United Nations Development Programme



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## REQUEST FOR PROPOSAL #NextGenUNDP - Web Development and Design Services - Global Rollout Project #2

RFP No.: 21.081 #NextGenUNDP – Web Development and Design Services – Project: Global Rollout Project #2 Country: USA

Issued on: 30 June 2021

Section Section

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## SECTION 1. LETTER OF INVITATION

The United Nations Development Programme (UNDP) hereby invites you to submit a Proposal to this Request for Proposal (RFP) for the above-referenced subject.

This RFP includes the following documents and the General Terms and Conditions of Contract which is inserted in the Bid Data Sheet (BDS):

Section 1: This Letter of Invitation Section 2: Instruction to Bidders

Section 3: Bid Data Sheet (BDS)

Section 4: Evaluation Criteria

Section 5: Terms of Reference

Section 6: Returnable Bidding Forms

- Form A: Technical Proposal Submission Form
- o Form B: Bidder Information Form
- o Form C: Joint Venture/Consortium/Association Information Form
- o Form D: Qualification Form
- Form E: Format of Technical Proposal
- o Form F: Financial Proposal Submission Form
- Form G: Financial Proposal Form
- o Form H: Form of Proposal Security

If you are interested in submitting a Proposal in response to this RFP, please prepare your Proposal in accordance with the requirements and procedure as set out in this RFP and submit it by the Deadline for Submission of Proposals set out in Bid Data Sheet.

Please acknowledge receipt of this RFP by sending an email to <u>bera.procurement@undp.org</u> indicating whether you intend to submit a Proposal or otherwise. You may also utilize the "Accept Invitation" function in eTendering system, where applicable. This will enable you to receive amendments or updates to the RFP. Should you require further clarifications, kindly communicate with the contact person/s identified in the attached Bid Data Sheet as the focal point for queries on this RFP.

UNDP looks forward to receiving your Proposal and thank you in advance for your interest in UNDP procurement opportunities.

Issued by: Kaul Espinosa Keyna

Name: Raul Espinosa Title: Procurement Specialist Date: **June 30, 2021** 

Approved by: Albana Guorda

Name: Albana Zhorda Title: Chief Management Support Unit Date: **June 30, 2021** 

# SECTION 2. INSTRUCTION TO BIDDERS

A. GENERAL PROVISIONS				
1. Introduction	<b>1.1</b> Bidders shall adhere to all the requirements of this RFP, including any amendments in writing by UNDP. This RFP is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement which can be accessed at <a href="https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d">https://popp.undp.org/SitePages/POPPBSUnit.aspx?TermID=254a9f96-b883-476a-8ef8-e81f93a2b38d</a>			
	1.2 Any Proposal submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Proposal by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFP.			
	1.3 As part of the bid, it is desired that the Bidder registers at the United Nations Global Marketplace (UNGM) website ( <u>www.ungm.org</u> ). The Bidder may still submit a bid 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.			
2. Fraud & Corruption, Gifts and Hospitality	2.1 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 observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at <a href="http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_off-audit_andinvestigation.html#anti">http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_off-audit_andinvestigation.html#anti</a>			
	2.2 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 or dinners.			
	<ul> <li>2.3 In pursuance of this policy, UNDP</li> <li>(a) Shall reject a proposal if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question;</li> <li>(b) Shall declare a vendor ineligible, either indefinitely or for a stated period of time, 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.</li> </ul>			
	2.4 All Bidders must adhere to the UN Supplier Code of Conduct, which may be found at https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct			
3. Eligibility	3.1 A vendor should 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.			
	3.2 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.			
4. Conflict of Interests	4.1 Bidders must 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. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this solicitation process, if they:			
	<ul> <li>a) Are or have been associated in the past, with a firm or any of its affiliates which have been engaged by UNDP to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the goods and services in this selection process;</li> <li>b) Were involved in the preparation and/or design of the programme/project related to the services requested under this RFP; or</li> <li>c) Are found to be in conflict for any other reason, as may be established by, or at the discretion of UNDP.</li> </ul>			
	<ul> <li>4.2 In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to UNDP, and seek UNDP's confirmation on whether or not such a conflict exists.</li> </ul>			
	4.3 Similarly, the Bidders must disclose in their proposal their knowledge of the following:			
	a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of UNDP staff involved in the			

			<ul> <li>procurement functions and/or the Government of the country or any Implementing Partner receiving services under this RFP; and</li> <li>b) All other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.</li> </ul>
			Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.
		4.4	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 RFP, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Proposal.
	B. PREPARATION OF PR	ROPOSA	ILS
5.	General Considerations	5.1	In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
		5.2	The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify the UNDP
6.	Cost of Preparation of Proposal	6.1	The Bidder shall bear any and all costs related to the preparation and/or submission of the Proposal, regardless of whether its Proposal was selected or not. UNDP shall not be responsible or liable for those costs, regardless of the conduct or outcome of the procurement process.
7.	Language	7.1	The Proposal, as well as any and all related correspondence exchanged by the Bidder and UNDP, shall be written in the language (s) specified in the BDS.
8.	Documents Comprising	8.1	The Proposal shall comprise of the following documents:
	the Proposal		<ul> <li>a) Documents Establishing the Eligibility and Qualifications of the Bidder;</li> <li>b) Technical Proposal;</li> <li>c) Financial Proposal;</li> <li>d) Proposal Security, if required by BDS;</li> <li>e) Any attachments and/or appendices to the Proposal.</li> </ul>
9.	Documents Establishing the Eligibility and Qualifications of the Bidder	9.1	The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor, using the Forms provided under Section 6 and providing documents required in those forms. In order to award a contract to a Bidder, its qualifications must be documented to UNDP's satisfaction.
10.	Technical Proposal Format and Content	10.1	The Bidder is required to submit a Technical Proposal using the Standard Forms and templates provided in Section 6 of the RFP.
		10.2	The Technical Proposal shall not include any price or financial information. A Technical Proposal containing material financial information may be declared non-responsive.
		10.3	Samples of items, when required as per Section 5, shall be provided within the time specified and unless otherwise specified by UNDP, and at no expense to UNDP
		10.4	When applicable and required as per Section 5, the Bidder shall describe the necessary training programme available for the maintenance and operation of the services and/or equipment offered as well as the cost to the UNDP. Unless otherwise specified, such training as well as training materials shall be provided in the language of the Bid as specified in the BDS.
11.	Financial Proposals	11.1	The Financial Proposal shall be prepared using the Standard Form provided in Section 6 of the RFP. It shall list all major cost components associated with the services, and the detailed breakdown of such costs.
		11.2	Any output and activities described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, as well as in the final total price.
		11.3	Prices and other financial information must not be disclosed in any other place except in the financial proposal.
12.	Proposal Security	12.1	A Proposal Security, if required by BDS, shall be provided in the amount and form

