for 1 (one) UI/UX designer with a minimum of 3 years of experience[x]  Statement on availability and exclusivity during the entire contracted period, signed by each team member[x]  Contract on the Joint Venture establishment, if applicable[x]  Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; |
| Period of Validity of Quotes starting the Submission Date | [x]  30 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.  |
| Partial Quotes | [x]  Not permitted |
| Payment Terms | [x]  Based on Annex 2 TABLE 1: Offer to Supply Services Compliant with Terms of Reference |
| Evaluation Criteria  | [x]  Technical responsiveness/Full compliance to requirements and lowest price [x]  The bidder is a legal entity registered for the business activity [x]  Warranty of 12 months and After-sales services as described in section 4.5. Warranty of the ToR[x]  Full acceptance of the PO/Contract General Terms and Conditions [x]  Bidder developed at least 3 web applications and implemented projects of similar size and complexity within the last 5 (five) years[x]  Minimum key personnel proposed for this project: * 1 (one) project manager/system architect graduate in Engineering, IT or Computer Science, Business or Management with a minimum of 5 years of experience in the relevant field and implementation of at least 3 projects with similar complexity
* 1 (one) web developer graduate in Engineering, IT or Computer Science, or related fields with a minimum of 3 years of experience in the relevant field and implementation of projects with similar complexity
* 1 (one) UI/UX designer graduate in Design or IT, or related fields with a minimum of 3 years of experience in the relevant field and implementation of projects with similar complexity

**Project manager must be permanent (full-time) employee of the Service Provider.** |
| UNDP will award to: | [x]  One and only one supplier  |
| Type of Contract to be Signed | [x]  Contract for Professional Services |
| Special conditions of Contract | [x]  Cancellation of PO/Contract if the delivery/completion is delayed by 30 days |
| Conditions for Release of Payment | [x] User Acceptance Testing by UNDP[x]  Complete Installation on the hosting server[x]  Passing all Functional and Integration Testing[x] Completion of Training on Operation and Maintenance as described in ToRs[x]  Written Acceptance based on full compliance with RFQ requirements |
| Annexes to this RFQ | [x]  Terms of Reference (Annex 1)[x]  Form for Submission of Quotation (Annex 2)[x]  General Terms and Conditions / Special Conditions (Annex 3). Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.  |
| Contact Person for Inquiries(Written inquiries only) | UNDP BiH RegistryFax: 033 552 330; email: registry.ba@undp.orgAny 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. |

Offer shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected. Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail, and the total price shall be corrected. If the supplier does not accept the final price based on UNDP’s re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP’s own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, 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 quotation. 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 Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

 Please be advised that 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/procurement/protest.shtml>

**UNDP encourages every prospective Vendor to** avoid and prevent 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, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers 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 quotation.**

**Sincerely yours,**

***UNDP BIH***

February 2, 2021

**Annex 1**

**Terms of Reference:**

**E-mentoring Platform Solution**

[1. Background and programme description 6](#_Toc60746125)

[2. Purpose and objectives 7](#_Toc60746126)

[3. Scope of work 7](#_Toc60746127)

[4. Technical requirements 9](#_Toc60746128)

[4.1. Technologies and the hosting platform 9](#_Toc60746129)

[4.2. Visual outlook 10](#_Toc60746130)

[4.3. Language Requirements 10](#_Toc60746131)

[4.4. The form of deliverables 10](#_Toc60746132)

[4.5. Warranty 11](#_Toc60746133)

[4.6. Acceptance Criteria 11](#_Toc60746134)

[4.7. Testing Infrastructure 11](#_Toc60746135)

[4.8. Security requirements 11](#_Toc60746136)

[5. Methodology 11](#_Toc60746137)

[6. Tasks and deliverables 12](#_Toc60746138)

[7. Team composition and required competences 12](#_Toc60746139)

[8. Timeframe and deliverables 13](#_Toc60746140)

[9. Key performance indicators (KPI) and service level 14](#_Toc60746141)

[10. Governance and accountability 14](#_Toc60746142)

[11. Facilities to be provided by the UN joint programme 15](#_Toc60746143)

