REQUEST FOR PROPOSAL
RFP 023/2021

NAME & ADDRESS OF FIRM
DATE: February 24, 2021
REFERENCE: RA Ministry of Territorial Administration and Infrastructure website development and design

Dear Sir / Madam:

We kindly request you to submit your Proposal for RA Ministry of Territorial Administration and Infrastructure website development and design (the detailed TOR is attached separately as Annex 1a).

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

Proposals need to be submitted on or before **Tuesday, 10 March 2021, 4:00pm** local Yerevan time (GMT +4) via email only to the following e-mail address:

[ tenders.armenia@undp.org ]

*Please note that proposals received through any other e-mail address will not be considered.*

Your Proposal must be expressed in the English and valid for a minimum period of 60 calendar days.

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

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

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.
Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP’s re-computation and correction of errors, its Proposal will be rejected.

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

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

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

UNDP’s vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link: http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Procurement Unit / UNDP Armenia
### Context of the Requirement

<table>
<thead>
<tr>
<th>Requirement</th>
<th>RA Ministry of Territorial Administration and Infrastructure website development and design</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementing Partner of UNDP</td>
<td>Ministry of Territorial Administration and Infrastructure</td>
</tr>
</tbody>
</table>

### Description of the Required Services

Please see attached Terms of Reference (TOR), Annex 1a

### List and Description of Expected Outputs to be Delivered

Please see attached Terms of Reference (TOR), Annex 1a

### Person to Supervise the Work/Performance of the Service Provider

Zhanna Harutyunyan Women and Youth for Innovative Local Development Project Task Leader

### Frequency of Reporting

As per TOR (Annex 1a) Expected Outputs

### Progress Reporting Requirements

As per TOR (Annex 1a) Expected Outputs

### Location of work

☒ At Contractor’s Location

### Expected duration of work

6 months after contract signing by both parties

### Target start date

15 March 2021

### Latest completion date

15 September 2021

### Travels Expected

As per Annex 1a – Terms of Reference (TOR)

### Special Security Requirements

☒ Security Clearance from UN prior to travelling
☒ Completion of UN’s Basic and Advanced Security Training
☒ Comprehensive Travel Insurance
☐ Not Required

### Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)

☒ Not Required

### Implementation Schedule indicating breakdown and timing of activities/sub-activities

☒ Required
☐ Not Required

### Names and curriculum vitae of individuals who will be involved in completing the services

☒ Required
☐ Not Required

### Currency of Proposal

☒ United States Dollars
☐ Euro
☒ Local Currency (AMD) (will be converted in accordance to UNORE)

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

- ☐ must be inclusive of VAT and other applicable indirect taxes
- ☒ must be exclusive of VAT and other applicable indirect taxes

### Validity Period of Proposals

- ☒ 60 days
- ☐ 90 days
- ☐ 120 days

In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.

### Partial Quotes

- ☒ Not permitted
- ☐ Permitted

### Payment Terms

<table>
<thead>
<tr>
<th>Outputs</th>
<th>Percentage</th>
<th>Timing</th>
<th>Condition for Payment Release</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deliverable 1. Development of website layout, design.</td>
<td>10%</td>
<td>1 month after contract signing</td>
<td>50% payment</td>
</tr>
<tr>
<td>Deliverable 2. Development of website’s backend, frontend, integration of APIs and database</td>
<td>40%</td>
<td>2 months after contract signing</td>
<td></td>
</tr>
<tr>
<td>Deliverable 3. Development of administration panel</td>
<td>5%</td>
<td>2 months after contract signing</td>
<td></td>
</tr>
<tr>
<td>Deliverable 4. Comprehensive quality assurance and testing</td>
<td>5%</td>
<td>3 months after contract signing</td>
<td></td>
</tr>
<tr>
<td>Deliverable 5. Website security</td>
<td>5%</td>
<td>3 months after contract signing</td>
<td>30% payment</td>
</tr>
<tr>
<td>Deliverable 6. End to end integration and deployment</td>
<td>5%</td>
<td>3 months after contract signing</td>
<td></td>
</tr>
<tr>
<td>Deliverables 7. Development of system documentation</td>
<td>15%</td>
<td>4 months after contract signing</td>
<td></td>
</tr>
<tr>
<td>Deliverable 8. Feedback and Improvement</td>
<td>20%</td>
<td>5 months after contract signing</td>
<td>20% payment</td>
</tr>
</tbody>
</table>

