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## REQUEST FOR PROPOSAL RFP 033/21

NAME & ADDRESS OF FIRM	DATE: May 12, 2021
	REFERENCE: Development and implementation of the web-portal for National Assembly of Armenia

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Development and implementation of the web-portal for National Assembly of Armenia (the detailed TOR is attached as Annex 1a).**

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

Proposals need to be submitted on or before **26 May 2021, 4:00 pm** local Yerevan time (GMT +4) via email to the following e-mail address: [tenders.armenia@undp.org](mailto:tenders.armenia@undp.org)

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

***Please note that proposals received through any other e-mail address will not be considered.***

**Your Proposal must be expressed in the English**, and valid for a minimum period of 60 calendar days.

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

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

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

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

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

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

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

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

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

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

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](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	Development and implementation of the web-portal for National Assembly of Armenia
Implementing Partner	National Assembly of RA
Brief Description of the Required Services <sup>1</sup>	As per attached Terms of Reference (TOR), Annex 1a
List and Description of Expected Outputs to be Delivered	As per attached Terms of Reference (TOR), Annex 1a
Person to Supervise the Work/Performance of the Service Provider	Biljana Ledenican, Chief Technical Specialist MAP UNDP SDG Innovation Lab Lead
Frequency of Reporting	Weekly progress reports
Progress Reporting Requirements	On a regular basis
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	4 months
Target start date	June 25, 2021
Latest completion date	January 25, 2023
Travels Expected	<input checked="" type="checkbox"/> Not Required
Special Security Requirements	<input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Not Required
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
	<input checked="" type="checkbox"/> United States Dollars

<sup>1</sup> 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.

Currency of Proposal	<input checked="" type="checkbox"/> Local Currency			
Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals ( <i>Counting for the last day of submission of quotes</i> )	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted			
Payment Terms <sup>3</sup>	Outputs	Percentage	Timing	Condition for Payment Release
	1. Detailed implementation schedule and activity plan including the testing and acceptance plan, installation and implementation plan and training plan. Final technical requirements of the web-portal Report on the first stage deliverable	10%	1 month after contract signed	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.
	2. The existing web pages (including the site administration and content management modules) are migrated to the new web site and become available for the production. Report on the second stage deliverable	30%	3 months after contract signed	
	3. The fully featured web portal is available for the testing including all source codes.	30%	7 months after contract signed	

<sup>2</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

<sup>3</sup> 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.

	Report on the third stage deliverable			
	4. The final version of the web portal migrated data, software package (including all source codes), all sub-systems, installer packages, configuration files, and all those components which are necessary for the system installation and operation (final tested and corrected version). <ul style="list-style-type: none"><li>• Mobile application<ul style="list-style-type: none"><li>▪ Training of web-portal administrators</li></ul></li></ul> Report on the fourth stage deliverable	20%	8 months after contract signed	
	5. Warranty and continuous development of the system (warranty, which lasts 12 months after web-portal goes live) Contract final report	10%	18 months after contract signed	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Davit Khachatryan, ICT Expert and Team leader			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP			
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%.			
Criteria for the Assessment of Proposal	<b><u>Technical Proposal (70%)</u></b> <input checked="" type="checkbox"/> <b><u>Expertise of the Firm - Maximum obtainable points: – 400</u></b> <ul style="list-style-type: none"><li>- Minimum of 5 years’ experience in ICT with a focus on the website and web-portals development, <b>max: 100;</b></li><li>- Experience in web software design, installation and technical support in web system management, <b>max: 100;</b></li><li>- Proven success in the establishment of web portal and interactive management systems in recent three years; <b>max: 100;</b></li><li>- Experience in working with modern hardware server solutions and</li></ul>			

