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REQUEST FOR PROPOSAL RFP 064/21

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| NAME & ADDRESS OF FIRM | DATE: June 11, 2021 |
| | REFERENCE: Development of online platform for enhancing monitoring and evaluation mechanisms of Justice and Anti-Corruption strategic documents and promoting public awareness |

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Development of online platform for enhancing monitoring and evaluation mechanisms of Justice and Anti-Corruption strategic documents and promoting public awareness (the detailed TOR is attached 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 **25 June 2021, 4:00 pm** local Yerevan time (GMT +4) via email to the following e-mail address: tenders.armenia@undp.org

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than 3 transmissions (**please use pdf format and have up to 3 files for the whole proposal**). They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

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

Description of Requirements

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| Context of the Requirement | Development of online platform for enhancing monitoring and evaluation mechanisms of Justice and Anti-Corruption strategic documents and promoting public awareness |
| Implementing Partner | N/A |
| Brief Description of the Required Services ¹ | As per attached Terms of Reference (TOR), Annex 1a |
| List and Description of Expected Outputs to be Delivered | As per attached Terms of Reference (TOR), Annex 1a |
| Person to Supervise the Work/Performance of the Service Provider | Mr. Alen Mkrtchyan, Technical Task Lead, "Support to Armenia's Justice and Rule of Law Reforms" Project |
| Frequency of Reporting | Weekly progress reports |
| Progress Reporting Requirements | On a regular basis |
| Location of work | <input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> At Contractor's Location |
| Expected duration of work | 3 months + 3 months for maintenance |
| Target start date | July, 2021 |
| Latest completion date | December, 2021 |
| Travels Expected | <input checked="" type="checkbox"/> Not Required |
| Special Security Requirements | <input checked="" type="checkbox"/> Not Required |
| Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal) | <input checked="" type="checkbox"/> Not Required |
| Implementation Schedule indicating breakdown and timing of activities/sub-activities | <input checked="" type="checkbox"/> Required |
| Names and curriculum vitae of individuals who will be involved in completing the services | <input checked="" type="checkbox"/> Required |

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.

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| Currency of Proposal | <input checked="" type="checkbox"/> United States Dollars <input checked="" type="checkbox"/> Local Currency | | | |
| Value Added Tax on Price Proposal ² | <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes | | | |
| Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>) | <input checked="" type="checkbox"/> 60 days <input 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 | Outputs | Percentage | Timing | Condition for Payment Release |
| | Developed and fully functional software system/online platform for planning, execution, collaboration, monitoring and evaluation of Activities in the Strategic documents; | 40% | 1.5 month after contract signed | Within thirty (30) days from the date of meeting the following conditions: 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. |
| | Ensured follow-up activities to fix bug/errors connected with the software system operation. | 50% | 3 month after contract signed | |
| | Monthly maintenance/service/ 3 months | 10% | 6 months after contract signed | |

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.

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| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | Mr. Alen Mkrtchyan, Technical Task Lead, "Support to Armenia's Justice and Rule of Law Reforms" Project |
| Type of Contract to be Signed | <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP |
| Criteria for Contract Award | <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%. |
| Criteria for the Assessment of Proposal | <p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> <u>Expertise of the Firm - Maximum obtainable points: – 300</u></p> <ul style="list-style-type: none"> - At least 3 years of proven/working experience in IT sector and experience of implementation of similar contracts. Proven experience in development of at least 2 similar projects for government agencies, provision of computer programming services for the e-government sector, developing of databases based on open source technologies and provision of services with the use of systems with E-signatures are considered similar services, max: 100; - Experience in cooperation with governmental structures and international organizations. 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; max: 100; - Experience in working with modern hardware server solutions and software platforms; Experience in ensuring systems compatibility to find highly productive and reliable solutions; max: 100; <p><input checked="" type="checkbox"/> <u>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan, technical capacity - Maximum obtainable points: 300</u></p> <ul style="list-style-type: none"> - The detailed description of implementation methods and organisational approaches, milestones, timeframe and detailed budget breakdown (see budget breakdown template attached)- max 300. <p><input checked="" type="checkbox"/> <u>Management Structure and Qualification of Key Personnel - Maximum obtainable points: 400</u></p> <ul style="list-style-type: none"> - Project manager (Development Team leader), M.Sc. in Computer Science, Math or related field as well as Project management with a minimum of 3 year experience, max: 150 - 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, max: 150 - Database specialist, with 2 years and more experience, max: 100 |

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| | <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 |
| Annexes to this RFP ⁴ | <input checked="" type="checkbox"/> Detailed Terms of Reference (Annex 1a) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁵ |
| Contact Person for Inquiries (Written inquiries only) ⁶ | <i>Procurement Unit, UNDP Armenia</i> procurement.armenia@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] | |

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

⁵ 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.

