

Request For Quotations (RFQ)

RFQ No: #DG/47065/ The Intercultural Innovation Award (IIA) /2016

Date: 14 September 2016

The United Nations Office for Project Services (hereinafter referred to as UNOPS) on behalf of the United Nations Alliance of Civilizations (hereinafter referred to as UNAOC) is pleased to invite bidders to submit a quotation for the provision of Website Development and Maintenance for the United Nations Alliance of Civilizations Intercultural Innovation Award (IIA) in accordance with the UNOPS General Conditions of Contract and the Schedule of Requirements as set out in the Request for Quotations (RFQ) during the period from **September 14 to September 30, 2016**.

The RFQ consists of the following:

- This RFQ Invitation Letter
- Section I: RFQ Particulars
- Section II: Instructions to Bidders
- Section III: Schedule of Requirements with Annex A
- Section IV: Returnable Bidding Forms
 - o Form A: Quotation Submission Form
 - o Form B: Price Schedule Form
 - o Form C: Previous Experience Form

If you are interested in submitting a quotation in response to this RFQ, please prepare your quotation in accordance with the requirements and process as set out in this RFQ and submit it to UNOPS by the deadline for quotation submission set out in the Section I: RFQ Particulars.

We look forward to receiving your quotation.

Approved by:



Name: *Liliana Izquierdo*
Title: *Senior Portfolio Associate*
Date: *Sept 14, 2016*

**Request for Quotation (RFQ) for
Goods/Services WEBSITE
DEVELOPMENT AND MAINTENANCE/
The Intercultural Innovation Award
(IIA)/47065/2016**

**RFQ No: #DG/47065/The Intercultural
Innovation Award (IIA) /2016**

Section I: RFQ Particulars

Scope of Quotation	This RFQ refers to the provision of Website Development and Maintenance for the United Nations Alliance of Civilizations Intercultural Innovation Award (IIA) in New York, USA as further described in Section III: Schedule of Requirements.
Contact person for correspondence, notifications and requests for clarifications	<p>All correspondence, notifications and requests for clarifications in relation to this RFQ shall be sent to:</p> <p>Maiya Duisebayeva Portfolio Manager UNOPS 708 3rd Ave, New York, NY 10017 maiyadu@unops.org</p> <p>ATTENTION: quotations shall not be submitted to the above address but to the address for quotation submission as set out below.</p>
Clarifications	Requests for clarification from bidders will not be accepted by any later than 30 September 2016 at 11:59 p.m. ET.
Quotation validity period	Quotations shall remain valid for acceptance by UNOPS for 60 days from the Deadline for Quotation Submission.
Quotation Currenc(ies)	Quotations shall be made in US Dollars.
Duties and Taxes	All quotations shall be submitted net of any direct taxes
Language of quotations	All quotations, information, documents and correspondence exchanged between UNOPS and the bidders in relation to this RFQ process shall be in English.
Deadline for Quotation Submission	All offers must be submitted by 11:59 PM EST New York, USA on 30 September 2016.
Quotation submission	<p>Quotations must be submitted as follows:</p> <p>By email to: maiyadu@unops.org</p>

Evaluation method and criteria	<p>Quotations shall be evaluated to determine the lowest price most technically acceptable offer. Evaluation shall be conducted as follows:</p> <ol style="list-style-type: none"> 1. Preliminary Examination. The following eligibility and formal criteria will be reviewed for compliance: <ul style="list-style-type: none"> • Bidder is eligible as defined in Instructions to Bidders, Article 3 • Completeness of the Bid. All documents and technical documentation requested have been provided and are complete • Bidder accepts UNOPS General Conditions of Contract 2. Qualification of the Bidder will be assessed as per below qualification criteria: <ul style="list-style-type: none"> • Bidder should be in continuous business of supplying similar goods and services for the last 1 year. 3. Technical compliance of the offered services: <ul style="list-style-type: none"> • Services offered in the quotation do not contain any material deviation(s) from the minimum required as included in Section III: Schedule of Requirements. 4. Financial evaluation. Quotations that are found to be substantially compliant to the above criteria shall be evaluated to determine the lowest price most technically acceptable offer.
Documents comprising the Quotation	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> • Form A: Quotation Submission Form • Form B: Price Schedule Form • Form C: Previous Experience Form (Examples of previous similar work)
Contract to be signed with awarded bidder	Small Services Contract
General Conditions of Contract	<p>In the event of an order, the following conditions of contract will apply: UNOPS Conditions of Services for Contracts of value less than USD 50,000. The conditions are available at: http://www.unops.org/english/Opportunities/suppliers/how-we-procure/Pages/default.aspx</p>
Signing of Contract	UNOPS plans to award the contract by 10 October 2016
UNGM registration	<p>Any order resulting from this RFQ exercise will be subject to the supplier registration on United Nations Global Marketplace (UNGM) website. The vendors can register their company by accessing the website at www.ungm.org.</p> <p>The Bidder may still bid even if not registered with the UNGM, however, if the Bidder is selected for contract award, the Bidder must register on the UNGM prior to contract signature</p>

