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REQUEST FOR PROPOSAL (RFP 124/22)

NAME & ADDRESS OF FIRM	DATE: September 29, 2022
	REFERENCE: Development of the RA Police Analytical Platform

Dear Sir / Madam:

We kindly request you to submit your Proposal for ***Development of the RA Police Analytical Platform*** (the detailed TOR is attached separately as Annex 1a).

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

Proposals may be submitted on or before, **17 October 2022, 4:00 pm local Yerevan time (GMT +4)**
via email only:

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. Please note that your **Financial Proposal must be password protected**.

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:

[Procurement protest and vendor sanctions | United Nations Development Programme \(undp.org\)](#)

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/unscoc/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	Development of the RA Police Analytical Platform
Implementing Partner of UNDP	-
Brief Description of the Required Services ¹	The overall objective of the assignment is the design and development of the RA Police analytical platform. Under the overall guidance of the Specialist/Task Lead on Police, Security and Public Administration and direct supervision of SDG Innovation Lab Lead, Public Policy Innovation Projects Lead and Police expert, the web development and design company is expected to ensure that the analytical platform correspond to the specified technical and design requirements.
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	Elen Sahradyan, Public Policy Innovation Task Lead
Frequency of Reporting	<i>As per TOR (Annex 1a) Deliverables and Timeframe</i>
Progress Reporting Requirements	<i>As per TOR (Annex 1a) Deliverables and Timeframe</i>
Location of work	<input type="checkbox"/> Exact Address as provided below <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	4.5 months after contract signing by both parties.
Target start date	October 2022
Latest completion date	February 2023
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 <input checked="" type="checkbox"/> N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) <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

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.

	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes				
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 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	Percentage	Timing	Condition for Payment Release	
	Development, testing and validation of the minimum viable product (MVP);	30%	1.5 months after contract signing	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.	
	Complete backend and frontend development of the analytical platform with comprehensive quality assurance and testing	40%	3.5 months after contract signing		
	End to end integration and deployment	20%	4.5 months after contract signing		
	Training for the Project team and RA Police staff	10%	4.5 months after contract signing		
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Elen Sahradyan, Public Policy Innovation Task Lead;				
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services				
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers				

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><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 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.</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: 450), including:</p> <ol style="list-style-type: none"> 1. Minimum of 5 years' experience in ICT with a focus on the website, web-portal, mobile app and design mock-up development (max score: 150) incl. <ul style="list-style-type: none"> • <i>Experience in web software design, installation and technical support in web system management (max: 50);</i> • <i>Proven experience in API pipeline development and integration (max: 50);</i> • <i>Proven experience in deployment of Machine Learning models (max: 50);</i> 2. Proven experience and capacity in understanding the Armenian context and tailoring the UI/UX to the needs of Armenian users; (max score: 100); 3. Experience in development of web portals and, mobile applications, interactive management systems (max score: 150) incl. <ul style="list-style-type: none"> • <i>Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in website and mobile app design; security and administration (max: 50);</i> • <i>Experience in working with modern hardware server solutions and software platforms (max: 50);</i> • <i>Experience in working with modern hardware server solutions and software platforms (max: 50);</i> 4. Experience in ensuring systems compatibility to find highly productive and reliable solutions (max score: 50); <p>Experience in working with state or government systems is an asset.</p> <p><input checked="" type="checkbox"/> Methodology, its Appropriateness to the Conditions and Implementation Plan (max score: 200), 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: 200) <p><input checked="" type="checkbox"/> Qualification of Key Personnel (max score: 350), including:</p> <ul style="list-style-type: none"> • Project manager (Development Team leader), as per TOR section VI, 95 working days, (max score: 100); • Software Engineers as per TOR section VI, 80 working days, (max score: 50); • Database specialist, as per TOR section VI, 80 working days, (max score: 50); • Specialists with 3 years and more experience in API pipeline development and integration, as well as deployment of Machine

	<p>Learning models, as per TOR section VI, 60 working days, (max score: 50);</p> <ul style="list-style-type: none"> • UI/UX specialist as per TOR section VI, 90 days, (max score: 50); • Quality assurance and testing specialist as per TOR section VI, 45 days, (max score: 50) <p>Financial Proposal (30%) 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 [p/s. 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

