



REQUEST FOR PROPOSAL (RFP) (For Services)

To: All potential vendors	DATE: February 17, 2021
	REFERENCE: RFP/2021/002 - SRBM

Dear Sir / Madam:

We kindly request you to submit your Proposal on **“Development of Parliamentary electronic-learning management system”**.

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

Proposals must be submitted on or before **18:00pm, Wednesday, March 03, 2021** (GMT+08, Ulaanbaatar time) and via email to:

bids.mn@undp.org

Your Proposal must be expressed in the English, and valid for a minimum period of 120 days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Fasil Mengistu

Fasil Dessie Mengistu
Assistant Resident Representative (O)
2/17/2021

Annex 1

Description of Requirements

Context of the Requirement	<p>Project: Strengthening Representative Bodies in Mongolia (SRBM)</p> <p>Background: The Project “Strengthening Representative Bodies in Mongolia” aims to provide the staff members of the State Great Khural (SGKh) Secretariat with the required knowledge, skills, and continuous learning opportunities by facilitating professional training on lawmaking, monitoring, and evaluation. In this context, the project supported the adoption and implementation of the Strategic Plan of the State Great Hural (SGKh) of Mongolia and its Secretariat for 2018-2020 and policymakers' training programs. The project also assisted the production of over 20 booklets and manuals on theoretical and methodological aspects of drafting the legislation and organization of more than ten sessions of training and discussions. As a result, the human resource training programs, development policies, and programs aligned with the modern parliamentary secretariat's approach and relevant legal acts are in place; the SGKh Secretariat has gained the experiences in implementing them. For example, the project supported the training on public hearings for advisers and staff of the relevant standing committees of the SGKh. The training was “effective in gaining experiences to conduct the public hearings ... and demonstration of pilot public hearings exercise was helpful to anticipate possible issues that may occur during the organization of public hearings...” .</p> <p>The analysis of the current training practice of the SGKh Secretariat has identified the main factors that may contribute to low quality, accessibility, and training outcomes. These are: because of the specific parliamentary workload, the SGKh Secretariat staff face limited access to in-house training during the parliamentary sessions (it is more evident as per the 2019 Amendment of the Constitution the duration of the parliamentary sessions has extended); difficulties in assessing the training outcomes; lack of a unified database for training; and lockdowns during the emergency. Therefore, it is essential to improve the quality, accessibility, and organizational schemes of training for parliamentary staff and practitioners by addressing these factors in the training practice and capacity building activities for parliamentary staff and practitioners.</p> <p>The project aims to address this issue by supporting the development of a Parliamentary E-Learning Management System aligning with the Strategic Plan of the SGKh for 2019-2024; specifically, Provision 3.2.1 “Introduce advanced information technology in the lawmaking procedures of the SGKh,... and becoming an Electronic Parliament system”, and Provision 5.2, “Improve the inter-organizational and operational capacity of the SGKh”.</p>
Implementing Partner of UNDP	Parliament Secretariat
Brief Description of the Required Services ¹	The primary objective is to develop a Parliamentary E-Learning Management System with versatile content and elective learning options for MPs, their staff, SGKh Secretariat staff, and policy makers (including professionals involved in drafting legislative acts at the ministries, public administration, and other organizations) aiming to improve their competency and skills. The Parliamentary E-Learning Management System covers all the stages of training processes,