Section II: Instructions to Bidders

1. SCOPE OF QUOTATION

Bidders are invited to submit a quotation for the goods and/or services specified in Section III: Schedule of Requirements, in accordance with this RFQ.

All correspondence and notification in relation to this RFQ shall be sent to the contact person and address set out in **Section I: RFQ Particulars**. Please note that the address for Quotation Submission may be different.

2. INTERPRETATION OF THE RFQ

This RFQ is an invitation to treat and shall not be construed as an offer capable of being accepted or as creating any contractual, other legal or restitutionary rights.

No binding contract, including a process contract or other understanding or arrangement, will exist between the offer and UNOPS and nothing in or in connection with this RFQ shall give rise to any liability on the part of UNOPS unless and until the Contract is signed by UNOPS and the successful bidder.

3. BIDDER ELIGIBILITY

Bidders may be a private, public or government-owned legal entity or any association with legal capacity to enter into a binding contract with UNOPS.

A Bidder shall not be eligible to submit a quotation if and when at the time of quotation submission, the Bidder:

- i. is included in the Ineligibility List, hosted by [UNGM](#) - list that aggregates information disclosed by UNOPS ([UNOPS Ineligibility List](#)) and other Agencies, Funds or Programs of the UN System;
- ii. is included in UN/PD's suspended and removed vendors list;
- iii. is included in the [Consolidated United Nations Security Council Sanctions List](#), including the [UN Security Council Resolution 1267/1989 list](#);
- iv. is included in the [World Bank Corporate Procurement Listing of Non-Responsible Vendors](#) and [World Bank Listing of Ineligible Firms and Individuals](#);

All bidders are expected to embrace the principles of the [United Nations Supplier Code of Conduct](#), given that it originates from the core values of the Charter of the United Nations. UNOPS also expects all its suppliers to adhere to the principles of the [United Nations Global Compact](#).

4. ERRORS OR OMISSIONS

Bidders shall immediately notify UNOPS in writing of any ambiguities, errors, omissions, discrepancies, inconsistencies or other faults in any part of the RFQ, with full details of those ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

Bidders shall not benefit from such ambiguities, errors, omissions, discrepancies, inconsistencies or other faults.

5. BIDDERS' RESPONSIBILITY TO INFORM THEMSELVES

Bidders shall be responsible to inform themselves in preparing their quotation. Bidders acknowledge and agree that the RFQ does not purport to contain all relevant information in relation to the goods/services and is provided solely on the basis that bidders shall be responsible for making their own assessment of the matters referred to in the RFQ, including Section III: Schedule of Requirements.

Bidders acknowledge that UNOPS, its directors, employees and agents make no representations or warranties (express or implied) as to the accuracy, currency or completeness of this RFQ or any other information provided to the Bidders

6. UNOPS GENERAL CONDITIONS OF CONTRACT

Any Contract resulting from this RFQ exercise will be subject to the UNOPS General Conditions of Contract as detailed in **Section I: RFQ Particulars**.

The Contract type to be signed is specified in **Section I: RFQ Particulars**.

7. CLARIFICATION OF THE RFQ

Bidders may request clarification in relation to the RFQ or bid process by submitting a written request to the contact stated in the **Section I: RFQ Particulars**, until the time stated in **Section I: RFQ Particulars**. Explanations or interpretations provided by personnel other than the named contact person, will not be considered binding or official.

UNOPS shall gather all requests for clarification and may respond in writing to all such requests at the same time. Responses to requests for clarification shall be communicated directly to all bidders that received the RFQ directly from UNOPS if the RFQ was not available online, and/or, if the RFQ was available online or if stated in **Section I: RFQ Particulars**, responses will be posted online without disclosing the names of the bidders who submitted the requests for clarification.