#### Person(s) to review/inspect/approve outputs/completed services and authorize the disbursement of payment

1. Armine Manukyan, RA Ministry of Territorial Administration and Infrastructure team
2. Zhanna Harutyunyan, UNDP Women and Youth for Innovative Local Development Project Task Leader

- ☐ Purchase Order

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

3 UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding $30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.
| Type of Contract to be Signed | ☐ Institutional Contract  
☒ Contract for Professional Services  
☐ Long-Term Agreement  
☐ Other Type of Contract |
|-----------------------------|--------------------------------------------------|
| Criteria for Contract Award | ☐ Lowest Price Quote among technically responsive offers  
☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%.  
☒ 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 | Technical Proposal (70%)  
☒ Expertise of the Firm (max score: 300), including:  
☐ Contractor is a legally registered entity, or consortium of legal entities, with minimum 5 years of experience in the field of the assignment, including international (max score: 100);  
☐ Implementation of minimum 3 contracts of similar value, nature and complexity (for JV/Consortium/Association, all Parties cumulatively should meet requirement) (max score: 100);  
☐ Demonstrated knowledge and practical experience on similar engagements (Company/Organization or its full-time expert-employees), experience in working with international organizations, development agencies and Armenia’s governmental institutions (max score: 100).  
☒ Methodology, its Appropriateness to the Conditions and Implementation Plan (max score: 300), including:  
☐ Task implementation approach, including detailed description of implementation methods and milestones to carry out the proposed task; a detailed work plan with timelines for the Deliverables/Outputs (max score: 300)  
☒ Qualification of Key Personnel (max score: 400), including:  
☐ Key Expert 1: Project manager (Development Team leader)- M.Sc. in Computer Science, Math or related filed as well as Project management with a minimum of 3-year experience as per Section 8 of Annex 1a requirements (max score: 150);  
☐ Key Expert 2: Software Engineer(s) - 2 years and more software design and development experience in the design of electronic management systems with the focus on web programming as per Section 8 of Annex 1a requirements (max score: 100);  
☐ Key Expert 3: Database specialist, with 2 years and more experience. Should have extensive skills in MongoDB as per Section 8 of Annex 1a requirements (max score: 100); |

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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.
Key Expert 4: Quality assurance specialist with 2 years and more experience as per Section 8 of Annex 1a requirements (max score: 50);

**Financial Proposal (30%)**
To be computed as a ratio of the Proposal’s offer to the lowest price among the proposals received by UNDP.

<table>
<thead>
<tr>
<th>UNDP will award the contract to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ One and only one Service Provider</td>
</tr>
<tr>
<td>☐ One or more Service Providers, depending on the following factors:</td>
</tr>
<tr>
<td>N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annexes to this RFP&lt;sup&gt;5&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>☒ Form for Submission of Proposal (Annex 2)</td>
</tr>
<tr>
<td>☒ General Terms and Conditions / Special Conditions (Annex 3)&lt;sup&gt;6&lt;/sup&gt;</td>
</tr>
<tr>
<td>☒ Detailed TOR (Annex 1a)</td>
</tr>
<tr>
<td>☐ Others&lt;sup&gt;7&lt;/sup&gt; [pls. specify]</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Person for Inquiries (Written inquiries only)&lt;sup&gt;8&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Procurement Unit, UNDP Armenia</strong></td>
</tr>
<tr>
<td><strong><a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a></strong></td>
</tr>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Information [pls. specify]</th>
</tr>
</thead>
</table>

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

<sup>6</sup> 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.

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

<sup>8</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.
TERMS OF REFERENCE

1. General

Post Title: RA Ministry of Territorial Administration and Infrastructure website development and design
Component: Democratic Governance
Duration: 6 months
Start date: 15 March, 2021
Duty Station: Yerevan, Armenia

2. Project Background

The “Women and Youth for Innovative Local Development” project (the Project) is part of four-year strategic partnership framework between GIZ, UNDP and CoE within “Improvement of the local self-governance system in Armenia” programme, which has a goal to improve the accountability, effectiveness and inclusiveness of local self-government in Armenia in regionally and socially balanced manner. The Project is implemented in partnership with RA Ministry of Territorial Administration and Infrastructure (MTAI) and is the continuation of earlier “Women in Local Democracy 2” project. It supports the enlarged municipalities with coherent and interrelated programmatic intervention, which contributes to the further democratization and development of communities.

