
**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
REQUEST FOR PROPOSAL**

Reference: RFP No. N_304_MNG_21	Date: February 26, 2021
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Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for Website development service for "Family Center", the website for victims of domestic violence within the framework of public legal awareness campaign on gender-based violence under the "Strengthening the Gender-Based Violence Response in Mongolia" (2019-2020) project funded by Global Affairs Canada (GAC). The full requirement is described in Annex C.

We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

Proposals submitted by email must be limited to a maximum of **10MB, virus-free** and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Bidder's Proposal	Annex F

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g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on tenders@idlo.int and mention **Clarifications RFP NO. N_304_MNG_21** in the subject section of your email.

Deadline for Submission of Proposals: On or before **Date: March 15, 2021 Time: 15:00 hours Rome, Italy** local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,
International Development Law Organization | IDLO
Mongolia Country Office



RFP No. N_304_MNG_21

**ANNEX A
INSTRUCTIONS TO BIDDERS**

1. General Considerations	In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal. The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.
2. Cost of the Proposal	The Bidder shall bear all costs associated with the preparation and submission of the Proposal. IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.
3. Currency of Proposals	Proposals shall be nominated exclusively in MNT (tugrik) . <i>Note: Local Bidders/Suppliers must comply with any applicable laws regarding doing business in other currencies</i>
4. Language of the Proposal	The Proposal and all correspondence and documents relating to the Proposal exchanged by the Bidder and IDLO shall be written in the English language.
5. Delivery Term and Place	Services are to be provided within 60 days after receipt of PO or contract from IDLO in Ulaanbaatar, Mongolia. Bidder to advise IDLO if their proposal has elements of supply of goods. If yes, Bidder must inform if Customs Clearance are required and whose responsibility it is to do so
6. Deadline for Submissions of Proposals	The Proposal shall be addressed to IDLO on or before Date: March 15, 2021 Time: 15:00 hours Rome, Italy local time. <i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i>
7. Documents comprising the Bidder's Proposal	The Proposal shall comprise the following components: 1. Proposal Submission Form (see Annex D); 2. Bidder Information Form (see Annex E) 3. Bidder's Proposal divided into: a. Technical Proposal (see Annex F1) b. Financial Proposal /Price Schedule (see Annex F2)

8. Contents of solicitation documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP.</p> <p>Proposals offering only part of the requirement will be rejected.</p> <p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
9. Clarification of solicitation documents	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Proposals.</p> <p>The requests for clarification will have “Request for clarifications for RFP No. N_304_MNG_21” mentioned in the subject.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of solicitation documents	<p>At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.</p>
11. Proposal submission	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p> <p>(a) Proposed methodology</p>

	<p>This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.</p>
<p>12. Format, signing sealing, marking and submission of Proposals</p>	<p>The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named "Technical Proposal" and "Financial Proposal".</p> <p>The "Financial Proposal" file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p>

	<p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to tenders@idlo.int with the Subject: “Technical Proposal for RFP No. N_304_MNG_21” and with the Subject: “Price Proposal for RFP No. N_304_MNG_21” before the deadline stipulated in this RFP.</p>
<p>13. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.</p> <p>The description of the organization of the IV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p>

	<p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p>
14. Only One Proposal	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ol style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
15. Late Proposals	<p>Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause <i>Deadline for the submission of Proposals</i>, will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.</p>
16. Validity Period of Proposals	<p>All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the</p>

	Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.
17. Modification and withdrawal of Proposals	<p>The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.</p> <p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals.</p> <p>No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals.</p> <p>No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.</p>
18. Amendment of the proposal	<p>At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
19. Bidders' conference	<input checked="" type="checkbox"/> N/A
20. Right to accept, reject, or render non-responsive any or all Proposals	IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Proposals	To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.
22. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <p>a) They are not included in IDLO Sanctions lists (EU, US, UN);</p>