8. DOCUMENTS COMPRISING THE QUOTATION

Quotations shall comprise all documentation as requested in **Section I: RFQ Particulars**, including Returnable Forms as included in Section IV: Returnable Bid Forms. Documentation must either be completed on the Returnable Quotation Form or annexed to the document, as the case may be, each signed by a person authorised by the Bidder to bind it.

9. REMUNERATION FOR AND COSTS OF QUOTATIONS

Bidders shall not be entitled to any remuneration or compensation for the preparation and submission of their quotation.

10. QUOTATION VALIDITY PERIOD

Quotations shall remain valid for acceptance by UNOPS for the entire period set out in **Section I: RFQ Particulars**. An offer valid for a shorter period of time shall be rejected.

11. OFFER CURRENCY(IES)

The quotation shall be made in the currency(ies) stated in **Section I: RFQ Particulars**. If applicable, for comparison and evaluation purposes, UNOPS will convert the quotations into USD at the official United Nations rate of exchange in force at the time of the deadline for quotation Submission.

UNOPS reserves the right not to reject any bids submitted in a currency other than the mandatory bidding currency(ies). UNOPS may accept bids submitted in another currency than stated above if the Bidder confirms during clarification of bids in writing that it will accept a contract issued in the mandatory bid currency and that for conversion the official United Nations operational rate of exchange of the day of RFQ deadline as stated in the RFQ Section I shall apply. Regardless of the currency of bids received, the contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

Rates in quotations shall be fixed. Quotations with adjustable rates shall be disqualified.

12. DUTIES AND TAXES

UNOPS is a tax exempt entity. All quotation shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified in **Section I: RFQ Particulars**.

13. QUOTATION FORMAT

A quotation shall contain no interlineations, erasures, or overwriting. If necessary to correct errors made by a Bidder, hand written corrections to the quotation may be made before the Deadline for Quotation Submission.

In this case, such corrections shall be initialled by the person or persons who signed the quotation. Offers shall be signed by the person authorized to do so in Section IV – Form A: Quotation Submission Form. That person shall be authorized by the Bidder to bind the Bidder.

14. LANGUAGE OF OFFERS

All quotations, information, documents and correspondence exchanged between UNOPS and the Bidders in relation to this RFQ process shall be in the language set out in **Section I: RFQ Particulars**.

15. DEADLINE FOR QUOTATION SUBMISSION

All quotations shall be received by UNOPS by no later than the time and date set out in the **RFQ Particulars in Section I**. It shall be the sole responsibility of the Bidders to ensure that their quotation is received by the Deadline for Quotation Submission. Offers submitted after the deadline for quotation submission shall be rejected.

16. WITHDRAWAL, SUBSTITUTION, AND MODIFICATION OF OFFERS

Prior to the deadline for quotation submission, a Bidder may withdraw, substitute, or modify its quotation after it has been submitted by sending a written notice to UNOPS. After the deadline for quotation submission, however, the quotation shall remain valid and open for acceptance by UNOPS for the entire quotation validity period, as may be extended.

17. EVALUATION METHOD AND CRITERIA

UNOPS will award the contract as per the lowest price most technically acceptable offer evaluation methodology, and as per evaluation criteria included in **Section I: RFQ Particulars**.

UNOPS may request clarification or further information in writing from the Bidders at any time during the RFQ process. The Bidders' responses shall not contain any changes regarding the substance, including the financial part of their quotation. UNOPS may use such information in interpreting and evaluating the relevant quotation but is under no obligation to take it into account.

18. PUBLICATION OF CONTRACT AWARD

UNOPS shall publish in its website (<https://data.unops.org>) information regarding the contract(s) awarded as a result of this RFQ.

19. OTHER UNOPS RIGHTS

UNOPS shall have no obligation to accept any quotation.

UNOPS may, in its absolute discretion, do all or any of the following:

- (i) require additional information from offers;
- (ii) change the structure and timing of the RFQ;
- (iii) alter, terminate, suspend or defer the RFQ process or any part of or activity in it;
- (iv) consider or accept or reject any quotation that is non-conforming;
- (v) request, attend or conduct any site inspections or clarification meetings;
- (vi) request, attend or observe any product, plant, equipment or other demonstration, trial or test, provided UNOPS acts reasonably in so doing;
- (vii) abandon, cancel or otherwise not proceed with the RFQ process at any time prior to the signature of a contract, without any liability toward the bidders and without providing any reason or notice to bidders.