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

	<p>including planning, implementation, monitoring, evaluation, enrollment, training processes, assessment, and graduation.</p> <p>Linkages with other identical systems:</p> <p>The Parliamentary E-Learning Management System operation will be interlinked with the Enterprise Resource Planning (ERP) system, which is in use by the SGKh Secretariat. The user can access the E-Learning system using the ERP system login name and password. Quantitative data or reports on the staff's training courses will be recorded and transferred to the ERP for information sharing and reporting. Training modules prepared by other organizations that meet the system requirements can be uploaded into the system with the owner's consent to enable users to access or exchange their training modules.</p>
List and Description of Expected Outputs to be Delivered	<p>The Consulting team shall perform the following tasks with the highest quality in the framework of the development of the Parliamentary E-Learning Management System:</p> <p>a) Develop a plan for the development of a learning management information sub-system and an online learning system (the plan will include a work schedule, engagement with the subscriber, and risk management);</p> <p>b) Develop Parliamentary E-Learning Management System based on the similar systems used in Mongolia and other Learning management systems (LMSs) and models, and ensure its safety and security, and further expansion and improvement in line with the requirements stated in these ToRs.</p> <p>c) Design the system following the modern e-learning systems approaches to be reliable, safe, continuous operation (24/7), fast, and dynamic with a high level of appearance and usage requirements (the contractor must consult with the subscriber at all stages of work including programme-designing, process streaming, and graphic-designing);</p> <p>d) Develop e-learning courses and upload the training modules prepared by the SGKh Secretariat aligned with the relevant requirements to the E-Learning Management System;</p> <p>e) Develop online tests (under the supervision of the SGKh Secretariat organize online testing for learners, process test results and issue a consolidated report on test results, and ensure the confidentiality of the test database uploaded to the system;</p> <p>f) Set up, run, test, and improve the E-Learning Management System;</p> <p>g) Develop a User Manual for the E-Learning Management System and organize training to relevant staff of the SGKh Secretariat;</p> <p>h) Hand over the original code of the E-Learning system to the subscriber by signing the project completion note and providing professional advice and necessary support to the subscriber up to one (1) year after handing over the E-Learning Management System.</p>
Person to Supervise the Work/Performance of the Service Provider	Programme Analyst
Frequency of Reporting	<i>Weekly</i>
Progress Reporting Requirements	The Contractor will report to the manager of UNDP's "Strengthening Representative Bodies in Mongolia". The consultant shall closely work with relevant officials of the Parliament Secretariat.
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i>

	<input checked="" type="checkbox"/> At Contractor's Location								
Expected duration of work	60 working days over the period of March 2021 – May 2021.								
Target start date	March 2021								
Latest completion date	May 2021								
Travels Expected	n/a								
Special Security Requirements	n/a								
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required								
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required								
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency - MNT								
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes								
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.								
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted								
Payment Terms ³	<table border="1"> <thead> <tr> <th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr> </thead> <tbody> <tr> <td>Inception report (a workplan with schedules; proposal outlining the suggested e-learning management system)</td><td>n/a</td><td>By March 2021</td><td>Within thirty (30) days from the date of meeting the following conditions:</td></tr> </tbody> </table>	Outputs	Percentage	Timing	Condition for Payment Release	Inception report (a workplan with schedules; proposal outlining the suggested e-learning management system)	n/a	By March 2021	Within thirty (30) days from the date of meeting the following conditions:
Outputs	Percentage	Timing	Condition for Payment Release						
Inception report (a workplan with schedules; proposal outlining the suggested e-learning management system)	n/a	By March 2021	Within thirty (30) days from the date of meeting the following conditions:						

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

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

	Progress report 1 (draft e-learning management system based on the best options of similar systems used in Mongolia and other Learning management systems (LMSs) and models)	40% of total payment	By March 2021	a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
	Progress report 2 (e-learning system with e-courses and training modules uploaded, draft user manual)	30% of total payment	By April 2021	
	Final report (validated e-learning management system with e-courses and training modules uploaded and ready for use; at least 1 training for each user group; finalised user manual; the original code of the e-learning system; brief powerpoint presentation on the e-learning system)	30% of total payment	By May 2021	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Analyst			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Institutional Contract <input type="checkbox"/> Contract for Professional Services <input type="checkbox"/> Long-Term Agreement ⁴ <input type="checkbox"/> Other Type of Contract			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.			
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Professional background and experience of the team – 60p <input checked="" type="checkbox"/> Proposed methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan – 40p <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.			
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider <input type="checkbox"/> One or more Service Providers, depending on the following factors			

⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$100,000.00.

Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁶ <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input type="checkbox"/> Others ⁷
Contact Person for Inquiries (Written inquiries only) ⁸	<i>Procurement Associate</i> bids.mn@undp.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	n/a

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

⁶ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁸ 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.