	<ul style="list-style-type: none"> b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract; e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;

	f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.
27. Responsiveness of Proposals	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
28. Evaluation of Proposal	<p>A two-stage procedure is utilised in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 490 points of the maximum obtainable 700 points.</p> <p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> - Technical Proposal -70%, - 700 points maximum, - Financial Proposal - 30%, - 300 points maximum. <p>The contract will be awarded to the Proposal with highest combined score obtained in technical and financial evaluation.</p> <p>Technical Evaluation The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p>Financial Evaluation In the second stage the Financial Proposals of all Bidders who attained a minimum 21 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be</p>



	awarded maximum 10 points and other Financial Proposals will be awarded points in accordance with the following formula: Financial Proposal score = (Lowest Price / Price under consideration) x 100.
29. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.
30. Right to Vary Requirements at the time of the Award	<input type="checkbox"/> N/A for Framework Agreement <input checked="" type="checkbox"/> Yes - At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of [goods and/or services], 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.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.
32. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
33. General Terms and Conditions and Supplier Code of Conduct	Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H. The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.
34. Liquidated Damages	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> Yes - For late delivery of Goods, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 23 of the General Terms and Conditions. Liquidated damages for inferior quality or non-conformance of specifications of Goods will be assessed on a case-by-case basis in accordance with the severity of the problem as determined solely by IDLO. The application of this liquidated damages provision shall not relieve the Contractor of its obligations or liabilities pursuant to this Contract.

35. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing) <input type="checkbox"/> Permitted
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**ANNEX B
TECHNICAL EVALUATION CRITERIA**

Scoring Weight and Point

Summary of Technical Proposal		Score Weight	Points Obtainable	Bidder A	Bidder B
1	Establishment and experience	50%	350		
	Methodology				
	Explanation of the proposed overall methodology for producing the expected results of the assignment, the methodology for various sections/stages, list of deliverables, and timeline and budget.				
	The proposed methodology takes into account the assessment of the possible difficulties to be encountered - The inclusion of mitigation actions to address identified risks, in order to develop efficient and appropriate solutions, i.e. explanation how the Bidder will cope with multiple contracts/projects/assignments run in parallel with IDLO's.				
2	The proposed methodology provides information on quality assurance system for the Contract.	40%	280		
	Adequacy of the extent to which the proposed methodology approach and work plan seems realistic, meets the requirements of the assignment and reflects the degree to which the Bidder understands the assignment and has the important aspects of the task been addressed in sufficient detail				
	The overall engagement, management and participatory approach, and quality assurance on deliverables				
	Structure of the proposal				
	Clarity and conciseness of the language used in the proposal				
	Layout of the proposal including formatting				
	□				

3	Reporting	10%	70		
	<input type="checkbox"/>				
	Total	100%	700		
	Minimum Score to determine Pass/Fail		490		
	Bidder's Score				
	Bidder Pass/Fail to proceed to opening of Financial Proposal				



ANNEX C
TERMS OF REFERENCE / TECHNICAL SPECIFICATIONS
WEBSITE DEVELOPMENT SERVICES

A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties. IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Office in Ulaanbaatar, Mongolia.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

B. Background

The International Development Law Organization (IDLO) has launched the "Strengthening the gender-based violence response in Mongolia" Project (2019-2022), aimed at empowering victims of domestic violence to access justice, claim their rights and play an active role in advocating against domestic violence. This initiative is funded by Global Affairs Canada in Mongolia and will be implemented in close cooperation with the Government of Mongolia, justice sector institutions, professional associations of lawyers, academia and civil society.

Domestic violence (DV) affects nearly 60 percent of Mongolian women who are married or in an intimate partnership according to a 2017 study by the United Nations Population Fund (UNFPA). The Government of Mongolia has taken a number of legislative and policy steps aimed at addressing domestic violence more effectively. A new domestic violence law passed in 2017 criminalized domestic violence for the first time and provided a framework for increased agency cooperation to assist victims. While the new legal framework undeniably offers an improved, holistic and more victim-centered approach de jure, its practical implementation and adherence to the needs of victims requires significant technical assistance, effective ongoing monitoring, and coordination among all relevant actors.