General

Post Title:	Development of the RA Police Analytical Platform
Country Programme:	“Accountable Institutions and Human Rights Protection in Armenia” Project
Duration:	4.5 months
Duty Station:	Yerevan, Armenia

I. Project Background

Through the EU funded “Accountable Institutions and Human Rights Protection in Armenia” Project, UNDP, UNICEF, UNFPA and OSCE support the Government of Armenia (GoA) efforts towards inclusive, accountable and effective service delivery in the field of rule of law, security, human rights and Constitutional reform. The Project aims to strengthen rights-based approach in public service in line with the EU-GoA Financing Agreement “Comprehensive and Enhanced Partnership Agreement (CEPA) Reform Facility”. This engagement contributes to the implementation of CEPA provisions and implementation of the roadmap, adopted by the GoA in the areas of rule of law and human rights.

The focus is placed on good governance, non-discrimination, gender equality, rights of persons belonging to minorities, justice and security reform. The Project equally contributes to implementation of the Agenda 2030, focusing on Sustainable Development Goal (SDG) 16 (peace and strong institutions), SDG 10 (reduced inequalities) and SDG 5 (gender equality). The Project objectives are implemented through the following three components: Human Rights, Police Reform and Constitutional Reform. Within the Police reform component, the Project, in close cooperation with the Ministry of Justice and the Police, supports implementation of the ongoing Police reform, with an emphasis on strengthening the educational system and capacity building.

The institutional capacity building for the Police Educational Complex (PEC), focusing on Patrol and Community Police training, is a priority of the Project. The Project further strengthens the analytical capacities of the Operations Management Centre and relevant capacities of the staff. The Project enhances the systems and instruments for improved accountability, transparency and integrity of the Police. Further, the Project improves the institutional mechanisms and the Police staff capacities to face the crisis situations. The Project aims to enhance the institutional resilience of the Police and to improve the provision of citizen-oriented services.

To mainstream evidence-based policymaking in the RA police, the Project puts specific emphasis on data analytics. More particularly, following the results of thorough data mapping and business process analysis in different Police divisions and with an aim to insill the culture of evidence-based and data-driven policy and decision-making practices in the RA Police, the Project proposes to create a data analytical platform with sophisticated analytical dimensions, advanced filters and user-friendly visualization with differentiated user-level access for the RA Police.

To this end, the Project seeks a qualified web development and design company for the development of the RA Police Analytical Platform.

II.Scope of Work, Terms and Conditions

The overall objective of the assignment is the design and development of the RA Police analytical platform. Under the overall guidance of the Specialist/Task Lead on Police, Security and Public Administration and direct supervision of SDG Innovation Lab Lead, Public Policy Innovation Projects Lead and Police expert, the web development and design company is expected to ensure that the analytical platform correspond to the specified technical and design requirements.

a. Core responsibilities and key functionalities:

- Development of an analytical dashboard with sophisticated filters and dimensions, user-friendly visualization (including, but not limited to visualizations for geospatial, time-series, tabular, semantic and other data types) and intuitive navigation and design for flowless user experience for

concerned divisions and units (approximately 10) of the RA Police, including but not limited to the Operations Management Center, Information Center and the Patrol Service of the RA Police;

➤ Full integration and compatibility with the internal system(s) and/or existing platforms of the RA Police, affiliated institutions and other external data sources (approximately 8-10) that send or receive data from the RA Police (i.e. the Ministry of Emergency Situations), including through the development and integration of required APIs;

Development and validation of sitemap, wireframes and prototype of the platform using, where available, the initial analytical dashboard prototype (developed by the project team and based on Streamlit and other tools) as basis;

➤ Development, testing, validation, and delivery of the minimum viable product (MVP) which entails all the above mentioned functionalities;

➤ Integration of the human resource management (HRM) AI-powered appraisal tool for the Patrol service of the RA Police into the RA Police HR platform;

➤ Develop data export functionalities, both raw data and with the visuals available on the website (including reports in PDF, Excel, CSV, Json and other formats);

➤ Development of a user management tool that provides access levels to different groups of users; Strict compliance to Accessibility requirements for ICT products and services, including, but not limited to Web Content Accessibility Guidelines (WCAG 2.1 and WCAG 2.2 Draft);

➤ Strict compliance with the Government Interoperability Platform (GIP), as well as the requirements of the RA Government 2015 No. 1093-N decision;

➤ Keyword search through elastic search

➤ User feedback window.

b. Platform Structure and Documentation

Main components of the analytical platform development are:

➤ Development and integration of required APIs

➤ System documentation, providing an overview of the underlying technology. including:

- Software architecture documentation, development and integration of designed APIs, and diagrammatic representation of the overall system and underlying infrastructure
- Maintenance documentation, describing limitations and known problems within the system and implemented solutions. Dependencies between system components shall also be presented in this document.