	indicated in the BDS. The Proposal Security shall be valid up to thirty (30) days after th final date of validity of the Proposal.
	<ul> <li>12.2 The Proposal Security shall be included along with the Technical Proposal. If Propos Security is required by the RFP but is not found along with the Technical Proposal, th Proposal shall be rejected.</li> </ul>
	12.3 If the Proposal Security amount or its validity period is found to be less than what required by UNDP, UNDP shall reject the Proposal.
	12.4 In the event an electronic submission is allowed in the BDS, Bidders shall include a cop of the Bid Security in their proposal and the original of the Proposal Security must be servia courier or hand delivery as per the instructions in BDS.
	12.5 The Proposal Security may be forfeited by UNDP, and the Proposal rejected, in the even of any one or combination, of the following conditions:
	<ul> <li>a) If the Bidder withdraws its offer during the period of the Proposal Validity specifies in the BDS, or;</li> <li>b) In the event that the successful Bidder fails: <ul> <li>i. to sign the Contract after UNDP has issued an award; or</li> </ul> </li> <li>12.6 to furnish the Performance Security, insurances, or other documents that UNDP marequire as a condition precedent to the effectivity of the contract that may be awarded the Bidder.</li> </ul>
13. Currencies	13.1 All prices shall be quoted in the currency or currencies indicated in the BDS. Whe Proposals are quoted in different currencies, for the purposes of comparison of a Proposals:
	<ul> <li>a) UNDP will convert the currency quoted in the Proposal into the UNDP preferre currency, in accordance with the prevailing UN operational rate of exchange on the last day of submission of Proposals; and</li> </ul>
	b) In the event that UNDP selects a proposal for award that is quoted in a current different from the preferred currency in the BDS, UNDP shall reserve the right award the contract in the currency of UNDP's preference, using the conversion method specified above.
14. Joint Venture, Consortium or Association	14.1 If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JN Consortium or Association for the Proposal, they shall confirm in their Proposal that : they have designated one party to act as a lead entity, duly vested with authority to legal bind the members of the JV, Consortium or Association jointly and severally, which sha be evidenced by a duly notarized Agreement among the legal entities, and submittee with the Proposal; 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 ar on behalf of all the member entities comprising the joint venture.
	14.2 After the Deadline for Submission of Proposal, the lead entity identified to represent th JV, Consortium or Association shall not be altered without the prior written consent UNDP.
	14.3 The lead entity and the member entities of the JV, Consortium or Association shall abid by the provisions of Clause 9 herein in respect of submitting only one proposal.
	14.4 The description of the organization of the JV, Consortium or Association must clear define the expected role of each of the entity in the joint venture in delivering th requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subjet to the eligibility and qualification assessment by UNDP.
	14.5 A JV, Consortium or Association in presenting its track record and experience shou clearly differentiate between:
	a) Those that were undertaken together by the JV, Consortium or Association; and
	<li>b) Those that were undertaken by the individual entities of the JV, Consortium Association.</li>
	14.6 Previous contracts completed by individual experts working privately but who a permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its member but should only be claimed by the individual experts themselves in their presentation or their individual credentials.
	14.7 JV, Consortium or Associations are encouraged for high value, multi-sector

		requirements when the spectrum of expertise and resources required may not be available within one firm.
15. Only One Proposal	15.1	The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.
	15.2	Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to
		<ul> <li>have any of the following:</li> <li>f) they have at least one controlling partner, director or shareholder in common; or</li> <li>g) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> </ul>
		<ul> <li>h) they have the same legal representative for purposes of this RFP; or</li> <li>i) 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 Proposal of, another Bidder regarding this RFP process;</li> <li>i) they are subcontractors to each other/o Proposal or a subcontractor to one Proposal</li> </ul>
		<ul> <li>j) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or</li> </ul>
		<ul> <li>some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.</li> </ul>
16. Proposal Validity Period	16.1	Proposals shall remain valid for the period specified in the BDS, commencing on the Deadline for Submission of Proposals. A Proposal valid for a shorter period may be rejected by UNDP and rendered non-responsive.
	16.2	During the Proposal validity period, the Bidder shall maintain its original Proposal without any change, including the availability of the Key Personnel, the proposed rates and the total price.
17. Extension of Proposal Validity Period	17.1	In exceptional circumstances, prior to the expiration of the proposal validity period, UNDP may request Bidders to extend the period of validity of their Proposals. The request and the responses shall be made in writing, and shall be considered integral to the Proposal.
	17.2	If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.
	17.3	The Bidder has the right to refuse to extend the validity of its Proposal, and in which case, such Proposal will not be further evaluated.
18. Clarification of Proposal	18.1	Bidders may request clarifications on any of the RFP documents no later than the date indicated in the BDS. Any request for clarification must be sent in writing in the manner indicated in the BDS. If inquiries are sent other than specified channel, even if they are sent to a UNDP staff member, UNDP shall have no obligation to respond or confirm that the query was officially received.
	18.2	UNDP will provide the responses to clarifications through the method specified in the BDS.
	18.3	UNDP shall endeavor to provide responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.
19. Amendment of Proposals	19.1	At any time prior to the deadline of Proposal submission, UNDP may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.
	19.2	If the amendment is substantial, UNDP may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.
20. Alternative Proposals	20.1	Unless otherwise specified in the BDS, alternative proposals shall not be considered. If submission of alternative proposal is allowed by BDS, a Bidder may submit an alternative proposal, but only if it also submits a proposal conforming to the RFP requirements. UNDP shall only consider the alternative proposal offered by the Bidder whose conforming proposal ranked the highest as per the specified evaluation method. Where the conditions for its acceptance are met, or justifications are clearly established, UNDP reserves the right to award a contract based on an alternative proposal.

	"Main Proposal" and "Alternative Proposal"
21. Pre-Bid Conference	21.1 When appropriate, a Bidder's conference will be conducted at the date, time and location specified in the BDS. All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder. Minutes of the Bidder's conference will be disseminated on the procurement website and shared by email or on the e-Tendering platform as specified in the BDS. No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically incorporated in the Minutes of the Bidder's Conference or issued/posted as an amendment to RFP.
C. SUBMISSION AND OP	ENING OF PROPOSALS
22. Submission	22.1 The Bidder shall submit a duly signed and complete Proposal comprising the documents and forms in accordance with the requirements in the BDS. The submission shall be in the manner specified in the BDS.
	22.2 The Proposal shall be signed by the Bidder or person(s) duly authorized to commit the Bidder. The authorization shall be communicated through a document evidencing such authorization issued by the legal representative of the bidding entity, or a Power of Attorney, accompanying the Proposal.
	22.3 Bidders must be aware that the mere act of submission of a Proposal, in and of itself, implies that the Bidder fully accepts the UNDP General Contract Terms and Conditions.
Hard copy (manual) submission	<ul><li>22.4 Hard copy (manual) submission by courier or hand delivery allowed or specified in the BDS shall be governed as follows:</li></ul>
	a) The signed Proposal shall be marked "Original", and its copies marked "Copy" as appropriate. The number of copies is indicated in the BDS. All copies shall be made from the signed original only. If there are discrepancies between the original and the copies, the original shall prevail.
	b) The Technical Proposal and the Financial Proposal envelopes MUST BE COMPLETELY SEPARATE and each of them must be submitted sealed individually and clearly marked on the outside as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each envelope SHALL clearly indicate the name of the Bidder. The outer envelopes shall:
	i. Bear the name and address of the bidder;
	ii. Be addressed to UNDP as specified in the BDS
	iii. Bear a warning that states "Not to be opened before the time and date for proposal opening" as specified in the BDS.
	If the envelopes and packages with the Proposal are not sealed and marked as
	required, UNDP shall assume no responsibility for the misplacement, loss, or premature opening of the Proposal.
Email Submission	
	22.5 Email submission, if allowed or specified in the BDS, shall be governed as follows:
	<ul> <li>a) Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;</li> </ul>
	b) The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE. The financial proposal shall be encrypted with different passwords and clearly labelled. The files must be sent to the dedicated email address specified in the BDS.
	c) The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose Technical Proposal has been found to be technically responsive. Failure to provide correct password may result in the proposal being rejected.
eTendering submission	22.6 Electronic submission through eTendering, if allowed or specified in the BDS, shall be governed as follows:

	a)	Electronic files that form part of the proposal must be in accordance with the format and requirements indicated in BDS;
	b)	The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and each of them must be uploaded individually and clearly labelled.
	d)	The Financial Proposal file must be encrypted with a password so that it cannot be opened nor viewed until the password is provided. The password for opening the Financial Proposal should be provided only upon request of UNDP. UNDP will request password only from bidders whose technical proposal has been found to be technically responsive. Failure to provide the correct password may result in the proposal being rejected.
	c)	Documents which are required to be in original form (e.g. Bid Security, etc.) must be sent via courier or hand delivery as per the instructions in BDS.
	d)	system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:
		https://www.undp.org/content/undp/en/home/procurement/business/resources- for-bidders
23. Deadline for Submission of Proposals and Late Proposals	ar	omplete Proposals must be received by UNDP in the manner, and no later than the date nd time, specified in the BDS. UNDP shall only recognize the date and time that the bid as received by UNDP
		NDP shall not consider any Proposal that is submitted after the deadline for the ubmission of Proposals.
24. Withdrawal, Substitution, and Modification of		Bidder may withdraw, substitute or modify its Proposal after it has been submitted at ny time prior to the deadline for submission.
Proposals	by sh su w su	anual and Email submissions: A bidder may withdraw, substitute or modify its Proposal y sending a written notice to UNDP, duly signed by an authorized representative, and nall include a copy of the authorization (or a Power of Attorney). The corresponding ubstitution or modification of the Proposal, if any, must accompany the respective ritten notice. All notices must be submitted in the same manner as specified for ubmission of proposals, by clearly marking them as "WITHDRAWAL" "SUBSTITUTION," or MODIFICATION"
	Ec th or m	Fendering: A Bidder may withdraw, substitute or modify its Proposal by Canceling diting, and re-submitting the proposal directly in the system. It is the responsibility o ne Bidder to properly follow the system instructions, duly edit and submit a substitutior r modification of the Proposal as needed. Detailed instructions on how to cancel o hodify a Proposal directly in the system are provided in Bidder User Guide and structional videos.
		roposals requested to be withdrawn shall be returned unopened to the Bidders (only for anual submissions), except if the bid is withdrawn after the bid has been opened
25. Proposal Opening	of ca	nere is no public bid opening for RFPs. UNDP shall open the Proposals in the presence f an ad-hoc committee formed by UNDP, consisting of at least two (2) members. In the ase of e-Tendering submission, bidders will receive an automatic notification once their roposal is opened.
D. EVALUATION OF PR	OPOSALS	
26. Confidentiality	th pe	formation relating to the examination, evaluation, and comparison of Proposals, and he recommendation of contract award, shall not be disclosed to Bidders or any othe ersons not officially concerned with such process, even after publication of the contrac ward.
	e> m	ny effort by a Bidder or anyone on behalf of the Bidder to influence UNDP in the kamination, evaluation and comparison of the Proposals or contract award decisions hay, at UNDP's decision, result in the rejection of its Proposal and may be subject to the oplication of prevailing UNDP's vendor sanctions procedures.
27. Evaluation of Proposals	SU	ne Bidder is not permitted to alter or modify its Proposal in any way after the proposa ubmission deadline except as permitted under Clause 24 of this RFP. UNDP will conduct ne evaluation solely on the basis of the submitted Technical and Financial Proposals.
	27.2 Ev a)	valuation of proposals is made of the following steps: Preliminary Examination

	b) Minimum Eligibility and Qualification (if pre-qualification is not done)
	<ul> <li>c) Evaluation of Technical Proposals</li> <li>d) Evaluation of Financial Proposals</li> </ul>
28. Preliminary Examination	28.1 UNDP shall examine the Proposals to determine whether they are complete with respect to minimum documentary requirements, whether the documents have been properly signed, and whether the Proposals are generally in order, among other indicators that may be used at this stage. UNDP reserves the right to reject any Proposal at this stage.
29. Evaluation of Eligibility and Qualification	29.1 Eligibility and Qualification of the Bidder will be evaluated against the Minimum Eligibility/Qualification requirements specified in the Section 4 (Evaluation Criteria).
	<ul> <li>29.2 In general terms, vendors that meet the following criteria may be considered qualified:</li> <li>e) They are not included in the UN Security Council 1267/1989 Committee's list of terrorists and terrorist financiers, and in UNDP's ineligible vendors' list;</li> <li>f) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments,</li> <li>g) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required;</li> <li>h) They are able to comply fully with UNDP General Terms and Conditions of Contract;</li> <li>i) They do not have a consistent history of court/arbitral award decisions against the Bidder; and</li> <li>j) They have a record of timely and satisfactory performance with their clients.</li> </ul>
30. Evaluation of Technical and Financial Proposals	30.1 The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other RFP documents, applying the evaluation criteria, sub-criteria, and point system specified in the Section 4 (Evaluation Criteria). A Proposal shall be rendered non-responsive at the technical evaluation stage if it fails to achieve the minimum technical score indicated in the BDS. When necessary and if stated in the BDS, UNDP may invite technically responsive bidders for a presentation related to their technical proposals. The conditions for the presentation shall be provided in the bid document where required.
	30.2 In the second stage, only the Financial Proposals of those Bidders who achieve the minimum technical score will be opened for evaluation. The Financial Proposals corresponding to Technical Proposals that were rendered non-responsive shall remain unopened, and, in the case of manual submission, be returned to the Bidder unopened. For emailed Proposals and e-tendering submissions, UNDP will not request for the password of the Financial Proposals of bidders whose Technical Proposal were found not responsive.
	30.3 The evaluation method that applies for this RFP shall be as indicated in the BDS, which may be either of two (2) possible methods, as follows: (a) the lowest priced method which selects the lowest evaluated financial proposal of the technically responsive Bidders; or (b) the combined scoring method which will be based on a combination of the technical and financial score.
	30.4 When the BDS specifies a combined scoring method, the formula for the rating of the Proposals will be as follows:
	Rating the Technical Proposal (TP):
	<b>TP Rating</b> = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100
	Rating the Financial Proposal (FP):
	<b>FP Rating</b> = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100
	Total Combined Score:
	<b>Combined Score</b> = (TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g.,
	30%)
31. Due Diligence	31.1 UNDP reserves the right to undertake a due diligence exercise, also called post qualification, aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but

