



# REQUEST FOR PROPOSAL

## RFP\_2018\_04

### Subject: Development of a Drupal website

1. The United Nations System Staff College (UNSSC) 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 **24 April 2018**.
2. This request for Proposal (RFP) consists of this document and the following annexes:
  - Annex A: Terms of Reference
  - Annex B: Terms and Conditions to Submit a Proposal
  - Annex C: Evaluation Criteria
3. Your proposal must include information in sufficient scope and detail to allow the UNSSC to consider whether the proposer 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](mailto:procurement@unssc.org)



## ANNEX A – Terms of Reference

### Background:

Based in Turin, Italy, the UN System Staff College (UNSSC) has been running courses and delivering learning initiatives to United Nations (UN) personnel for more than a decade, reaching on average 10,000 beneficiaries across the globe every year. Through its programmes and services, the UNSSC aims to support United Nations organizations and their staff to develop the skills and competencies needed to meet the global challenges faced by the UN.

The UNSSC experiments with different methodologies to meet the leadership and management related training needs of its audience, including both online and face-to-face approaches. It is now experimenting with a new way of addressing the immediate learning needs of the UN staff as part of its work with the Office of Human Resource Management of the UN Secretariat. The solution entails providing leaders with subject matter resources and support on a website to allow for easy access at the point of need.

Keeping in mind the tendency of people to “google” and “YouTube” information in their time of need, this website aims to build similar resources, which provide clear frameworks, action points and how-to guides for staff on various management and leadership topics. This approach hopes to achieve high instances of application of leadership and management principles, leading to an improved leadership and impact-driven culture within the UN.

Against this background, the UNSSC needs to identify a pool of web developers who can develop the website for the resource pages as per the designs provided by the UNSSC. This website would need to have a simple layout with individual resource pages for every topic addressed. For the initial phase, the intended audience for the website is only Secretariat staff. However, this website could be opened up for other UN agencies, based on the user traffic.

### This Project:

The building of the Leadership and Management Resource website is a 3-stage process. The initial stages include creating resource pages for 35 topics.

In stage 1, we focus on 12 pages of content along with the priority functionalities of the website. The website goes live at the end of stage 1 as a prototype for the organization.

In stage 2, we create content and pages for the remaining 33 topics along with adding the additional functionalities

Stage 3 is when content created in the initial 2 phases is further added-to and improved upon.

#### ***This project focuses on stage 1.***

Content type for this website will include text, images, checklists, animated models, and videos. Videos are likely to be hosted on Vimeo and embedded on the website.

The website will be private allowing users from specific domain IDs to be able to register and sign in as users.

Examples of the graphics are provided in the mock-up link below.



### Website vision:

#### Short term (6 months to 1 year):

1. Ensure high enrolment and frequent traffic of users for the resource pages
2. Create a repository of resources on basic topics applicable across all levels of the organization for topics relations to leadership and management
3. Test the approach of “just-in-time” availability of resources to improve leadership and management capabilities

#### Long term (1 to 3 years):

Assuming the success of the short-term vision of the project, the long-term goals of the project are:

1. To open up the website to other UN agencies (with different domain IDs)
2. To open up the website to different language users (more specifically French)
3. To potentially integrate this website with other internal systems of the UN Secretariat
4. To make the website more personalised for individual users through push recommendations basis their activity, likes, etc.

### **Expected Deliverables:**

#### Design and UX/UI

1. Provide expert input to enhance the overall website design created by the UNSSC
2. Provide expert input on improving the user experience based on the design and content to be uploaded, keeping in mind the goals of the project
3. Create the final wire-frames of individual pages of the website for approval prior to the development phase

#### Development

1. Develop the layout and structure for the website
2. Develop a Content Management System (CMS) with tools based on the overall layout of the various pages (examples in the mock-up link below)
3. The website will be developed on Drupal (Drupal8)
4. Integrate various tools provided by the UNSSC into the website. Specifically Cliky (analytics tools) and User1st (accessibility tool)
5. Build in user specific tracking analytics into the website to track to help better understand user preferences on the website
6. Develop a user--guide for the website, complete with the most common troubleshooting guidelines
7. The website to have the following features:
  - a. Attractive graphics layout in line with the theme of the UN Secretariat, compliant with the UN Secretariat’s guidelines on design
  - b. Unique sign-ins (through user registrations)
  - c. Back-end analytics using Cliky (tracking activity level, user demographics, site traffic, etc.) – The tool to be provided by the client
  - d. Focus on optimizing user experience including on mobile devices
  - e. Downloading and printing features for resources
  - f. Accessibility (explore using User1st tool, which OHRM can provide)
  - g. Ensure branding compliance as outlined by OHRM
  - h. Colour code/visually link topics identified with the competencies of the UN Leadership and Management framework
  - i. High quality graphics with the option to downgrade video and picture quality to ensure quality of experience for low speed internet users

