



REQUEST FOR QUOTATION (RFQ)

(From Vietnam based firms/institutes/organizations)

NAME OF SERVICE Upgrading the UN in Viet Nam Intranet Site	Date: 17 March 2021
	RFQ Reference: 2-210301

SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature: _____

Name: Tran Thi Hong

Title: Head of Procurement Unit

Date: 17 March 2021

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>March 29, 2021 (Hanoi time)</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
Method of Submission	<p>Quotations must be submitted as follows:</p> <ul style="list-style-type: none"> <input type="checkbox"/> E-tendering <input checked="" type="checkbox"/> Dedicated Email Address <input type="checkbox"/> Courier / Hand delivery <input type="checkbox"/> Other Click or tap here to enter text. <p>Bid submission address: bidding.vn@undp.org</p> <ul style="list-style-type: none"> ▪ File Format: pdf, excel, word, zipped files ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 30 MB ▪ Mandatory subject of email: RfQ 2-210301: Upgrading the UN in Viet Nam Intranet Site ▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y.” ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The bidder should receive an email acknowledging email receipt after the submission deadline. <p>[For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information]</p> <ul style="list-style-type: none"> • Insert BU Code and Event ID number <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</p>
Cost of preparation of quotation	<p>UNDP shall not be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
Supplier Code of Conduct,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p>

Fraud, Corruption,	<p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_an_dinvestigation.html#anti</p>
Gifts and Hospitality	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
Conflict of Interest	<p>UNDP requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p>Select the applicable GTC:</p> <p><input type="checkbox"/> General Terms and Conditions / Special Conditions for Contract.</p> <p><input type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)</p> <p><input type="checkbox"/> General Terms and Conditions for Works</p> <p>Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<p><input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by [indicate number of days]</p> <p><input type="checkbox"/> Others [pls. specify]</p>
Eligibility	<p>A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p> <p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</p>

Currency of Quotation	Quotations shall be quoted in Vietnamese dong (VND)
Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Language of quotation	<p>English and Vietnamese</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed; <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1; <input checked="" type="checkbox"/> Company Profile; <input checked="" type="checkbox"/> Registration certificate; <input checked="" type="checkbox"/> Evidence of minimum 3 years of practical experience on web/Intranet designing, upgrading and developing (<i>client recommendation letters are advantages</i>); <input checked="" type="checkbox"/> Evidence of at least 3 successful or ongoing projects (contracts) of similar scope with contact details for later performance reference + Links to the demonstration sites; <input checked="" type="checkbox"/> Demonstration/evidence of UN experience; <input checked="" type="checkbox"/> Proposed Methodology for the Completion of Services, including: <ul style="list-style-type: none"> 1. An user-interface design following the technical requirement & Deliverables in annex A; 2. Solution architecture design;

	3. Maintenance solution (2 parts: during warranty period and after warranty period); 4. Workplan demonstrating the requirement of part 3 of the TOR above (scope of work: expected outputs and schedules); <input checked="" type="checkbox"/> Completed and signed CVs for the proposed key Personnel, including: <ol style="list-style-type: none"> Detailed CVs of the technical team demonstrating experience in web/Intranet designing, upgrading and developing and English communication skills; Detailed CVs of the team leader demonstrating English communication skills.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms	<input type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> As indicated in the attached TOR
Conditions for Release of Payment	<input type="checkbox"/> Passing Inspection [specify method, if possible] Complete Installation <input type="checkbox"/> Passing all Testing [specify standard, if possible] <input type="checkbox"/> Completion of Training on Operation and Maintenance [specify no. of trainees, and location of training, if possible] <input type="checkbox"/> Written Acceptance of Goods, Services and Works, based on full compliance with RFQ requirements <input checked="" type="checkbox"/> <i>Within thirty (30) days from the date of meeting the following conditions:</i> <ol style="list-style-type: none"> UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and Receipt of invoice from the Service Provider
Contact Person for correspondence, notifications and clarifications	E-mail address: luu.ngoc.diep@undp.org Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. 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.
Clarifications	Requests for clarification from bidders will not be accepted any later than three (03) days before the submission deadline. Responses to request for clarification will be communicated through email by the UNDP contact person.
Evaluation method	<input type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer <input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the offer with Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract <input checked="" type="checkbox"/> Please refer to the Evaluation Criteria for further details

Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	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.
Type of Contract to be awarded	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) (this template is also utilised for Long-Term Agreement) and if an LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.) <input type="checkbox"/> Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]
Expected date for contract award.	01 April 2021
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.