20. COLLECTION OF REJECTED OR UNSUCCESSFUL QUOTATIONS

UNOPS shall not return any rejected or unsuccessful quotations to the Bidders.

21. CONFIDENTIALITY

All information and documents provided to the Bidders by UNOPS shall be treated as confidential by the Bidders.

22. ETHICS AND PROSCRIBED PRACTICES

UNOPS requires that all Bidders observe the highest standard of ethics during the entire RFQ process, as well as the duration of any contract that may be signed as a result of this process. Therefore, all Bidders shall represent and warrant that they:

- (i) have not unduly obtained, or attempted to unduly obtain, any confidential information in connection with the RFQ process and any contract that may be signed as a result of this RFQ process;
- (ii) have no conflict of interest that would prevent them from entering into a contract with UNOPS, and shall have no interest in other parties involved in this RFQ process or in the project underlying this RFQ process;
- (iii) have not engaged, or attempted to engage, in any Proscribed Practices in connection with this RFQ process or the contract that may be awarded as a result of this RFQ process. For the purposes of this provision, Proscribed Practices are defined in the [UNOPS Vendor Sanctions Procedures](#), and include:
 - A corrupt practice is the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;
 - A fraudulent practice is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - A coercive practice is an act or omission that impairs or harms, or threatens to impair or harm, directly or indirectly, any party or the property of the party to improperly influence the actions of a party;
 - A collusive practice is an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;
 - An unethical practice: Conduct or behavior that is contrary to the conflict of interest, gifts and hospitality, post-employment provisions or other published requirements of doing business with UNOPS;
 - Obstruction: Acts or omissions by a Vendor that prevent or hinder UNOPS from investigating instances of possible Proscribed Practices.

In the event that a Bidder fails to comply with any of the above representations and warranties, UNOPS shall have the right to reject the quotation submitted by such Bidder, and to terminate any contract that may have been signed between UNOPS and such Bidder as a result of this RFQ process immediately upon written notice, without any liability for termination charges or any other liability of any kind of UNOPS. In addition, the Bidder may be precluded from doing business with UNOPS and any other entity of the United Nations System in the future, as per UNOPS [Vendor Sanctions Procedures](#).

23. AUDIT

Any bidder participating in this RFQ process shall agree to cooperate with the Office of Internal Oversight Services of the United Nations, UNOPS Internal Audit and Investigations Group as well as with any other investigation units authorized by UNOPS Executive Director and UNOPS Ethics Officer to investigate any allegation of misconduct, and in particular any allegation of a breach of Article 21 above, in connection with this RFQ process or any contract that may be signed as a result of this RFQ process.

In cooperating with UNOPS, the Bidder shall give access to UNOPS, upon written request, to all employees, representatives, agents and assignees, as well as to all documents, records and other elements of the Bidder that may be required to conduct such investigation.

In the event that a Bidder fails to comply with any of the above representations and warranties, UNOPS shall have the right to reject the quotation submitted by such Bidder, and to terminate any contract that may have been signed between UNOPS and such Bidder as a result of this RFQ process immediately upon written notice, without any liability for termination charges or any other liability of any kind of UNOPS. In addition, the Bidder may be precluded from doing business with UNOPS and any other entity of the United Nations System in the future, as per UNOPS [Vendor Sanctions Procedures](#).

24. BID PROTEST

Any bidder that believes to have been unjustly treated in connection with this bid process or any contract that may be awarded as a result of such bid process may submit a complaint to UNOPS' General Counsel. More information about bid protests can be found on UNOPS' website at www.unops.org.

Section III: Schedule of Requirements

TERMS OF REFERENCE FOR WEBSITE DEVELOPMENT AND MAINTENANCE

I. Background

The Intercultural Innovation Award (IIA) is a partnership between the United Nations Alliance of Civilizations (UNAOC) and the BMW Group. The award selects and supports the most innovative grassroots projects that encourage intercultural dialogue and cooperation around the world. The most outstanding projects receive prize money as well as become members of the Intercultural Leaders network.