In 2009, 48% of the 915 Armenian communities had a population of less than 1000 people. To address institutional inefficiencies and other governance challenges, the Government of the Republic of Armenia (RA Govt) adopted in November 2011 a land-mark policy document which gave way in May 2015 to a large-scale Territorial and Administrative Reform (TARA). In 2016, 140 communities amalgamated into 18 municipalities; in 2017, another 324 communities were consolidated in 34 municipalities. Thus, the total number of communities reduced from 915 to 502. A number of legal modifications and a 2017 Decentralization Roadmap elaborated by the MTAI paved the way for further implementation of the reform stipulating the transfer of decision-making powers and functions to local self-government
bodies. The overarching idea of this process was that enlarged and legally empowered municipalities can be more efficient and responsive to citizens’ demands than the traditional structure with small municipalities and regional administrations.

The MTAI is the initiator and the leader of the TARA. The “Improvement of the local self-governance system in Armenia” programme was developed to support the MTAI in its implementation. To ensure the publicity and accessibility of full information on the activities of the MTAI including reforms and programmes as well as develop feedback loops between the MTAI and communities UNDP initiated the recruitment of a company to strengthen the technical and functional capacity of the MTAI website.

This Terms of Reference has been developed based on the priority set by the Republic of Armenia (RA) Government Decree No.581-A dated June 1st 2018 “On Approving RA Government Programme for 2018” to ensure the use of innovation and advanced technologies in all sectors, including in public administration, as a driving force of medium- and long-term sustainable economic growth.

The website will be technically and functionally stronger than the previous one, will ensure better coverage and public awareness of the citizen and stakeholders on the Ministry work, as well as will enhance the feedback loop for more effective engagement of citizens of Armenia and its communities.

3. Scope of Work, Terms and Conditions

The overall objective of the assignment is the development and design of the RA Ministry of Territorial Administration and Infrastructure website which will make visible the work of the ministry, track the progress and ensure more effective feedback loop. The Web Development firm will work with the RA Ministry of Territorial Administration and Infrastructure team as well as UNDP Women and Youth for Innovative Local Development project team to ensure that the website corresponds to the specified technical and design requirements.

The website should reflect the new structure of the Ministry, systematically present the activities of the staff as well as the sectoral departments by combining modern website requirements and legislative requirements set for the sites representing the sector of public administration.

a. What the RA MTAI new website will change:

The current agenda of developing a new website of the Ministry of Territorial Administration and Infrastructure of the Republic of Armenia is due to the following circumstances:

1) Owing to the structural changes made in accordance with Law HO-31-N dated May 8th 2019 “On Making Amendments to the Law on the Structure and Activities of the Government”, the Ministry of Territorial Administration and Development was renamed to Ministry of Territorial Administration and Infrastructure. This change led to broader powers and increased scope of activities of the Ministry, as a result the
structure of the current website no longer corresponds to the content of the Ministry’s activities.

2) Given the limited functional capabilities of the current long-standing website, it does not meet the modern requirements for availability and accessibility of information. The search engine capabilities of the website are also limited.

The new website should allow for more comprehensive and in-depth presentation of the Ministry’s activities and provide such features and design solutions that will make the site as interesting and user-friendly as practical.

b. Website Structure and Documentation

Interface

The coat of arms of the Republic of Armenia in a small size (as a logo) is located in the upper left corner of the site with the inscription “RA Ministry of Territorial Administration and Infrastructure”. In the same direction, the flags of Armenia, Russia and Great Britain are placed in a horizontal sequence in the right, which allows changing the language. This section is static, and while navigating to any section, it remains at the same upper section of the screen. At the same time, this is an active link, and if selected, the user would navigate to the main page.