	<p>software platforms; Experience in ensuring systems compatibility to find highly productive and reliable solutions; <b>max: 100</b>;</p> <ul style="list-style-type: none"> <li>- <i>Experience in working with state or government systems is an asset.</i></li> </ul> <p><b><u>☒ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan, technical capacity - Maximum obtainable points: 300</u></b></p> <ul style="list-style-type: none"> <li>- The detailed description of implementation methods and organisational approaches, milestones, timeframe and detailed budget breakdown (see budget breakdown template attached)- <b>max 300.</b></li> </ul> <p><b><u>☒ Management Structure and Qualification of Key Personnel - Maximum obtainable points: 300</u></b></p> <ul style="list-style-type: none"> <li>- Project manager (Development Team leader), M.Sc. in Computer Science or Project management with a minimum of 5 years and more experience in the implementation of electronic web management systems with the focus on e-Governance, <b>max: 100</b></li> <li>- Software Engineers, B.Sc., preferably an M.Sc. in Computer Science with 5 years and more software design and development experience in the design of electronic management systems with the focus on e-Governance, <b>max: 75</b></li> <li>- Database specialist, B.Sc., preferably M.Sc. in Computer Science with 5 years and more experience relational database management. Should have extensive skills in MySQL and PostgreSQL. Proven ability to organize the migration of large databases. Skills to manage the ETL (Extract, Transform, Load) processes, <b>max: 75</b></li> <li>- Training specialist, 3 years and more experience in the IT training, <b>max: 50</b></li> </ul> <p><b><u>Financial Proposal (30%)</u></b> 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:	<b><u>☒ One and only one Service Provider</u></b>
Annexes to this RFP <sup>4</sup>	<p><b><u>☒ Detailed Terms of Reference (Annex 1a)</u></b></p> <p><b><u>☒ Form for Submission of Proposal (Annex 2)</u></b></p> <p><b><u>☒ General Terms and Conditions / Special Conditions (Annex 3)<sup>5</sup></u></b></p>

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

<sup>5</sup> 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.

Contact Person for Inquiries (Written inquiries only) <sup>6</sup>	Procurement Unit, UNDP Armenia <a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	

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<sup>6</sup> 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**

Development and implementation of the web-portal for National Assembly of Armenia



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## 1. Terms and abbreviations

RA	Republic of Armenia
UNDP	United Nations Development Programme
MP	Member of Parliament
NA	National Assembly
RDBMS	Relational Data Base Management System
UAT	User Acceptance Testing

## 2. Introduction

The Project Modern Parliament for a Modern Armenia is designed to strengthen the National Assembly of the Republic of Armenia (hereinafter NA) in its new and fundamentally enhanced role within the governance system in carrying out critical functions of law-making, oversight, and representation. With a long-term goal of improving the overall effectiveness of the NA as a policy-making institution, the project is designed to support the newly elected NA to take advantage of the modern governance tools and mechanisms that are focusing on improved quality, transparency, responsiveness and inclusiveness of parliamentary oversight and its other operations.

As the digital revolution is transforming the world at unprecedented speed, digital technologies proved essential for institutional continuity and demand by people in terms of connecting and exchanging information. The MAP Project recognized the need for a young parliamentary democracy to develop tools for increased accountability and transparency of the NA.

Among other activities, the Project provides technical support for the design and development of the modern web-portal of the NA. This document describes the technical requirements and specifications for the design, development, and implementation of the new web-portal for the NA.

## 3. Background

The current website of the NA (accessible via the link [www.parliament.am](http://www.parliament.am)) has been developed a decade ago. It contains the various links related to the parliament, including the page for the chairman, the deputies, committees, factions, staff, the page for the related legislation, news, foreign relations, constituency relations, and useful links.

During the decade, the underlying database of the website accumulated rather a large volume of data related to the laws, NA decisions, statements, and addresses. In addition to the context, all these topics contain one or more attached files that are also kept and maintained by the current web application and database. The underlying database is grown up considerably.

In light of the present digital transformation and business continuity of the NA, supported thought the MAP Project, the development of an interoperable and multilayered web portal system that will address the accessibility, transparency, various modules, apps, interconnection with intranet and e-parliament was identified in the course of the development of the digital transformation roadmap.

## 4. Objectives

1. The main objective of this activity is to develop and implement an interoperable, responsive, multi-layered, **user-friendly** web-portal for the National Assembly of Armenia which:
  - a. serves as a primary tool for the active involvement of citizens in legislative decision-making processes allowing them to contribute to decisions that may have an impact on their lives
  - b. informs citizens of their rights and responsibilities and of decisions taken to strengthen the public understanding and create public awareness implements innovative approach to public engagement through harnessing leading-edge technology for ensuring optimum business efficiency and reduced operational cost.