Intercultural Leaders (IL), a project of UNAOC in partnership with the BMW Group, was built as an exclusive skills and knowledge-sharing platform for civil society organizations and young leaders that work on addressing cross-cultural tensions. It is now in a period of redevelopment, with the aim of creating a community of UNAOC alumni as well as a public platform to showcase their work and achievements.

II. Website for the Award and Intercultural Leaders

The IIA website (interculturalinnovation.org) is the main platform to disseminate information about the award and the impact that the IIA is making in the world. The main goals of the website include showcasing our work and the work of applicants and winners; increasing visibility of the project; hosting applications when the application period is open; and, encouraging other people and civil society organizations to think outside the box and innovate in the field of intercultural understanding.

The IL website (interculturalleaders.org) is an interactive, innovative platform for alumni of UNAOC's programmes, including IIA. The selected Vendor will be responsible for the redevelopment of the platform. **Please see the attached Annex A for more information on the functional requirements of this intended redevelopment.**

The selected Vendor will work in close consultation with the IIA Project Management Specialist, IL Coordinator and the UNAOC Web and Multimedia Manager. Contract will be awarded according to the lowest priced, most technically acceptable and creative proposal. In order to assess creativity, previous work of applicants will be evaluated based on its originality and visually captivating graphics.

III. Scope of Work

The scope of work has two major components:

- (1) Redevelopment of IL per the functional requirements outlined in Annex A.
- (2) Ongoing website maintenance of IIA, as well as IL upon completion of #1.

In terms of website maintenance, the Service Provider will be assigned the following tasks:

1. Technical integration and testing across all agreed browsers and platforms (IE; Safari; Firefox; Chrome, iOS and Android devices)
2. Potentially modify and/or build new and major features following consultation with IIA Project Management Specialist, IL Coordinator and the UNAOC Web and Multimedia Manager.
3. Provide maintenance and updates:
 - a. Maintenance must be provided for six months after the signature of the contract with the possibility of an extension. Services must be completed within one week of request.
4. Ad hoc technical support

The updates and modifications done to the website should:

- Make use of WordPress and be upgradeable depending on security updates.
- Customize WordPress installation according to PHP and MySQL system requirements.

- Comply with web standards HTML5 and use CSS3 technology. Features built using CSS3 should be non-essential and discussed with the IIA/IL/UNAOC team.
- Be creative and visually captivating.
- Be built with responsive layout
- Present content using features and applications to be agreed with the IIA Project Management Specialist, IL Coordinator and the UNAOC Web and Multimedia Manager.
- Be search engine optimized.
- Be accessible across most popular browsers (see above) and devices
- Mark-up should pass validation tools

IV. Timeline

A timeline proposal for redevelopment of IL must be submitted. The time frame should not exceed six months. Development can be done in phases at the discretion of the service provider. Specific milestones should be outlined in the proposal.

Maintenance and updates will be provided upon request for a period of six months from the start of contract. There is a possibility of an extension.

V. Application Process

Please submit your proposal by email to maiya@unops.org by 30 September 2016 at 11:59 p.m. ET. Your proposal should include:

1. Package estimate of the redevelopment of IL, according to Annex A (ref: Form B: Price Schedule Form)
2. Hourly rate for ongoing maintenance and ad-hoc technical support (ref: Form B: Price Schedule Form)
3. Examples of past work (ref: Form C: Previous Experience Form)

Please include your company and contact information.

VI. Payment and Intellectual Property

Payment will be made upon presentation of invoice by vendor, based on work requested. However, the exact terms will be negotiated with the Vendor before the signature of the contract. Upon payment, UNAOC and the Vendor agree that UNAOC shall acquire ownership of all assignment deliverables in their tangible and intangible forms (both hard and soft copies) and the right to use them as deemed fit. The deliverables may thus not be published or used without the express permission of UNAOC.

Annex A: Intercultural Leaders Redevelopment – Basic Functional Requirements

ABOUT THE WEBSITE

The website is called Intercultural Leaders, which is built on the WordPress platform. The existing version was launched in December 2013 and is still currently in use. However, there is a need to extensively revise the system as it currently exists. The functionalities, as explained in the succeeding paragraphs, will need to be modified and expanded. As such, a new theme and custom plugins need to be developed in order to achieve the desired goals.

