



REQUEST FOR PROPOSAL

(RFP_2019_10)

Subject: Certification Website

1. The United Nations System Staff College (UNSSC) Knowledge Centre for Sustainable Development hereby solicits your proposal for the above subject, in accordance with this document and annexes attached hereto. Proposals must be received by the UNSSC no later than **11 August 2019**.

2. This request for proposal (RFP) consists of this document and the following annexes:

Annex A: Terms of Reference

Annex B: Technical Requirements

Annex C: Terms and Conditions to Submit a Proposal

Annex D: Evaluation Criteria

3. Your proposal must include sufficient information in terms of scope and detail to allow the Staff College to consider whether the bidder has the necessary capability, experience, knowledge, expertise and the required capacity to perform the work specified satisfactorily.

4. Your technical and financial proposal must be submitted via email to procurement@unssc.org

5. Please note that the Staff College has VAT exemption status and can provide documentation for same. Hence, your pricing should indicate both the net amount and, separately, the applicable VAT amount.

6. You are kindly requested to acknowledge receipt of this RFP.

ANNEX A – TERMS OF REFERENCE

1. Background

The United Nations System Staff College (UNSSC)

The United Nations System Staff College (hereinafter 'UNSSC') was created by the General Assembly to serve distinct, system-wide knowledge management and learning institution. More specifically, the UNSSC designs learning and knowledge-sharing initiatives, delivers courses and develops tools and services to assist UN organisations and their staff in strengthening their capacity to meet the global challenges faced by the UN.

2. Project Rationale

Within the context of UN Development System (UNDS) repositioning to deliver on the 2030 Agenda for Sustainable Development and the resolutions adopted by the General Assembly on the repositioning of the UNDS and the operational activities for development of the UNDS, UNSSC will develop an internal certification website on sustainable development for the use of the UN Development Coordination Office (UNDCO). UN DCO is collaborating with UNSSC on the rollout of a certification that will be customized based on the methodology that an inter-agency task team developed.

In line with this, UNSSC is therefore looking for a website developer capable of developing the technical requirements set forth in this request for proposal (RFP).

3. Deliverables

Under the **supervision of the Head of Office of the UNSSC Knowledge Centre for Sustainable Development**, the selected vendor shall provide the following:

1. **A fully functioning certification website** built using the technical specifications listed in **Annex B**. The website shall include the following:
 - A. A homepage that should have the following features:
 - UN logo, homepage image and banner text;
 - Users login area;
 - Admin login area to approve access of specific users;
 - Description of the platform;
 - Contact us;
 - Terms of use and privacy;
 - B. An institutional area that allows for logos to describe institutions
 - C. Assessment sections such as a timed multiple-choice section, essay submission, peer review, and video upload submission.
 - D. Landing page that features submitted videos which will be uploaded on Vimeo.
 - E. Integration of Google Analytics to monitor and report on the usage of the platform.
2. **A graphic design package** for the website such as the homepage banner image, assessment icons, and navigation icons.
3. **A training for website's administrators.**

4. Timeframe

The deliverables mentioned above shall be finalized by **mid-September 2019**. The vendor should therefore be available to work on the website immediately after the contract award.

ANNEX B – TECHNICAL REQUIREMENTS

General requirements

- Wordpress, Drupal, or any other user-friendly content management system shall be used to implement the website development and configured to meet the goals of the project, the needs of the users, and the submission management workflow. In case a different tool is proposed from the ones mentioned above (Wordpress and Drupal), it is mandatory to receive clear instructions for the installation.
- The design should be user-centred, providing a modern, easy to use, and accessible interface on desktop computers as well as mobile devices.
- Homepage with user registration and login area
- Include Contact Us page or feature contact information at the footer of the website
- The website should be in English
- Ensure ease of navigation through the website with clear and visible buttons
- Ensure clean and user-centred design with sufficient white space
- Ensure that the website loads quickly adapting to the user's connectivity
- Ensure that it is responsive to mobile devices and browsers
- Ensure consistency and branding across all webpages
- Allow embedding of third-party websites
- Acknowledge with an automated response whenever a user completes an assessment section and when users complete the entire assessment
- Clearly and consistently distinguish required data entry fields such as answers to multiple-choice questions, essay submission, peer review, and video upload submission
- Document and enforce sites content management roles, procedures, and style guides
- Set up an analytics program to gather information about users' behaviour and review data
- Follow best practices for search engine optimisation
- Include analytics and reporting on website visit and bounces and geographical locations of users
- Include a site map

User experience

The website will be developed in compliance with the web standards published by the World Wide Web Consortium, namely HTML and CSS, and with consistent user experience in different browsers and devices.

Accessibility

The website will be developed to conform to Level AA of Web Content Accessibility Guidelines 2.1 with the following accessibility features:

- Content accessible in text-only mode;
- Layout usable with different font sizes;
- Colour scheme optimised for colour blind and low vision users;
- "Skip to" links for users with screen readers;
- Clean and consistent URLs;
- User-friendly 404 error page

Performance

A strategy of progressive enhancement will be used to make sure core content loads first and that more advanced presentation layers load later, dependent on device capabilities, with the following techniques:

- Mobile-first approach to content layout;
- Lazy loading of images and interactive media;
- Page size optimisation to improve loading speed and data consumption;
- Regular performance audits during development.