Main Page

Two thirds on the right side of the main page are taken up by images and videos describing the areas of activity of the Ministry, which follow each other with a slide-show effect. The lower right part of the image contains the name of the Ministry in large, visible font size/type with transparent background (Highlighting Effect). The horizontal Search box is at the top of the remaining free part, and the window “Frequently Asked Questions” below it, then follows “Contact us”. Then 8 small icons (4-4) with an active link, are placed in 2 columns, each of which designates one of the following areas and reflects the content of the sphere:

- Subvention (grant-in-aid) Programmes
- Administrative and Territorial Reforms
- Road Construction
- Transportation
- Energy
- Water Sector
- Mining
- Waste Management

The images are in the same logic, in color and scale harmony and when clicked, move to the appropriate sections of the side window (main menu).
Clicking on the small but visible button on the left of the main page a side window opens that covers part of the page (the moving images on the left side with the name of the Ministry remain visible). The side window button is static, visible in any section.

The sections contained in the side window are the headings listed below, the rest is not visible in the window, but after clicking on the heading the user navigates to the next page, which contains the following subsections:

Side window and subsections:

1) Minister
   1.1. (Minister’s message, biography)
   1.2. Public Council under the Minister (staff, protocol, rules of procedure)

2) Ministry
   2.1. Structure
   2.2. Charter
   2.3. Staffing and Personnel List
   2.4. Action/Development Plans
   2.5. Budget
   2.6. History
   2.7. Archive

3) Media Center
   3.1. News
   3.2. Speeches
   3.3. Announcements
   3.4. Press guidance
      3.4.1. Accreditation
      3.4.2. Sample request
   3.5. Query statistics

4) Territorial Administration and Local Self-Government
   4.1. System of territorial administration
      4.1.1. Annual action plan
      4.1.2. Programmes implemented in border communities
      4.1.3. Statistical data (link to the statistics website)
      4.1.4. Programmes implemented in marzes (both seismic and secondary cities here)
      4.1.5. Subvention
      4.1.6. Assessment of the governors’ activities
   4.2. System of local self-government (including some interactive charts with gender disaggregated data)
4.2.1. Community service
4.2.2. Community development programmes
4.2.3. Annual community work plans (AWPs)
4.2.4. Overview of individual functions assigned to local self-government authorities
4.2.5. Guidelines and forms (including relationship entrepreneur-local self-government authorities)
4.2.6. Publicity and transparency of local self-governance (including sessions of the Community Councils)
4.2.7. Use of information technologies in municipalities
4.2.8. Legal and professional control over the exercise of the powers of local self-government authorities
4.2.9. Land management
4.2.10. Women and Men engagement in Local Self-Government

5) Roads
5.1. Road construction projects:
   5.1.1. Implemented projects
   5.1.2. Current projects
   5.1.3. Planned projects
5.2. Public roads of general use
5.3. Lifeline roads
5.4. Contact with responsible persons (contractors)

6) Transport
6.1. Road transport – including implemented and planned projects
6.2. Water transport – including implemented and planned projects
6.3. Air transport – including implemented and planned projects
6.4. Railway transport – including implemented and planned projects
6.5. Passenger and cargo transportation

7) Energy
7.1. Energy systems

(Basic principles of state policy in energy: short text)
   7.1.1. Electrical power system,
   7.1.2. Gas supply system,
   7.1.3. Heat supply system
7.2. Strategic priorities
7.3. Archive

8) **Mineral resources**
   8.1. Quarterly reports on licenses for mines and mineral occurrences in the Republic of Armenia
   8.2. Mining agreements on subsurface use for the purpose of mining of minerals
   8.3. Information on geological exploration activities of the subsoil for mineral extraction purposes
   8.4. Information on mineral extraction activities
   8.5. Mineralogical expertise
   8.6. Forms of reports
   8.7. Passports of mines and mine developments of RA
   8.8. Maps
   8.9. Information on companies providing services in mining sector
   8.10. Useful links and materials on mining sector

9) **Waste management**
   9.1. Implemented and current programs
   9.2. Kotayk Solid Waste Management Project
   9.3. Surveys

10) **International cooperation**
   10.1. Intergovernmental commissions
   10.2. International organizations
   10.3. Membership in international organizations
   10.4. Programs funded by international organizations

11) **Legal acts**
   11.1. Sectoral legal acts
   11.2. Concepts
   11.3. Strategies
   11.4. Minister’s orders
   11.5. Drafts(e-draft)
   11.6. Procedures
   11.7. Judicial acts
   11.8. Administrative proceedings
   11.9. Administrative appeal
   11.10. Judicial appeal