OBJECTIVES

The objectives of this website are two-fold:

- (1) To create a community of UNAOC alumni, similar to an internal social media network, in which alumni (users) can interact with each other, share opportunities, and more importantly, collaborate with each other through a mechanism of sharing/volunteering hours.
- (2) To create a public platform for alumni to showcase their work and achievements.

GLOSSARY

What is a UNAOC Alumnus/Alumna (plural: alumni)?

A UNAOC alumnus/alumna is an individual or organisation who has participated in one of UNAOC's projects and/or initiatives, usually through a competitive application process.

INTENDED USERS

Who are the intended users of this website?

- (1) PUBLIC: (read capability)
- (2) ALUMNI INDIVIDUAL: (author capability)
- (3) ALUMNI ORGANIZATION: (author capability)
 - Different from alumni individuals, multiple people may have access to an alumni organization's login.
- (4) MENTORS: (author capability)
 - Mentors will only have the capability to post offers for help and not requests for help.
- (5) PROJECT MANAGERS/PROGRAMME OFFICERS: (editor capability)
- (6) COMMUNITY MANAGER: (admin capability)
- (7) SUPER ADMIN: (owner/super admin capability)

REGISTRATION AND USER PROFILES

BACKEND ACCESS WILL BE BY INVITATION ONLY. Although some aspects of the website will be available to the general public, it is important to also retain some private space for alumni and mentors. Private vs. public content will be pre-determined prior to the start of development.

An invitation will be sent to alumni and mentors to register to the website. A unique invitation link must be generated for (1) alumni individuals; (2) alumni organizations; and (3) mentors. Then they should be able to create a profile by completing their personal/organization's information, skills, region, select contact preferences, etc.

At the point of registration, users must be able to input custom fields to their user profiles. The custom fields will include, for example, the name of their organization, links to their social media profiles, their work areas, etc. There should be 15-20 custom fields for registration and user profiles. Users must be able to edit their profiles at any point with front-end editing capability.

USER ROLES AND CAPABILITIES

Alumni (organizations and individuals) should be able to:

- Post requests for help
- Delete requests posted by themselves
- Accept offers of help
- See the list of requests where he/she received help and she/he provided support
- Post offers to help
- Respond to requests for help
- Post opportunities
- Post success stories
- Send and receive private messages (or private comments on requests posted, TBD)
- Provide feedback on user who donated/offered help (to be integrated with user rating system)
- Retrieve or change his/her password
- Update user profile
- Important: Alumni will have no access to the WP Admin Dashboard. The WP Admin Bar should be hidden upon logging in. All write functions must be done in the front-end.

Mentors:

- Post offers to help
- Respond to requests for help
- See the list of requests he/she has contributed as a mentor
- Post opportunities
- Send and receive private messages (or private comments on requests posted, TBD)
- Provide feedback on user who donated/offered help (to be integrated with user rating system)
- Retrieve or change his/her password
- Update user profile
- Important: Mentors will have no access to the WP Admin Dashboard. The WP Admin Bar should be hidden upon logging in. All write functions must be done in the front-end.

Project Managers/Programme Officers

- Filter users – sort users via project or area of expertise (taxonomy TBD)
- Search users according to name, project, or area of expertise (taxonomy TBD)
- Contact users or groups of users
- Post opportunities
- Post success stories
- Extract reports and data
- Important: Project Managers/Programme Officers will have no access to the WP Admin Dashboard. The WP Admin Bar should be hidden upon logging in. All write functions must be done in the front-end.

Community Manager:

- Credit/add/modify the number of hours to a particular user or a group of them (see “Requests for help” under “Main components and functionalities”)
- Send emails/newsletters/opportunities to specific user(s) or group(s) of users
- Extract reports and data
- Back-end filtering of members/mentors by field of work/region/network/profile created/pending/feedback completed/uncompleted
- See users who have pending offer(s) of support and which users’ offers have been accepted
- Receive user feedback from alumni and mentors once completed
- View status of active requests: See in which stage of the project is a request (accepted/completed/feedback) and follow-up if needed
- Be able to monitor request’s status by deadlines
- Name a featured member/mentor (Featured taxonomy)
- Add/remove users
- Modify requests/profiles/stories/offers
- Publish/modify/delete all posts and CPTs if needed
- Match a mentor and a member for a particular request without notifying all members
- Important: The Community Manager will have access to the WP Admin Dashboard. Write functions may be done either in the backend or frontend. Interface TBD.