2. The portal shall include the existing content as well as add more functionality to the portal including but not limited **interactive communication tools, feedback mechanisms, announcements, data visualizations** (the details are provided in the next chapter).
5. Functional requirements of web portal
1. The portal shall include all **webpages of the previous website** as described in the Annex 1 of this document. Furthermore, the sitemap of the portal is subject of change to include other pages as described further in this document, as well as per UNDP and National assembly's suggestions and comments during the development stage. The web-portal shall be designed in the way allowing to add, modify or remove web page from the web-portal using the site administration tools (Implement full CMS functionality). The existing webpages shall be migrated first and become operational before the web portal is fully commenced according to the timelines described further in this document.
2. The portal will contain an automatically generated site map, which will describe the name of the page and a short description of the web page.
3. The portal shall implement a secure **site administration module** limited with access to only site administrators (assigned personal who manage the portal resources). Portal administration module shall implement all the necessary functions to manage the web-portal including but not limited to the management of users and roles, translation of the content into various languages, creation and management of the permissions and roles of the users. It also shall contain tools for performing the scheduled operations (backup, cleaning, etc.)
4. The portal shall implement a secure **web content management module**, which allows creation, update and removal of web content – web pages, menu links, sub menu items. The portal shall be designed in the way that users operate with the content in a user-friendly manner without involvement of the programmer.
5. The portal shall implement an **external user registration**<sup>7</sup> feature (personal cabinet). This registration shall serve for the purposes of users outside of the National Assembly (citizens, etc.) it registers in the system for further adding comments to publicly editable parts (commenting, ranking, voting an initiative, petitions, etc.) of the web portal. The contractor shall discuss with the UNDP and National Assembly the options for the registration of the users to select the easiest one for the external users and the same time ensuring the prevention of the automatic registration by bots, and other malware. This should include but not limited the options such as the use of the captcha, two factor authentication, confirmation of the registration by email. Currently the Armenia works on implementing online ID system allowing the identification of the citizens by mobile devices or mobile ID. These options should be considered as well.
6. The web-portal shall implement **the two-way, citizen and MP communication tools** including.
  - a. The web-portal shall include online **booking feature** allowing to register citizens for the meetings with their MP's. This feature shall be available for the registered users. After the registration the portal shall send an email to MP informing about the registration case as well as show the notification on the web-portal for MP advisor, etc. The online booking system shall allow the registrars to see the current schedule of MP to be able to peek up the time which is not occupied by the other meetings, or other events. MP and his/her adviser shall be able to manage this booking process.
  - b. The portal shall have a page showing a **statistic of handling the requests** of citizens by MPs (appointments, answers to the questions, etc.).

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<sup>7</sup> Web portal shall have a single user management system; however, the registration of the external users will be managed in a different manner. External users shall have only limited and predefined roles.

- c. The web-portal shall have an **interactive map** with features describing the MP per region (on a map user can select the region and community and get the list of MPs or user can search his/her MP by entering few search criteria).
  - d. It shall also include the **complaints and recommendations registration** section (users are able to send a request, describe their problems, provide recommendations from their personal cabinet using features like ask a question to your MP, fill in a complain, provide recommendations, etc).
- 7. The Portal shall implement tools for the parliamentary engagement with citizens, allowing them to be involvement in the legislative process. For this functionality the supplier shall select existing tools and discuss prior the with NA and UNDP the selected platform specifications (e-participation, e-deliberation, e-draft, e-polls such as the Wikilegis, the Brazilian Chamber's e-draft tool, free products of Creative Commons, Discourse, an open free e-forum tool, etc) The functionality shall include:
  - a. The ability for registered citizens to provide **input on the draft** of a specific bill, including comments and specific text/amendments.
  - b. Provide input on a specific issue and **elaborate on legislative solutions**,
  - c. ?The portal shall have a section that allows the parliament to ask for **feedback from citizens through opinion polls**. The administrators of the portal, or special designated content managers shall have ability to create, announce, manage, and analyze the opinion polls. The detailed workflow of creation of the opinion pools, collection of feedback and analysis of the data shall be prior discussed with the UNDP and National Assembly staff before implementing this functional requirement.
  - d. The portal shall enable the **visualization of data on the national assembly budget** and public expenditures in a user-friendly format. These visualization tools shall be user friendly, interactive and allows quick and easy filtering and selection of the budget line(s) with possibility to summarize or details the target expenditures. The portal shall include the user-friendly interfaces for adding the budget related information. This mechanism shall be easy and contains the validation and control mechanisms to minimize data entry errors. The portal shall also contain the automatic notification features to the assigned person to inform about the deadlines for updating the budget related information in the portal.
- 8. Social Media requirements. The portal should have its pages' content shareable to social media (Facebook, Instagram, Twitter, etc.). The administrator of the portal shall be capable to manage these links.
- 9. The web portal shall be integrated with the e-Parliament to share the open data<sup>8</sup> with the external users. The list of the open data fields which must be accessible for the external consumers will be provided further. The consumers of the Open data (the consumption of Open data shall be designed in the way to prevent possible overloading of the system from malicious attacks.)
- 10. The portal shall implement the links to other national assembly electronic systems which have public web interfaces (for example eLearning platform, etc.). It shall also contain the links to other resources available outside of the National Assembly. The list of the external links shall be agreed with the UNDP and National Assembly during the development process. Meanwhile the system shall contain the tools for portal administrator to manage the links easily without involvement of the software developer.
- 11. The portal shall have a job advertisement and application section. This section shall be linked with the personal cabinet so only the users registered in the portal have access to apply for the jobs

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<sup>8</sup> The principles of using the Open data in accordance with the best standards should be considered.

posted on the web-portal. The same time job postings shall be available for all users of the system regardless of the registration status. The administrator of the portal or the dedicated content manager shall be able to update job posting information using the tools available in the web-portal.