ANNEX C – TERMS AND CONDITIONS TO SUBMIT A PROPOSAL

I. Submission of Proposals

The UNSSC (hereinafter UNSSC) and the vendor (hereinafter VENDOR) shall be guided by these terms and conditions in the submission of proposals.

Proposals must be submitted in English and shall be expressed in the form described in the table below:

1. COMPLETED, UPDATED AND SIGNED CV / P11 or COMPANY PROFILE	For individual consultants: provide a comprehensive CV or a P11 form identifying the experiences related to web development and, if possible, relevant work related to the UN context (http://www.unssc.org/sites/unssc.org/files/p11un.doc) For companies: please provide a company profile identifying the experiences directly related to web development.
2. TECHNICAL REQUIREMENTS	Please provide proof of at least 3 years of experience in developing websites. Please list the key staff that will be involved in the project and describe their experience in web development. Please provide links to your website portfolio which demonstrate similar features found in Annex B.
3. FINANCIAL PROPOSAL	Your financial offer must be expressed in USD. You should indicate both the net amount and, separately, the applicable VAT amount.

Vendors must provide all information required under this RFP and clearly and concisely respond to all points set out in this RFP. Any proposal which does not fully and comprehensively address this RFP may be rejected. However, unnecessarily elaborate brochures and other presentations beyond those sufficient to present complete and effective proposals are discouraged.

Following the submission of the proposals and final evaluation, the UNSSC will have the right to retain unsuccessful proposals. It is the proposer's responsibility to identify any information of a confidential or proprietary nature contained in its proposal, so that it may be handled accordingly.

No Commitment

This RFP does not commit UNSSC to consider any proposal, to award a contract or to pay any costs incurred in the preparation or submission of proposals, or any costs incurred in making necessary studies for the preparation thereof, or to procure or contract for services or goods.

The UNSSC reserves the right to reject any or all proposals received in response to this RFP and to negotiate with any of the vendors or other firms in any manner deemed to be in the best interest of the organization.

This RFP contains no contractual proposal or offer of any kind; any proposal submitted will be regarded as an offer by the vendor and not as an acceptance by the vendor of any proposal or offer by the UNSSC. No contractual relationship will exist except pursuant to a written contract document signed by the authorized official of UNSSC and by an authorized officer of the successful vendor(s).

Criteria for Evaluation

All proposals will be evaluated in accordance with the provisions of the UN Financial Regulations and Rules and established procedures of the UNSSC, and the evaluation criteria specified in Annex D.

Payment Terms

The UN Financial Regulations and Rules preclude advance payments or payment by letters of credit. Such provisions in a proposal will be prejudicial to its evaluation by the UNSSC. The normal terms of payment by the UNSSC are 30 (thirty) days (or similarly discounted payment terms if offered by vendors) upon satisfactory performance of services, acceptance thereof by the UNSSC and certification by the UNSSC of the contractor's invoice. Vendors must therefore clearly specify in their proposals the payment terms being offered.

Validity of Proposals

All Proposals shall remain valid and open for acceptance for a period of at least 30 days from the designated closing date indicated for receipt of proposals in this RFP. Vendors must confirm in their proposal that it will remain valid for this period. Once a proposal has been accepted during this period, the prices quoted in the proposal must remain unchanged for the entire period of the resulting contract unless otherwise specified in this RFP or unless the UNSSC agrees otherwise in writing.

Rejection of Proposals

The UNSSC reserves the right to reject any proposals that, inter alia:

- i. are received after the deadline stipulated in the RFP;
- ii. are not properly marked or addressed as required in the RFP;
- iii. are unsolicited;
- iv. contain an alternate proposal; or
- vii. are otherwise not in compliance with the RFP.

Ethical Standards

All UN vendors shall adhere to the highest ethical standards, both during the procurement process and throughout the performance of a contract.

Copyright

Except as is otherwise expressly provided in writing in the Contract, the United Nations shall be entitled to all intellectual property and other proprietary rights including, but not limited to, patents, copyrights, and trademarks, with regard to products, processes, inventions, ideas, know-how, or documents and other materials which the Contractor has developed for the United Nations under the Contract and which bear a direct relation to or are produced or prepared or collected in consequence of, or during the course of, the performance of the Contract. The Contractor acknowledges and agrees that such products, documents and other materials constitute works made for hire for the United Nations.

To the extent that any such intellectual property or other proprietary rights consist of any intellectual property or other proprietary rights of the Contractor: (i) that pre-existed the performance by the Contractor of its obligations under the Contract, or (ii) that the Contractor may develop or acquire, or may have developed or acquired, independently of the performance of its obligations under the Contract, the United Nations does not and shall not claim any ownership interest thereto, and the Contractor grants to the United Nations a perpetual license to use such intellectual property or other proprietary right solely for the purposes of and in accordance with the requirements of the Contract.

At the request of the United Nations, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring or licensing them to the United Nations in compliance with the requirements of the applicable law and of the Contract.

By submitting an offer to this request of proposal, the vendor accepts the copyright conditions set in the paragraph above

ANNEX D – EVALUATION CRITERIA

The offers will be evaluated on the basis of the evaluation criteria set in the table below:

TECHNICAL PROPOSAL	Experience of the vendor in web developing 20% Experience of the proposed key staff/web developers who will take on the project 10% Quality of previous websites built (examples to be provided by the developer) 30%	60% of total score
FINANCIAL PROPOSAL		40% of total score