Super Admin

- Full administrative access

MAIN NAVIGATION TABS

For the Frontend

- Home
- About
- Alumni
 - Profiles of those who choose to have public profiles (option to search and filter)
- Mentors
 - Profiles of those who choose to have public profiles (option to search and filter)
- Time Bank /Get Involved (menu title TBD)
 - Requests for help
 - Offers to help
- Opportunities
 - Networking
 - Grants/Funding
 - Training
 - Other (e.g. collaborative ideas between alumni)
- Alumni Success Stories (menu title TBD)
 - Featured Leader
- Contact
 - Will contain multiple contact forms for specific target audiences. E.g:
 - “Are you a UNAOC alumni? Contact us to request access.” + Form
 - “Do you want to become a mentor? Contact us for details.” + Form
 - General inquiry form

MAIN COMPONENTS AND FUNCTIONALITIES

Contain at least the following section/features:

- Customizable user profiles with custom capabilities beyond the native WP user roles.

The alumni community is the engine that drives the network. Their profiles should be clear, direct, appealing and easy to filter. Networking is one of the essential goals of the platform, therefore the profiles section is a crucial part of it.

This also applies to the profiles of mentors. Mentors willingly donate their time to help UNAOC alumni. Being able to display their profiles publicly will be a gesture of appreciation.

All alumni and mentors must be able to edit their user profiles in the frontend.

- Requests for Help

Members receive direct and concrete support in response to the specific needs of their organization/project by posting requests. In turn, they offer up their time and expertise to fellow network members with needs matching their profile.

The poster of the request should be able to accept one or more persons to help by changing the number of hours. The poster should also be able to edit their own request and another email sent to the network saying that the request has been updated.

The admin should be able to match a mentor and a member if two members have agreed to collaborate outside the network or the poster of the request should be able to post a request for a specific mentor (so the request don't reach all the members and mentors but just the one who previously agreed to provide support).

Although members and mentors can agree to collaborate outside the network, communication within the network should be encouraged as much as possible. For example, mentors may request more information on a request for help. Rather than sending an email contact form, this should go through the private messaging system (similar to Airbnb inquires before a booking is accepted).

Note: Ideas for a lightweight messaging script that will not overburden the server are welcome.

The system to post request and accept offers should be very simple and include a very short and direct method to evaluate the experience and provide feedback once the collaboration has finalized. For example:

- (1) ALUMNI #1 posts a requests for 5 hours of graphic design and the date by which they need it to be completed
- (2) ALUMNI #2 responds saying they are available
- (3) ALUMNI #1 accepts the offer
- (4) ALUMNI #2 receives an automated reminder email/notification at the halfway point of the end date, asking if the offer is completed. If it has, prompt login to website and complete feedback form.
- (5) ALUMNI #2 receives an automated reminder email/notification at the end date, asking if the offer is completed. If it has, prompt login to website and complete feedback form.
- (6) When ALUMNI #2 marks project completed, ALUMNI #1 receives an email/notification prompting login to the website and asking them to complete the feedback form.

- Offers for Help

Members can post offers for help and earn hours. Mentors can also post offers for help.

- Opportunities

Not included in the hours system. Alumni, mentors or admin can share opportunities including grants, training, networking events, etc. Another option within opportunities will be ideas encouraging collaboration within alumni.

- Alumni Success Stories

This is a space for alumni to share their own success stories. They will have the opportunity to choose whether the story is public or private. Admins and editors should also have to capability to publish a story.

Custom post types can be used for achievements and recent works (name of CPT to be finalized). Private posts can be shared to logged in users. Public posts will be displayed in a custom archive of the CPT. Recent entries should be listed under each author(user).

- Featured Leader

The alumni network coordinator should have the ability to select a featured leader. This might be a new mentor or an alumnus with a particular success story to share. This section will link to the profile of the user.

- Private Messaging System

To implement a private messaging system like LinkedIn or the Airbnb system when discussing help requests. The messages are sent to the recipient's email, but this is not a simple email contact form. The goal is to encourage communication on the platform, rather than going offline. Alternative interface ideas are encouraged. Note that this should be a simple and lightweight interface. Existing cloud solutions that can be integrated are welcome.

- E-newsletter

To integrate with MailChimp – the community manager can select top stories and opportunities and share on a quarterly basis, with some editing.