12. Other requirements

- e. The home page of the website shall have possibility to implement slider element
- f. The web site shall allow users switch to night mode view and back
- g. The public web pages of the site shall not contain any intranet link or email addresses available for non-authenticated users
- h. The design of the website footer shall be discussed with the staff of National Assembly prior the development and shall comply with NA and UNDP branding requirements.
- i. Connect us webpage shall not require personal information field to be filled for sending the requests
- j. The user interface elements including the fonts shall be standardized and have no difference among the pages.
- k. The website shall have a centralized user and granular permissions management allowing to set up the access to web pages in a flexible manner.
- l. The website shall have “send a request to NA staff” in addition to the “sent a request to MP”
- m. The Connect Us link shall follow the News link
- n. The website shall have links for Library and Museum
- o. The website shall have request statistics, visit counter and visualization of these elements
- p. The home page of the website shall contain activity calendar which will include plenary and on spot sessions, committee meetings, etc.
- q. Home page shall contain Frequently Asked Question part
- r. The website shall have selective browser notification features
- s. The website shall have ChatBot module

13.

6. Functional requirements of mobile application

In the current scope the Supplier shall also develop and deliver a mobile application<sup>9</sup> working in the link with the web portal. The mobile application shall be available for the **Android** and **IOS** versions. Mobile application shall implement the following functions.

- 1. News feed for the mobile users. This news feed should be up to date and users shall be able to get notifications on news.
  - 2. Access to the personal cabinet and relevant functions as described in point 6 of the previous chapter. The user of the mobile application shall be able to communicate with the MP's, request for the booking, and ability to send the messages.
  - 3. Access to the functions of **parliamentary engagement with citizens** as described in the point 7 of the previous chapter.
7. General technical requirements
- 1. The web portal shall be designed in the way to be capable to consume and represent information from other systems in the National Assembly as well as to include options for sharing the open data with the public<sup>10</sup>.

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<sup>9</sup> This is an optional feature, and the Supplier shall bid for it separately as described in the tender documents.

<sup>10</sup> The supplier shall discuss with NA and UNDP the options for using the existing open data portals (<https://ckan.org/>)

2. The web-portal shall be open source, secure and based on the latest best technologies and in line with the Business continuity roadmap<sup>11</sup> designed for the NA
3. Implement configurable password complexity requirements
4. The website shall be fully compliant with the latest version of the browsers, including Chrome, Microsoft Edge, Mozilla Firefox, and Opera
5. The portal shall be based on existing open-source CMS/Framework platforms.
6. The database of the portal shall be based on the open-source relational database management system.
7. The portal shall include simple and advanced search features. Simple search functions shall allow quick search of the content on the website with using few (3-4) searches criteria. Advanced search shall allow to look also on the content of the files<sup>12</sup> (in case these files are indexable).
8. The portal shall implement Search engine optimization features.
9. The portal shall implement multilanguage features. The administrators of the system shall be capable to translate website content into available language using the administrative tools of the system, without involving a programmer.
10. The portal shall have an audit log available for the administrators of the system for the analysis of the web portal usage and security aspects
11. The portal shall be compliant with best practice standards for accessibility which is described in detail in the next chapter.
8. Interface Requirements
  1. Overall, the interface of the system shall be responsive and designed in the way to support the website working on desktops, tablet, and mobile devices.
  2. During the design stage the contractor shall develop at least three versions of the interface design for the web-portal and present it to UNDP/NA for the approval. The design shall include the home page, and at least three other first-line webpages. The design shall include the version for the desktop computer, tablet, and mobile phones.
  3. Web accessibility. In its current state, the Website has a responsive design, however, it is not adopted for the accessibility. The content of the website shall be accessible to people with various disabilities. The current Website shall implement the accessibility recommendations of the Web Content Accessibility Guidelines (WCAG) 2.1. The focus shall be given to the following characteristics
    - a. Information and user interface components must be presentable to users in ways they can perceive.
    - b. User interface components and navigation must be operable.
    - c. Information and the operation of user interface must be understandable.
    - d. Content must be robust enough that it can be interpreted by a wide variety of user agents, including assistive technologies.
9. Programming language and framework requirements
  1. The programming frameworks and component libraries used for the development shall be secure and adopted for the modern web development
  2. Any third-party programming module of the framework used for the development shall have an open licensing model or in case of using third party packages which require the another licensing should not incur any additional costs for the service in the future.