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc;*
- d) Track Record of at least three – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value and provide related references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc, if any;*
- 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 a Technical proposal (proposed approach and methodology, draft work plan, internal management and quality assurance plan); 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.

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

The consulting team must be comprised of the following qualified professionals:

1. The team leader and an expert (2):
 - Master's Degree in information systems, information technology, software, and/or other relevant field;
 - At least five years of relevant work experience in information technology software;
 - Professional work experience in system development, inter-system connections, and systems architecture;
 - One of the consultants should be specialized in training or teaching.
2. System engineer (1) with background in information systems, information technology, software etc. and previous experience in developing similar system;
3. System analyst (1) with background in information systems, information technology, software etc. and previous experience in developing similar system;
4. Programmer (2) with background in information systems, information technology, software etc. and previous experience in developing similar system;
5. Web designer (at least 1) background in information systems, information technology, software etc. and previous experience in developing similar system;

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, copies of diploma and other licenses and certificates of each team member, demonstrating qualifications must be submitted if required by the RFP; and*
- c) *Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Progress report 1 (draft e-learning management system based on the best options of similar systems used in Mongolia and other Learning management systems (LMSs) and models)	30%	
2	Progress report 2 (e-learning system with e-courses and training modules uploaded, draft user manual)	40%	
3	Final report (validated e-learning management system with e-courses and training modules uploaded and ready for use; at least 1 training for each user group; finalised user manual; the original code of the e-learning system; brief powerpoint presentation on the e-learning system)	30%	
	Total	100%	

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

E. Cost Breakdown by Cost Component (MNT):

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
Team leader				
Expert				
System engineer				
System analyst				
Programmer				
Web designer				
II. Out of Pocket Expenses				
Others				
III. Other Related Costs				

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

[Designation]

[Date]

Annex 3***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.

Annex 4**TERMS OF REFERENCE****CONSULTING SERVICES TO DEVELOP E-LEARNING MANAGEMENT SYSTEM**

Assignment Title:	Development of e-learning management system for the Parliament Secretariat of Mongolia
Project:	“Strengthening Representative Bodies in Mongolia” project
Contract Type:	Institutional Contract (60 working days)
Contract Duration:	March – May 2021

Background

The Project “Strengthening Representative Bodies in Mongolia” aims to provide the staff members of the State Great Khural (SGKh) Secretariat with the required knowledge, skills, and continuous learning opportunities by facilitating professional training on lawmaking, monitoring, and evaluation. In this context, the project supported the adoption and implementation of the Strategic Plan of the State Great Hural (SGKh) of Mongolia and its Secretariat for 2018-2020 and policymakers' training programs. The project also assisted the production of over 20 booklets and manuals on theoretical and methodological aspects of drafting the legislation and organization of more than ten sessions of training and discussions.

As a result, the human resource training programs, development policies, and programs aligned with the modern parliamentary secretariat’s approach and relevant legal acts are in place; the SGKh Secretariat has gained the experiences in implementing them. For example, the project supported the training on public hearings for advisers and staff of the relevant standing committees of the SGKh. The training was *“effective in gaining experiences to conduct the public hearings ... and demonstration of pilot public hearings exercise was helpful to anticipate possible issues that may occur during the organization of public hearings...”*¹¹.

The analysis of the current training practice of the SGKh Secretariat has identified the main factors that may contribute to low quality, accessibility, and training outcomes. These are: because of the specific parliamentary workload, the SGKh Secretariat staff face limited access to in-house training during the parliamentary sessions (it is more evident as per the 2019 Amendment of the Constitution the duration of the parliamentary sessions has extended); difficulties in assessing the training outcomes; lack of a unified database for training; and lockdowns during the emergency. Therefore, it is essential to improve the quality, accessibility, and organizational schemes of training for parliamentary staff and practitioners by addressing these factors in the training practice and capacity building activities for parliamentary staff and practitioners.

The project aims to address this issue by supporting the development of a Parliamentary E-Learning Management System aligning with the Strategic Plan of the SGKh for 2019-2024; specifically, Provision 3.2.1 *“Introduce advanced information technology in the lawmaking procedures of the SGKh,... and becoming an Electronic Parliament system”*, and Provision 5.2, *“Improve the inter-organizational and operational capacity of the SGKh”*.