[12. Expected duration of the contract 15](#_Toc60746144)

[13. Duty Station 15](#_Toc60746145)

[14. Reporting 15](#_Toc60746146)

[15. Price and schedule of payments 15](#_Toc60746147)

# Background and programme description

The Dialogue for the Future joint regional programme contributes to trust building and stability by providing structured opportunities for dialogue, action and policy recommendations on common social cohesion priorities in and among Bosnia and Herzegovina, Montenegro, and Serbia. Implemented by UNDP, UNICEF and UNESCO in these three countries, the Joint UN regional programme has been informed by two phases of the Dialogue for the Future Programme, developed at the initiative of the Presidency of Bosnia and Herzegovina and recommended for expansion into the region during the 2015 Budva Summit of the Brdo-Brijuni process. Funding for this Joint UN regional programme is provided by the UN Peacebuilding Fund (PBF), while UNDP Bosnia and Herzegovina has the lead (convening) role.

The Dialogue for the Future regional programme posits the hypothesis that if members from different groups in the region, and especially youth, are sufficiently capacitated to engage in constructive dialogue and provided structured opportunities to identify social cohesion priorities and communicate them to their elected leaders and relevant institutions through dialogue platforms, and address them through joint programmes and activities, then this will ensure broad-based participation and create partnerships across the three countries in pursuit of commonly identified priorities because skill-building for constructive dialogue, identification of common social cohesion priorities and joint action to address them will help break down barriers among various groups and help build a sense of connectedness and understanding, which are requisite in resilience to conflict.

The Joint UN Programme seeks to contribute to the following outcome and outputs:

Outcome: Stability and trust in the region, and especially in Bosnia and Herzegovina, are enhanced.

Output 1.1. Different groups acquire and practice skills to break stereotypes, promote diversity and

tolerance and advocate for peace.

Output 1.2. Citizens from different groups jointly identify and implement actions that

promote social cohesion in the region.

Output 1.3. Relevant stakeholders effectively advocate for policies to improve social

cohesion in the region.

In brief, the joint UN programme activities include:

• support dialogue and collaborative action around jointly identified priorities;

• empower adolescents and youth for constructive engagement and leadership;

• nurture inter-cultural dialogue;

• strengthen objective media reporting and positive storytelling, and

• empower young girls and women for greater social activism.

Across the three participating countries, the joint programme works with the following target groups:

Adolescents and youth: Adolescents (10-18) and youth (18-30) receive targeted skill building to partake constructively in dialogue and decision-making processes, be active contributors to positive transformation in their communities, fight stereotypes and nourish acceptance of diversity. Skills-based training facilitates gender responsiveness and contributes to gender equality and fighting gender stereotyping in both teaching and learning.

Women: Women, and especially young women, who are targeted with leadership and advocacy skills training will be empowered to become the leaders of change in their communities.

Teachers: Primary and secondary school teachers participate in learning seminars to enhance their skills in teaching media literacy, inter-modular civic education and Learning to Live Together concept. Additionally, primary and secondary schools will be provided with World Heritage in Young Hands kit, a teaching guide to sensitize young people to the importance of preserving their local, national and world heritage.

Media: Participating UN agencies will work with journalists and editors in various media outlets in the region to promote media literacy and amplify positive storytelling, fighting biased and prejudicial reporting.

The scope of work under this Request for Quotation (RfQ) pertains to one of the recommendations emerging from the Regional Dialogue for Women, held in February 2020, which identified the need for an online mentoring platform that would facilitate exchange of knowledge and experience among women peacebuilders, CSO activists, academic and media professionals and civil servants in three program countries.

Therefore, the joint UN regional programme is looking for a company (Service Provider) which can provide a functional and easy-to-use e-mentoring platform that would be used by the joint program.

# Purpose and objectives

The following objectives for the e-mentoring solution are identified:

1. Establish a trusting relationship with accountability and responsibility from the mentor and mentee, no matter their physical location.
2. Empower women in sensitive categories, with limited access to internet or technology in general.
3. Make the mentoring process transparent.
4. Make the e-mentoring solution easy-to-use, including the CMS and admin modules.
5. Enable women in sensitive categories to access the e-mentoring solution on their mobile phones.

