REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: July 22, 2021
	REFERENCE: MyRFP2021-015

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Consultancy Services for the Development of a Website - National Low Carbon Cities Network.**

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

Proposals may be submitted on or before **Thursday, August 05, 2021 (11:59PM, GMT 8+)** and via email to the address below:

United Nations Development Programme
Attention: Procurement Team
procurement.my@undp.org

Your Proposal must be expressed in the English LanguageEnglish Language, and valid for a minimum period of **90 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/business/protest-and-sanctions.html

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 :
https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Patrick Pee
Assistant Resident Representative
(Operations)
7/22/2021

Description of Requirements

Context of the Requirement	Website Development Services - National Low Carbon Cities Network (Open to Local Companies Only)
Implementing Partner of UNDP	Ministry of Environment and Water (KASA)
Brief Description of the Required Services[1]	To develop an informative, user friendly and interactive website for the National Low Carbon Cities Network.
List and Description of Expected Outputs to be Delivered	Refer to detailed Terms of Reference.
Person to Supervise the Work/Performance of the Service Provider	GTALCC Component Manager and National Project Manager, and the UNDP Programme Manager.
Frequency of Reporting	Weekly reporting to Component Manager, monthly reporting to National Project Manager of GTALCC Project and the UNDP Programme Manager.
Progress Reporting Requirements	Update on progress of consultancy & consultancy deliverables.
Location of work	☒ At Contractor's Location, with progress meetings in Putrajaya as necessary
Expected duration of work	15 August 2021 to 15 April 2022 (Website Development from 15 August to 15 November 2021 & Website Maintenance from 15 November to 15 April 2022)
Target start date	15 August 2021
Latest completion date	15 November 2021 for Website & 15 April 2022 for Maintenance
Travels Expected	Travels to Putrajaya for occasional progress meetings with the GTALCC Project Team and stakeholders will be expected, based on COVID-19 travel SOPs.
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required
Names and curriculum vitae of individuals who	☒ 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.*

will be involved in completing the services	
Currency of Proposal	☒ Local Currency_Malaysia Ringgit (MYR)
Value Added Tax on Price Proposal[2]	☒ must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.
Partial Quotes	☒ Not permitted
Payment Terms[3]	(see table below)

Outputs	Percentage	Timing	Condition for Payment Release
Upon submission and acceptance of website design and mockup	10%	31 August 2021	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.
Upon publishing of live/ beta version (public viewable) website	20%	30 September 2021	
Upon completion of testing, validation and fine-tuning, including uploading of content	30%	15 September 2021	
Upon launch of website	20%	15 October 2021	
Off-site tech support over 6 month period after launch of website	20%	15 April 2022	
Total	100%		

Person(s) to review/inspect/ approve outputs/completed	GTALCC Project Component Manager, National Project Manager of the GTALCC Project, and the UNDP Programme Manager.

---

[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.*

services and authorize the disbursement of payment	
Type of Contract to be Signed	☒ Contract for Professional Services
Criteria for Contract Award	☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) ☒ Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. **Non-acceptance of the GTC may be grounds for the rejection of the Proposal.**
Criteria for the Assessment of Proposal	**Technical Proposal (70%)** ☒ Expertise of the Firm (35%) ☒ Methodology, Its Appropriateness to the Condition and Timelines of the Implementation Plan (40%) ☒ Management Structure and Qualification of Key Personnel (25%) **Financial Proposal (30%)** 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:	☒ One and only one Service Provider
Contract General Terms and Conditions[4]	☒ General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP[5]	☒ Form for Submission of Proposal (Annex 2) ☒ Detailed TOR
Contact Person for Inquiries (Written inquiries only)[6]	procurement.my@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.

---

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

Other Information *[pls. specify]*	Please refer to the detailed Terms of Reference (TOR) for all other information.