- Integration with social media feeds

Automatically publish feeds of public posts into UNAOC/IL social media accounts.

Force RSS for private posts and prompt login to website.

- User-friendly admin dashboard for the community manager and the project managers

The community manager and project managers should be able to have functionality such as:

- Filtering particular alumnus or groups of alumni based on categories (e.g. geographic areas, work focus, skill set, etc.)
- Being able to email individual alumni or groups of alumni
- Being able to produce reports based on alumni data
- Being able to change the number of hours in case there is a disagreement between the one that posted the request and the one offering the help

- Front-end editing for all alumni and mentors
 - All alumni users must not have access to the Wordpress dashboard. All editing, publishing, etc. must be done on the front-end.

- Site-wide user interface improvements
 - The current layout of the website has been discussed and approved by management. Branding should remain consistent. However, suggestions on improving the user interface and design are welcome. For example, a fluid width is encouraged. Sidebar placements can be reconstructed. Design elements may be added. Etc. TBD.

Section IV: Returnable Bidding Forms

Note to Bidders: Instructions to complete each Form are highlighted in blue in each Form. Please complete the Returnable Bidding Forms as instructed and return them as part of their bid submission.

The following returnable forms are part of this RFQ and must be completed and returned by bidders as part of their Quotation.

Form A: Quotation submission form

Bidders are requested to complete this form, sign it and return it as part of their bid submission. The bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Date: [Insert submission date]

Subject: Quotation for the supply of [Insert a brief description of goods/services] in [Name of country/city], RFQ Case No. [insert RFQ ref number], dated [insert date]

We, the undersigned, declare that:

- a. We offer to supply in conformity with the bidding documents, including the UNOPS General Conditions of Contract.
- b. Our quotation shall be valid for the period of time of [insert number of days which shall not be less than the specified in Section I: Bid Particulars, Period of Validity of Bids] from the date fixed for the bid submission deadline as set out in the ITB, and it shall remain binding upon us and may be accepted at any time before the expiration of that period;
- c. We have no conflict of interest in any activity that would put it, if selected for this assignment, in a conflict of interest with UNOPS;
- d. Our firm confirms that the offeror and sub-contractors have not been associated, or had been involved in any way, directly or indirectly, with the preparation of the design, terms of references and/or other documents used as a part of this solicitation;
- e. Our firm, its affiliates or subsidiaries—including any subcontractors or suppliers for any part of the contract—has not been declared ineligible by UNOPS, nor is included in the suspended/ineligibility list of the UN/PD, other UN Agencies, the UN Security Council, and the World Bank, in accordance with Instructions to Bidders Article 3, Eligibility;
- f. We have not offered and will not offer fees, gifts and/or favours of kind in exchange for this ITB and will not engage in any such activity during the performance of any contract awarded.

I, the undersigned, certify that I am duly authorized by [insert name of bidder] to sign this bid and bind [insert name of bidder] should UNOPS accept this bid:

Name: [complete]

Title: [complete]

Signature: _____

Provide the name and contact information for the primary contact from your company for this quotation:

Name: [complete]

Title: [complete]

Email address: [complete]

Telephone: [complete]

Form B: Price Schedule Form

Bidders shall fill in this Price Schedule Form in accordance with the instructions indicated. The list of line items and descriptions in column 1 of the **Price Schedule Form**, shall coincide with the Services specified by UNOPS in the Schedule of Requirements.

RFQ reference no: #DG/47065/The Intercultural Innovation Award (IIA)/2016

Currency	USD
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Item No	Description	Qty	Unit price	Total price
1.	Package estimate of the redevelopment of IL, according to Annex A	1	insert	insert
2.	Hourly rate for ongoing maintenance and ad-hoc technical support			
Total Price				

Payment terms 30 days accepted: Yes

Bidder's discount for accelerated payment: % of total firm price for each calendar day less than thirty (30) days

I, the undersigned, certify that I am duly authorized by to sign this bid and bind should UNOPS accept this bid:

Name : _____

Title : _____

Date : _____

Signature : _____

Form C: Previous experience form

RFQ reference no: #DG/47065/ The Intercultural Innovation Award (IIA)/2016

Name of Bidder: **[insert name of bidder]**

Please provide examples of past work

Name : _____

Title : _____

Date : _____

Signature : _____