E-mentoring solution will be a key instrument for achieving the identified objectives.

# Scope of work

UN regional programme is looking for proposals from highly qualified, experienced website development companies to design, develop and implement its e-mentoring solution. The chosen service provider must be a company that has strong experience in managing comparable website development projects, including:

* successful web design;
* user experience and usability testing;
* information architecture;
* website development and deployment;
* search engine optimization;
* responsive, mobile-first design.

E-mentoring solution will be in accordance with UN regional programme’s brand guidelines and use existing logo and content, which will be provided.

E-mentoring solution is envisioned as a web application, that works properly on the latest three versions of all browsers in use today, with responsive, mobile-first web design. It also needs to be able to run on low-bandwidth internet connections.

Amongst others, the proposal shall cover the following areas:

* Frontend development and Backend development
* Quality Assurance and Testing
* Admin Tool Training and User Documentation
* GDPR compliance

The product scope is defined in user stories - an informal, general explanation of a software feature written from the perspective of the end user, as recommended for the agile software development process. The order of the user stories in the backlog indicates their priority of delivery, i.e., the user stories on top of the backlog are to be developed first and they define minimum set of features for the digital product viability. It is however expected that the bidders account for development of all user stories/epics presented in the table below and further described in the appendix, as well as that these represents general requirements that will go through decomposition and further fine refinements and tuning in agile software development process. The open and collaborative agile software development process might reveal emergent high-priority features that add more value to the product then the prescribed user stories. The prioritization might support requirements trade-offs to ensure that the e-Mentoring provides the highest possible value to its users. The following table shows the user stories to be covered with this project. The product backlog will be provided as an appendix.

|  |  |  |
| --- | --- | --- |
| Title/Short Summary | EpiC | Priority |
| Register new mentor or mentee user | User registration | High |
| Mentor approval | Admin | High |
| Login | User access | High |
| Reset password | User access | High |
| Terms of program/Memorandum | Admin | High |
| Terms of program/Memorandum acceptance | Mentor/Mentee | High |
| Set mentorship program parameters | Admin | High |
| Joint intro workshop | Mentor/Mentee | High |
| Mentorship program goals/curriculum setting | Mentee | High |
| Set session agenda | Mentee | High |
| Sessions scheduling in calendar | Mentor/Mentee | High |
| Regular reviews and assessments | Mentor/Mentee | High |
| Final evaluation | Mentor/Mentee | High |
| Multi-lingual | Admin | High |
| Register new approver | Admin | Medium |
| Create user account in admin | User registration | Medium |
| Enter new questionnaire for registration | Admin | Medium |
| Mentor capacity | User registration | Medium |
| Mentor-mentee matchmaking | User registration | Medium |
| Mentor-mentee pairing | Admin | Medium |
| Mentor reassignment | Admin | Medium |
| Email notifications (custom messages) | Admin | Medium |
| Session comments | Mentor/Mentee | Medium |
| Certificates generation | Mentor/Mentee | Medium |
| Reporting | Admin | Medium |
| Request additional access | User access | Low |
| Mentee selection | Admin | Low |
| Blogs | Knowledge center (web) | Low |
| Single Blog Page | Knowledge center (web) | Low |
| Video streaming center | Knowledge center (web) | Low |
| FAQ | Knowledge center (web) | Low |
| Useful links | Knowledge center (web) | Low |
| Publications or Documents | Knowledge center (web) | Low |
| Search the web | Knowledge center (web) | Low |
| Edit answers to registration questionnaire in My Account | User registration | Very low |
| Integration with Zoom/Meet/Teams/Whatsapp/Viber | Mentor/Mentee | Very low |
| Assignment/homework  | Mentor | Very low |
| Testimonials | Mentor/Mentee | Very low |

The contractor (service provider) is expected to advise on the technology to be used in development of the e-mentoring solution, as well as the hosting platform for the production environment which the contractor must provide during the warranty period. The hosting platform should include:

* Guaranteed uptime of 99.9% backed by a Service Level Agreement (SLA)
* Full disaster recovery to a backup data center with less than 60 minutes site restoration and less than 15 minutes data replication.
* Appropriate solutions to detect and mitigate malicious cyber-attacks;
* Appropriate upload and download speeds;
* Other specs as appropriate.