12) **Subordinate bodies and sectoral organizations**
12.1. Comities

12.1.1. Civil Aviation Committee
12.1.2. Water Committee
12.1.3. Migration Service
12.1.4. State Property Management Committee

12.2. Sectoral organizations

12.2.1. Republican Geological Fund
12.2.2. Armenian Nuclear Power Plant
12.2.3. Scientific Research Institute of Energy
12.2.4. "Energaimpex" (CJSC)
12.2.5. "Jrar" CJSC
12.2.6. Settlement Center
12.2.7. Yerevan TPP
12.2.8. "Armatom"
12.2.9. "Analitic"
12.2.10. "Melioracia" CJSC
12.2.11. “Transport Project Implementation Organization” SNCO
12.2.12. "Armcoachterminal" (CJSC)
12.2.13. Electricity System Operator
12.2.14. High Voltage Electric Networks
12.2.15. Disposal Of Radioactive Waste
12.2.16. "Nairit-2" CJSC
12.2.17. Renewable Resources and Energy Efficiency Fund
12.2.18. Territorial Development Fund

The titles in this section are hyperlinks, which lead to organizations’ websites (if any).

Immediately at the bottom of the main page there is a small, but effortlessly visible, clear and legible section (conditionally, a divider between main and second pages), where the following sections are sequentially located, which move when clicking:

1. Reception of citizens (online registration system)
2. Licenses and permits
3. Vacancies (vacant jobs, competition results, experts engagement programs and contracts, human resources)

4. Tenders

There is a large map of the Republic of Armenia in the right of the next, full-screen section (conditionally, second page). Each marz has an active link to the regional website. There is an inscription at the bottom, on the left of the map “Territorial Administration and Local Self Government Authorities”, which is also an active link.

The map is interactive; it reflects the main directions of the ministry’s activity. With the help of the filter system it is possible to search for the necessary information on the map by marzes. Along with the function of entering information on the map, there should also be the possibility to attach photos. In the administrative section, the customer must have the opportunity to add, subtract or change the information on the map.

There are three vertical, even windows on the left side of the page.

1. The first window summarizes the digital data related to subvention programs, with the effect of movable counter.
2. The second window includes digital data related to the road construction sector of the Republic of Armenia, with the effect of movable counter.
3. Third window: “Currently in the marzes” – one-sentence text information, from which it can be learned that at the very moment the Y work is being conducted in X marz of Armenia.

Immediately at the bottom of the second page, a divider that corresponds to the logic of the previous one, where the news will follow each other with a slide-show effect, with a logic of image + headline (newsfeed)

The lower part of the page (perhaps this part will be moved to a more visible place) is separated from the previous ones by a dark background. This section includes:

1. Ministry address, email, telephone numbers, hotline
2. Sitemap
3. Useful links
4. Contact us (procedure for providing information, samples, e-application form, link to e-request.am, Whistleblower Reporting Officers for Regional and Community Administrations)
5. Follow us (with social media icons/hyperlinks)
6. Privacy policy

Access to the website for people with visual impairments will be provided by the recorded reading of the page.
The website should be developed, and the activity thereof should be organized in accordance with the enclosed RA Government Decree No.1521-N dated December 26th 2013 “ON APPROVING MINIMUM REQUIREMENTS FOR OFFICIAL WEBSITES OF GOVERNMENT BODIES”.

c. Environment

Web application shall be platform independent, meaning it should be possible to run on any platform, and be self-contained, deploying all external dependencies by itself without requiring extensive manual intervention. The subject website shall assure maximum compatibility with the existing main browsers, such as Internet Explorer (>=10), Mozilla Firefox, Opera, Safari, Chrome, etc.

Recommendations:

- SSL/TLS should be used for the security.

