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REQUEST FOR PROPOSAL (RFP 107/21)

NAME & ADDRESS OF FIRM	DATE: September 2, 2021
	REFERENCE: "Design and development of interactive online courses for the Central Electoral Commission of Armenia"

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting "Design and development of interactive online courses for the Central Electoral Commission of Armenia" (the detailed TOR is attached separately as Annex 1a).

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.
Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.
Proposals may be submitted on or before, **23 September 2021, 4:00 pm local Yerevan time (GMT +4)** via **email only**:

to the following e-mail address: tenders.armenia@undp.org

Please note that proposals received through any other e-mail address will not be considered. Your Proposal must be expressed in the English, and valid for a minimum period of 60 days calendar days.

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

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

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

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

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

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

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

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

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Procurement Unit
UNDP Armenia*

Description of Requirements

Context of the Requirement	“Design and development of interactive online courses for the Central Electoral Commission of Armenia”
Implementing Partner of UNDP	Central Electoral Commission of Armenia
Brief Description of the Required Services ¹	The scope of this assignment includes the following components: 1. Redesign of the “Licensing of PEC members” course available by the following link: https://elearning.elections.am/course/view.php?id=11 2. Redesign of the “Training of technicians servicing technical equipment” course with the following link: https://elearning.elections.am/course/view.php?id=10 3. Development of the new course “Digital security for Election officials” based on the materials similar to the materials of the above mentioned courses to be provided to the contractor by the project after signing the contract.
List and Description of Expected Outputs to be Delivered	– As per Annex 1a – Terms of Reference (TOR)
Person to Supervise the Work/Performance of the Service Provider	Yuliya Shypilova, Chief Technical Specialist, ESPA 3 Armenia
Frequency of Reporting	<i>As per TOR (Annex 1a) Deliverables and timelines</i>
Progress Reporting Requirements	<i>As per TOR (Annex 1a) Deliverables and timelines</i>
Location of work	<input type="checkbox"/> Exact Address as provided below <input checked="" type="checkbox"/> At Contractor’s Location
Expected duration of work	3 months after contract signing by both parties.
Target start date	October 2021
Latest completion date	December 2021
Travels Expected	As per Annex 1a – Terms of Reference (TOR)
Special Security Requirements	<input type="checkbox"/> Others <input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others
Implementation Schedule	<input checked="" type="checkbox"/> Required

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

indicating breakdown and timing of activities/sub-activities				
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required			
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) <input checked="" type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (AMD) (will be converted in accordance to UNORE)			
Value Added Tax on Price Proposal ²	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not Permitted			
Payment Terms ³	Outputs <div> <input type="checkbox"/> Report for the first stage of implementation The course "Licensing of PEC members" is redesigned and converted to interactive course available for review and testing </div> <div> <input type="checkbox"/> Report for the second stage of implementation The interactive courses namely "Training of technicians servicing technical equipment" and "Digital security for election officials" are </div>	Percentage 40% 40%	Timing 1 months after contract signing 2 months after contract signing	Condition for Payment Release 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

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.

	<p>developed and available for review and testing</p> <ul style="list-style-type: none"> Final Report The final tested and accepted three interactive courses are ready and installed in the https://elearning.elections.am Moodle platform is upgraded and includes the latest updates and security patches. All the source codes and design files are transferred to UNDP <p>Training of the CEC IT department for the maintenance of the courses and Moodle platform is performed.</p>	20%	3 months after contract signing	<p>outputs; and</p> <p>b) Receipt of invoice from the Service Provider.</p>
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Yuliya Shypilova, Chief Technical Specialist, ESPA 3 Armenia			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services			
Criteria for Contract Award	<p><input type="checkbox"/> Lowest Price Quote among technically responsive offers</p> <p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%.</p> <p><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.</p>			
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm (max score: 300), including:</p> <ul style="list-style-type: none"> - Minimum of 3 years' experience in interactive online courses development and implementation (max score: 100); - Experience in using the online interactive course development tools like Storyline 360, iSpring Suite, Adobe Captivate etc. (max score: 100); - Experience in working with Moodle platform including the installation, update and maintenance (max score: 100). <p><input checked="" type="checkbox"/> Methodology, its Appropriateness to the Conditions and Implementation Plan (max score: 300), including:</p> <ul style="list-style-type: none"> - Task implementation approach, including detailed description of implementation methods and milestones to carry out the proposed task; a detailed work plan with timelines for the Deliverables/Outputs (max score: 300) 			

	<p><input checked="" type="checkbox"/> Qualification of Key Personnel (max score: 400), including:</p> <ul style="list-style-type: none"> - Project manager, an expert with a minimum 3 years and more experience in similar projects such as the design and develop online interactive courses (as per Annex 1a, section I), (max score: 150); - Content developer with 3 years and more experience working with online course development in Moodle environment and usage of like Storyline 360, iSpring Suite, Adobe Captivate etc. tools., (as per Annex 1a, section I), (max score: 100); - Web Designer with 3 years and more experience in designing online content using the modern technologies such as Corel Draw, Adobe Photoshop and etc. (as per Annex 1a, section I), (max score: 100); - IT specialist 2 years and more knowledge of Linux administration and maintenance of Moodle platform (as per Annex 1a, section I), (max score: 50); <p>Financial Proposal (30%)</p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider.
Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁵ <input type="checkbox"/> Others ⁶
Contact Person for Inquiries (Written inquiries only) ⁷	<p>Procurement Unit, UNDP Armenia procurement.armenia@undp.org</p> <p>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.</p>
Other Information [pls. specify]	