The solution needs to be scalable and future-proof. We want it to have the flexibility to easily grow and add new functionality over time and with minimal cost.

The contractor (service provider) is expected to setup the SEO analytics, so that we can monitor the traffic.

# Technical requirements

## Technologies and the hosting platform

The system shall be hosted in the public cloud. Technologies used must allow for all requested features to be implemented as well as to support future scalability and a potential increase in the number of users. The service provider shall provide a web hosting service (at the AWS, Microsoft Azure, Google Cloud or equivalent international or domestic cloud service provider), domain registration (for the .domain provided by the UNDP team), DNS settings configuration and all other services related to the web hosting for the system for the period of system development and during the warranty period.

The system should be developed as a custom-made software. Solution proposals based on customization of open-source CMS systems like Wordpress or Joomla are not acceptable.

The front-end of the system should be developed using one of the commonly used front-end component libraries (e.g. Bootstrap (preferred), Pure etc.) to achieve simple and clean design, which easily accommodates users of different IT skills.

The web-based part of the application must be compatible with the latest W3C standards and able to run on any of the mainstream browsers – Edge, Chrome, Mozilla and Safari on all mainstream computers. As some users in sensitive categories, have limited access to internet or technology in general, and would use their mobile phones to access the system, the frontend should be developed with a mobile-first, responsive design to automatically resize, rearrange elements, shrink, or enlarge a website to make it look good on all devices (desktops, tablets, and phones). The exact scope of responsive design will be agreed over the system development phase but in general should include the public interface and mentees’ and mentors’ admin interface.

## Visual outlook

The Platform's visual outlook should have a clean and simple but engaging graphic design and visual identity. The style of the platform should be fresh, interactive, multimedia responsive, and in line with the up to date [web design trends](https://medium.com/nyc-design/top-11-web-design-trends-to-rule-in-2020-912e0a5bac8e) (specifics would be agreed with the UNDP team), including some of the following elements:

* Enjoyable user experience
* Minimalism
* Luminous color schemes
* Hand-drawn elements
* Bold typography
* 3D elements
* Shadows, layers, and floating elements
* User-triggered animation
* Multi-colored gradients, and
* Videos or text-only heroes

## Language Requirements

The web-application interface language is in the languages of peoples in the region (Bosnian, Croatian, Serbian and Montenegrin) supporting Latin and Cyrillic scripts and in the English language. The system should provide easy language switching for content editing. If the content is available only in one language/script it will be displayed in the available form regardless of the language selection. Additional languages can be defined in the system and the user interface labels can be translated through the system (possibly via inline translation) or via language files.

## The form of deliverables

The application shall be delivered in the digital form – installed on the hosting site provided by the service provider, and in form of the first backup of the installation on memory media, which enable simple restore of the application.

To avoid vendor lock-in in system development, the contracted bidder is obliged to hand-over a full source code of the system following the end of the warranty period, including source code and licenses of 3rd party software components used, if any. The source code shall be delivered in digital form – through code repository such as GitHub or on CD/DVD media.

Technical documentation is submitted to the UNDP upon completion of the assignment in the digital form in Microsoft Word document.

All progress reports and user acceptance reports that are to be signed should be delivered in hardcopy.

## Warranty

Warranty shall be no less than 12 (twelve) months. During this period, the Contractor will provide error correction and small systems fine-tuning without any additional charges. During this period the response time shall not exceed 24-72 hours, based on the priority, and an issue tracking tool shall be provided to the UNDP team to support easy issue reporting and tracking.

## Acceptance Criteria

The acceptance plan will be drawn up by the UNDP and Service Provider within 2 weeks of signing of the contract.

All acceptances by the UNDP will be given in writing.