TERMS OF REFERENCE (TOR)

1.0   INTRODUCTION

The Green Technology Application for the Development of Low Carbon Cities (GTALCC) is a UNDP-GEF funded project to facilitate the implementation of low carbon initiatives and to showcase a clear and integrated approach to low carbon development in Malaysia focusing in five participating cities – Putrajaya, Cyberjaya, Petaling Jaya, Melaka and Iskandar Malaysia. It is expected to generate direct GHG emission reductions of 346,442 tonnes CO2eq by end of project and 2,152,032 tonnes CO2eq over the lifetime of project investment. The objective will be achieved by removing barriers to integrated low carbon urban planning and development through 3 components:

1. Policy support for the promotion of integrated low carbon urban development, which will enable cities to implement and adopt integrated low carbon urban development plans;
2. Awareness and institutional capacity development, which will expedite appraisal, approval and the implementation of strategic urban development, and ensure cities are aware of planning and implementing low carbon technology applications, and;
3. Low carbon technology investments in cities, where there is an increase in investment in low carbon technologies with more low carbon projects implemented.

The Ministry of Environment and Water (KASA) is the implementing partner of this project and Sustainable Energy Development Authority (SEDA) Malaysia, an agency under Ministry of Energy and Natural Resources (KeTSA) is the lead consultant.

The National Low Carbon Cities Network (NLCCN) will be set up under the GTALCC project, and has the following objectives:
1. Functions as a national platform for low carbon cities with local and international links;
2. Support networking activities, knowledge sharing, best practices on low carbon cities;
3. Repository and promoter of low carbon cities online knowledge products; and
4. Supports the implementation and monitoring of the National Low Carbon Cities Master Plan (NLCCM).

2.0   SCOPE OF WORK

The overall task of the Web Developer is to transform, design and develop the current GTALCC Project website to become an informative, user friendly and interactive NLCCN as a knowledge hub for all things related to low carbon cities. This network will be guided by the NLCCM. This website will provide regular update with the latest policies, research, news, blogs, technologies available that will support the low carbon cities implementation in Malaysia. It also supports national and international reporting of low

carbon cities contribution to the economy, climate change, Sustainable Development Goals (SDGs) and other relevant areas of interest.

Under the supervision of the Component Manager, the GTALCC team and UNDP, the web development company shall design and develop the website based on the following:

Important Note: The following is only indicative. Each page will likely contain more elements, and there may be more or fewer pages as deemed necessary during consultation between Client and Consultant.

Home Page:
- Welcome media (images, text, etc)
- Introductory contents for general Low Carbon Cities concept
- Inquiries/Q&A/search function
- 2 sub-portals (microsite links) for National Low Carbon Cities Masterplan and National Greenhouse Gas (GHG) Inventory portals
- Project index (e.g., number of LCC cities in Malaysia, number of LCC cities in the world, total LCC project on record, relevant LCC partners, number of LCC concept..)
- Latest update
- Project partners/collaborators logos

About Us Page:
- About NLCCN and GTALCC 5-years story
- Relevant Sustainable Development Goals and brief explanation
- LCC initiatives/concept/ideas in Malaysia

Cities Page
- Cities and Local Authorities in Malaysia
- LCC in Malaysia
- LCC Initiatives in cities
- Link to all LCC cities official websites

Resources and Publications Page
- Resources should be categorized and searchable / filtered according to type (e.g., publications, photos, videos audio files, links) and theme / tag (e.g., Environment, Renewable, Government.)
  - The webinar episodes 2021 – videos and downloadable files
- Publications contain enough storage for diverse and substantial media files (including, but not limited to, PDF articles, image files, audio files, video files, and links to other websites); ***all consultant quotes should indicate how much storage will be provided, along with an indicative cost structure for additional storage***

Events
- Upcoming events – with photos / videos and description, "how to join" (if any)
- Past events - with photos / videos and description

Partners page
- Feature list of partners – logos as a link that will direct to their websites/portals
- A call for participation – e.g., "how to join us" / collaboration / partnership