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

⁵ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁶ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁷ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

TERMS OF REFERENCE

For the design and development of interactive online courses for the Central Electoral Commission

1. Introduction

This document describes technical requirement specifications necessary for the design and development of interactive educational courses for the CEC hosted on CEC's existing e-Learning platform.

2. Background

In response to a formal request from the Government of the Republic of Armenia to provide electoral assistance and based on recommendations of the UN Needs Assessment Mission and subsequent Desk Review for the upcoming pre-term elections issued on April 28, 2021, UNDP has developed this project to assist the Armenian stakeholders in holding of parliamentary elections on 20 June 2021 (Election Support Project of Armenia 3 – ESPA 3). The immediate assistance of the Project for June 2021 parliamentary elections focused on strengthening institutional capacities of the Central Electoral Commission of Armenia to ensure a smooth process of voter authentication, introduce health and safety measures to mitigate the risks of COVID-19, and conduct voter awareness especially tailoring women and people with disabilities followed by the lessons learned exercise to identify areas for improvement and long-term UN assistance. As part of long-term assistance, the project will do capacity building of CEC and TEC personal including the continuous education efforts.

Since 2018, within the scope of ESPA and ESPA 2 projects (the predecessors of the current project) the project team designed and implemented e-learning portal (<https://elearning.elections.am>) which includes various online materials for the training and continuous education of the CEC, TEC and PEC personal.

The platform is based on the well-known Moodle platform. It uses the latest features of the platform, while UNDP with CEC works continuously adding new courses for the users. The last analysis of the 3-year operations of the e-Learning platform and the feedback from the end users revealed the need for the modernization of the platform to enhance the interactivity of the courses. Currently the courses contain text, images and some video materials. Meanwhile the navigation is based on the standard tools of Moodle platform which is not easily understood for some group of users. In addition, each paragraph and chapter of the course has its separate page and links which are accessible only from the standard menu items.

Based on the feedback from the users, and the recommendations of the CEC the project is looking for the company who can redesign existing courses of the platform, as well as to develop one additional course based on the modern and interactive technological approaches.

3. Scope and requirements

The scope of this assignment includes the following components:

1. Redesign of the "Licensing of PEC members" course available by the following link: <https://elearning.elections.am/course/view.php?id=11>
2. Redesign of the "Training of technicians servicing technical equipment" course with the following link: <https://elearning.elections.am/course/view.php?id=10>
3. Development of the new course "Digital security for Election officials" based on the materials similar to the materials of the above-mentioned courses to be provided to the contractor by the project after signing the contract.

3.2 Course requirements

The main requirement is the interactive manner of the courses. The course shall be single package content with the possibility to navigate the course content via the links in the pages. The content shall use images, animations, videos, included quizzes and interactive questionnaires, including:

3.2.1. Infographics, graphics and images

Cards. With these, the user can discover what is hidden behind them, adding a button that makes available additional content.

Linked scenes. They allow to connect several images and navigate between them, recreating different types of situations. This way, users can create exercises that make it much easier to associate concepts and ideas.

Hot spots. Place relevant information in specific parts of the images and let audience discover it by clicking on each of them.

Infographics. Use diagrams to convey content in an entertaining and visually appealing way. Displaying the information in this new way will make it more interesting and user-friendly.

Graphics. Because percentages and figures in general are usually a great way to hook the audience, the courses shall contain graphic content. It will get the information to sink in much faster, while making it more dynamic by presenting the data in a different way.

3.2.2. Multimedia content

Audio. Elements like podcasts or interviews are great for integrating information told by others, which can even enhance the content.

Video. It is an agile and entertaining format that connects with the audience instantly, providing context and facilitating storytelling.

Interactive video. This is even better than the traditional format because it requires active participation.

3.2.3. Exercises

Classic option selections. This is one of the most effective formats to ensure (and self-assess) whether that knowledge is being understood correctly.

Sort. One image, several choices for answers. Drag & drop dynamics make the content much more agile and fun.

Fill in the blanks. Complete the sentence by choosing the correct answer from the incomplete texts. This format is perfect to provide more context to the exercise.

3.2.4. Games

The alphabet game. The classic game of definitions is great for reinforcing important concepts in a short time.

Swipe. In this addictive game, your students will be able to classify the cards according to the option that corresponds to them, competing against the clock.

3.3 Training requirements

The contractor shall organize training for the CEC IT department (4 people). During this training, the Supplier shall perform a one-day training course for the CEC IT Department to transfer the ownership of the Courses installation and administration. The topics of this training shall include the installation, backup, restoration, and maintenance of the courses and the Moodle platform. UNDP/CEC shall endorse the organization and the delivery schedule of the training in advance.