➤ Source code

The Source code, as well as the database data should not be transferred to third parties and must be deleted from the Contractor's systems and computers when instructed by the Project team in written e-mail format. The Contractor shall be prohibited from disclosing confidential and proprietary information that is to be shared between one another to develop the Software and related digital tools.

➤ User manuals:

- End user manual
- System installation and administration guide

➤ Design of the user interface including:

- Data visualization capabilities

Visualization capabilities should enable adding new representations without source code modifications. Visualization templates shall enable data manipulation (adding data sources, modifying visualization methods) from administration panel.

- The platform should be in Armenian (with a possibility to add English and Russian later) and have different level access for users. The design should reflect the main functionality of the analytical platform, be intuitive to use and need no or minimal training.

- Aimed to enhance scalability and ensure easier maintenance, it is recommended to develop the application based on an architecture, which will enable modularity, making it easy to maintain, add features, fix bugs in a short timeframe.

- Requests sent from the interface should receive response from backend in a timely manner, not making the user wait prolonged periods.

- The website must strictly adhere to Accessibility requirements for ICT products and services, including, but not limited to Web Content Accessibility Guidelines (WCAG).

c. Environment

The analytical platform shall be platform independent, meaning they should be possible to run on any platform, and be self-contained, deploying all external dependencies by itself without requiring extensive manual intervention.

The platform must strictly comply with the Government Interoperability Platform (GIP) and any other requirements defined by relevant authorities.

d. The web development company will be responsible for the following:

- ✓ Maintain documentations in a format which will be possible to maintain both paper based (e.g. searchable pdf) and digitally (e.g. Markdown making it possible to maintain on an internal wiki, such as [Wiki.js](#))
 - ✓ Maintain well-documented version control repository in GitHub to manage the development and deployment of the dashboard
 - ✓ Develop web and mobile responsive design, implement responsive interface for the platform to be user-friendly on mobile devices as well
 - ✓ Frontend and backend development of the platform
 - ✓ Develop and integrate with external third-party APIs, other data exchange frameworks and those developed by the SDG Lab team, where relevant
 - ✓ Database development
 - ✓ Develop a comprehensive flowchart of the back-end infrastructure and data flow
 - ✓ Develop data exporting capabilities, both raw data and with the visuals available on the website (including reports in PDF, Excel, CSV, Json and other formats);
 - ✓ Develop data visualization components and templates, enabling various visualizations based on the data source and flexibility with the project team to make joint decisions on visualization tools and graphs
 - ✓ Ensure implementation of secure coding practices
 - ✓ Implement modular architecture, make all elements self contained
 - ✓ Implement multi-language functionality (Armenian, Russian and English)
 - ✓ Identify problems uncovered by user feedback and testing, and correct or refer problems to appropriate personnel for correction
 - ✓ Create a Content Management System (admin panel) customized to the needs of the Lab (e.g. user management, customized reports based on available data)
 - ✓ Support the process of content development and updates if/when necessary
 - ✓ Ensure seamless and intuitive user experience
 - ✓ Ensure comprehensive training for the Lab and RA Police staff to use the analytical platform
 - ✓ Ensure thorough quality assurance with completion for deployment
 - ✓ End to end deployment and integration of the platform in a secure environment
 - ✓ Connect the domain of the website with the hosting, if necessary, to ensure full functionality.
- The payment for the domain and hosting will be covered by the Project
- ✓ Ensure the security of the platform in line with cybersecurity standards
 - ✓ Work with the Lab's Project Team for coordinating actions
 - ✓ Ensure the smooth, timely and complete transfer of the source codes and all rights related to the system to the Lab and/or other institutions identified by the Lab;
 - ✓ Maintenance and minor development support for at least 2 years, including warranty for uninterrupted functioning.