⁶ 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

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| Scope of services: | Company to support the development of online platform for enhancing monitoring and evaluation mechanisms of Justice and Anti-Corruption strategic documents and promoting public awareness |
| Duration: | June-September 2021 (with possibility of extension) |
| Location: | Yerevan, Armenia |
| Project title: | “Support to Armenia’s Justice and Rule of Law reforms” |

Background:

In October 2019 the Government of Armenia adopted far-reaching and ambitious strategic documents on Justice and Anti-Corruption reforms. The **Anti-Corruption Strategy**, among others, aims at creating and improving feasible mechanisms for integrity, transparency and participation in public governance, dictating common rules for counter influencing corruption within the public administration system, as well as introducing the institutional model for the fight against corruption. The package includes wide-range of activities aimed at revamping or establishing, where needed, anti-corruption legal and institutional framework, putting in place relevant mechanisms for corruption risks identification, mitigation, and prevention, developing institutional tools and mechanisms for corruption monitoring, developing sustainable model of anti-corruption education etc. Special attention paid for improving monitoring and evaluation mechanisms. The Strategy clearly prescribes that Government attaches importance to the establishment of a public, transparent and innovative monitoring and evaluation system that will be based on the active participation of the society.

The 2019-2023 **Legal and Judicial Strategy** stipulates very ambitious strategic goals, among others, establishment of e-justice system, ensuring independence, impartiality, accountability and efficiency of judicial system, adoption of numerous legal acts, strengthening free legal aid system and etc.

The activities under 2 abovementioned Strategic documents include indicators and time-lines, however, to allow the Ministry of Justice to measure and to report on the progress of implementation

in a systematic way, the establishment and introduction of M&E innovative tool will be at utmost importance.

There are constant and growing pressures on governments and organizations around the world to demonstrate the results of their programs and activities. Governments are increasingly asked to be more responsive to demands from internal and external stakeholders for good governance, accountability, transparency and greater efficiency and effectiveness. As demands for greater accountability and results have grown, there is an accompanying need for useful and useable results-based monitoring and evaluation systems to support the management of policies, programs, and projects.

To address these needs, the Project will support the Ministry of Justice to develop and apply effective monitoring and evaluation mechanisms for Justice and AC strategic documents, through development of an online portal for regular reporting and coordination, as well as for enhancing public awareness. The platform will serve as a source for compilation of information on the status of implementation of the Action Plans deriving from Strategies, tool for planning and collaboration of responsible agencies and an informative tool for public at large.

Scope of work:

Under the overall coordination of the Task Lead on Justice and Anti-corruption issues, the contractor will work in close coordination with the Ministry of Justice on:

- (i) Development and deployment of a software system allowing for the planning, execution, collaboration of different state agencies and monitoring of Judicial and Legal and Anti-Corruption Strategies;
- (ii) Providing assistance in deployment process of the developed software solution;
- (iii) Participate in the processes of need assessment, design and development with all involved stakeholders

Duties and responsibilities:

- Ensure relevant IT solutions for the software development;
- Develop the necessary software solution allowing for planning, execution, collaboration and monitoring of Activities in the Strategic documents;
- Ensure the design, development and management of the software system in close coordination with the Project team and the Ministry of Justice;
- Ensure follow up activities to fix bugs/errors connected with the software system operation.

Technical and other requirements:

- The platform will contain an automatically generated site map, which will describe the name of the page and a short description of the web page.
- The platform shall ensure administration module which implement all the necessary functions to manage the web-portal including but not limited to the management of users and roles, translation of the content into various languages, creation and management of the permissions and roles of the users. It also shall contain tools for performing the scheduled operations (backup, cleaning, etc.)
- The platform shall be designed in the way that users operate with the content in a user-friendly manner without involvement of the programmer.
- During the design stage the contractor shall develop at least three versions of the interface design for the web-portal and present it to UNDP/MoJ for the approval. The design shall include the home page, and at least three other first-line webpages. The design shall include the version for the desktop computer, tablet, and mobile phones.
- The website shall be adjusted with Mobile version. The mobile version shall be available for the Android and IOS.
- The platform shall implement an external user registration feature (personal cabinet). Every engaged public institution (nominated person) will have access to this platform in order to regularly insert/post information on performance. This will allow to conduct monitoring and evaluation over the implementation of Strategic documents.
- The platform shall have front page for the user login. Front-page shall contain the username or email and password fields, as well as the links for the, forgot password action.
- The platform shall also include the recommendations and suggestions registration section.
- The platform will ensure the possibility for conducting regular monitoring and evaluation over Strategic documents.
- The platform will developed in a user-friendly manner to enhance the public awareness on Strategic documents.
- The platform shall implement tools for the engagement with citizens, allowing them to be involvement in the execution process of the Strategic documents.
- Social Media requirements. The platform should have its pages' content shareable to social media (Facebook, Instagram, Twitter, etc.). The administrator of the portal shall be capable to manage these links.
- The platform should be bilingual- Armenian and English.
- The home page of the website shall have possibility to implement slider element.
- The web site shall allow users switch to night mode view and back.
- The public web pages of the site shall not contain any intranet link or email addresses available for non-authenticated users.
- The platform shall have an audit log available for the administrators of the system for the analysis of the web portal usage and security aspects.
- The user interface elements including the fonts shall be standardized and have no difference among the pages.
- The website shall have a centralized user and granular permissions management allowing to set up the access to web pages in a flexible manner.

- The Company should develop mini video clip introducing this web portal which will enhance public awareness.
- The platform shall implement Search engine optimization features.
- The website shall be fully compliant with the latest version of the browsers, including Chrome, Microsoft Edge, Mozilla Firefox, and Opera.

Expected deliverables:

- Developed and fully functional software system/online platform for planning, execution, collaboration, monitoring and evaluation of Activities in the Strategic documents;
- Ensured follow-up activities to fix bug/errors connected with the software system operation.

Required Qualifications:

The company should demonstrate its capability and thorough understanding of the work to be carried out, as outlined in Terms of Reference. The Company's qualification and experience shall meet the below-presented minimum requirements.

Expertise of the Company:

- At least 3 years of proven/working experience in IT sector and experience of implementation of similar contracts. Proven experience in development of at least 2 similar projects for government agencies, provision of computer programming services for the e-government sector, developing of databases based on open source technologies and provision of services with the use of systems with E-signatures are considered similar services.
- Experience in cooperation with governmental structures and international organizations.
- 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.

Key personnel qualification requirements:

- Project manager (Development Team leader), M.Sc. in Computer Science, Math or related field 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.
- The Company should have a strong team of experts, with shown professional capacities. Portfolio of the firm with proven experience in developing website and mobile applications should be provided.
- Understanding of the Justice and Anti-corruption context to match with adequate technical solutions;
- Demonstrated 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.

Financial Proposal:

- Detailed budget breakdown per main expenditures (e.g consultancy fees, communications, other related costs etc.).
- The Company should submit a financial proposal on the development of EITI Portal, as well as on monthly maintenance/service (portal changes, additions, etc.) .

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

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

B. Proposed Methodology for the Completion of Services

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

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. **Qualifications of Key Personnel**

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

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. **Cost Breakdown per Deliverable***

| | Deliverables <i>[list them as referred to in the RFP]</i> | Percentage of Total Price <i>(Weight for payment)</i> | Price <i>(Lump Sum, All Inclusive),</i> <i>currency</i> |
|---|--|---|--|
| 1 | Developed and fully functional software system/online platform for planning, execution, collaboration, monitoring and evaluation of Activities in the Strategic documents; | 40% | |
| 2 | Ensured follow-up activities to fix bug/errors connected with the software system operation. | 50% | |
| 3 | Monthly maintenance/service | 10% | |

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

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

| Description of Activity | Remuneration per Unit of Time | Total Period of Engagement | No. of Personnel | Total Rate |
|-----------------------------------|--------------------------------------|-----------------------------------|-------------------------|-------------------|
| I. Personnel Services | | | | |
| 1. Services from Home Office | | | | |
| a. Expertise 1 | | | | |
| b. Expertise 2 | | | | |
| 2. Services from Field Offices | | | | |
| a . Expertise 1 | | | | |
| b. Expertise 2 | | | | |
| 3. Services from Overseas | | | | |
| a. Expertise 1 | | | | |
| b. Expertise 2 | | | | |
| II. Out of Pocket Expenses | | | | |
| 1. Travel Costs | | | | |
| 2. Daily Allowance | | | | |

| | | | | |
|---------------------------------|--|--|--|--|
| 3. Communications | | | | |
| 4. Reproduction | | | | |
| 5. Equipment Lease | | | | |
| 6. Others | | | | |
| III. Other Related Costs | | | | |

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

[Designation]

[Date]

Annex 3

(Attached separately)

General Terms and Conditions