

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
REQUEST FOR PROPOSAL (RFP)**

Reference: RFP No. **HQ-2024-000170**

Date: **May 8, 2024**

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for **web development services and implementation of a new Content Management System (CMS)**The full requirement is described in Annex B (Terms of Reference).

We also request that your Proposal is submitted using the format specifically detailed in Annex D (Proposal Submission Form), E (Bidder Information Form) and F (Bidder's Proposal).

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and in 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 C (Technical Evaluation Criteria).

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.	Terms of Reference (TOR)	Annex B
c.	Technical Evaluation Criteria	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Bidder's Proposal	Annex F
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 the Deadline for Submission of Proposals, please contact IDLO on tenders@idlo.int and mention **Clarification RFP NO. HQ-2024-000170** in the subject section of your email.

Deadline for Submission of Proposals: On or before

Date: June 5, 2024

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
Headquarters in Rome, Italy



**ANNEX A
INSTRUCTIONS TO BIDDERS**

1. General Considerations	<p>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.</p> <p>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.</p>
2. Cost of the Proposal	<p>The Bidder shall bear all costs associated with the preparation and submission of the Proposal.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Proposals	Proposals shall be nominated exclusively in Euros .
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. Deadline for Submission of Proposals	<p>The Proposal shall be addressed to IDLO on or before:</p> <p>Date: June 5, 2024 Time: 15:00 hours Rome, Italy local time.</p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and in 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></p>
6. Delivery Term and Place	<p>Services are expected to be provided online/remotely, and within the delivery period specified in the Terms of Reference (Annex B). If any onsite work is necessary as part of the Technical Proposal, the associated expenses shall be included in the Financial Proposal/Price Schedule.</p>
7. Documents comprising the Bidder's Proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Proposal Submission Form (Annex D); 2. Bidder Information Form (Annex E); 3. Bidder's Proposal divided into: <ol style="list-style-type: none"> a. Technical Proposal (Annex F1); b. Financial Proposal /Price Schedule (Annex F2).

8. Contents of Solicitation Documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP. 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>Please mention Clarification ITB NO. HQ-2024-000170 in the subject section of your email.</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 Submission of Proposals.</p>
11. Technical Proposal	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p> <p>Proposed methodology:</p> <p>This section should demonstrate the Bidder's responsiveness to the TORs/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a</p>

	<p>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.</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 (Proposal Submission Form), E (Bidder Information Form) and F (Bidder's Proposal).</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 the following e-mail address: tenders@idlo.int</p> <p>with the Subject: “Technical Proposal for RFP No. HQ-2024-000170” and with the Subject: “Financial Proposal for RFP No. HQ-2024-000170”</p> <p>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:</p> <ul style="list-style-type: none"> (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>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 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> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) those that were undertaken together by the JV, Consortium or Association; and



	<p>b) those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <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>14. Only One Proposal</p>	<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> <ul 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 others; 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; or 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; or f) 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.
<p>15. Late Proposals</p>	<p>Any Proposal received by IDLO after the Deadline for Submission of Proposals, pursuant to Clause 5 (Deadline for the Submission of Proposals), 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>

<p>16. Validity Period of Proposals</p>	<p>All Proposals will be valid for 90 days from the Deadline for Submission of Proposals.</p> <p>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 Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.</p>
<p>17. Modification and withdrawal of Proposals</p>	<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. 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>
<p>18. Amendment of the Proposal</p>	<p>At any time prior to the Deadline for Submission of Proposals, 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 Proposals to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
<p>19. Bidders' conference</p>	<p><input checked="" type="checkbox"/> Yes - A Bidders' conference will be conducted on a digital videoconferencing platform such as Zoom or MS Teams (to be confirmed later).</p> <p>To this end, all Bidders are invited to request participation in the Bidders' conference by sending an email to: ospurchasing@idlo.int by 15:00 (Italian time) on May 20, 2024.</p> <p>The date and time of the Bidders' conference will be communicated after the receipt of the requests.</p>

	<p>All Bidders are encouraged to attend. Non-attendance, however, shall not result in disqualification of an interested Bidder.</p> <p>No verbal statement made during the conference shall modify the terms and conditions of the RFP, unless specifically issued/posted as an amendment to RFP.</p>
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 the award of the contract, without incurring any liability or obligation to inform the affected Bidder(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> <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); 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 for the Procurement of Services; 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 (Proposal Submission Form) and E (Bidder Information Form) 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 completed contracts, 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	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>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 49 points of the maximum obtainable 70 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% (70 points maximum), - Financial Proposal: 30% (30 points maximum). <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 49 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 30 points and other Financial Proposals will be awarded points in accordance with the following formula:</p> <p>Financial Proposal score = (Lowest Price / Price under consideration) x 30.</p>
29. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> Not applicable, as a fixed total amount for a project/service is requested.
30. Contract Award	The contract will be awarded to the Proposal with highest combined score obtained in Technical and Financial Evaluation.
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. 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.
33. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of the services and upon submission of the invoice by the Supplier.
34. 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.
35. Liquidated Damages	<input checked="" type="checkbox"/> Yes - For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions. If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the contract, IDLO may, without formal notice and without prejudice to its other remedies under the contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.
36. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing) <input type="checkbox"/> Permitted