	need not be limited to all or any combination of the full with m
32. Clarification of Proposals	<ul> <li>need not be limited to, all or any combination of the following: <ul> <li>a) Verification of accuracy, correctness and authenticity of information provided by the Bidder;</li> <li>b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team;</li> <li>c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder;</li> <li>d) Inquiry and reference checking with previous clients on the performance on ongoing or contracts completed, including physical inspections of previous works, as necessary;</li> <li>e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</li> <li>f) Other means that UNDP may deem appropriate, at any stage within the selection process, prior to awarding the contract.</li> </ul> </li> <li>32.1 To assist in the examination, evaluation and comparison of Proposals, UNDP may, at its discretion, ask any Bidder for a clarification of its Proposal.</li> <li>32.2 UNDP's request for clarification and the response shall be in writing and no change in the</li> </ul>
	<ul> <li>32.2 Order Strequest for claimed the response shall be sought, offered, or permitted, except to provide clarification, and confirm the correction of any arithmetic errors discovered by UNDP in the evaluation of the Proposals, in accordance with RFP.</li> <li>32.3 Any unsolicited clarification submitted by a Bidder in respect to its Proposal, which is not a response to a request by UNDP, shall not be considered during the review and evaluation of the Proposals.</li> </ul>
33. Responsiveness of Proposal	33.1 UNDP's determination of a Proposal's responsiveness will be based on the contents of the Proposal itself. A substantially responsive Proposal is one that conforms to all the terms, conditions, TOR and other requirements of the RFP without material deviation, reservation, or omission.
	33.2 If a Proposal is not substantially responsive, it shall be rejected by UNDP and may not subsequently be made responsive by the Bidder by correction of the material deviation, reservation, or omission.
34. Nonconformities, Reparable Errors and Omissions	34.1 Provided that a Proposal is substantially responsive, UNDP may waive any non- conformities or omissions in the Proposal that, in the opinion of UNDP, do not constitute a material deviation.
	34.2 UNDP may request the Bidder to submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities or omissions in the Proposal related to documentation requirements. Such omission shall not be related to any aspect of the price of the Proposal. Failure of the Bidder to comply with the request may result in the rejection of its Proposal.
	34.3 For Financial Proposal that has been opened, UNDP shall check and correct arithmetical errors as follows:
	<ul> <li>a) if there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of UNDP there is an obvious misplacement of the decimal point in the unit price; in which case the line item total as quoted shall govern and the unit price shall be corrected;</li> </ul>
	<li>b) if there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and</li>
	c) if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail.
	34.4 If the Bidder does not accept the correction of errors made by UNDP, its Proposal shall be rejected.
E. AWARD OF CONTRA	Т
35. Right to Accept, Reject, Any or All Proposals	35.1 UNDP reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Bidder(s) of the grounds for UNDP's action. UNDP shall not be obliged to award the contract to the

		lowest priced offer.
36. Award Criteria	36.1	Prior to expiration of the proposal validity, UNDP shall award the contract to the qualified Bidder based on the award criteria indicated in the BDS.
37. Debriefing	37.1	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from UNDP The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for UNDF procurement opportunities. The content of other proposals and how they compare to the Bidder's submission shall not be discussed.
38. Right to Vary Requirements at the Time of Award	38.1	At the time of award of Contract, UNDP reserves the right to vary 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.
39. Contract Signature	39.1	Within fifteen (15) days from the date of receipt of the Contract, the successful Bidder shal sign and date the Contract and return it to UNDP. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any and on which event, UNDP may award the Contract to the Second Ranked Bidder or cal for new Proposals.
40. Contract Type and General Terms and Conditions	40.1	The types of Contract to be signed and the applicable UNDP Contract General Terms and Conditions, as specified in BDS, can be accessed at <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.htm">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.htm</a>
41. Performance Security	41.1	40.1 A performance security, if required in BDS, shall be provided in the amount specified in BDS and form available at
		https://popp.undp.org/ layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUM
		ENT_LIBRARY/Public/PSU_Solicitation_Performance%20Guarantee%20Form.docx&actio
		<u>n=default</u> within fifteen (15) days of the contract signature by both parties. Where a
		performance security is required, the receipt of the performance security by UNDP shall
		be a condition for rendering the contract effective.
42. Bank Guarantee for Advanced Payment	42.1	Except when the interests of UNDP so require, it is UNDP's preference to make no advance payment(s) (i.e., payments without having received any outputs). If an advance payment is allowed as per BDS, and exceeds 20% of the total contract price, or USD 30,000 whichever is less, the Bidder shall submit a Bank Guarantee in the full amount of the advance payment in the form available ar https://popp.undp.org/ layouts/15/WopiFrame.aspx?sourcedoc=/UNDP_POPP_DOCUM_ENT_LIBRARY/Public/PSU_Contract%20Payment%20Payment%20and%20Taxes_Acc
43. Liquidated Damages	43.1	If specified in BDS, UNDP shall apply Liquidated Damages resulting from the Contractor's delays or breach of its obligations as per the Contract.
44. Payment Provisions	44.1	Payment will be made only upon UNDP's acceptance of the work performed. The terms of payment shall be within thirty (30) days, after receipt of invoice and certification of acceptance of work issued by the proper authority in UNDP with direct supervision of the Contractor. Payment will be effected by bank transfer in the currency of contract.
45. Vendor Protest	45.1	UNDP's vendor protest procedure provides an opportunity for appeal to those persons of firms not awarded a contract through a competitive procurement process. In the event that a Bidder believes that it was not treated fairly, the following link provides further details regarding UNDP vendor protest procedures <u>http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-st-and-sanctions.html</u>
46. Other Provisions	46.1	In the event that the Bidder offers a lower price to the host Government (e.g. Genera Services Administration (GSA) of the federal government of the United States of America for similar services, UNDP shall be entitled to same lower price. The UNDP General Terms and Conditions shall have precedence.
	46.2	UNDP is entitled to receive the same pricing offered by the same Contractor in contracts
		with the United Nations and/or its Agencies. The UNDP General Terms and Condition

	shall have precedence.
46.3	The United Nations has established restrictions on employment of (former) UN staff who have been involved in the procurement process as per bulletin ST/SGB/2006/15 <a href="http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer">http://www.un.org/en/ga/search/view_doc.asp?symbol=ST/SGB/2006/15&amp;referer</a>

# SECTION 3. BID DATA SHEET

The following data for the services to be procured shall complement, supplement, or amend the provisions in the Request for Proposals. In the case of a conflict between the Instructions to Bidders, the Data Sheet, and other annexes or references attached to the Data Sheet, the provisions in the Data Sheet shall prevail.

BDS No.	Ref. to Section.2	Data	Specific Instructions / Requirements	
1	7	Language of the Proposal	English	
2		Submitting Proposals for Parts or sub-parts of the TOR (partial bids)	Allowed: UNDP BERA invites potential and experienced agencies to submit technical and financial proposals for providing Front-end Development (Lot 1) and/or Web Development Services (Lot 2) for a period of approximately 7 months: Lot 1 - Front-end Development Lot 2 - Web Development Services Please refer to the attached ToR for technical aspects and details of each Lot. Agencies may decide to bid for work in Lot 1 and/or Lot 2.	
3	20	Alternative Proposals	Shall not be considered	
4	21	Pre-proposal conference	Will not be conducted	
5	10	Proposal Validity Period	60 days	
6	14	Bid Security	Required in the amount of USD 10,000 Acceptable Forms of Bid Security Bank Guarantee (See Section 8 for template) Any Bank-issued Check / Cashier's Check / Certified Check	
7	41	Advanced Payment upon signing of contract	Not Allowed	
8	42	Liquidated Damages	Will not be imposed	
9	40	Performance Security	Required in the amount of USD 50,000 for the 2 Lots (it may vary and will be adjusted depending on the final value of the contract and per Lot)	
10	18	Currency of Proposal	United States Dollar	
11	31	Deadline for submitting requests for clarifications/ questions	2 days before the submission deadline	
12	31	Contact Details for submitting clarifications/questions	Focal Person in UNDP: Raul Espinosa / Cesar Bertani Address: UNDP NY E-mail address: <u>raul.espinosa@undp.org</u> / <u>cesar.bertani@undp.org</u>	