EVALUATION CRITERIA

The evaluation of technical proposal shall be conducted using scoring method (1,000 points), as follows:

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	200
2.	Proposed Methodology, Approach and Implementation Plan	600
3.	Management Structure and Key Personnel	200
	Total	1000

Section 1. Bidder's qualification, capacity and experience		Points obtainable
1.1	At least three (03) years of practical experience in web/Intranet designing, upgrading and developing; resolving any bugs or performance-affecting problems <i>(the bidder who has longest experience will get 80 points, others will gain prorated points)</i>	80
1.2	At least 3 successful or ongoing projects (contracts) of similar scope with contact details for later performance reference <i>(30 score for each of first 3 projects, any additional project(s) will gain 10 score)</i>	100
1.3	Experience with UN Agencies	20
Total Section 1		200

Section 2. Proposed Methodology, Approach and Implementation Plan: <i>Demonstrable the qualification in developing user-friendly, visually attractive, highly interactive, simple but elegant, meeting the requirement of the TOR and annex A</i>		Points obtainable
2.1	An user-interface design following the technical requirement & Deliverables in annex A	450
2.2	Solution architecture design	50
2.3	Maintenance solution (2 parts: during warranty period and after warranty period)	50
2.4	Workplan demonstrating the requirement of part 3 of the TOR above (scope of work: expected outputs and schedules)	50
Total Section 2		600

Section 3. Management Structure and Key Personnel		Points obtainable
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3.1	All team members have demonstrable experience in web/Intranet designing, upgrading and developing. <i>(Detailed CVs of the technical team demonstrating experience in web/Intranet designing, upgrading and developing and English communication skills)</i>	150
3.2	The team leader's ability to communicate in English is an asset <i>(Detailed CVs of the team leader demonstrating English communication skills)</i>	50
Total Section 3		200

All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation.

Submission obtaining the highest weighted points (technical points + financial points) will be selected.

Important Notes:

- Evaluation will be done separately for each of the proposed key personnel (if applicable) and the total personnel score will be the average.
- Please refer to the List of documents to be submitted for the proposal preparation.

ANNEX 1: SCHEDULE OF REQUIREMENTS

Service	Upgrade the UN in Viet Nam Intranet Site
Duty station:	Ha Noi
Expected Duration	Starting in Q2/2021 for 3,5 months
Supervision:	To make sure the upgraded intranet site meets the expected requirements the successful Service Contractor will report and work closely with UN Intranet Working Group (WG) that includes members from One UN Communications Team, Common Back Office CBO Unit and OMT Working Group.

1. BACKGROUND

The One UN Intranet (<https://intra.un.org.vn/>) has been created by One UN Communication team in 2006 to support UN Viet Nam staff work more effectively and integrated. It is frequently used by all UN staff as a Virtual UN House for sharing information including announcements, upcoming events/common calendar, video and photo material to one UN resource center.

The Intranet has been upgraded several times by One UN Communication team being the latest upgrading done in 2015. As from 2016, though number of access and use of the intranet remains the same, some modules use and updating were discontinued. The only exceptions were: punctual announcements posted by Agencies' Com team, periodic postings done by CSU and use of the intranet by UN Staff to book GOUNH meetings room and to read information posted by CSU staff such as GOUNH Air Quality Index, activities and reports such as printing report, workflows, SOP etc.

In 2020, an all staff survey was conducted including questions on how the current platform could be improved. The requirement for the work outlined in this TOR is based on the findings of this assessment, requirements from the BOS along with complementary feedback received from OMT members and regular users.

2. OBJECTIVES

- To upgrade the design of the intranet to make it simpler, fresher and more appealing.
- To upgrade the Intranet content management system CMS (currently on Joomla) to the new CMS system that provides proper security and new tools/function that meet the new user requirements as specified in the Scope of Work section of this TOR.
- To fully test performance, fix bugs during the software testing phase.
- To migrate relevant data from previous intranet.
- To provide training for responsible staff in administering Intranet and using Intranet CMS system.
- Provide maintenance support service for Intranet for the next 12 months after the phase 4 is completed.

3. SCOPE OF WORK: EXPECTED OUTPUTS AND SCHEDULES

The Successful Service Contractor, according to the following terms of reference, and under the coordination of the UN Intranet Working Group shall deliver the products as described below.

The UN Intranet Working Group will be responsible for monitoring the progress, and daily interactions through email, phone and instant messaging required to discuss progress and next steps.