## Testing Infrastructure

Service Provider shall be responsible for hosting the test and production site until the end of the warranty period. The first version of the testing platform must be available to the UNDP as soon as possible. UNDP team will test system features as they are developed and report issues (bugs, tasks, new features) by opening an issue via issue tracking tool provided by the contracted bidder. The issue tracking tool will be used for communication between the UNDP team and service provider team in order to clarify any misunderstanding over the purpose and scope of work. As service provider team implements new features and resolves issues, they publish it on the testing platform at the end of a business day and resolve the issue which will trigger a testing process by the UNDP team who will either close or reopen the issue with appropriate explanation.

## Security requirements

Application must be designed in a way that data security is ensured throughout all processes, data structures and methods of access. Backend data and web-application must be protected from unauthorized access.

# Methodology

Working closely with the UN regional programme, the contractor must have a dedicated project manager/solution architect that will ensure the website is delivered on budget and on time with the best possible technical architecture, requirements implementation and design.

E-mentoring solution is to be developed and implemented using agile methodology. Thus, the project needs to be managed and monitored in a project management tool, that enables planning, tracking, and managing agile and software development projects, such as Jira. Furthermore, access to this project needs to be granted to users from UN regional programme, so that they can track the current status and/or progress of the project and provide their feedback throughout the project.

Regular (weekly) status meetings will be used to report on the project progress, demonstrate sprint deliverables, gather feedback and align on the requirements. If additional communication is needed between these meetings, this can be done in the project management tool, by tagging an appropriate person. In this way, the person will also receive an email notification, but all the communication relevant to certain backlog item will be kept in one place. The contractor (service provider) can provide their inputs, from the technical perspective.

UN regional programme needs to be provided access to testing environment as soon as possible in product development, so that they can execute their acceptance tests, communicate, and resolve issues and finally accept the product features. Key users in UN regional programme will either confirm the requirements in the user stories in the project management tool or decline them with the description on what does not work as expected. Once the reported bugs are resolved, the contractor (service provider) needs to notify the appropriate key users in UN regional programme using the project management tool, so that they can re-test.

Upon confirming the 95% user acceptance tests, if the remaining 5% of tests are not critical to the process, the e-mentoring solution can be deployed to production. If there are bugs critical to the process recorded, the product cannot be deployed to production until they are resolved.

# Tasks and deliverables

1. Preparatory phase – service provider is to review the system requirements as described by this RfQ and will provide for review (one week after contract signed) wireframes for the e-mentoring solution with conceptual model of the future system.
2. Immediately after the approval of the wireframes and conceptual model, the service provider will develop and refine the UI of the system in close collaboration with the UNDP team.
3. Agile software development in a one- to two-week long iterations in line with the user stories and the UI design. The service provider performs system testing, acceptance, and migration to test/production in a continuous integration and deployment process, following the UNDP project manager release decisions.
4. During the development, but specifically at the end of the process, the service provider ensures swift and effective user acceptance testing process, with removal of errors and fine-tuning of the system
5. Technical documentation (to be delivered at the end of software development process) that will contain, at minimum a) system functional model – description of all system modules that explains the purpose of all system functionalities with basic description of input/output parameters, b) system architecture/design – detailed description of all application layers, c) technical specification of the system with detailed description of all application elements.
6. User documentation and training (to be delivered at the end of software development process).

# Maintenance and support (twelve months period, following official acceptance of the system by the UNDP) provided in an efficient manner and without delays. The maintenance includes programmatic (admin) and technical support, including elimination of system defects, support in the form of consultations, assistance, troubleshooting and advice on the use of the system. All necessary corrections of system defects during the warranty period will be done free of charge.

# **Team composition and required competences**

Working closely with the UN regional programme, the contractor must have a dedicated project lead/solution architect that introduce the overall technical vision for the e-Mentoring solution, leads the system development and ensure the solution is delivered on budget and on time. Also, the team needs to have at least one developer and at least one UI/UX designer with at least 3 years of experience in the field of web development or design respectively, preferably in the area related to mentoring.