The graphic designs of the page are to be similar to the mock-up: <https://projects.invisionapp.com/share/BFGAIEIGSMP> (click on motivation and engagement to explore the potential layout of the internal resource pages)



#### Handover

1. Following an appraisal and approval process, install the website on the OHRM server
2. The website will need to be hosted on the servers of the Secretariat and will need to comply with their security requirements, which will be outlined post the awarding of the contract
3. Maintenance of website for 1 year from date of handover, to be done by the contractor

#### Project timelines:

A working draft of the website with 4 – 5 completed topics and major functionalities to be delivered by 31<sup>st</sup> May'18 for review. This working draft can be hosted on a staging server.

The phase 1 completed website will be required to go live on the client server by 30<sup>th</sup> June'18.

**Required skills:**

- Demonstrated expertise developing high-quality websites with experience of at least 5 years
- Design, UI and UX expertise is preferred but not mandatory
- Experience with open source CMS (Drupal, WordPress, etc.)
- Experience developing interactive websites that allow for user–engagement

**Work Assignment:**

The selected consultants will be contracted for this specific project. Any additional projects and work will require a second contract can be instated subject to satisfactory performance appraisal of this contract.

**Location and supervision:**

Considering the nature of the work, the successful candidate could be based anywhere on the globe. However, the candidate would need to be conversant in English in order to coordinate with the course coordinator. Within reasonable limits, the consultant may need to also make themselves available for review discussions during the working hours of the Turin office (9 am – 6 pm Italy, i.e. GMT +2)

The consultant will report to the UNSSC project manager and coordinator for this project. The consultant may also be required to interact with other members of the UNSSC or other UN organisations on issues related to specific deliverables of the assignment.



## ANNEX B – Terms and conditions to submit a proposal

### Submission of Proposals

Proposals must be submitted in English and shall be comprised of:

<b>1. DULY COMPLETED, UPDATED AND SIGNED CV / P11 or COMPANY PROFILE</b>	For individual consultants: please provide a comprehensive CV or a P11 form ( <a href="http://www.unssc.org/home/sites/unssc.org/files/p11un.doc">http://www.unssc.org/home/sites/unssc.org/files/p11un.doc</a> ) For companies: please provide company profile
<b>2. TECHNICAL PROPOSAL</b>	Please provide a brief concept note for the following sample activities: <ul style="list-style-type: none"> <li>• Company Profile (Key areas of expertise, Office location(s); key staff to be involved in website and their relevant experience etc.);</li> <li>• Understanding of the Scope of Work</li> <li>• Proposed Methodology / Approach and detailed Timeline with Deliverables</li> <li>• Team Strength (who will work on this project)</li> <li>• Analytics and website monitoring report capabilities</li> <li>• Sample(s) of similar work-done (please list active web address)</li> <li>• Availability of resources to begin work on the website immediately upon the awarding of the contract</li> </ul>
<b>3. FINANCIAL PROPOSAL</b>	Financial proposals must be submitted in a separate document.  Detailed Cost Break-up for different stages of the Design Inputs, Programming of different features (CMS, User sign In, downgrading picture/video quality based on internet speed, etc.)

- **Please indicate cost in USD**
- **please do not include travel costs**

Proposers 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 not encouraged.

Following 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 proposers 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 proposer and not as an acceptance by the proposer 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 proposer(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 C.

### 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 proposers) upon satisfactory performance of services, acceptance thereof by the UNSSC and certification by the UNSSC of the contractor's invoice. Proposers 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. Proposers 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

The UNSSC shall be entitled to all property rights, including but not limited to patents, copyrights and trademarks, with regard to material which bears a direct relation to, or is made in consequence of, the services provided to the Organization by the vendor.

At the request of the United Nations, the vendor shall assist in securing such property rights and transferring them to the Organization in compliance with the requirements of the applicable law.

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



## ANNEX C - Evaluation Criteria

The offers will be evaluated based on the evaluation criteria below:

<b>TECHNICAL PROPOSAL</b> (evaluated through the brief note presented)	Understanding of scope of work and any considerations highlighted thereof	10% of total score
	Suitability of the approach and timelines proposed	20% of total score
	Quality of previous websites built (examples to be provided by the developer)	30% of total score
	<b>TOTAL TECHNICAL PROPOSAL</b>	<b>60% of total score</b>
<b>FINANCIAL PROPOSAL</b>		<b>40% of total score</b>