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<sup>11</sup> The document will be provided after signing a contract.

<sup>12</sup> The search functionality shall be somehow similar to the <https://www.arlis.am/>, <http://www.irtek.am/>.

3. All components and modules that require a software license, shall be fully transferred to the NA after the implementation.
4. The web-portal shall be based on one of existing CMS platforms (Drupal, WordPress, etc) or based on the widely accepted web-development frameworks (Django, Laravel, etc)
10. Database requirements
  1. The data storage of web-portal must be based on the open-source. The supplier shall discuss the selection of the database platform with the NA and UNDP prior the selection (RDBMS, object database, no-SQL database platforms);
  2. Upon the selection of the database management system, the contractor should propose the latest version of the Database platform available at the moment.
  3. Database platform shall have an installation package for the recommended operational system;
  4. Must offer automated and regular database backup, database optimization and reorganization and rebuilding indexes;
11. Migration requirements
  1. The portal shall include all data from previous website – the full migration of data needs to be performed following a review of the validity of that data. The contractor shall develop necessary procedures for the data migration and discuss the proposed steps with the UNDP and National Assembly's technical staff.
  2. The contractor shall also provide the plan on data migration describing the steps and validation processes during the data migration process.
  3. Data migration procedures shall be available during the early development stage, allowing the test migrations of the data before final commencement.
12. Security and user requirements
  1. The website shall be protected from the most critical web application security risks such as injection, broken authentication, sensitive data exposure, XML external entities (XXE), broken access control, security misconfiguration, cross-site scripting (XSS), insecure deserialization, using components with known vulnerabilities, and insufficient logging & monitoring.
  2. The latest TLS protocol should be used for ensuring the secure access to Portal.
  3. The web-portal shall implement user and permissions management module, which allows creating, editing, deleting users, and managing their permissions.
  4. The web-portal shall have the ability to create a group of users (roles).
  5. User management operations includes but not limited the following functions
    - a. The System shall have a front page for the user login. Frontpage shall contain the username or email and password fields, as well as the links for the, forgot password action.
    - b. Through this action, the user can request a password change. The system shall provide a separate window where the user shall enter his email address. If the email exists in the system, the user will receive an email with the password reset link.
    - c. With the password reset link, the user shall enter the web page where he/she can provide and confirm a new password. (This action is active only for the authenticated users)
    - d. The System shall provide an interface for the system administrator to list all the users of the system, to search the user(s) by name, contact details, and position.
    - e. Users with administrative privileges can register a user from the system. This administrator shall enter the user-related information as described in the table for the user attributes. After filling in all the required fields, the system shall create a user and send the activation email to the user.
    - f. The administrator of The System shall be able to grant and revoke permission to the roles.

- g. The administrator shall have the possibility to block the users of the system temporarily. In which case, the user will not be able to enter the system. On the other hand, the user record will not be deleted from the system.
  - h. With this function, the administrator shall be able to unblock the user who was blocked before. After unblocking the user, this user will regain the ability to enter the system and perform the actions authorized by the administrator
  - i. The administrator shall be able to delete a user from the system. By this action, all operations that can be performed by the user will be withdrawn.
  - j. The System shall provide an interface for the administrator to view the user activity log. This means that the system shall record all the actions performed by the user and store these in a special table.
13. Licensing and ownership requirements
- 1. **Licensing.** The web-portal should come with a lifetime license transferred to the consumer (UNDP). The operation of the web-portal shall not require any third-party licensing software components which require recurring payments.
  - 2. **Ownership.** After final acceptance of the web-portal, the ownership should be transferred and become a consumer (UNDP) and/or National Assembly's property and can be changed if necessary. The Source code, as well as the database (schema and data), should not be transferred to the third party and must be deleted from the Supplier's systems and computers.
  - 3. The Contractor shall be prohibited from disclosing confidential and proprietary information that is to be shared between one another to develop the web-portal.
  - 4. **Source codes.** Source codes of the system (scripts, projects, etc.) shall be provided in the manner that the programmer/analyst possessing the relevant knowledge (not from the Contractor organization) can use it and the software codes to recreate the web-portal from scratch. If needed, the source code shall also be accompanied by user operation diagrams, program process logics, table relationship descriptions, all data components, and description of data.
14. Training requirements
- 1. The Contractor shall organize all necessary training for at least two administrators of the National Assembly (based on the source codes and system description documents) shall be organized. The topics of this training shall include the installation, migration, backup, restoration, and maintenance of the web-portal.
  - 2. The training shall be delivered at National Assembly's premises. All the training materials shall be prepared and produced by the Contractor.
15. Testing and Quality Assurance Requirements
- 1. The contractor must develop a system testing and adoption plan for submission to the National Assembly. The plan shall be structured around the following sections:
    - a. Testing strategy;
    - b. Technical specificities of testing;
    - c. Testing scenarios;
    - d. Testing environment;
    - e. Development of testing outcomes; and
    - f. Strategy of introducing modifications on the basis of testing outcomes.
  - 2. Unit testing, integral testing, functional testing of the system: the objective of this phase is to check the performance of the system at the level of interaction of individual functions and modules. This phase may be held in parallel with the system development works.
  - 3. Operational acceptance testing of the system should be implemented in all departments of the National assembly and with selected MP's based on the recommendations provided from the head of Staff of National Assembly:



4. In this phase, the operational specifics of the system should be tested from the perspective of various groups of users. In addition, the scenarios of data transformation and migration from the existing systems should be tested as well. In this phase, the following properties and situations of the system should be tested:
  - a. Manageability of the adjacent IT services;
  - b. Installation and deployment;
  - c. Productivity in stressful and loaded regimes;
  - d. Security and identification and preclusion of intrusion scenarios;
  - e. Archiving and restoration properties of the system;
  - f. Restoration of the software performance;
  - g. Supervision and alarm notifications of the system.
16. Warranty requirements
  1. After the official handover of the web-portal, the Contractor shall provide 12-month technical support and warranty services. Within this support, web-portal upgrades and releases should be submitted to correct the errors and bugs of the system.
  2. Technical support terms need to be considered during the servicing periods include:
    - Errors are software defects that cause incorrect functions of the web-portal. The types of errors described including but not limited to:
      - The website is not accessible or long delays are notices which is not connected with the internet speed
      - Not all entered data is saved in the web-portal.
      - Reports/documents/webpages do not expose the expected results
      - Web-portal generates messages of unsolvable problems and shows errors to the website users.
      - The response of the request is delayed, and this delay is not connected with the database operations.
  3. Technical support service conditions consist of the following provisions:
    - If the revealed errors and bugs impact the main functions of the website (it is impossible to access the website, login to website, or data entry is done with mistakes, the content is not generated correctly), then the problem should be solved within 6 hours after the error is communicated with the Contractor.
    - All other issues are to be fixes withing the 48 hours of receiving the request from the National Assembly.
  4. All the errors and bugs which are revealed as non-critical insignificance by the Office should be collected in a new software release and submitted to the Office within five working days.
17. Implementation Schedule

The total duration of the contract is 18 months. The proposed schedule of the main phases is presented in the table below:

Phases	Deadlines				
	1 <sup>st</sup> mont h	3 <sup>rd</sup> mont h	7 <sup>th</sup> mont h	8 <sup>th</sup> mont h	18 <sup>th</sup> mont h
The first phase (preparatory works including the final specifications, preparation of environment)					
The second phase (existing web pages are migrated, new website is operational)					

The third phase (web-portal including all functions are implemented)					
The forth phase (final implementation, training and launch of the web portal and mobile application)					
Warranty and support (continuous development)					

The Contractor shall propose the final implementation plan, which in general, shall be following the proposed one in this document. Minor deviations (no more than one month) from the proposed schedule are acceptable but require the prior approval of the UNDP/NA.

#### 18. Deliverables

1. During the bidding stage, the Contractor shall submit an initial plan of the project implementation within its proposal outlining the requirements.
2. During the first year period 15% of the technical assignment can be revised on free of charge basis.
3. Further, after signing the contract, the Contractor, within the first phase (1 month) of the implementation, shall develop a detailed action plan based upon the initial plan outlining all the phases of the implementation and the investigations during the first stage.
4. During the second stage, the Contractor shall develop the initial version of the portal which includes the webpages of existing website including the site administration and content management modules.
5. During the third stage, the Contractor shall develop the fully featured web portal (including all functional requirements described in the relevant chapter of this document) available for the testing, perform a test migration of existing data, and make it available for the end-user testing.
6. In the fourth stage, the Contractor shall perform the final implementation of the system, perform the migration, switch off the old web site, and run the system in a live mode. The mobile application shall be available for the downloads and use.
7. Further, in 10 months, the Contractor shall deliver a warranty and continuous development services based on the requirements from the end-user.

