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REQUEST FOR PROPOSAL (RFP 118/21)

NAME & ADDRESS OF FIRM	DATE: September 9, 2021
	REFERENCE: Development of Online Educational Platform for Capacity Building

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting “Development of Online Educational Platform for Capacity Building” (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	“Development of Online Educational Platform for Capacity Building”
Implementing Partner of UNDP	
Brief Description of the Required Services ¹	The overall objective of the assignment is the development of an e-learning platform, which will integrate different training materials and provide various professional training programmes to ensure continuous capacity building and professional development of medical personnel and social workers.
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	Marika Harutyunyan, Project Coordinator, Stronger Services for Equal Participation and Inclusive Development Programme
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	6 weeks after contract signing by both parties.
Target start date	October 2021
Latest completion date	November 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 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"/> Euro <input checked="" type="checkbox"/> Local Currency (AMD) (will be converted in accordance to UNORE)

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.

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 (<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 and approval of the ToR for the platform	30%	Two weeks 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.
	Presentation and testing of the platform	50%	Five weeks after contract signing	
	Training of the National Institute of Labour and Social Research staff	10%	Six weeks after contract signing	
	QA, testing and bugs	10%	Six weeks after contract signing	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Marika Harutyunyan, Project Coordinator, Stronger Services for Equal Participation and Inclusive Development Programme			
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 <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%.			

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.

	<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.
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 ICT with a focus on the website and web-portal development. Experience in web software design, installation, and technical support in web system management (max score: 100). • Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in web site design; security and administration (max score: 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 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 (Development Team leader), M.Sc. in Computer Science, Math or related field as well as Project management with a minimum of 3-year experience, with experience in the design of web-portal management systems (max score: 200); • Software Engineers with 2 years and more software design and development experience in the design of electronic management systems with the focus on web programming (max score: 100); • Database specialist, with 2 years and more experience (max score: 100); <p><u>Financial Proposal (30%)</u></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

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.

Contact Person for Inquiries (Written inquiries only) ⁷	Procurement Unit, UNDP Armenia procurement.armenia@undp.org Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	

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

Scope of services:	Development of Online Educational Platform for Capacity Building
Duration:	1.5 months (45 days)
Location:	Yerevan, Armenia
Project title:	Stronger Services for Equal Participation and Inclusive Development Programme

Background:

The UNDP and UNICEF joint “Stronger Services for Equal Participation and Inclusive Development Programme” aims to strengthen the basic service provision system in Armenia, through a life-cycle approach and provision of continuous care and support to children and adults with disabilities. This includes habilitation and rehabilitation, health, social and developmental services, all of which are extremely weak or not available in most regions of Armenia. Persons with disabilities (including children with disabilities) have very limited choices when it comes to needs-based services and support, especially in areas far from the capital city. The project will assist the Armenian Government in its efforts to reform the disability assessment and service provision system by enhancing equitable access to services and participation of persons with disabilities in public life.

One of the key components of the project is strengthened capacities at national and local levels for policy makers and service providers to ensure quality and timely service provision to children and persons with disabilities. This includes professional capacity development of health, social and education professionals/service providers to ensure best quality service provision (through training, mentoring and coaching).

The Project will support requalification of the current and new staff in health, social and educational sectors at central and local levels with particular focus on gender and age responsive approaches. Habilitation and rehabilitation are cross-sectoral activities and may be provided by health professionals in conjunction with specialists in education, employment, social welfare and other fields. Training component will be institutionalized by establishing professional training centres and/or training platforms in acting institutions for continuous education and preparation of rehabilitation professionals, occupational therapists, social workers and other professionals for habilitation and rehabilitation service provision.

To meet these challenges, a new approach to capacity development is required on three different levels:

- Enabling people to develop and use the knowledges and the competences required from the capacity training programme to improve individual capacity.
- Establishing and sustaining entities of all types that take responsibility for rehabilitation to improve their level of organisational capacity.
- Creating an ‘enabling environment’ which provides professional training to build the societal capacity of the stronger services for equal participation.

To address these needs, the project will support the Ministry of Labour and Social Affairs (MLSA) through developing an integrated online platform. The platform aims to combine all the capacity building training programmes from different sources onto one single platform in a user-friendly

manner. It should be a web-based platform which integrates a variety of training programmes including texts, audios, videos etc.

Scope of work:

The overall objective of the assignment is the development of an e-learning platform, which will integrate different training materials and provide various professional training programmes to ensure continuous capacity building and professional development of medical personnel and social workers.

For the completion of this Task section, close collaboration with UNDP Project team, as well as MLSA is anticipated from the Contractor.

- The contractor will work under the overall guidance of the UNDP, the MLSA, and in close collaboration with the National Institute of Labour and Social Research.
- MLSA will agree on design, server hosting (including duplications and backups) and maintenance arrangement for the platform.
- Participate in an initial kick-off meeting to meet with MLSA, to discuss the task, validate critical objectives, and to develop a task plan to guide the project through completion.
- Continuous updates to the project team on progress of the assignment.
- Collaborate with MLSA and the project team to review the platform development process.
- The Contractor should present the developed platform for review of the project team, revise, refine and complete the platform based on recommendation and feedback of the team.