Phase	Output	Indicative Schedule
Phase 1	Phase 1: Analysis and Design: Propose a new design of the UN Intranet to make it simpler, fresher and more appealing to the users	4 weeks
Phase 2	Phase 2: Development: Upgrade the current or propose a new content management system for Intranet that has good information security and has available tool/plugin that meet user requirements + Adding the tools and functionality requested in the project proposal and address any performance problems that emerge	4weeks
Phase 3	Phase 3: Testing: Testing all modules and function and ensure Intranet fully operational + Intranet is tested on every single UN agency computer brand/model to ensure smooth access and working of all Intranet functions.	4 weeks
Phase 4	Phase 4: Training and official launch: Provide trainings for responsible UN staff to manage Intranet with all functions to prepare for official launch in the Green One UN House	2 weeks
Phase 5	Phase 5: Maintenance: Provide Intranet maintenance for the next 1 year. Fixing any issues with the user access, Intranet functions or security found	12 months after official launch

The detailed Technical features and deliverable are listed in the Annex A

4. EXPECTED QUALIFICATION

Any highly qualified professional IT company and based in Hanoi that is interested in bidding is expected to meet the following requirements:

- At least three (03) years of practical experience in web/Intranet designing, upgrading and developing, resolving any bugs or performance-affecting problems.
- Demonstrable previous experience in developing user-friendly, visually attractive, highly interactive, simple but elegant, and clean websites for different organizations;
- Having professional qualifications in Information Technology with exposure to multimedia applications, following web design standards and making use of the latest technology ;
- Experience with similar projects and UN is an asset.

5. TIMING, DURATION OF CONTRACT, AND LOCATION

The duty station for this assignment will be Ha Noi.

Intermittent presence on duty station premises is required.

6. REQUIREMENTS FOR SUBMISSION

- **Interactive real-time simulation** of the proposed technical solutions (by sending together with the technical proposal a link to the demonstration site for UN Intranet Working Group to review)
- Detailed and separate financial proposal for all features of the Scope of Work.

7. SUPPORT AND REFERENCE DOCUMENTS

The UN Intranet Working Group will provide all necessary logistical support and project direction, including facilitating access to the former One UN Intranet server located in the GOUNH.

The team will provide the following support where deemed appropriate:

- Substantive inputs in and quality control of deliverables;
- Office space for meetings and working sessions when needed;
- Any other substantive support where deemed appropriate.

8. CONTRACT PAYMENT

The payment to the successful Service Contractor shall be made in schedule as below:

20% of the contract value will be paid upon completion of phase 1 with UN representative acceptance

70% of the contract value will be paid upon the completion of phase 4 with UN representative acceptance.

10% of the contract value will be paid upon the completion of phase 5 with UN representative acceptance.

Annex A : Technical requirement & Deliverables for UN Intranet

Se	Function and Technical features	Description	Score
1.	General orientation	<ol style="list-style-type: none"> 1. All the info on current Intranet will be migrated to the new Intranet as archive 2. Each working group will update their content on Intranet accordingly 	10
2.	The new Intranet home page	<p>The new home page shows at least the following sections/features:</p> <ol style="list-style-type: none"> 1. News: sharing relevant info on orientation/decisions taken by UNCT (Corona for example) 2. Sharing info on coming conferences/meetings/events (UN Days, New Year, etc.) 3. Posting other relevant info pertinent to all staff 	20
3.	Staff corner	<p>Staff corner will contain below information</p> <ol style="list-style-type: none"> 1. Staff safety and security 2. Staff well being 3. Staff directory: Staff directory will allow users to search for search the most accurate and up-to-date information (name, title, phone, email, duty station, desk number, desk location on floor layout...etc) 4. Staff Association 5. Practical info and staff forum (if applicable) 	20
4.	Thematic Corner	<p>Thematic corner will contain below information</p> <ol style="list-style-type: none"> 1. Human resource (Who is who, staff corner, staff induction, learning corner, career development, form and downloads, all staff list) 2. Procurement (Join LTA, Share vendors, etc.) 3. Finance (Micro assessment, Macro assessment, HACT, etc.) 4. OMT Working Group 	20
5.	UN Efficiency Agenda and BOS Corner	<ol style="list-style-type: none"> 1. DaO 2. Business Operations Strategy in Vietnam 3. Common Back Office 	20
6.	Common Premise Corner	<p>Premise corner will contain below information</p> <ol style="list-style-type: none"> 1. UN Premises in Vietnam (GOUNH, HCMC) 2. GOUNH <ul style="list-style-type: none"> • Who we are • Agencies • Type of services <ul style="list-style-type: none"> ○ Book meeting rooms ○ ICT 	20