This Project aims to increase access to justice for victims of domestic violence that incorporates a victim-centered approach by:

- 1) Identifying DV legislative gaps and obstacles encountered by victims of DV while navigating the justice system through trial monitoring and research;
- 2) Developing capacities of civil society, lawyers, and law students to provide primary and qualified legal assistance using a victim-centered approach, as well as consolidate CSOs in this field to build up referral capabilities among themselves and with other service providers, and to strengthen their advocacy efforts;
- 3) Building capacity of police, prosecutors, and judges to implement the law and provide victim-centered responses;
- 4) Increasing the legal awareness of DV victims about their rights, available protection mechanisms and remedies, along with ensuring sensitive public outreach in cases of DV.

To increase victims' knowledge about their rights and existing legal procedures, the Project has been organizing a public legal awareness campaign on print, social media, radio, and TV outlets reaching out to victims who frequently encounter difficulties in accessing justice.

The website will be developed within the framework of this public legal awareness campaign with the purpose of increasing awareness of gender-based violence and domestic violence, legal rights, services available and support systems for victims and at-risk groups, promoting Law to Combat Domestic Violence, providing expert advice and information for families to resolve family conflicts in a positive way and preventing domestic violence, and establishing a contact list of organizations to allow victims to easily access and contact service providers.

The objective of the website will be to provide legal information in plain language without content distortion in the form of infographics, photos, videos, articles and expert advice. The website will be updated with regular advice and articles to help families build better relationships.

Scope: All citizens living in Mongolia

Target Group: Victims of Domestic Violence and at-risk groups

C. Condition of Contract and Expected Output

This RFP is for the provision of Website Development Service.

The Expected Output is to:

1. Develop and implement the concept and design for a dynamic, user-friendly website for "Family Center" in close consultation with the Media and Marketing agency hired by IDLO and Communications at IDLO Mongolia, who will provide the content.
2. Host the website for the duration of the year contract.



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3. Provide IDLO with ongoing technical website maintenance support, update and improve website structure/feature on request for the duration of the one-year Contract.
 4. Provide hands-on training to designated IDLO staff in basic website management, so simple publishing and editing can be performed independently.
 5. Ensure a comprehensive quality assurance (QA) process for all code submissions.

D. Technical Requirements

1. The website shall have a dynamic structure with an Information Admin Section to easily update information.
2. The website shall contain essential data such as legal information, services available, expert advice for the public.
3. The website will be used by users with different levels of technological knowledge, so the website shall be user-friendly, accessible from all types of devices and be compatible with any operating system. The website shall be compatible with all major browsers including Chrome, Firefox, Edge, Safari, and any other browser as determined by IDLO.
4. The website should be optimized for speed in consideration of load bearing capacity, including speed for loading between pages.
5. The website must ensure user safety. The title should not appear on the User's Tab and browsing history shall not be stored automatically after the website visit. The website shall feature a "safety exit" element to quickly close or redirect the page.
6. The website shall include a public opinion poll section, and a search function to allow for keyword search in English and Mongolian.
7. The website shall provide sophisticated solution for an online chat section that enables the website to provide online counseling for victims of domestic violence. There shall be an anonymous Q&A chatbot section with a solution such as transferring the user in need of help to another related chat section.
8. To improve inclusion in Google and other search engine results by configuring SEO to improve the site ranking on search results on the internet.
9. The website shall offer an effective and inclusive solution for people with disabilities. People with visual and hearing impairments should have easy access to the website.
10. The website shall ensure the possibility to upload online materials including handbook and manuals in PDF format, and video and video players shall be accessible from all types of user devices including mobile phones and tablets.
11. The Admin Section shall be able to receive emails and write/reply to user emails. Email registration of users or subscription will allow users to get informed on website updates. Security measures must be in place on the website database to avoid data breach.
12. The email address used to send alerts/notifications should be linked to the domain name of website aforementioned. To ensure the website analytic section or admin section that provides analysis and statistics for website traffic including number of page views, dates, location of access, demographics (gender, age, occupation, education) of users.
13. The Contractor shall provide technical solutions for the website and shall bear full responsibility for the website server, host configuration, security measures to prevent attacks and data breach, and load bearing capacity to ensure the website uptime. The

Contractor shall be responsible for the operation, maintenance, updates and security patches installation, and additional development service of the website for a period of one year and thirty days after the contract signature.