**Required qualifications for Project Manager**

* University degree in Engineering, IT or Computer Science, Business or Management (PMP, PSPO, or PSMO certification is an asset);
* At least five years of experience working as a Project Manager/Solution Architect in the IT field;
* Excellent written and verbal communication skills;
* Fluent in English and Bosnian, Montenegrin, or Serbian language;
* Ability to multi-task and manage various project elements simultaneously;
* Leadership and problem-solving skills;
* Time management skills.

**Required qualifications for the Web Developer(s)**

* University degree in Engineering, IT or Computer Science, or related fields;
* Minimum 3 years of experience in the area of web development;
* Experience with overall modern web development stack.

**Required qualifications for the UI/UX Designer(s)**

* University degree in Design or IT, or related fields;
* Minimum 3 years of experience in the area of UI/UX design or similar role;
* Excellent interpersonal and communication skills;
* Ability to discuss and explain design options;
* Detail oriented;
* Critical thinker;
* Knowledge of wireframe tools;
* Up-to-date knowledge of design software;
* Problem solver and customer-centered.

The Qualification should include the items listed below.

* Description of the team responsible for delivering the website;
* Curriculum Vitae of the team members, incl. number of years of experience and expertise;
* Overview of recent projects (with URL) developed by the organization as justification of relevant experience with description of the exact role in the projects.

*The employees must not have any relation to the programme, or be currently employed by UNICEF, UNDP or UNESCO or have any personal benefits from the result of the evaluation.*

# Timeframe and deliverables

The following outputs and deliverables are expected to be produced by the Service Provider, per request and needs of the DFF regional programme and prior approval of the designate DFF regional programme representative(s):

|  |  |  |
| --- | --- | --- |
|  | Deliverables | ANTICIPATED DUE Date |
| 1 | **Task 1:** Prepare wireframes and conceptual model for the e-mentoring solution | March 2021 |
| 2 | **Task 2:** Prepare UI design for the e-mentoring solution  | March 2021 |
| 3 | **Task 3:** Develop the solution in line with the user stories and the UI design and perform internal testing | 9 April 2021 |
| 4 | **Task 4:** User Acceptance Testing with swift removal of errors and fine-tuning of the system | Second half of April 2021 |
| 5 | **Task 5:** Admin Tool Training and User Documentation | Second half of April 2021 |
| 6 | **Tasks 6:** Deploy to Production | Last week of April 2021 |

Note: All deliverables need to be submitted in the English.

# Key performance indicators (KPI) and service level

|  |  |
| --- | --- |
| **Activity/Month in which activities are implemented**  | 2021 |
| March | April  |
| **Deliverable 1: Wireframes and conceptual model developed and agreed upon.** | First half |  |
| **Deliverable 2: UI design developed and agreed upon.** | First half |  |
| **Deliverable 3: Solution developed according to the business requirements.** | Second half |  |
| **Deliverable 4: User acceptance tests passed; solution accepted.** | Second half |  |
| **Deliverable 5: Documentation and training delivered.** |  | First half |
| **Delivarable 6: Solution deployed in production.** |  | Second half |

Should the Service Provider fail to deliver services as per defined minimum standards (KPI) or following steps described in the Scope of Work or according to agreed monthly activity plans, DFF regional programme may withhold the payment or cancel the contract.

# Governance and accountability

The Service Provider will act under direct supervision of the designate representatives of DFF regional programme and will submit reports and seek approval for any and all actions from them.

In line with the UNDP’s financial regulations, when determined by the Country Office and/or the consultant that a deliverable or service cannot be satisfactorily completed due to the impact of COVID-19 and limitations to the evaluation, that deliverable or service will not be paid. Due to the current COVID-19 situation and its implications, a partial payment may be considered if the consultant invested time towards the deliverable but was unable to complete to circumstances beyond his/her control.

# Facilities to be provided by the UN joint programme

To achieve the aforementioned objectives, the Joint Programme will share relevant documents with the Service Provider.

The implementation of this activity does not foresee support personnel or logistic support to be provided by UNDP at any stage of implementation.