3.4 Installation and platform support

The courses shall be packages available for the installation in the Moodle platform. The package shall be generally accepted standards like SCORM, HP5 etc. In addition to the delivery of the packages the contractor shall review the CEC's existing platform and upgrade it to the latest version installing and configuring all the necessary updates and security patches.

3.5 Testing and acceptance requirements

During the period of the development, the contractor shall agree with UNDP, a system and content testing and acceptance plan. Testing and acceptance plan shall include testing scenarios and testing environment to ensure that each change request is valid and measurable for proper testing.

4 Schedule and deliverables

4.1 Implementation Schedule

The total duration of the works is three months. The development and implementation work should be implemented in 3 phases.

1. The course "Licensing of PEC members" is redesigned and converted to interactive course and available for review and testing
2. The interactive courses namely "Training of technicians servicing technical equipment" and "Digital security for election officials" are developed and available for review and testing
3. The final tested and accepted three interactive courses are ready and installed in the <https://elearning.elections.am>

The recommended schedule⁸ of the phases mentioned above is presented below:

⁸ The supplier may propose another timetable for the deliverables. However, the overall duration of the contract shall not exceed 3months.

Phases	Months		
	1	2	3
4.1.1.1 The first phase (The course “Licensing of PEC members” is redesigned and converted to interactive course and available for review and testing)			
4.1.1.2 The second phase (The interactive courses namely “Training of technicians servicing technical equipment” and “Digital security for election officials” are developed and available for review and testing)			
4.1.1.3 The third phase (The final tested and accepted three interactive courses are ready and installed in the https://elearning.elections.am)			

4.2 Deliverables

During the project, the contractor shall submit the documents and deliverables as listed in the table below:

N	Name of Performance Act	Dates
1	<ul style="list-style-type: none"> Report for the first stage of implementation The course “Licensing of PEC members” is redesigned and converted to interactive course available for review and testing 	1 st month
2	<ul style="list-style-type: none"> Report for the second stage of implementation The interactive courses namely “Training of technicians servicing technical equipment” and “Digital security for election officials” are developed and available for review and testing 	2 nd month
3	<ul style="list-style-type: none"> Final Report The final tested and accepted three interactive courses are ready and installed in the https://elearning.elections.am Moodle platform is upgraded and includes the latest updates and security patches. All the source codes and design files are transferred to UNDP Training of the CEC IT department for the maintenance of the courses and Moodle platform is performed. 	3 rd month

4.3 Reporting

The supervision of the contract will be provided by the technical experts from the UNDP project and CEC. The overall process of the courses redesign and development is delivered remotely. The contractor is expected to liaise/interact/collaborate with the technical staff of the ESPA 3 project and CEC for the inquiry of any required information and everyday communication.

The Supplier shall provide delivery-based reporting during the development stage (in a total of three reports). The contractor shall provide the means for the ESPA 3 project and UNDP to be able to access and evaluate the results of the work progress (nightly builds, source codes, testing environment).

4.4 Contractor Qualifications

1. Minimum of 3 years’ experience in interactive online courses development and implementation.
2. Experience in using the online interactive course development tools like Storyline 360, iSpring Suite, Adobe Captivate etc.
3. Experience in working with Moodle platform including the installation, update and maintenance.

Key personnel qualifications requirements:

- Project manager, an expert with a minimum 3 years and more experience in similar projects such as the design and develop online interactive courses.
- Content developer with 3 years and more experience working with online course development in Moodle environment and usage of like Storyline 360, iSpring Suite, Adobe Captivate etc. tools.
- Web Designer with 3 years and more experience in designing online content using the modern technologies such as Corel Draw, Adobe Photoshop etc.
- IT specialist 2 years and more knowledge of Linux administration and maintenance of Moodle platform.

Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[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 or 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, contract references (as per table A1);*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, 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.*

A1. Reference list

Client ¹¹	Survey description	Sample	Duration	Value in US\$
1.				
2.				
...				
5.				

B. Proposed Methodology for the Completion of Services

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

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

¹¹ Must include the following details: name of the client, contact person's name, e-mail address and phone number.

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 experts, etc.;
- b) CVs demonstrating qualifications must be submitted; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	The first phase (The course "Licensing of PEC members" is redesigned and converted to interactive course and available for review and testing)	40%	
2	The second phase (The interactive courses namely "Training of technicians servicing technical equipment" and "Digital security for election officials" are developed and available for review and testing)	40%	
3	The third phase (The final tested and accepted three interactive courses are ready and installed in the https://elearning.elections.am)	20%	
	Total	100%	

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

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Key Expert 1				
b. Key Expert 2				
c. ...				
d. Expert 3				
e. Expert 4				
f. ...				
2. Services from Field Offices				
a. Key Expert 1				
b. Key Expert 2				
c. Expert 3				
d. Expert 4				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				

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

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



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Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

(attached separately)