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

- Documentations in a format which will be possible to maintain both paper based (e.g. searchable pdf) an digitally (e.g. Markdown making it possible to maintain on an internal wiki, such as Wiki.js).
- The website shall have a content management system (CMS), which shall allow people with no professional technical knowledge (no knowledge of programming languages) to manage the website structure as well as replenish the content of the page and add new sections. The CMS of the website shall have a number of user servicing options with different levels of authorizations.
- The CMS and the custom codes of the primary part of the portal shall be kept separately. The CMS shall be accessible only from authorized addresses (through VPN) and mandatorily in case of availability of SSL certificates.
- In the lower part of any page of the website, a special module shall be placed to allow disseminating the given page in social media networks, such as Facebook, Twitter, Live Journal, GOXI, YouTube, etc.
- The user interface (UI) design of the portal shall be attractive and assure maximum usability on mobile devices as well. The developer, in collaboration with the Client, shall present the graphical design (with alternative options) of the main and other portal pages. The Client shall approve one of proposed options within a reasonable period or (and) present its comments and suggestions.
- Website frontend and backend development
- Website responsive design, Implementation of responsive interface for web site to be user-friendly on mobile devices as well
- Integration with external third-party APIs
✓ Ensuring implementation of secure coding practices

✓ Implementation of multi-language functionality (English, Russian and Armenian). All texts in the portal shall be Unicode (UTF-8) encoded to support the texts in all the languages.

✓ Creation of a Content Management System (admin panel) customized to the needs of the RA MTAI (e.g. user management, customized reports based on available data)

✓ Supporting the process of content development and updates if/when necessary. The user shall be able to subscribe to frequently updated sections of the website, such as to the Press Centre. The subscription of these sections shall be accessible also through RSS Feeds.

✓ Ensuring quality assurance with completion for deployment

✓ The website page link shall be implemented in xHTML1.0 language, as per W3C standards, if needed HTML 5 may also be used.

✓ The system shall allow creating unlimited number of static HTML pages.

✓ The website shall have a global search system, which will allow searching in any section of the website. In order to ensure visits from global search systems, the materials placed in the website shall have SEF-compatible addresses. More comfortable and efficient search system shall be developed to ensure convenience of presenting information. It shall contain text, multilingual search, search by date, thematic search, and expanded search.

✓ Daily automatic backup shall be made to restore the website with the use of backup in case of technical problems and to make sure the uninterrupted operation of the website.

✓ While developing the website, 20% of this technical assignment can be revised on free of charge basis.

✓ If necessary, it shall assure interoperability with other websites or databases, for instance with the e-gov.am.

✓ Open data principles shall be assured for the content and data submission.

✓ End to end deployment and integration of the web application in a secure environment

✓ Connecting the domain of the website with the hosting

✓ Ensuring security of the website

✓ Maintenance and minor development support for at least 2 years.

✓ Trainings of corresponding staff members. Technical trainings of website administrator(s) shall be conducted and a corresponding manual (with screenshots) shall be provided. WYILD project team and the RA MTAI will validate the selected design including data visualization options. This will ensure that the final product will have:
✓ An overall well-designed and functional website
✓ A user-friendly navigation and interface
✓ A consistent look and feel

Any identified deficiencies in the selected design identified during the validation process will be corrected by the contractor and approved and accepted by the WYILD project team and RA MTAI.

e. Certification & Assessment

For the completion of this Task section, close collaboration and guidance of the UNDP WYILD project team and RA MTAI is anticipated from the Contractor.
## 4. Expected Outputs

<table>
<thead>
<tr>
<th>#</th>
<th>Outputs / Deliverables</th>
<th>Deliverables percentage</th>
<th>Payments percentage</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Development of website layout, design</td>
<td>10%</td>
<td></td>
<td>1 month after contract signed</td>
</tr>
<tr>
<td>2</td>
<td>Development of website’s backend, frontend, integration of APIs and database</td>
<td>40%</td>
<td>50%</td>
<td>2 months after contract signed</td>
</tr>
<tr>
<td>3</td>
<td>Development of administration panel</td>
<td>5%</td>
<td></td>
<td>2 months after contract signed</td>
</tr>
<tr>
<td>4</td>
<td>Comprehensive quality assurance and testing</td>
<td>5%</td>
<td></td>
<td>3 months after contract signed</td>
</tr>
<tr>
<td>5</td>
<td>Website security</td>
<td>5%</td>
<td></td>
<td>3 months after contract signed</td>
</tr>
<tr>
<td>6</td>
<td>End to end integration and deployment</td>
<td>5%</td>
<td>30%</td>
<td>3 months after contract signed</td>
</tr>
<tr>
<td>7</td>
<td>Development of system documentation</td>
<td>15%</td>
<td></td>
<td>4 months after contract signed</td>
</tr>
<tr>
<td>8</td>
<td>Feedback and Improvement</td>
<td>15%</td>
<td>20%</td>
<td>5 months after contract signed</td>
</tr>
</tbody>
</table>

## 5. Institutional Arrangements

a. The contractor will work under the overall guidance of the UNDP WYILD project Technical task leader, and in close collaboration with the RA MTAI and WYILD project teams
b. RA MTAI and WYILD project team will agree on design, server hosting (including duplications and securities) and maintenance arrangement for the website.