E. Institutional Arrangement

The Contractor shall report to the Communications Expert of IDLO Mongolia and/or to his/ her designee. The frequency of reporting will be based on the schedule agreed.

F. Duration of the Work

The duration of the work will vary depending on the tasks below. Concept and design development (No. 1) should be undertaken in collaboration with IDLO Mongolia in the first 30 days after contract signature. Website maintenance and support services (No. 6) shall be for the period of one year. The remainder of tasks shall be completed within the timeframe of 1 year and 30 days.

No	Tasks
1	Provision of website concept and development of the front-end design. Configuration of website server and hosting solution
2	Development of a back-end Admin Section
3	User Acceptance Test (UAT) with IDLO Mongolia Focal Points before the Go-Live
4	Creation of technical documentation for IDLO website Content managers. One comprehensive training provided to IDLO Mongolia Website Content Managers.
5	Provision of website maintenance and support services including fixing bugs, troubleshooting, and other support as requested

G. Work Location

The tasks will be performed at the Supplier’s premises. The Supplier shall be available to attend meetings at the IDLO Mongolia office and other locations in Ulaanbaatar as IDLO may reasonably request, including for virtual meetings as local restrictions may apply.

H. Qualifications of the Successful Contractor

The Contractor shall:

1. Hold legal status and be officially registered with the relevant authorities of Mongolia.
2. Provide evidence for Quality Assurance systems in place
3. Have at least three (3) years of continuous operations with proven track record in the execution of information technology (IT) services including website development service and positive references from previous clients *or* be led by an individual with at least five (5) years of related experience, with proven track record in the execution of information technology (IT) services including website development service and positive references from previous clients.



4. Have delivered similar services satisfactorily to similar organizations during the past three (3) years, and the services should have been delivered with no negative performance reports.
5. Employ a sufficient number of staff with relevant educational and professional background, expertise and experience related to the website development as per requirements stated below.

Minimum Requirement for Team Members:

- Bachelor's Degree in information technology (IT), graphic design, media, marketing and other related fields.
- At least three to five (3-5) years of demonstrated experience in information technology (IT), graphic design, media, marketing, and other related fields, specifically for the nationwide platform.
- Fluency in Mongolian and English (specifically for Team Leader).

Desirable Qualifications:

- Experience in international development, social issues, advocacy, gender-based violence issues, or any related area (preferred).
- Experience working with international organizations.

I. Scope of Tender Price and Schedule of Payments

Payment will be paid for the performance of Services described in the Contract and be processed within 30 days after successful provision of services and acceptance by IDLO, and upon submission of Bidder's invoice.

The following schedule will be followed for the payment of agreed fees:

No.	MILESTONE	TARGET COMPLETION TIMELINE	INSTALLMENT
1	Provision of website concept and development of the front-end design. Configuration of website server and hosting solution	15 April 2021	30%
2	Development of a back-end Admin Section	1 May 2021	30%
3	User Acceptance Test (UAT) with IDLO Mongolia Focal Points before the Go-Live	10 May 2021	10%
4	Creation of technical documentation for IDLO website Content managers. One comprehensive training provided to IDLO Mongolia Website Content Managers.	1 January 2022	10%
5	Provision of website maintenance and support services including fixing bugs, troubleshooting, and other support as requested	30 April 2022	20%

**ANNEX D
PROPOSAL SUBMISSION FORM**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for *INSERT AMOUNT OF MONEY AND CURRENCY* as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Proposal you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date:

Signature: _____

Duly authorized to sign this Proposal



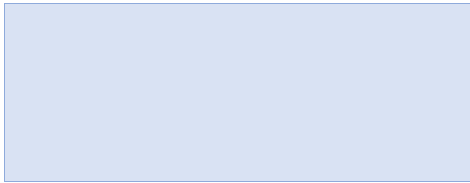
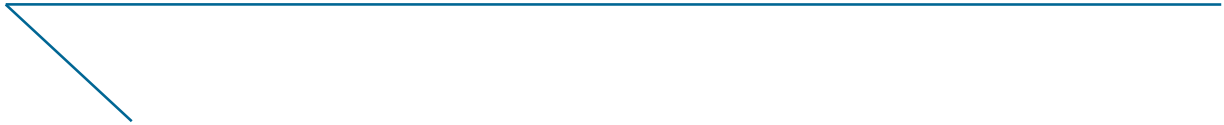
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**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	RFP N_01_2021_MON		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Are you an IDLO vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, [insert IDLO vendor number]		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Certificate of Company Registration ▪ Tax Registration/VAT registration, issued by the Internal Revenue Authority evidencing that the Bidder is updated with its tax payment obligations, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Quality Certificate for goods (e.g., ISO, etc.) and/or other similar certificates, accreditations, awards and citations received by the Bidder, if relevant ▪ Local Government permit to locate and operate in assignment location, if applicable 		

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- Official Letter of Appointment as local representative, if Bidder is submitting a Bid on behalf of an entity located outside the country
- Audited financial statements (balance sheets, including all related notes, and income statements) for the last 3 years.



ANNEX F1- TECHNICAL PROPOSAL

A. Establishment and Experience

1. Company profile, including printed brochures and product catalogues relevant to the goods and/or services being procured, information on number of years in operation, country of incorporation, and types of activities undertaken.
2. General organizational capability which is likely to affect implementation: management structure, financial stability and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
3. Relevance of specialized knowledge and experience on similar engagements done in the country within past 3 years; to be substantiated with copies of prior contracts, or contactable references and details of project size/scope, and if any sample (links to the website) produced.
4. Experience working with other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations; to be substantiated with contactable references, project completion certificates or letter recommendation from at least 3 international organizations, embassies, UN or Government Ministries.
5. Human resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members).

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/Qualifications	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
Professional certifications	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]

Employment Record/ Experience	<i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i>	
	[Insert]	
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>	
	Reference 1: [Insert]	Reference 2: [Insert]

B. Methodology

The bidder shall provide explanations of the proposed overall methodology for website development, in particular indicating:

1. Provide detailed Project implementation plan including timeline from the signing of the contract, how deliverable can be met on time from the time that the contract is signed.
2. Provide structure plan including concept and design development proposed for the website with details about IT solutions and innovative methods.
3. Provide information about Project team structure, provide CVs, certifications and qualifications of team members. Include how project team will be composed and recruited.

C. Reporting

1. Please explain progress reporting and final schedule and timeline.



ANNEX F2 - FINANCIAL PROPOSAL

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate envelope from the rest of the RFP response as indicated in the Instructions to Bidders.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Description of Activity	Estimated amount (MNT)
1. Provision of website concept and development of the front-end design. Configuration of website server and hosting solution	
2. Development of a back-end Admin Section	
3. Creation of technical documentation for IDLO website Content managers. One comprehensive training provided to IDLO Mongolia Website Content Managers.	
4. User Acceptance Test (UAT) with IDLO Mongolia Focal Points before the Go-Live	
5. Provision of website maintenance and support services including fixing bugs, troubleshooting, and other support as requested	
TOTAL COST	



ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

The following Special Conditions of Contract shall supplement and/or amend the IDLO General Terms and Conditions for the Procurement of Professional Services. Whenever there is a conflict, the provisions of the Special Conditions of Contract shall prevail over those in IDLO General Terms and Conditions for the Procurement of Professional Services.

Place of delivery	Ulaanbaatar, Mongolia
Delivery date	The Contract will be signed for a period of up to 13 months. IDLO is not obliged to use the services provided by the Contractor. The prices will remain unchanged during the period of contract implementation.
Payment terms	IDLO will process payment within 30 days after satisfactory provision of services and upon receipt of the complete and correct invoice by the service provider.



ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_august_2020.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>



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