ANNEX B
TERMS OF REFERENCE
Web 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 Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

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 IDLO website serves as an important communication platform for conveying IDLO's values and demonstrating its impact in promoting the rule of law and development. The aim of this project is to enhance IDLO's digital presence and increase engagement with our target audience.

The scope of this RFP includes redesigning IDLO's main website (www.idlo.int) to create an engaging, informative, and user-friendly platform, optimized for diverse global audiences.

The prospective Contractor is also expected to implement a new content management system, specifically in DRUPAL 10, for the organization's website, which is currently using the outdated DRUPAL 7 platform.

Additionally, the Contractor shall assist in transitioning to the new CMS by offering post-launch support and developing training materials for IDLO web producers to facilitate future web development. The content migration process of the current IDLO website is not included in the scope of services.

C. Expected Output

IDLO seeks to conclude a contract for services with an economic operator capable of providing web design and development services, including the implementation of a new DRUPAL 10 content management system and associated tasks, all of which will be collectively referred to as “the project”.

The prospective Contractor is not expected to migrate content from the current IDLO website.

Considering the technical complexity of the project, the Contractor is expected to provide expertise to IDLO in the areas of web design, development, and CMS implementation, in order to ensure that the final outcome aligns with IDLO’s needs.

To this end, the project deliverables and timelines outlined in this section serve as an indicative framework, allowing Bidders the opportunity to suggest adjustments in their Technical Proposal. However, it is mandatory that all project activities are finalized before **December 31, 2024**.

Web Design This phase is expected to be completed by no later than mid-September 2024.		
Output:		Description
1.	Wireframe Mockups	Development of approximately 10-15 wireframes in collaboration with IDLO Comms Team, focusing on intuitive navigation and user-friendly interface. The Contractor shall provide insights on industry best practices.
2.	Homepage and Interior Page Designs	The Contractor shall develop designs based on agreed wireframes in alignment with IDLO's brand identity, incorporating feedback from at least three rounds of consultations.
Web Development This phase is expected to be completed by the end of November 2024, and no later than December 31, 2024.		
Output:		Description
3.	Front-end Development	Conversion of finalized designs into HTML, CSS, and JavaScript code, ensuring cross-browser compatibility, mobile optimization, and SEO best practices.
4.	Back-end Development and CMS Integration	Development of server-side functionalities to support dynamic content management, user authentication, database interactions, and API integrations. Implementation of the CMS templates based on the approved designs, ensuring that the CMS is fully customized to meet IDLO's content management needs. This includes setting up custom post types, taxonomies, and any necessary plugins or modules for extended functionalities.

5.	Testing and Quality Assurance	Comprehensive testing, including functional testing, user experience testing, security audits, and performance assessments to ensure the website meets all specified requirements and functions correctly across all devices and browsers. Additionally, Google Analytics shall be set up to track and analyze user interactions.
6.	Security and Website Launch	Ensure the security of the new website in consultation with IDLO's ICT Lead, including the setup of firewalls and SSL certificates. The website shall be launched upon completion.
7.	Documentation and Training Materials	Provision of documentation and training for IDLO web producers, including guidance on creating metadata and content types, as well as on modifying, reviewing, and implementing page templates, layouts, stylesheets, and other elements necessary to meet the branding and content requirements.

D. Institutional Arrangement

At the beginning of the project, it is expected that the Contractor and IDLO Communications Team will have a kick-off meeting.

The Contractor will be granted access to IDLO's website server for the technical analysis and assessment of the current content and/or database structure.

The day-to-day execution of the project shall be managed by the Contractor's project manager. It is the Contractor's responsibility to ensure the availability of all necessary resources for the successful project completion.

The IDLO Communications Team will oversee the project's implementation to ensure alignment of the new website with IDLO's strategic objectives and brand identity. The IDLO ICT Lead will also play a crucial role in each phase of the project, to ensure technical adherence to IDLO security standards.

The proposed schedule for updates on progress made and collaboration tools shall be included in the Technical Proposal and will be assessed as part of the Methodology.

The Contractor shall address requests for minor changes or enhancements within a maximum of 3 working days.

E. Duration of the Work

The target date of completion for all the requested services is **December 31, 2024**.

The IDLO Communications Team shall have full access to the new CMS solution at least one month prior to the conclusion of the Contract.