13	18, 19 and 21	Manner of Disseminating Supplemental Information to the RFP and responses/clarifications to queries	Posted directly to eTendering	
14	23	Deadline for Submission	July 9, 2021 @12h NY time For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.	
14	22	Allowable Manner of Submitting Proposals	X e-Tendering	
15	22	Proposal Submission Address	[For eTendering method, keep link below and insert Event ID information] https://etendering.partneragencies.org Insert BU Code and Event ID number	
16	22	Electronic submission (email or eTendering) requirements	<ul> <li>Format: PDF files only</li> <li>File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>All files must be free of viruses and not corrupted.</li> <li>Password for technical proposal <u>must</u> not be provided to UNDP until the date as indicated in No. 14 (for email submission only)</li> <li>Password for financial proposal <u>must</u> not be provided to UNDP until requested by UNDP</li> <li>Max. File Size per transmission: 1</li> <li>Mandatory subject of email: <b>RFP.21.081</b></li> <li>Documents which are required in original (e.g. Proposal Security) should be sent to the below address with a PDF copy submitted as part of the electronic submission:</li> <li>Cesar Bertani</li> <li>Digital Project Manager, Corporate Web Project</li> <li>United Nations Development Programme</li> <li>One UN Plaza, DC1-19th Floor</li> </ul>	
17	27 36	Evaluation Method for the Award of Contract	Combined Scoring Method, using the 70%-30% distribution for technical and financial proposals respectively The minimum technical score required to pass is 70%.	
18		Expected date for commencement of Contract	July 26, 2021	
19		Maximum expected duration of contract	6 months	
20	35	UNDP will award the contract to:	One or more Proposers, depending on the following factors : Contract may be awarded for Lot 1 and/or Lot 2.	
21	39	Type of Contract	Purchase Order and Contract for Goods and Services for UNDP <u>http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</u>	

22	39	UNDP Contract Terms and Conditions that will apply	UNDP General Terms and Conditions for Professional Services <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
23		Other Information Related to the RFP	[All other instructions and information not yet mentioned so far in this Data Sheet but are relevant to the RFP must be cited here, and any further entries that may be added below this table row]

# SECTION 4. EVALUATION CRITERIA

## **Preliminary Examination Criteria**

Proposals will be examined to determine whether they are complete and submitted in accordance with RFP requirements as per below criteria on a Yes/No basis:

- Appropriate signatures
- Power of Attorney
- Minimum documents provided
- Technical and Financial Proposals submitted separately
- Bid Validity
- Bid Security submitted as per RFP requirements with compliant validity period

### **Minimum Eligibility and Qualification Criteria**

Eligibility and Qualification will be evaluated on Pass/Fail basis.

If the Proposal is submitted as a Joint Venture/Consortium/Association, each member should meet minimum criteria, unless otherwise specified in the criterion.

Subject	Criteria	Document Submission requirement	
ELIGIBILITY			
Legal Status	Vendor is a legally registered entity.	Form B: Bidder Information Form	
Eligibility	Vendor is not suspended, nor debarred, nor otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization in accordance with ITB clause 3.	Form A: Technical Proposal Submission Form	
Conflict of Interest	No conflicts of interest in accordance with ITB clause 4.	Form A: Technical Proposal Submission Form	
Bankruptcy	Not declared bankruptcy, not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against the vendor that could impair its operations in the foreseeable future.	Form A: Technical Proposal Submission Form	
	Any additional criteria if required - NA		
QUALIFICATION			
History of Non- Performing Contracts <sup>1</sup>	Non-performance of a contract did not occur as a result of contractor default for the last 3 years.	Form D: Qualification Form	
Litigation History	No consistent history of court/arbitral award decisions against the Bidder for the last 3 years.	Form D: Qualification Form	
Previous Experience	Minimum 8 years of relevant experience.	Form D: Qualification Form	
	Minimum 2 contracts of similar value, nature and complexity implemented over the last 2 years.	Form D: Qualification Form	
	(For JV/Consortium/Association, all Parties cumulatively should meet requirement).		
Financial Standing	Minimum average annual turnover of USD 1million for the last 3 years.	Form D: Qualification Form	
	(For JV/Consortium/Association, all Parties cumulatively should meet requirement).		
	Bidder must demonstrate the current soundness of its financial standing and indicate its prospective long-term profitability.	Form D: Qualification Form	
	(For JV/Consortium/Association, all Parties cumulatively should meet requirement).		
	Any additional criteria if required		

<sup>&</sup>lt;sup>1</sup> Non-performance, as decided by UNDP, shall include all contracts where (a) non-performance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Non-performance shall not include contracts where Employers decision was overruled by the dispute resolution mechanism. Non-performance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the Bidder have been exhausted.

# **Technical Evaluation Criteria**

Summa	ry of Technical Proposal Evaluation Forms	Points Obtainable
1.	Background & Expertise of Firm	100
2.	Proposed Methodology, Approach and Implementation Plan, including detailed project schedule	300
3.	Key Personnel (Roles, % involvement in project, short bio for each proposed team member	200
4.	(2) Case Studies with projects of similar scope and size. Including references for each case study (name, email, phone number)	400
	Total	1000

Section	1. Bidder's qualification, capacity and experience	Points obtainable
1.1	Reputation of Organization and Staff	40
1.2	1.2 General Organizational Capability which is likely to affect project outcome: management structure, previous clients.	
1.3	Relevance of specialized knowledge and experience on similar projects	30
	Total Section 1	100

Section	a 2. Proposed Methodology, Approach and Implementation Plan	Points obtainable
2.1	Understanding of the requirement: Have the important aspects of the task been addressed in sufficient detail? Are the different components of the project adequately weighted relative to one another?	50
2.2	Description of the Offeror's approach and methodology for meeting or exceeding the requirements of the Terms of Reference	50
2.3	Detailed project timeline and sequence of activities	100
2.4	Assessment of the implementation plan proposed including whether the activities are properly sequenced and if these are logical and realistic	100
	Total Section 2	300

Section	a 3. Key Personnel		Points obtainable
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services?		100
3.2	Qualifications of key personnel proposed		100
	Τι	otal Section 3	200

Sectio	n 4. Case Studies	Points obtainable
2.1	First case study on a project of similar scope and size. Including a reference for this case study (name, email, phone number)	200
2.2	Second case study on a project of similar scope and size. Including a reference for this case study (name, email, phone number)	200
	Total Section 2	400

## SECTION 5. TERMS OF REFERENCE

## TERMS OF REFERENCE FOR THE PROCUREMENT OF SERVICES OF A FIRM FOR

## "<u>#NextGenUNDP</u> - Web Development and Design Services - Global Rollout Project #2"

### 1. About UNDP

UNDP works in nearly 170 countries and territories. UNDP is the knowledge frontier organization of experts for sustainable development in the UN Development System and serves as the integrator for collective action to realize the Sustainable Development Goals (SDGs). Anchored in the 2030 Agenda for Sustainable Development and committed to the principles of universality, equality and leaving no one behind, UNDP's priorities are set in its Strategic Plan (2018-2021), aiming to help countries achieve sustainable development by eradicating poverty in all its forms and dimensions, and accelerating structural transformations for sustainable development. The Strategic Plan sets out a vision for the evolution of UNDP over four years, responding to a changing development landscape and the evolving needs of our partners. UNDP's policy work carried out at HQ, Regional and Country Office levels, forms a contiguous spectrum of deep local knowledge to cutting-edge global perspectives and advocacy.

### 2. About the Corporate Web Project

### **Background:**

We are in the process of redesigning and replacing our 200+ corporate websites. Recently, we completed the first phase of our atomic design system resulting in 70 components and 11 page templates.