Se	Function and Technical features	Description	Score
		<ul style="list-style-type: none"> ○ Admin ○ FM 	
7.	Menu bar	<p>The menu bar should contain following menus and sub-menus</p> <ul style="list-style-type: none"> • About us • Staff corner • Thematic Corner • UN Efficiency Agenda Corner • Common Premise Corner • Resources Center • Search <p>Sub-menu navigates to detail page where displayed detail content which can contain text, multimedia, hyper-link.</p>	20
8.	Resources Center	<p>This module allows users to upload, browse, download and search publications, documents, meeting minutes, presentations.</p> <p>It should include following pages and functionalities:</p> <ol style="list-style-type: none"> 1. Upload/download documents. 2. Browse documents 3. Search and display search result 	20
9.	User management	<p>This module should cover new user registration, authorization and authentication procedures. It should include following pages and functionalities.</p> <ol style="list-style-type: none"> 1. New user login/registration page 2. Update and delete pages for users 3. Sorting & filtering options should be included 4. Users should be authorized by login and password. Password should be encrypted and stored in a database 5. Authorization roles should be divided into several groups. <ul style="list-style-type: none"> • "Admin" - should have all the access. • "Content editors" - members who will able to update the content in the system. • "Ordinary users" - members who will consume the information in the system. They mostly will have a read only access. • More user roles can be created during development period. 	30
10.	Common Calendar and GOUNH events	Create a shared calendar containing all common UN events. Responsible staff can add items (administrators as well as group secretaries)	20
11.	Dashboards	<p>Dashboard of other system such as</p> <ul style="list-style-type: none"> • Air Quality Index 	40

Se	Function and Technical features	Description	Score
		<ul style="list-style-type: none"> • Status of tickets • Client Satisfaction Survey • Meeting room booking status • etc Dashboards are displayed in the front page of the Intranet. Data of dashboard should be updated real time via API or databases	
12.	Search engine	Data search functionality which needs to cover all modules. Archive data search needs to be considered as well.	20
13.	Mobile version	Web site should be adjustable and flexible on mobile devices via modern browsers. Responsive layouts automatically adjust and adapt to any device screen size, whether it is a desktop, a laptop, a tablet, or a mobile phone.	50
14.	Mailing System	<p>This module should cover email communication with all intranet users. It should include following functionalities and requirement:</p> <ol style="list-style-type: none"> 1. Room booking system email notification 2. Subscriber mailing list and mail merge functionality in different mailing templates (One UN, Agency specific, Joint programmes/projects). 3. Build in the possibility to unsubscribe automatically 4. Office 365 smtp gateway integration 	20
15.	Meeting room	<p>Upgrade GOUNH room booking feature that makes it possible to book a room in the Green One UN House through the Intranet with minimum requirements as below as below</p> <ol style="list-style-type: none"> 1. User can select self- service meeting rooms or request for managed meeting rooms 2. For self service meeting room, user can select prefer date, time then the system will display all available room for user to select 3. After user booked the prefer room, there will have confirmation email sent to user with below information: <ul style="list-style-type: none"> - Confirm that the room have reserved for users - User can select option to download respective calendar file (Outlook, Google calendar) to add to their calendar - Contains the link to cancel the booking if user don't need 4. Alert/Notification/Reminder to booking requester in advance of the event. The requester can cancel the booking before 2 hours if not needed any more 	40
16.	Services Request Submission	GOUNH users can request services through Intranet ticket registration forms	10
17.	Multi-platform integration	Transparency navigation across different applications without duplicate login.	10
18.	Accessible content	The Intranet content should be accessible for user with disability (<i>reference information</i> https://www.w3.org/WAI/standards-guidelines/wcag/)	20
19.	Backend administration	1. Easy Administration.	20

Se	Function and Technical features	Description	Score
		2. Powerful Publishing Tools. 3. Social Media Integration. 4. Detailed Analytics. 5. Security. 6. Multi-Platform Capabilities	
20.	Content migration from the old website to the new one	1. Determine the Menu Structure of the Content 2. Obtain an inventory of content like Images, videos, PDFs, Office Docs, articles. 3. Upload the resources to the new CMS.	20
	TOTAL:		450

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Is your company a member of the UN Global Compact	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: 3 contracts				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

ANNEX 3: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- a brief methodology, approach and implementation plan;
- team composition and CVs of key personnel

Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services. All daily rates shall be based on an eight-hour working day.

Currency of Quotation: Click or tap here to enter text.

Ref	Description of Deliverables	Price
1.		
2.		
3.		
4.		
5.		
Total Price		

Breakdown of Fees

Personnel / other elements	UOM	Qty	Unit Price	Total Price
Personnel				
e.g. Project Manager/Team Leader	day			
Other expenses				
International flights				

Subsistence allowance				
Local Transportation				
Communication				
Other Costs: (please specify)				
Total				

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<i>Exact name and address of company</i> Company Name Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.