Objective

The primary objective is to develop a Parliamentary E-Learning Management System with versatile content and elective learning options for MPs, their staff, SGKh Secretariat staff, and policy makers (including professionals involved in drafting legislative acts at the ministries, public

¹¹ “Universal Rights and Development” NGO (2020). Impact assessment of training and capacity building activities organized within the framework of the Project “Strengthening Representative Bodies in Mongolia” (Study report). Page 66

administration, and other organizations) aiming to improve their competency and skills. The Parliamentary E-Learning Management System covers all the stages of training processes, including planning, implementation, monitoring, evaluation, enrollment, training processes, assessment, and graduation.

Linkages with other identical systems

The Parliamentary E-Learning Management System operation will be interlinked with the Enterprise Resource Planning (ERP) system, which is in use by the SGKh Secretariat. The user can access the E-Learning system using the ERP system login name and password. Quantitative data or reports on the staff's training courses will be recorded and transferred to the ERP for information sharing and reporting.

Training modules prepared by other organizations that meet the system requirements can be uploaded into the system with the owner's consent to enable users to access or exchange their training modules.

Scope of work

The Consulting team shall perform the following tasks with the highest quality in the framework of the development of the Parliamentary E-Learning Management System:

- a) Develop a plan for the development of a learning management information sub-system and an online learning system (the plan will include a work schedule, engagement with the subscriber, and risk management);
- b) Develop Parliamentary E-Learning Management System based on the similar systems used in Mongolia and other Learning management systems (LMSs) and models, and ensure its safety and security, and further expansion and improvement in line with the requirements stated in these ToRs.
- c) Design the system following the modern e-learning systems approaches to be reliable, safe, continuous operation (24/7), fast, and dynamic with a high level of appearance and usage requirements (the contractor must consult with the subscriber at all stages of work including programme-designing, process streaming, and graphic-designing);
- d) Develop e-learning courses and upload the training modules prepared by the SGKh Secretariat aligned with the relevant requirements to the E-Learning Management System;
- e) Develop online tests (under the supervision of the SGKh Secretariat organize online testing for learners, process test results and issue a consolidated report on test results, and ensure the confidentiality of the test database uploaded to the system);
- f) Set up, run, test, and improve the E-Learning Management System;
- g) Develop a User Manual for the E-Learning Management System and organize training to relevant staff of the SGKh Secretariat;
- h) Hand over the original code of the E-Learning system to the subscriber by signing the project completion note and providing professional advice and necessary support to the subscriber up to one (1) year after handing over the E-Learning Management System.

The requirements of the E-Learning Management System

Functional requirements

No	Functions	The requirements
1.	Registration	Register users with various functional duties and responsibilities (Admin, Management, Mentor, Learner) <ul style="list-style-type: none"> Registration by e-mail;