We also began building the new environment in Drupal/Acquia using Acquia Site Studio (formerly Cohesion), and have migrated and launched an initial iteration of our global website in English (www.undp.org).

Next, we're preparing to develop the front-end architecture for the design system by creating modular components and publishing it through Frontify and StorybookJS for use by developers.

Furthermore, we also aim to improve upon our content management environments in Drupal/Acquia Site Studio, in order to deliver a user-friendly experience to UNDP web editors across the world

Lastly, we aim to relaunch the global site in 3 languages (English, French and Spanish), as well as migrate all remaining corporate websites (approximately 200) before the end 2021

### **Objectives:**

The main objectives of this next phase of the UNDP Corporate Web Project are to:

- Enhance our **Design system** transforming it into an organizational asset
- Improve our Drupal/Acquia Site Studio implementation
- Provide our offices globally a top notch CMS editorial experience

### 3. Scope of work

The following items will be in scope for this project:

### Lot 1 - Front-end Development

- 1. Develop the front-end architecture for UNDP's design system
  - 1. Final deliverable (UI kit) should be applicable to any CMS, should contain all required dependencies, but architected in a way they can be easily replaced by CMS specific UI kits/libraries.
  - 2. Implement modular architecture, make all elements self contained.
  - 3. Define default state for all major HTML elements according to the UNDP design system requirements, such as: headers, blockquotes, lists, buttons, forms, media objects, iframes, tables. etc.
  - 4. Use semantic approach for elements definition.
  - Remove dependencies between layout and content elements, i.e. global modifiers (color accents, typography changes, alignments, animations, etc) should be decoupled from individual templates definitions
  - 6. Modularize javascript required for specific components implementation so it can be loaded/imported only if that component is in use.

- Create detailed documentation for all individual elements, components and templates using Storybook and 7. Frontify
- Provide styling support for RTL and LTR languages with special focus on the following language groups, 8 including proper fonts identification and incorporation:
  - Left-to-right languages(including Latin-based scripts, cyrillic, georgian) 1.
  - 2. Right-to-left (arabic)
  - 3. East-asian (burmese, thai, vietnamese)
  - Hieroglyphic (japanese, chinese, korean) 4.

Final implementation should be able to supply production and development versions of UNDP design system assets i. j. Optimize components for performance:

- Lazy load "below the fold" or initially hidden media files 1.
- Use appropriate media renditions based on the clients viewport 2.
- Load common/static elements asynchronously (static navigation, menus, countries list, etc) 3.
- 4. Optimize assets loading - inline important CSS, defer bulky assets calls, preconnect to required origins, etc)
- 5. Optimize transitions and animations so above-the-fold elements are always loaded first and available for viewers before the rest of the page is processed
- Remove obsolete or reduce usage of big JS/CSS frameworks in current implementation. Optimize JS and CSS assets. k. I.
  - Final product should comply with following requirements:
    - Accessibility: WCAG 2.1 AA 1.
    - Coding: adhere to Google HTML/CSS Style Guide 2.
    - UX: layout must be responsive to desktop, mobile and tablet viewports 3.
    - 4. Browser support: UNDP web traffic share > 1%. This includes Chrome, Safari, Edge, Firefox, Samsung Internet, Android Webview, Opera, IE 11

## Documentation

Provide online documentation for the full range of deliverables listed above

### Lot 2 - Web Development Services

- Creation Drupal versions of all additional components and 1 template (People), including implementation in Acquia Site Studio and development of all necessary functionality for editorial experience. The frontend code (HTML/CSS/JS) for the components have been delivered by our UX Design partner.
- People Page Template (To be provided by UNDP team) •
- Migration of 30k+ pages, some in multiple languages. from AEM 6.1 SP2 to Drupal on Acquia (Country office sites, regional hub sites, representation sites, microsites). THis is includes all binary assets (images, documents) linked from those pages and maintained in our current system
- Implement UNDP Design system UI kit in Drupal using Acquia Site Studio framework
  - Create individual Site Studio components and helpers necessary to use the entire Design system UI kit. 0 Example of implementation: https://cohesiondocs.acquia.com/user-guide/site-studio-uikit
  - Reuse existing Acquia Site Studio elements for constructing UNDP components to minimize production 0 overhead - grid, media elements, paragraphs, headings, etc.
  - Use Acquia Site Studio built-in functionality for content in-view detection, animations, parallax effect, etc. 0 Adapt UNDP Design system UI kit for that library and remove dependencies necessary for standalone implementation
  - Organize components into categories according to their applicability to various templates and/or their 0 nature (lavout, content, 3rd-party service, etc)
  - 0 Define the exact Site Studio template for each content type and enable it by default. It should contain default set of components already pre-populated and configured appropriately:
    - Blog
    - **Content Landing page**
    - Country Home page
    - Event
    - Generic page
    - **Global Home page**
    - News
    - People
    - Press release
    - Project
    - Publication
    - SDG landing page
    - Speech
    - Story

0

- Optimize components bearing heavy load (videos, images, embeds)
  - Leverage lazy-loading provided by Site Studio framework

- Use drupal image styles to supply properly sized images for responsive components
- For dynamic views or content lists reuse metadata from existing nodes instead of uploading new assets when referencing them

## • Enhance UNDP Drupal experience on Acquia

- Update core Drupal to 9.1 (or the most recent at the time of assignment) as well as all contributed modules, especially provided by Acquia (ACSF, DAM, Site Studio, etc)
- o Transition from Acquia Lightning to Acquia CMS
- o Migrate development workflow from Acquia BLT to Acquia Cloud IDE and document it appropriately
- o Implement Drupal Focal Point module for all image fields
- Fully integrate Acquia DAM into editing experience by providing its assets as image sources together with internal Drupal media library
- Unify Drupal experience for similar fields use the same media library interface for all image fields, use the same WYSIWYG config for all text field, etc
- Apply UNDP Design system styling to WYSIWYG editors and make use its global modifiers through respective UI elements, e.g. inline styles for application of global modifiers
- Enable <u>visual page builder</u> module in Acquia Site Studio
- Documentation
  - Provide online documentation for the full range of products and processes listed above
- Tune up Drupal 9 instance using Acquia Site Factory subscription with all necessary addons
  - o SSO (Azure AD)
  - o Acquia Site Studio
  - Multilingual support 3 languages (English, Spanish, French). However, system should be able to handle 30+ more, including RTL.
  - Search engine with facets and multilingual support
  - Content moderation workflow
  - o URL Redirects
  - o CDN integration with per-page cache purging

### Agencies can decide to bid for work in Lot 1 and/or Lot 2.

### **Key Dates:**

The migration of different office sites will need to be completed by the following dates:

- Representation Sites Q3 2021
- Regional hub sites Q3 2021
- Country office sites Q3 2021

## 4. Institutional Arrangement

- 1. The selected agency(s) will work in close collaboration with the Project Manager and designated project team (UX Designer, Tech Leads and/or other Corporate Web Project team members) at UNDP Headquarters, New York, USA. The Project Manager will directly supervise the work of the agency, and the agency will be directly responsible to, reporting to, seeking approval from, and obtaining certificate of acceptance of output from him/her.
- 2. Frequency of progress reporting, will be as and when required by the project manager.

## 5. Duration of the Work

The project team anticipates the projects to begin in June 2021 and be finalized in December 2021. Agencies will have the opportunity to provide inputs on this timeline.

## 6. Location of Work

The agency will be required to operate from its home location with exclusive visits to the project office at UNDP Headquarters, New York, USA as and when required. Furthermore, the implementation team will be required to be available during UNDP Headquarters business hours - EDT/EST, 9am - 6pm.