The Project team, SDG Lab team, the RA Police and other relevant stakeholders will **validate** each phase of the development and design, including data visualization options, as indicated by the Project Team. This will ensure that the final product will have:

- ✓ An overall well-designed and functional platform
- ✓ A user-friendly navigation and interface
- ✓ A consistent look and feel
- ✓ Accessibility based on internationally defined criteria

Any identified deficiencies in the selected design identified during the validation process will be corrected by the contractor and approved and accepted by SDG Lab.

e. Certification & Assessment

For the completion of this Task section, close collaboration and guidance of the Lab's Project team is anticipated from the Contractor.

III.Expected Outputs

#	Outputs / Deliverables	Cost	Due Date
1	Development, testing and validation of the minimum viable product (MVP);	30%	1,5 months after contract signing
2	Complete backend and frontend development of the analytical platform with comprehensive quality assurance and testing	40%	3,5 months after contract signing
3	End to end integration and deployment	20%	4,5 months after contract signing
4	Training for the Project team and RA Police staff	10%	4,5 months after contract signing

IV.Institutional Arrangements

- a. The contractor will work under the overall guidance of the SDG Lab Lead and Public Policy Innovation Project Lead, and in close collaboration with the Project team.
- b. The contractor will arrange the development and design of the deliverables based on the requirements set forth by the Project IT expert.
- c. SDG Lab team will agree on design, server hosting (including duplications and backups) and maintenance arrangement for the analytical platform.
- d. Participate in an initial kick-off meeting to meet with the SDG Lab team, to discuss the task, validate critical objectives, and to develop a task plan to guide the project through completion.
- e. Provide weekly updates to the SDG Lab team on the progress of the assignment.
- f. Prepare at least 2 comprehensive presentations on the complete layout of the platform and the final product, with other presentations to be prepared upon request.
- g. Collaborate with SDG Lab Public Policy Innovation Projects Lead, Police Expert and the project team to review the overall process.
- h. The contractor should present the analytical platform for the review of the SDG Lab team, revise, refine and complete the website based on recommendation and feedback of the project team.

V.Schedule of Payments

- Payment will be done in 2 instalments, upon timely completion of respective Outputs and their acceptance by SDG Lab based on the signed acceptance acts.
Installment 1 (Outputs 1 and 2) - 30%
Installment 2 (Outputs 3 and 4) - 70%
- Evaluation of outcomes is the responsibility of the SDG Lab.

VI.Required Qualifications

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 capability for implementing the task, as well as it should be able to mobilize resources and the experts to successfully implement the works as per Terms of Reference.

The supplier qualifications eligible for the services described in this document include:

- Minimum of 5 years' experience in ICT with a focus on the website, web-portal, mobile app and design mock-up development;
- Experience in web software design, installation and technical support in web system management;
- Proven experience in API pipeline development and integration;
- Proven experience in deployment of Machine Learning models;
- Proven experience and capacity in understanding the Armenian context and tailoring the UI/UX to the needs of Armenian users;

- Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in website and mobile app design; security and administration;
- Experience in working with modern hardware server solutions and software platforms;
- Experience in ensuring systems compatibility to find highly productive and reliable solutions;
- Workforce with related qualifications, including at least one expert with a minimum of 3 years' experience in the design of web-portal management systems;
- Experience in working with state or government systems.

Key personnel qualification requirements:

- Project manager (Development Team leader), M.Sc. in Computer Science, Math or related field as well as Project management with a minimum of 3 years of experience (indicative number of working days- 95 days);
 - Software Engineers with 3 years and more software design and development experience in the design of electronic management systems with the focus on web programming; (indicative number of working days- 80 days);
 - Database specialist, with 3 years and more experience. Should have extensive skills in MongoDB; (indicative number of working days- 80 days);
 - Specialists with 3 years and more experience in API pipeline development and integration, as well as deployment of Machine Learning models; (indicative number of working days- 60 days);
 - UI/UX specialist with a minimum of 3 years experience; (indicative number of working days- 90 days);
 - Quality assurance and testing specialist with 3 years and more experience; (indicative number of working days- 45 days);
-
- Understanding of the Armenian context and Armenian user needs to match with adequate technical solutions;
 - Demonstrated ability to multitask under pressure and to meet strict deadlines;
 - Excellent organizational skills and ability to work effectively in teams, delivery through and with others.

Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(attached separately)



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Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

(attached separately)