		<ul style="list-style-type: none"> • Renew and change pin codes by e-mail;
2.	Training	<p>Mentor and admin to upload the e-courses. The training assessment, discussion, and test modules to be interlinked.</p> <ul style="list-style-type: none"> • Create the basic courses and sub-types of training courses; • Duration of the training modules can be adjusted to 14, 30, 60, or 90 days as per training course types; • Select learners for the training courses by eligibility characteristics; • Upload the relevant videos to the respective training courses; • Upload the tests and e-books to the respective training course modules as attachments;
3.	E-learning courses	<ul style="list-style-type: none"> • Training modules and video tutorials to be uploaded in this section. Video player is required to run video tutorials. Required extensions for Videos are <i>avi</i>, <i>mov</i>, and <i>mpeg</i>. • Upload the relevant videos to the respective training courses; • Correct and download the uploaded files; • Enable learners to zoom the videos or course instructions per their interest and choice; • At any point during the video presentation, stream a window with multiple-choice quiz questions related to the course content and indicate the timelines for answering the questions; • View the quizzing results, if the answer is wrong, stream right answer with the explanatory notes. • The video continues after answering the quiz questions that appear during the video presentation; • An alert notification appears if the user is inactive while the video is playing; • If the user does not take any action upon alert notification, the video player would stop, and the course to be recorded as not studied.
4.	E-books	<p>All training materials and e-books to be uploaded in this section.</p> <ul style="list-style-type: none"> • Upload files (.pdf); • Create a directory of PDF files, the files to be downloaded in to flash driver easily and quickly; • Make the pdf files possible to search by categories, history, sources, favorite topics, most viewed, playlist, etc.
5.	E-tests	<p>Upload test materials into the test database and assess the test results.</p> <ul style="list-style-type: none"> • Select test options and get registered; • Upload the complete set of test materials; • Test assessment
6.	E-mails	<p>Send out the e-mails to all trainees registered in the system and all learners:</p> <ul style="list-style-type: none"> • Register learners by their e-mail addresses; • Send out the course schedules; • Send out the test results; • Select and set up an email notification template.
7.	Individual profile	<p>Create an individual profile and make it possible for the trainees who are registered in the same training course to communicate among themselves as a group.</p> <ul style="list-style-type: none"> • Customization of the user; • Change registered email addresses; • Change the passwords;

		<ul style="list-style-type: none"> • Create an individual profile and fill in the required information; • Option for the admin to make an additional note in the personal profiles.
8.	Discussion	<p>Create a discussion platform and moderate the discussion among instructors and trainees.</p> <ul style="list-style-type: none"> • Create discussion among the trainees; • Adjust the discussion platform; • View discussion statistics.
9.	Instant messaging (messenger)	Trainees communicate with the mentor via instant messaging. Create a group messenger for a group of trainees taking the same training course.
10.	Schedules (the calendar)	<p>Show training course schedules in the calendar.</p> <ul style="list-style-type: none"> • Show training course schedules in the calendar ; • Trainees note their schedules in the calendar;
11.	Information	<ul style="list-style-type: none"> • Upload information using RSS feed; • Information modification;
12.	Assessment	<p>This section includes all the assessment categories, including the trainees' assessments and the course subject assessments.</p> <ul style="list-style-type: none"> • E-test results and trainees' ratings; • Trainees' ratings on topic, content, and organization of the training course; • The trainees' ratings should be viewed by the mentor, administrator, and a trainee only; <p>The assessment of the training course should be viewed only by the mentor and administrator;</p> <ul style="list-style-type: none"> • Based on the test scores, the trainees receive the certificate (badge).
13.	Dictionary	<ul style="list-style-type: none"> • The word categories to be used for a word entry; • Add, edit, and delete categories.
14.	Training statistics	<ul style="list-style-type: none"> • View statistics by any variables; • View statistics on a chart; • Enable downloading the statistics as a file; • Show the statistics of the trainees' participation in the e-learning platform and the classroom training, and show summary statistics by each trainee.
15.	Operating system	<ul style="list-style-type: none"> • Configurable on Windows and Linux operating systems.

Access settings

No	Participants	Actions
1.	All users	<p>The user shall be able to perform the following actions:</p> <ul style="list-style-type: none"> • Enter personal information in login function; • Renew the password using email or ERP for a forgotten password function; • Confirm personal email address when logging in for the first time; • The user fills in and update the main home section of personal profile; • Access possible actions; • Access personal profile, change and update the information contained in it (for example, email address, contact phone number, title, confirmation, etc.).
2.	Trainees	<p>The trainee shall be able to perform the following actions:</p> <ul style="list-style-type: none"> • The trainee view, categorize, and filter the list of courses they have taken;