### 7. Qualifications of the Agencies

### Agencies can decide to bid for work in Lot 1 and/or 2.

Agencies bidding for Lot 1 Activities shall have:

- 1. A minimum of eight (8) years of experience designing and developing complex digital products, with special focus on building design systems, pattern libraries, UI kits.
- 2. Experience with building UI kits and components libraries based on complex design system;
- 3. Experience developing websites with extensive language support (e.g. Latin, Arabic, Burmese, Chinese, etc.)
- 4. Background in and ability to collaborate effectively with clients and partners to implement similar projects.
- 5. Excellent mechanism within the firm for quality assurance of the assigned deliverables.

Agencies bidding for Lot 2 Activities shall have:

- 1. Eight years of experience in web development, with special focus on Content Management Systems implementations;
- 2. Experience working with Drupal 9 and Acquia hosting platform and their services (DAM, Site Factory, Site Studio, Cloud IDE, etc);
- 3. Experience in projects implementing user interfaces and DX management using Acquia Site Factory (Cohesion) framework.
- 4. Minimum eight years' experience building large websites and web applications for global organizations/businesses with complex structures in Drupal. Acquia specific experience is highly desirable.
- 5. Background in and ability to collaborate effectively with clients and partners to implement the complex multi-faceted projects.
- 6. Excellent mechanism within the firm for quality assurance of the assigned deliverables.
- 7. Vendor should be registered as an Acquia Certified Partner

## 8. SELECTION CRITERIA

As we have completed the pre-qualification exercise, we will now evaluate the technical proposals.

### Criteria used to evaluate agencies during the Technical Evaluation exercise:

- Background & Expertise of Firm
- Methodology & Approach (Including a detailed proposed project schedule)
- Proposed Team (Roles, % involvement in project, short bio for each proposed team member)
- (2) Case Studies with projects of similar scope and size. Including references for each case study (Name, email, phone number)

## SECTION 6: RETURNABLE BIDDING FORMS / CHECKLIST

This form serves as a checklist for preparation of your Proposal. Please complete the Returnable Bidding Forms in accordance with the instructions in the forms and return them as part of your Proposal submission. No alteration to format of forms shall be permitted and no substitution shall be accepted.

Before submitting your Proposal, please ensure compliance with the Proposal Submission instructions of the BDS 22.

## **Technical Proposal Envelope:**

Have you duly completed all the Returnable Bidding Forms?	
Form A: Technical Proposal Submission Form	
Form B: Bidder Information Form	
Form C: Joint Venture/Consortium/ Association Information Form	
Form D: Qualification Form	
Form E: Format of Technical Proposal	
Form H: Proposal Security Form	
[Add other forms as necessary]	
Have you provided the required documents to establish compliance with the evaluation criteria in Section 4?	

### **Financial Proposal Envelope**

(Must be submitted in a separate sealed envelope/password protected email)

<ul> <li>Form F: Financial Proposal Submission Form</li> </ul>	
<ul> <li>Form G: Financial Proposal Form</li> </ul>	

## FORM A: TECHNICAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference: [Insert RFP Reference Number]			

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium /Association members or subcontractors or suppliers for any part of the contract:

- a) 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;
- b) 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;
- c) have no conflict of interest in accordance with Instruction to Bidders Clause 4;
- d) do not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with our firm in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15);
- e) 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;
- f) undertake not to engage in proscribed practices, including but not limited to corruption, fraud, coercion, collusion, obstruction, 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 embrace the principles of the United Nations Supplier Code of Conduct and adhere to the principles of the United Nations Global Compact.

We declare that all the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification and/or sanctioning by the UNDP.

We offer to provide services in conformity with the Bidding documents, including the UNDP General Conditions of Contract and in accordance with the Terms of Reference

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand and recognize that you are not bound to accept any Proposal you receive.

*I*, the undersigned, certify that I am duly authorized by [Insert Name of Bidder] to sign this Proposal and bind it should UNDP accept this Proposal.

[Stamp with official stamp of the Bidder]

# FORM B: BIDDER INFORMATION FORM

Logal name of Piddor	[Complete]
Legal name of Bidder	[Complete]
Legal address	[Complete]
Year of registration	[Complete]
Bidder's Authorized Representative Information	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Are you a UNGM registered vendor?	□ Yes □ No If yes, [insert UGNM vendor number]
Are you a UNDP vendor?	□ Yes □ No If yes, [insert UNDP vendor number]
Countries of operation	[Complete]
No. of full-time employees	[Complete]
<b>Quality Assurance Certification (e.g. ISO 9000 or Equivalent)</b> (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company hold any accreditation such as ISO 14001 related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	[Complete]
Contact person UNDP may contact for requests for clarification during Proposal evaluation	Name and Title: [Complete] Telephone numbers: [Complete] Email: [Complete]
Please attach the following documents:	<ul> <li>Company Profile, which should <u>not</u> exceed fifteen (15) pages, including printed brochures and product catalogues relevant to the goods/services being procured</li> <li>Certificate of Incorporation/ Business Registration</li> <li>Tax Registration/Payment Certificate issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder</li> <li>Trade name registration papers, if applicable</li> <li>Local Government permit to locate and operate in assignment location, if applicable</li> <li>Official Letter of Appointment as local representative, if Bidder is submitting a Bid in behalf of an entity located outside the country</li> <li>Power of Attorney</li> </ul>

## FORM C: JOINT VENTURE/CONSORTIUM/ASSOCIATION INFORMATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

To be completed and returned with your Proposal if the Proposal is submitted as a Joint Venture/Consortium/Association.

No	Name of Partner and contact information (address,	Proposed proportion of responsibilities (in %) and
	telephone numbers, fax numbers, e-mail address)	type of services to be performed

1	[Complete]	[Complete]
2	[Complete]	[Complete]
3	[Complete]	[Complete]

|--|--|--|

We have attached a copy of the below document signed by every partner, which details the likely legal structure of and the confirmation of joint and severable liability of the members of the said joint venture:

□ Letter of intent to form a joint venture **OR** □ JV/Consortium/Association agreement

We hereby confirm that if the contract is awarded, all parties of the Joint Venture/Consortium/Association shall be jointly and severally liable to UNDP for the fulfillment of the provisions of the Contract.

Name of partner:	Name of partner:
Signature:	Signature:
Date:	Date:
Name of partner:	Name of partner:
Signature:	Signature:
Date:	Date:

## FORM D: QUALIFICATION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

If JV/Consortium/Association, to be completed by each partner.

### **Historical Contract Non-Performance**

Contract n	on-performance did not	t occur for the last 3 years		
□ Contract(s	) not performed for the	last 3 years		
Year         Non-performed         Contract Identification         Total Contract Amount (current value in US\$)				
		Name of Client: Address of Client: Reason(s) for non-performance:		

Litigation History (including pending litigation)

☐ Litigation	History as indicated belo	0W	
Year of dispute	Amount in dispute (in US\$)	Contract Identification	Total Contract Amount (current value in US\$)
		Name of Client: Address of Client: Matter in dispute: Party who initiated the dispute: Status of dispute: Party awarded if resolved:	

## **Previous Relevant Experience**

Please list only previous similar assignments successfully completed in the last 3 years.