Duties and responsibilities:

- Develop a detailed Terms of Reference (ToR) which describes the proposed methodology for the platform.
- Ensure documentations in a format which will be possible to maintain both paper-based and digitally are in place.
- Provide responsive design, implementation of responsive interface for the platform to be user-friendly on mobile devices as well.
- Platform frontend and backend development.
- Integration with external third-party APIs.
- Implementation of bilingual functionality (Armenian and English).
- Ensure relevant IT solutions for the platform development.
- Develop the necessary solution allowing for planning, execution, collaboration and monitoring. of activities planned under the Capacity building component.
- Ensure the design, development and management of the platform in close coordination with the Project team and the MLSA.
- Ensure follow-up activities to fix bugs/errors connected with the platform system operation.

Key requirements:

The platform should become a useful tool for the:

- Government
- Educational institutes
- Therapists and nurses
- Social workers
- Other people who provide rehabilitation services

The Government will have an integrated platform providing various online training programmes to build the general social capacity, as well as a database of qualified professionals who are able to provide the services.

Educational institutions will be able to upload online courses and organise online workshops for the medical personnel and social workers.

Medical personnel, including therapists and nurses will have the opportunity to get credits to improve their professional skills and competencies.

Social workers and other people who provide rehabilitation services will have the opportunity to get professional training and certificate to provide better services to the people in need.

- The platform will contain an automatically generated site map, which will describe the name of the page and a short description of the web page.
- The platform shall ensure administration module which implements all the necessary functions to manage the platform 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.)
- The platform shall be designed in the way that users operate with the content in a user-friendly manner without involvement of the programmer.
- During the design stage the contractor shall develop at least three versions of the interface design for the platform and present it to UNDP/MLSA 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.
- The platform shall implement an external user registration feature (personal cabinet). Every engaged public institution (nominated person) will have access to the platform to regularly insert/post information on performance. This will allow to conduct monitoring and evaluation over the implementation of Strategic documents.
- The platform shall have front page for the user login. Front-page shall contain the username or email and password fields, as well as the links for the, forgot password action.
- The platform shall also include the recommendations and suggestions registration section.
- The platform will ensure the possibility for conducting regular monitoring and evaluation.
- The platform should have its content shareable to social media (Facebook, Instagram, Twitter, etc.). The administrator of the portal shall be capable to manage these links.
- The platform should be accessible for persons with disabilities.
- The platform should be bilingual, in Armenian and English.
- The home page of the website shall have possibility to implement slider element.
- The public web pages of the site shall not contain any intranet link or email addresses available for non-authenticated users.
- The platform shall have an audit log available for the administrators of the system for the analysis of the web portal usage and security aspects.
- The user interface elements including the fonts shall be standardized and have no difference among the pages.
- The platform shall have a centralized user and granular permissions management allowing to set up the access to web pages in a flexible manner.
- The Contractor should develop mini video clip introducing this platform which will enhance the public awareness.
- The platform shall be fully compliant with the latest version of the browsers, including Chrome, Microsoft Edge, Mozilla Firefox, Opera, Safari.
- The website shall be adjusted with Mobile version. The mobile version shall be available for the Android and the IOS.
- The highest level of security should be used (SSL/TLS etc.).

- The company **should not use** any of the open-source content management system: Moodle, Drupal, Wordpress, Joomla etc.

Expected deliverables and payment schedule

Outputs / Deliverables	Cost	Payments	Due Date
Development and approval of the ToR for the platform	30%	30%	Two weeks after contract signed
Presentation and testing of the platform	50%	50%	Five weeks after contract signed
Training of the National Institute of Labour and Social Research staff	10%	20%	Six weeks after contract signed
QA, testing and bugs	10%		Six weeks after contract signed

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.

Key qualification requirements for the Company:

- Minimum of 3 years' experience in ICT with a focus on the website and web-portal development
- Experience in web software design, installation, and technical support in web system management
- Proven success in the establishment of web portal and interactive management systems in recent three years and strong track record in web site 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

Key personnel qualification requirements:

- Project manager (Development Team leader), M.Sc. in Computer Science, Math or related filed as well as Project management with a minimum of 3-year experience, with experience in the design of web-portal management systems.
- Software Engineers with 2 years and more software design and development experience in the design of electronic management systems with the focus on web programming.
- Database specialist, with 2 years and more experience.

Experience in working with state or government systems is an asset.

The Company should have a strong team of experts, with shown professional capacities. Portfolio of the firm with proven experience in developing website and mobile applications should be provided.

Other requirements: Understanding of the Justice and Anti-corruption context 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 PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[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, contact 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 ¹⁰	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.

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

¹⁰ 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	Development and approval of the ToR for the platform	20%	
2	Presentation and testing of the platform	50%	
3	Training of the National Institute of Labour and Social Research staff	20%	
4	QA, testing and bugs		
	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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Resilient nations.*

Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

(attached separately)