		<ul style="list-style-type: none"> Find training courses' content-related information from search engine using keywords; Access certificate database to look for already obtained or possible to obtain certificates; View own recent action in the learning management system: <ul style="list-style-type: none"> Last login; Time spent on training courses; The number and list of completed training courses; The number of attended courses and course scores. <i>Note: MPs are not subject to tests and scores.</i> Start (continue) and complete the training course <ul style="list-style-type: none"> Get registered in the training course; View the content of course module and curricula; Take the tests. <i>Note: MPs are not subject to tests and scores.</i> Download the training materials; Take the notes and store the files for further use; Use the communication and networking tools: <ul style="list-style-type: none"> Post comments and questions in the training discussion forums; Access the instant-messaging tools.
3.	Instructor, mentor	<p>The training instructor and mentor shall be able to perform the following actions:</p> <ul style="list-style-type: none"> Enter, edit, and remove training course schedules and plans; Adjust the duration of the training course; Upload, edit, and remove training videos, training materials, and tests; View and manage the training courses: <ul style="list-style-type: none"> Score the trainees' assignments online (right to score or comment). View, score, and comment the online training materials; Upload information on extracurricular e-learning system. Note and record attendance of extracurricular training activities (for example, participation in classroom training) Enter, edit, remove e-tests and exams in the system, and confirm the eligibility of trainees to take the tests; View and monitor the results of tests and exams run by the system automatically and scoring tools; Assess the trainees' progress; Certification: <ul style="list-style-type: none"> Edit, send out/deliver the training certificates; Edit, send out/deliver the certificates of completion of the specific training module. Monitoring and reporting <ul style="list-style-type: none"> View the trainees' information; View the trainees' progress and time spent on training; Prepare the report on training scores analysis; View/download the reports Use communication and networking tools <ul style="list-style-type: none"> Coordinate online forums (upload messages, remove, and edit); Read the messages posted in the platforms; Post announcements in the platforms.

4.	Admin	<p>Admin shall be able to perform the following actions:</p> <ul style="list-style-type: none"> • Configuration <ul style="list-style-type: none"> - Customize the home page; - Adjust screen settings, screen style, and language settings; - Repair the notification window in the system (for example, general terms of agreement, notification, instant messaging, etc.) • Manage users' accounts <ul style="list-style-type: none"> - Setting up new users; - Manage all users; - Monitor active users; - Manage customer preferences; - Manage user profile settings. • Manage training modules, courses, and tests (instructors, mentors to perform all the actions); • Observe users' logins into the system and the system operation; • Involve users in the training courses; • Register the trainees in specific groups and subgroups ("classes"). • Create/repair the training modules and program environment <ul style="list-style-type: none"> - Make a template in the author's section; • Send out notifications to specific groups/target users (send out emails or messages to the home page); • Add, update, or remove training sessions; • Use monitoring tools.
5.	Management	<ul style="list-style-type: none"> • Overall monitoring of the system performance and operational activity and leave the comments as required; • Review the training statistics and reports.

The Parliamentary E-Learning Management System shall meet the following technical requirements:

- Keep the interface simple, clear and easy to use;
- Support multilingual databases. Stores Unicode data in the database and the user interface supports Mongolian and English languages;
- Ensure the data security and reliability;
- Multiple browsers support. The most popular browsers support in terms of users' side. Have access from a mobile phone;
- Encrypt data with an RSA algorithm of at least 2048 bits of key length;
- Data integrity, access, modification, and removal. The system has Audit logs that note just about every change within the system. The log shows the data change, who and when changed it. Changes include the adds, modification, or removal of data;
- Backup and restore databases periodically;
- The ability to back up the system database at any time; All the data to be preserved to prevent data loss during the backup and restoring;
- Prevent data loss from network malfunctions or hardware errors during the system operation;
- Controlling brute force, dictionary attacks, and SQL injection attacks;
- Tracking when, where the users log into the system by what device, how many hours they spend in the system;
- Generate training reports and download the reports (excel files);
- Configurability. The system should be as flexible as possible to make functional, technical, and other changes.

Key deliverables and payment schedule:

	Deliverables	Target Due Dates	Payment instalments after the acceptance of the relevant deliverables
1	Inception report (a workplan with schedules; proposal outlining the suggested e-learning management system)	By March 2021	-
2	Progress report 1 (draft e-learning management system based on the best options of similar systems used in Mongolia and other Learning management systems (LMSs) and models)	By March 2021	30% of total payment
3	Progress report 2 (e-learning system with e-courses and training modules uploaded, draft user manual)	By April 2021	40% of total payment
4	Final report (validated e-learning management system with e-courses and training modules uploaded and ready for use; at least 1 training for each user group; finalised user manual; the original code of the e-learning system; brief powerpoint presentation on the e-learning system)	By April 2021	30% of total payment

Reporting arrangements

The Contractor will report to the manager of UNDP's "Strengthening Representative Bodies in Mongolia". The consultant shall closely work with relevant officials of the Parliament Secretariat.