During the project, the Contractor shall submit the software packages, documents, and performance act listed in the table below:

N	Name of Performance Act	Dates
1	<ul style="list-style-type: none"> <li>Detailed implementation schedule and activity plan including the testing and acceptance plan, installation and implementation plan and training plan.</li> <li>Final technical requirements of the web-portal</li> <li>Report on the first stage deliverable</li> </ul>	1st month
2	<ul style="list-style-type: none"> <li>The existing web pages (including the site administration and content management modules) are migrated to the new web site and become available for the production.</li> <li>Report on the second stage deliverable</li> </ul>	3 <sup>rd</sup> month
3	<ul style="list-style-type: none"> <li>The fully featured web portal is available for the testing including all source codes.</li> <li>Report on the third stage deliverable</li> </ul>	7 <sup>th</sup> month
4	<ul style="list-style-type: none"> <li>The final version of the web portal migrated data, software package (including all source codes), all sub-systems, installer packages, configuration files, and all those components which are necessary for the system installation and operation (final tested and corrected version).</li> <li>Mobile application</li> </ul>	8 <sup>th</sup> month

	<ul style="list-style-type: none"> <li>▪ Training of web-portal administrators</li> <li>▪ Report on the fourth stage deliverable</li> </ul>	
5	<ul style="list-style-type: none"> <li>▪ Warranty and continuous development of the system (warranty, which lasts 12 months after web-portal goes live)</li> <li>▪ Contract final report</li> </ul>	18 <sup>th</sup> month

#### 19. Reporting

The supervision of the contract will be provided by the technical expert from the UNDP project jointly with designated technical specialists from the National Assembly. The Contractor is expected to liaise/interact/collaborate with them for the inquiry of any required information and everyday communication.

The contractor shall provide monthly progress reports during the development stage. The Contractor shall provide the means for the IT Expert and UNDP to be able to access and evaluate the results of the work progress (nightly builds, source codes, testing environment).

#### 20. Qualification requirements

##### **Expertise of the Firm - Maximum obtainable points: – 400**

- Minimum of 5 years' experience in ICT with a focus on the website and web-portals development, **max: 100;**
- Experience in web software design, installation and technical support in web system management, **max: 100;**
- Proven success in the establishment of web portal and interactive management systems in recent three years; **max: 100;**
- Experience in working with modern hardware server solutions and software platforms; Experience in ensuring systems compatibility to find highly productive and reliable solutions; **max: 100;**
- *Experience in working with state or government systems is an asset.*

##### Key personnel:

- Project manager (Development Team leader), M.Sc. in Computer Science or Project management with a minimum of 5 years and more experience in the implementation of electronic web management systems with the focus on e-Governance,
- Software Engineers, B.Sc., preferably an M.Sc. in Computer Science with 5 years and more software design and development experience in the design of electronic management systems with the focus on e-Governance,
- Database specialist, B.Sc., preferably M.Sc. in Computer Science with 5 years and more experience relational database management. Should have extensive skills in MySQL and PostgreSQL. Proven ability to organize the migration of large databases. Skills to manage the ETL (Extract, Transform, Load) processes,
- Training specialist, 3 years and more experience in the IT training,

Annex 1. The current sitemap of the existing website<sup>13</sup> needs upgrade.

**1. ԱԺ մարմիններ NA bodies**

- a. ԱԺ Նախագահ (NA President)
  - i. Կենսագրություն (Bio)
  - ii. Լուրեր (News)
  - iii. Որոշումներ, կարգադրություններ (Decisions, orders)
- b. ԱԺ Խորհուրդ (Parliament)
  - i. Խորհրդի կազմը (Parliament structure)
  - ii. Խորհրդի աշխատակարգը (Parliament Rules of Procedure)
  - iii. Նիստերի օրակարգեր (Session agendas)
  - iv. Նիստերի արձանագրություններ (Minutes of the sessions)
  - v. Խորհրդի որոշումներ (Parliament decisions)
- c. Հանձնաժողովներ (Commissions)
  - i. Հանձնաժողովի կազմը (Commission structure)
  - ii. Աշխատակարգ (Rules and Procedures)
  - iii. Նախագծեր (Bills)
  - iv. Նիստերի օրակարգեր (Session agendas)
  - v. Նիստերի արձանագրություններ (Minutes of the sessions)
  - vi. Որոշումներ (Decisions)
  - vii. Նորություններ (News)
  - viii. Խորհրդարանական լսումներ (Parliamentary hearings)
- d. Խմբակցություններ (Factions)
- e. Պատգամավորներ (MPs)
  - i. Պատգամավորի ներսի էջ (MP single view)
  - ii. Այբբենական ցանկ
- f. Աշխատակազմ (Staff)
  - i. ԱԺ աշխատակազմ (NA staff)
  - ii. Ստորաբաժանումներ (Departments)
  - iii. Գրասենյակներ (Offices)
- g. Բյուջետային գրասենյակ (Budget office)
  - i. Գործառնություններ (Functions)
  - ii. Կազմ (Structure)
  - iii. Նորություններ (News)
  - iv. Հաշվետվություններ և տեղեկանքներ (Reports and Refences)
  - v. Համագործակցություն (Cooperation)