F. Work Location and Delivery

The Contractor shall deliver the project remotely. Both the kick-off meeting and any subsequent meetings between IDLO and the Contractor can be conducted online. If any on-site work is necessary, the Proposal should indicate why, and the associated expenses shall be included in the Financial Proposal.

To ensure secure delivery, methods like encrypted file transfers shall be used for handing over digital assets.

G. Qualifications of the Successful Contractor

The Contractor must demonstrate sufficient financial, technical, and professional capacity to perform the contract. The following criteria will be used to select the Bidders for further evaluation:

- 1) Financial and economic capacity:
 - (a) The Bidder must demonstrate a minimum annual average turnover of EUR 200.000,00.
 - (b) The Bidder must submit financial statements, including balance sheets and profit and loss accounts, for the last 2 completed financial years.
- 2) Technical and professional capacity:
 - (a) The Bidder must demonstrate experience in web development services, specifically on the DRUPAL platform. This shall be evidenced through a reference list (including contact details) of a minimum of 3 current or past clients to whom the Bidder has supplied similar services in the past 3 years.
 - (b) The Bidder must demonstrate capacity to build, coordinate and manage a competent team to ensure successful completion of the project within the defined timeframe, i.e. before December 31, 2024. This shall be evidenced by submitting CVs of proposed team members, outlining their qualifications, professional experience, and linguistics skills.

Each proposed team member should have completed university studies of at least 3 years or possess 4 years of experience in lieu of education. Additionally, they must possess a minimum of 2 years of relevant experience, and demonstrate written and oral English proficiency at level B2 or higher (except for the project manager, who should have proficiency at level C1 or higher).

The submission of at least the following is expected (the Bidders can also propose other relevant team members based on the project's requirements):

- Project Manager (1 CV)
- Web Developers (2 CV)
- Web Designers (2 CV)

The Bidder shall demonstrate the following skills and experience for the requested profiles:

Project Manager:

- Professional qualification in project management.
- Proficiency in Agile and Scrum methodologies is advantageous.

Web Developer:

- Minimum of 2 years of experience in implementing web solutions with Drupal and maintaining websites.
- Expertise in web standards, cross-browser development, and responsive design.
- Proficiency in PHP, SQL, HTML, CSS, JavaScript, and familiarity with AJAX and JSON.
- Understanding of SEO and experience in setting up analytics platforms, particularly Google Analytics.

Web Designer:

- Minimum of 2 years of experience in designing websites using design tools such as Adobe XD, Figma, or Sketch, to create wireframes and prototypes.

In the event of the departure of one or more members of the proposed team, the Contractor is expected to promptly provide IDLO with CVs of replacement candidates possessing qualifications and experience at least equivalent to those of the departing team members. IDLO will assess the CVs and experience within 5 working days to determine whether to accept the replacements or reject them and request alternate candidates.

H. Scope of Tender Price and Schedule of Payments

The tender price for this contract shall be a fixed output-based price, regardless of any potential extensions to the duration of the contract. Prices submitted in response to this RFP must be inclusive of all costs associated with the execution of the contract. No expenses incurred in the performance of the contract will be reimbursed separately by IDLO. VAT should be excluded from the tender price.

Any software license, hardware or any additional tools needed to meet the requirements shall be managed by the Contractor and shall be included in the offered price. IDLO will not accept any additional license fees.

Payment will be made in full upon the satisfactory completion of the services, submission of an invoice, and written acceptance of the services by IDLO. Alternative payment schedules, based on completion of identified services, can be negotiated with the selected Bidder. The Bidders are encouraged to propose schedules that include interim payments for completed portions of services, based on identified deliverables or timeline, in their Proposal.

I. Annexes to the TOR

IDLO Anti-Corruption and Anti-Fraud Policy:

<https://www.idlo.int/sites/default/files/documents/Anti-Corruption%20Policy%20Annex%201.pdf>

IDLO Personal Data Protection Policy:

https://www.idlo.int/sites/default/files/personal_data_protection_policy_2021.pdf

ANNEX C
TECHNICAL EVALUATION CRITERIA

Scoring Weight and Points

Summary of Technical Proposal		Score weight	Points obtainable
1	<p>Establishment and Experience The establishment and experience criterion evaluates the technical skills and professional experience of the proposed team, considering their impact on the quality of services. In essence, it assesses the technical value of the team being proposed.</p>	20%	14
2	<p>Methodology The explanation of the proposed overall methodology for producing the expected results of the TOR, including detailed descriptions of roles and tasks within the team, methodology for various sections/stages, as well as a comprehensive list of interim and final deliverables, along with associated timeline and budget.</p> <p>Bidders will be evaluated and awarded points for the following aspects: proposed methodology, project team organization, communication plan, risk and change management strategy, and quality assurance methodology.</p>	40%	28
3	<p>Relevance and Quality of Web Design Samples Please provide 3-5 URLs (which can be from the same website) or screenshots of web designs relevant to the project. Submissions will be evaluated based on usability and functionality, composition, layout, typography, etc. and relevance to the content and context.</p>	20%	14
4	<p>Relevance and Quality of Web Development Samples Please provide 3-5 URLs (which can be from the same website) of sample websites relevant to the project, along with their working code. The code will be evaluated to determine if it is well-formatted and adheres to the best practices in web development.</p>	20%	14
Total		100%	70
Minimum Score to determine Pass/Fail		70%	49