Requirements to Contractor

The consulting service provider shall be a legal entity that meets the following requirements:

- At least one year of relevant work experience in software and web-based technology development;
- The consulting team must be comprised of the following qualified professionals:
 - The team leader and an expert (2):
 - Master's Degree in information systems, information technology, software, and/or other relevant field;
 - At least five years of relevant work experience in information technology software;
 - Professional work experience in system development, inter-system connections, and systems architecture;
 - One of the consultants should be specialized in training or teaching.
 - System engineer (1) with background in information systems, information technology, software etc. and previous experience in developing similar system;
 - System analyst (1) with background in information systems, information technology, software etc. and previous experience in developing similar system;
 - Programmer (2) with background in information systems, information technology, software etc. and previous experience in developing similar system;
 - Web designer (at least 1) background in information systems, information technology, software etc. and previous experience in developing similar system;

- Previous experience in developing at least three similar systems.

The team must demonstrate:

- Highly organized skills in setting priorities, producing quality outputs, meeting deadlines and managing time efficiently;
- Ability to maintain overview in complex work situations, self-initiated;
- Write and present reports;
- Work toward finding creative solutions by analyzing and applying systemic approach.

Criteria for Selection of the Best Offer

Combined Scoring method will be used, where the technical proposal will be weighted a max. of 70% and combined with the price offer which will be weighted a max of 30%. Below is the breakdown of technical proposal scores.

- Professional background and experience of the team– 60%
- Proposed methodology – 40%

Financial proposal shall include daily fee as well as other costs to be incurred, including travel costs, where relevant.

Documentation to be submitted

- Letter of Confirmation of Interest to conduct the assignment using the template provided by UNDP;
- Profile of service provider, copies of state registration, tax payment certification authorized by respective agency, and the latest financial statement;
- CVs and the copies of diploma, other licenses and certificates of each member of the consulting team;
- Track record of at least three similar services performed in the past and provide related references;
- Technical proposal (proposed approach and methodology, draft work plan, internal management/quality assurance plan);
- Financial Proposal that indicates the all-inclusive fixed total contract price, supported by a breakdown of costs in MNT.

Evaluation scoring sheet

Criteria	Weight	Max. Point
Technical criteria 1: Professional background and experience		60
<ul style="list-style-type: none"> Team leader: Master's Degree in information systems, information technology, software, and/or other relevant field; at least five years of relevant work experience in information technology software; professional work experience in system development, inter-system connections, and systems architecture; training or teaching 		10
<ul style="list-style-type: none"> Expert: Master's Degree in information systems, information technology, software, and/or other relevant field; at least five years of relevant work experience in information technology software; professional work experience in system development, inter-system connections, and systems architecture; training or teaching 		10
<ul style="list-style-type: none"> System engineer with background in information systems, information technology, software etc. and previous experience in developing similar system 		8
<ul style="list-style-type: none"> System analyst with background in information systems, information technology, software etc. and previous experience in developing similar system 		8
<ul style="list-style-type: none"> Programmer 1 with background in information systems, information technology, software etc. and previous experience in developing similar system 		8
<ul style="list-style-type: none"> Programmer 2 with background in information systems, information technology, software etc. and previous experience in developing similar system 		8
<ul style="list-style-type: none"> Web designer 1 person minimum with background in information systems, information technology, software etc. and previous experience in developing similar system 		8
Technical criteria 2: Proposed approach or methodology		40
<ul style="list-style-type: none"> Comprehension of the task/overall quality of the proposal 		20
<ul style="list-style-type: none"> Comprehensiveness and creativity in approach 		10
<ul style="list-style-type: none"> Internal management system/quality assurance 		10
Technical Score	70	100