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

d. Provide weekly updates to the WYILD project team and RA MTAI team on the progress of the assignment.

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

f. The structure of the website, the user interface and source codes shall comply with the requirements of RoA legal acts (specifically to GoA Decree No. 1521-N, dated December 26, 2013 on “Approving the minimum requirements for official websites of state bodies in the internet”) and it should assure maximum use for the visitors and meet the colour and style-related general provisions set by the Client.

g. Collaborate with WYILD project team and the RA MTAI to review the website development process.

h. The contractor should present the developed website for review of the WYILD project team and RA MTAI, revise, refine and complete the website based on recommendation and feedback of the project team.

After final acceptance of the software, the ownership of the Source codes should be transferred and become RA MTAI property and can be changed if necessary. The Source code as well as the database data should not be transferred to the third party. The Supplier shall be prohibited from disclosing confidential and proprietary information that is to be shared between one another in an effort to develop the Software.

6. Schedule of Payments

- Payment will be done in three instalments, upon timely completion of respective Outputs and their acceptance by UNDP WYILD project task leader based on the signed acceptance acts. The following lump sum payable modality is envisaged for implementation of the task:
  - Outputs 1, 2, 3 and 4 - 50 % of total amount
  - Outputs 5, 6 and 7- 30 % of total amount
  - Output 8- 20% of total amount

- Evaluation of outcomes is the responsibility of the WYILD project.
• In case the conditions of the ToR are not met the contract may be terminated or the consultancy fee may be reduced.

7. Required Qualifications

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

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

• Minimum of 2 years’ experience in ICT with a focus on the website and web-portal development
• Experience in web software design, installation and technical support in web system management;
• Proven experience in API pipeline development and integration;
• Proven experience and capacity in understanding the Armenian context and tailoring the UI/UX to the needs of Armenian users;
• Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in web site design; security and administration;
• Experience in working with modern hardware server solutions and software platforms;
• Experience in ensuring systems compatibility to find highly productive and reliable solutions;
• Workforce with related qualifications, including at least one expert with a minimum of 3 years’ experience in the design of web-portal management systems;
• Experience in working with state or government systems is a plus.

8. Key personnel qualification requirements:

• Project manager (Development Team leader), M.Sc. in Computer Science, Math or related filed as well as Project management with a minimum of 3-year experience;
• Software Engineers with 2 years and more software design and development experience in the design of electronic management systems with the focus on web programming;
- Database specialist, with 2 years and more experience. Should have extensive skills in MongoDB;
- Specialist with 2 years and more experience in API pipeline development and integration, as well as deployment of Machine Learning models;
- Quality assurance specialist with 2 years and more experience;
- Understanding of the Armenian context and Armenian user needs to match with adequate technical solutions;
- Demonstrated flexibility, ability to multitask under pressure and to meet strict deadlines;
- Excellent organizational skills and ability to work effectively in teams, delivery through and with others.
Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER’S PROPOSAL

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

[insert: Location].
[insert: Date]

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

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;

b) Business Licenses – Registration Papers, Tax Payment Certification, etc.

c) Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.;

d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;

e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.

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

g) For more documents (details) please see the ToR, Annex 1a, paragraph 4.

B. Proposed Methodology for the Completion of Services

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

C. Qualifications of Key Personnel

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

a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;

b) CVs demonstrating qualifications must be submitted if required by the RFP; and

c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. Cost Breakdown per Deliverable*

<table>
<thead>
<tr>
<th>Deliverables [list them as referred to in the RFP]</th>
<th>Percentage of Total Price (Weight for payment)</th>
<th>Price (Lump Sum, All Inclusive), currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Deliverable 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Deliverable 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 . . . . . . . . . . . . . . . . . . . . . . . .</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>

*This shall be the basis of the payment tranches

E.

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

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

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