List only those assignments for which the Bidder was legally contracted or sub-contracted by the Client as a company or was one of the Consortium/JV partners. Assignments completed by the Bidder's individual experts working privately or through other firms cannot be claimed as the relevant experience of the Bidder, or that of the Bidder's partners or sub-consultants, but can be claimed by the Experts themselves in their CVs. The Bidder should be prepared to substantiate the claimed experience by presenting copies of relevant documents and references if so requested by UNDP.

Project name & Country of Assignment	Client & Reference Contact Details	Contract Value	Period of activity and status	Types of activities undertaken

Bidders may also attach their own Project Data Sheets with more details for assignments above.

□ Attached are the Statements of Satisfactory Performance from the Top 3 (three) Clients or more.

## **Financial Standing**

Latest Credit Rating (if any), indicate the source	Year	USD	
	Year	USD	
Annual Turnover for the last 3 years	Year	USD	

<b>Financial information</b> (in US\$ equivalent)	Histo	years		
	Year 1	Year 2	Year 3	
	Information from Balance Sheet			
Total Assets (TA)				
Total Liabilities (TL)				
Current Assets (CA)				
Current Liabilities (CL)				
	Information from Income Statement			
Total / Gross Revenue (TR)				
Profits Before Taxes (PBT)				
Net Profit				
Current Ratio				

□ Attached are copies of the audited financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following condition:

- a) Must reflect the financial situation of the Bidder or party to a JV, and not sister or parent companies;
- b) Historic financial statements must be audited by a certified public accountant;
- c) Historic financial statements must correspond to accounting periods already completed and audited. No statements for partial periods shall be accepted.

## FORM E: FORMAT OF TECHNICAL PROPOSAL

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder's proposal should be organized to follow this format of Technical Proposal. Where the bidder is presented with a requirement or asked to use a specific approach, the bidder must not only state its acceptance, but also describe how it intends to comply with the requirements. Where a descriptive response is requested, failure to provide the same will be viewed as non-responsive.

## SECTION 1: Bidder's qualification, capacity and expertise

- 1.1 Brief description of the organization and types of activities undertaken
- 1.2 General organizational capability which is likely to affect implementation: management structure, management controls, extent to which any work would be subcontracted (if so, provide details), etc.
- 1.3 Relevance of specialized knowledge and experience on similar engagements done in the region/country.
- 1.4 Quality assurance procedures

### SECTION 2: Proposed Methodology, Approach and Detailed Implementation Plan/Project Schedule

This section should demonstrate the bidder's responsiveness to the TOR by identifying the specific components proposed, addressing the requirements, providing a detailed description of the essential performance characteristics proposed and demonstrating how the proposed approach and methodology meets or exceeds the requirements. All important aspects should be addressed in sufficient detail and different components of the project should be adequately weighted relative to one another.

- 2.1 A detailed description of the approach and methodology for how the Bidder will achieve the Terms of Reference of the project.
- 2.2 The methodology shall also include details of the Bidder's internal technical and quality assurance review mechanisms.
- 2.3 Explain whether any work would be subcontracted, to whom, how much percentage of the work, the rationale for such, and the roles of the proposed sub-contractors and how everyone will function as a team.
- 2.4 Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.
- 2.5 Implementation plan including a Gantt Chart or Project Schedule indicating the detailed sequence of activities that will be undertaken and their corresponding timing.
- 2.6 Any other comments or information regarding the project approach and methodology that will be adopted.

### SECTION 2A: Bidder's Comments and Suggestions on the Terms of Reference

Provide comments and suggestions on the Terms of Reference, or additional services that will be rendered beyond the requirements of the TOR, if any.

### **SECTION 3: Management Structure and Key Personnel**

- 3.1 Describe the overall management approach toward planning and implementing the project. Include an organization chart for the management of the project describing the relationship of key positions and designations. Provide a spreadsheet to show the activities of each personnel and the time allocated for his/her involvement.
- 3.2 Provide CVs for key personnel that will be provided to support the implementation of this project.

## **SECTION 4: Case Studies**

- 4.1 Provide (2) Case Studies with projects of similar scope and size.
- 4.2 Include references for each case study (name, email, phone number)

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe my qualifications, my experiences, and other relevant information about myself.

\_\_\_\_\_

Signature of Personnel

Date (Day/Month/Year)

## FORM F: FINANCIAL PROPOSAL SUBMISSION FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

We, the undersigned, offer to provide the services for [Insert Title of services] in accordance with your Request for Proposal No. [Insert RFP Reference Number] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and our Financial Proposal sealed under a separate envelope.

Our attached Financial Proposal is for the sum of [Insert amount in words and figures].

Our Proposal shall be valid and remain binding upon us for the period of time specified in the Bid Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Name:	
Title:	
Date:	
Signature:	
	[Stamp with official stamp of the Bidder]

#### FORM G: FINANCIAL PROPOSAL FORM

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	[Insert RFP Reference Number]		

The Bidder is required to prepare the Financial Proposal following the below format and submit it in an envelope separate from the Technical Proposal as indicated in the Instruction to Bidders. Any Financial information provided in the Technical Proposal shall lead to Bidder's disqualification.

The Financial Proposal should align with the requirements in the Terms of Reference and the Bidder's Technical Proposal.

## Currency of the proposal: [Insert Currency]

## **Table 1: Summary of Overall Prices**

	Amount(s)
Professional Fees (from Table 2)	
Other Costs (from Table 3)	
Total Amount of Financial Proposal	

## **Table 2: Breakdown of Professional Fees**

Name	Position	Fee Rate	No. of Days/months/ hours	Total Amount
		А	В	C=A+B
In-Country				
Home Based				
		Subtotal	Professional Fees:	

### **Table 3: Breakdown of Other Costs**

Description	UOM	Quantity	Unit Price	Total Amount
International flights	Trip			
Subsistence allowance	Day			
Miscellaneous travel expenses	Trip			
Local transportation costs	Lump Sum			
Out-of-Pocket Expenses				
Other Costs: (please specify)				
			Subtotal Other Costs:	

Table 4: Breakdown of Price per Deliverable/Activity

Deliverable/ Activity description	<b>Time</b> (person days)	Professional Fees	Other Costs	Total
Deliverable 1				
Deliverable 2				
Deliverable 3				

## FORM H: FORM OF PROPOSAL SECURITY

## Proposal Security must be issued using the official letterhead of the Issuing Bank. Except for indicated fields, no changes may be made on this template.

To: UNDP

[Insert contact information as provided in Data Sheet]

WHEREAS [Name and address of Bidder] (hereinafter called "the Bidder") has submitted a Proposal to UNDP dated Click here to enter a date. to execute Services [Insert Title of Services] (hereinafter called "the Proposal"):

AND WHEREAS it has been stipulated by you that the Bidder shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security in the event that the Bidder:

- a) Fails to sign the Contract after UNDP has awarded it;
- b) Withdraws its Proposal after the date of the opening of the Proposals;
- c) Fails to comply with UNDP's variation of requirement, as per RFP instructions; or
- d) Fails to furnish Performance Security, insurances, or other documents that UNDP may require as a condition to rendering the contract effective.

AND WHEREAS we have agreed to give the Bidder such this Bank Guarantee:

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Bidder, up to a total of [amount of guarantee] [in words and numbers], such sum being payable in the types and proportions of currencies in which the Price Proposal is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [amount of guarantee as aforesaid] without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

This guarantee shall be valid up to 30 days after the final date of validity of bids.

### SIGNATURE AND SEAL OF THE GUARANTOR BANK

Signature:		 	 
Title:		 	 
Date:		 	 
Name of Banl	k	 	 
Address		 	 

[Stamp with official stamp of the Bank]