Contact
- Address, phone number, fax number
- Form to be filled that contains of name, email, subject and message. All in open ended style.
- Other media

Miscellaneous:
- A "search" bar should be present on all pages
- List of related social media on all pages
- Privacy/liability statement should be displayed where relevant

3.0 FUNCTIONAL REQUIREMENTS

The following requirements have been identified for the website:

- Content Management System (CMS): The CMS must enable the web administrator to easily update the content of the website without the need of programming or specialist technical knowledge. It should allow updating content, adding pages, updating navigation menus, uploading content (files and media) and any other operations needed to control and update the website without the need to contact the consultant/solution provider. Uploading of files and media content to the website through CMS must be stored in the database and searchable. Creating new pages in the website must enable the website administrator to design the content in that page (text, images and other media) with the minimum knowledge in HTML & JavaScript only;
- English will be the main language for interface and landing page;
- Search compatibility: all content of the website must be searchable on all search engines;
- Search-friendly indexing system: all content in the website's large body of data must be searchable by various categories and tags (to be identified and input by users);
- Data analytics function (e.g., Google Analytics) to be built into the website;
- Media gallery: gallery to support all forms of media: images, videos, PDF documents, etc;
- Site to include privacy/liability statement; and
- Propose the design and functions of the website for GTALCC's project team review and approval.

a) Design and user interface

- Clean, concise and user-friendly interface and layout;
- Data visualization capabilities – visualization of the maps, statistics and other related content, should enable adding new representations without source code modification;

- The website and application should have a possibility of multi-level access with login;
- Aimed to enhance scalability and ensure easier maintenance, which enable modularity, making it easy to maintain, add feature, fix bugs in a short timeframe; and
- Request sent from the interface should receive response from backend in a timely manner; avoid prolonged waiting periods for the user.

b) Search Engine Optimization (SEO)

- The consultant will work to guarantee SEO through some or all of the following: keyword research and analysis, site analysis, competitive analysis, site content optimization, HTML code optimization, submission to free search engines, link exchange, and web ranking report.

c) Website Maintenance

- Support (including warranty and maintenance) against bugs and problems, for six (6) months after website launch;
- Perform preventive maintenance from time to time to ensure errors are fixed;
- Continuous technical support and quality control within the period of contract.

d) Web Hosting

- Consultant will provide 6 months website hosting service with the possibility of extension (option to extend web hosting for several years may be discussed further with GTALCC project team)

e) User Guide Documents

- Preparation of user guidelines for the users of the website.
- User manual
    o End user manual
    o System installation and administration guide

f) Training of Users (this will be discussed further during consultancy)

- Provide support and training to relevant GTALCC, SEDA, KASA, UNDP personnel on how to use the website. The developer is required to carry out training workshops as follows:

  - Basic workshop (1 day)

    This workshop is targeted at end users of the system which consists of personnel from selected local authorities, federal and state agencies and companies responsible in providing data to the system.

  - Advanced workshop (1 day)

    This workshop is targeted at personnel from the ICT department of GTALCC, SEDA, KASA and UNDP. This workshop is more technical which covers the internal system architecture and maintenance requirements.

g) Data input function

- Web Multiple documents may be uploaded. The website must allow media formats such as but not limited to the following:
  - Adobe Acrobat (PDF)
  - Joint Photographic Experts Group (JPEG)
  - Graphics Interchange Format (GIF)
  - All video formats

h) Access Level
- The system shall be able to solely provide information to those stakeholders who can access it. The standard classification of stakeholders is done according to the table below. Access to the respective information shall be given in line with the table below as an example:

Access Level	Information accessible
GTALCC (administrator)	Full access. Administrator shall be able to manage the group such as create, update, delete and grant the access. Access to raw data and reports
Local authorities	Access by username and password granted by GTALCC. Access only for upload contents on 'Cities Page'
Data providers	Access by username and password granted by GTALCC. Access only for upload of raw data.
Public	Information dashboard. Public should be able to view and download the documents in PDF format.