**2. Օրենսդրություն Legislation**

- a. ՀՀ օրենքներ (RA Laws)

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<sup>13</sup> These web pages are to be implemented first. In 2020 another Vendor worked on design and development of the existing webpages The Supplier will be given access to the existing codes of this work and shall assess the possible use of these codes for the future work.

- b. Աժ որոշումներ (RA Decisions)
  - c. Աժ հայտարարություններ (Ra Announcements)
- 3. Նախագծեր (Bills)
  - a. Նախագծի ներսի էջ (Bill single view)
  - b. Նախագծեր (Bills listing)
- 4. Նիստեր (Sessions)
  - a. Նիստերի ժամանակացույց (Timeline of sessions)
  - b. Նստաշրջանի օրակարգ (Agenda of sitting session)
  - c. Նիստերի օրակարգեր (Agenda of sessions)
  - d. Նիստերի արձանագրություններ (Minutes of sessions)
  - e. Նիստերի սղագրություններ (Transcripts of sessions)
- 5. Վերահսկողություն (Supervision)
  - a. Կառավարության հարցուպատասխան (Q&A)
  - b. Խորհրդարանական լսումներ (Parliamentary listenings)
  - c. Զննիչ հանձնաժողովներ (Commissions of Inquiry)
- 6. Դիվանագիտություն (Diplomacy)
  - a. Միջխորհրդարանական համաձայնագրեր (Inter-parliamentary agreements)
  - b. Միջխորհրդարանական հանձնաժողովներ (Inter-parliamentary commissions)
  - c. Միջազգային խորհրդարանական կազմակերպություններ (International Parliamentary Organizations)
  - d. Բարեկամական խմբեր (Friendly groups)
- 7. Լուրեր (News)
  - a. Լուրեր listing (News listing)
  - b. Լուր single view (News single view)
- 8. ՀՀ Սահմանադրություն (Constitution of RA)
- 9. Ազգային ժողովի կանոնակարգ (Rules and Procedures)
- 10. Խորհրդարանի մասին (About Parliament)
  - a. Հայոց խորհրդարանների պատմություն (History of Armenian parliaments)
  - b. Ազգային ժողովի շենքը (NA building)
  - c. Ծանաչողական այցերի կազմակերպում (Excursions)
- 11. Հայաստանի մասին (About Armenia)
  - a. Ընդհանուր տեղեկություններ (Basic info)
  - b. Կառավարման համակարգը (Governing system)
  - c. Դետական խորհրդանիշներ (State symbols)
- 12. Թափուր աշխատատեղեր (Vacancies)
- 13. Հղումներ (External links)
  - a. Իրավական ակտեր
- 14. Ընտրողների հետ կապեր (Voter Relations)

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>14</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>15</sup>)*

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

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

### A. Qualifications of the Service Provider

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:*

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

### B. Proposed Methodology for the Completion of Services

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

<sup>14</sup> *This serves as a guide to the Service Provider in preparing the Proposal.*

<sup>15</sup> *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

C. **Qualifications of Key Personnel**

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

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

D. **Cost Breakdown per Deliverable\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price</b> <i>(Weight for payment)</i>	<b>Price</b> <i>(Lump Sum, All Inclusive),</i> <i>currency</i>
1	1. Detailed implementation schedule and activity plan including the testing and acceptance plan, installation and implementation plan and training plan. Final technical requirements of the web-portal Report on the first stage deliverable	10%	
2	2. The existing web pages (including the site administration and content management modules) are migrated to the new web site and become available for the production. Report on the second stage deliverable	20%	
3	3. The fully featured web portal is available for the testing including all source codes. Report on the third stage deliverable	30%	
4	4. The final version of the web portal migrated data, software package (including all source codes), all sub-systems, installer packages, configuration files, and all those components which are necessary for the system installation and operation (final tested and corrected version). • Mobile application ▪ Training of web-portal administrators Report on the fourth stage deliverable	30%	
5	5. Warranty and continuous development of the system (warranty, which lasts 10 months after web-portal goes live) Contract final report	10%	

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

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a . Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

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

*[Designation]*

*[Date]*



### ***Annex 3***

(Attached separately)

General Terms and Conditions