# Expected duration of the contract

The timeframe for delivering services under this ToR begins with the date of the signature and ends on 30 April 2021. Any follow-up correspondence will be ensured through UNDP Justice and Security Sector.

# Duty Station

The Service Provider is expected to deliver services remotely.

# Reporting

Reporting is considered as the formal presentation of relevant indicators / information and is related to service delivery under these Terms of Reference. The Service Provider is expected to provide monthly updates on performance of the above tasks, to the designated DFF program representative.

# Price and schedule of payments

a) The contract price is an output-based price regardless of extension or decrease of the herein specific implementation duration. The number of performed tasks will determine the amount of the payment. UNDP reserves the right to reject the implementation of some assignment tasks.

b) The computation of the contract price shall include professional fees, any travel expenses, living allowances, taxes, logistics costs and all applicable other costs related to the implementation of the required tasks. The project will cover no additional cost, not listed in the bidder’s proposal, that falls under the implementation of the tasks listed in section Deliverables and schedules / expected outputs.

Payments will be made based on successful achievement delivery of specific services during the reporting period and submission and written acceptance by the Joint Programme and PBSO (donor).

**Remark**: UNDP holds the right to reject development or implementation of some of assignment tasks or to reduce the scope of assignment tasks. In that case, the price of the rejected or reduced tasks would be subtracted from the total price.

**Annex 2**

**FORM FOR SUBMITTING SUPPLIER’S QUOTATION**

***(This Form must be submitted only using the Supplier’s Official Letterhead/Stationery)***

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. BiH/RFQ-008-21

**TABLE 1: Offer to Supply Services Compliant with Terms of Reference**

**E-mentoring platform**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Item No.** | **Description/Specification of Services** | **Quantity** | **Latest Delivery Date** | **Unit Price** | **Total Price per Item** |
| 1. | Prepare wireframes and conceptual model for the e-mentoring solution | 1 |  |  |  |
| 2. | Prepare UI design for the e-mentoring solution  | 1 |  |  |  |
| 3. | Develop the solution in line with the user stories and the UI design and perform internal testing | 1 |  |  |  |
| 4. | User Acceptance Testing with swift removal of errors and fine-tuning of the system | 1 |  |  |  |
| 5. | Admin tools training and development of user documentation | 1 |  |  |  |
| 6. | Tasks 6: Deployment of the solution to production | 1 |  |  |  |
|  | Add: Other Charges (pls. specify) |  |  |  |  |
|  | **Total Price of services without VAT** |  |
|  | **VAT 17%** |  |
|  | **Total Final and All-Inclusive Price Quotation** |  |

**TABLE 2: Estimated Staff Costs/Other costs**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Staff Role**  | **Unit of Measure** | **Quantity** | **Unit Price** | **Total Price per Item** |
| Project manager/solution architect | days |  |  |  |
| Web Developer | days |  |  |  |
| UX/IU Designer | days |  |  |  |
| Other Costs as applicable |  |  |  |  |
| **Total Final and All-Inclusive Price Quotation (should be same as in table 1).** |  |

**TABLE 3: Offer to Comply with Other Conditions and Related Requirements**

|  |  |
| --- | --- |
| **Other Information pertaining to our Quotation are as follows:** | **Your Responses** |
| ***Yes, we will comply*** | ***No, we cannot comply*** | ***If you cannot comply, pls. indicate counter proposal*** |
| All Functional, Technical and Non-Technical requirements as outlined in Terms of Reference |  |  |  |
| Delivery Date |  |  |  |
| Training on Operations and Maintenance |  |  |  |
| Minimum twelve (12) months warranty on system functional specifications. |  |  |  |
| Minimum twelve (12) months of technical support within the scope of the Terms of reference. |  |  |  |
| All Provisions of the UNDP General Terms and Conditions |  |  |  |

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

*[Name and Signature of the Supplier’s Authorized Person]*

*[Designation]*

*[Date]*

**Annex 3**

**General Terms and Conditions**

General Terms and Conditions / Special Conditions Link: [English version](https://popp.undp.org/_Layouts/15/POPPOpenDoc.aspx?ID=POPP-11-2493)