4.0   DELIVERABLES AND TIMELINE

The Consultant shall perform the tasks as described in Terms of Reference and in accordance to the timeline below. All outputs will be technically cleared by the GTALCC project team, verified and accepted by GTALCC's National Project Manager, KASA and the UNDP Programme Manager before payment for each deliverable will be effected.

Deliverables	Timing
Upon submission and acceptance of website design and mockup • Provide 2-3 creative suggestions on website design • Front end should be user-friendly and responsive for multiple platforms including desktop, tablet and mobile devices and SEO friendly while maintaining project branding and colours in agreement with the GTALCC project team • Back end: Creation of a simple, open-source content management system (CMS) that can be easily navigated by non-technical staff • Produce a website mockup that links to sub-portal for National Greenhouse Gas (GHG) Inventory portals	31 August 2021

Deliverables	Timing
• Develop a single language (English) platform that can be subsequently expanded to multiple languages later [optional depending on cost].	
Upon publishing of live/ beta version (public viewable) website • Domain/sub domain registration • Website design and development • Other hosting-related support work, as necessary	30 September 2021
Upon completion of testing, validation and fine-tuning, including uploading of content • Upload content (e.g., publications, articles, media files) as agreed upon with the project team • Upload supporting documentation and infographics	15 September 2021
Upon launch of website	15 October 2021
Off-site tech support over 6 month period after launch of website (as and when required or consultant to provide schedule)	15 April 2022

5.0   TERMS OF PAYMENT

The fee is payable upon satisfactory completion and acceptance of the deliverables by GTALCC/KASA and UNDP Malaysia. Prices should be in Malaysian Ringgit Per day rate inclusive of all expenses (insurance, local travels and communications) related to the assignment. The consultant is responsible for payment of all relevant taxes. Breakdown and schedule of payments is in **Annex 2.**

6.0   DURATION

The duration of the contract will be frfom 15 August 2021 to 15 April 2022. Website development will be from 15 August to 15 November 2021 & website maintenance from 15 November to 15 April 2022.

7.0 PROFESSIONAL QUALIFICATIONS OF THE SUCCESSFUL CONSULTANT AND ITS KEY PERSONNEL

Company
The company should demonstrate its capability and thorough understanding of the work to be carried out, as outlined in Terms of Reference and present clear capabilities and resources for implementing the task. The company must meet the requirements as below:

- Minimum of 5 years' experience in ICT with a focus on website, mobile applications, and web-portal design and development;

- Prior experience in designing visually appealing and navigation friendly websites , installation and technical support in web system management;

- Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in the design and development of website; mobile app; 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
The scope of work requires a team of skilled professionals with previous experience in similar projects/assignments. CVs of the proposed team members shall be submitted, clearly stating their experience and the areas that they will cover and their qualifications for the assignment. The team should consist of, at the minimum:

- One team leader with 3 years of experience in the design of web-portal management systems
- One team member with 3 years of experience in UI/UX

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[7]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[8])

[insert: *Location*],
[insert: *Date]*

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

Dear Sir/Madam:

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

A.   **Qualifications of the Service Provider**

> *The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :*
>
> a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
> b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
> c) *Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;*
> d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
> e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
> f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

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*

---

[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*

appropriate to the local conditions and context of the work.	

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***

No.	Deliverables	Percentage of Total Price *(Weight for payment)*	Price *(Lump Sum, All Inclusive)*
1.	Upon submission and acceptance of website design and mockup	10	
2.	Upon publishing of live/ beta version (public viewable) website	20	
3.	Upon completion of testing, validation and fine-tuning, including uploading of content	30	
4.	Upon launch of website	20	
5.	Off-site tech support over 6 month period after launch of website	20	
	Total	**100%**	

*This shall be the basis of the payment tranches

E. **Cost Breakdown by Cost Component**

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. Team Leader				
b. Team Member (add additional lines as necessary)				
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]