**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: _____

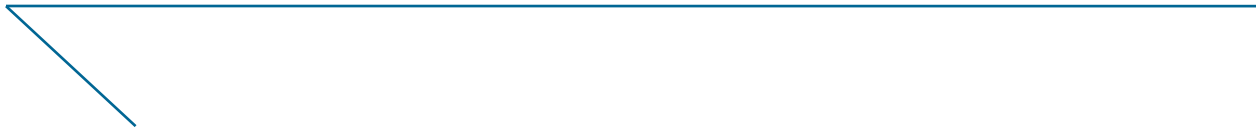
Date: **Select date**

Signature: _____

Duly authorized to sign this Proposal

**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:		Date:	Select date
RFP reference:			
Legal name of Bidder			
Legal address			
Year of registration			
Bidder's Authorized Representative Information	Name: Title: Telephone numbers: Email:		
Bank Account Details	Bank Name: IBAN:		
Countries of operation			
No. of full-time employees			
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):			
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: Title: Telephone numbers: Email:		
Please attach the following documents:	<ol style="list-style-type: none"> 1. Certificate of Incorporation/Business Registration; 2. Tax Registration Certificate; 3. Trade name registration papers, if applicable; 4. Patent Registration Certificates, if applicable; 5. Audited financial statements (balance sheets and profit and loss accounts) for the last 2 financial years; 		



	<ol style="list-style-type: none">6. Reference list of a minimum of 3 current or past clients from the last 3 years;7. CVs of Proposed Key Personnel;8. Web Design Samples (at least 3 URLs);9. Web Development Samples (at least 3 URLs).
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ANNEX F1 - TECHNICAL PROPOSAL

A. Establishment and Experience

1. Company profile, 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 within past 3 years; to be substantiated with contactable references and details of project size/scope.
4. Experience working with other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations.
5. Project resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members). Any new resources be recruited after award of contract?

Format for CV of Proposed Key Personnel

Name of Personnel	[Insert]	
Position for this assignment	[Insert]	
Nationality	[Insert]	
Language proficiency	[Insert]	
Education/Qualifications	[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]	
Education/Qualifications	[Insert]	
Professional certifications	[Provide details of professional certifications relevant to the scope of goods and/or services]	
Professional certifications	<ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert] 	
Employment Record/Experience	[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.]	
Employment Record/Experience	[Insert]	
References	[Provide names, addresses, phone and email contact information for two (2) references]	
References	Reference 1: [Insert]	Reference 2: [Insert]

B. Methodology

This section should demonstrate the Bidder's responsiveness to the Terms of Reference (TOR) and has the highest percentage of points.

1. **Proposed Methodology:** Explanation of the overall approach to achieving the TOR objectives, detailing the team composition and methodology at different stages, and a comprehensive list of interim and final deliverables, along with associated timelines and budget.
2. **Project Team Organization:** Description of roles and tasks for each proposed team member.
3. **Communication Plan:** Measures to ensure effective communication between the Contractor and IDLO, covering arrangements for updates, monitoring meetings, addressing comments, and tracking ongoing work status.
4. **Risk and Change Management Strategy:** Assessment of possible challenges that may be encountered and actions to address identified risks; approach for handling team members' absences to ensure continuity of service, and any other relevant risk scenarios.
5. **Quality Assurance Strategy:** Testing and quality assurance methodologies, ensuring the highest quality of service and deliverables.

C. Relevance and Quality of Web Design Samples

The Bidder shall provide 3-5 URLs (which can be from the same website) or screenshots of web designs relevant to the project. Submissions will be evaluated based on usability and functionality, composition and layout, typography, and relevance to the content and context.

D. Relevance and Quality of Web Development Samples

The Bidder shall provide 3-5 URLs (which can be from the same website) of sample websites relevant to the project, along with their working code. The code will be evaluated to determine if it is well-formatted and adheres to the best practices in web development.

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.

Prices submitted in response to this RFP must be inclusive of all costs involved in the performance of the contract. Prices shall be submitted only in Euro and VAT excluded.

Price inclusive of all costs involved in the performance of the contract	
Fixed price for extra days of training (price per day of training)	

ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

Not applicable.

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_feb_2022.pdf

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