



Date of Issue: 03rd May 2010
Closing Date: 18th May 2010

Request For Quotation (RFQ) for Developing Web Portal for Access To Justice Project

The Government of India (GOI) and United Nations Development Programme (UNDP) invite proposals for developing a Web Portal for their Project on “Access to Justice for Marginalized People”. The following are the broad objectives of the Project:

- a. Support national and local justice delivery institutions to improve access to justice.
- b. Develop legal and representational capacity of CSOs and networks providing access to justice services to women and men belonging to disadvantaged groups.
- c. Enhance legal awareness of disadvantaged communities and their elected representatives in select districts.
- d. Inform policies and institutional structures through action research and studies.

Purpose of the Website

The Project website would:

- a. Provide information about the project,
- b. Be a web resource on primary justice sectors institutions as well as on legal awareness and legal empowerment for the marginalized people,
- c. Function as a Monitoring of Information and Evaluation System (MIES) to manage and monitor the project activities being implemented by external partners across the country.

Development Guidelines – The content and information for the website will be provided by the Project Management Team (PMT). Following guidelines must be followed for the website development:

1. **Easily Updated** – Create a content management system that will permit non-technical staff to update the web site content on specific pages easily and quickly.
2. **User friendly and Visually Appealing** – The website should not be complicated and should have a user friendly and visually appealing interface. The website should be easy to navigate. In consultation with the PMT, the information should be grouped and presented in a logical manner and require no more than three levels of “drill down” for the user to find the desired information. The web pages must be developed in a way that accommodates the proposed navigation scheme.
3. **Dynamic web content** – The website should have a provision to convert and upload new information.
4. **Consistent Design & Common Theme** – Each section of the site should have a consistent design and a common theme. The logo of Government of India and UNDP should be prominently displayed on every page as a common header. The use of photographs, fonts and layouts should be consistent throughout the site.
5. **Active Server Pages** – The website should be developed in Active Server Pages or its higher version.
6. **MS Access Database** – The website should be supported by MS Access database for backend.

7. **Technologies to be used and specifications of the website** – Following are the specifications to be followed while selecting the technologies for the web site:
 - Site must be compatible with Internet Explorer and Netscape Navigator & other web browsers.
 - Web site must not require plug-ins as a default.
 - The technologies to be used for its development and maintenance should be easily available and cost effective.
 - Website must be built in accordance to the Web Content Accessibility Guidelines 1.0, provided by the W3C.
 - Fast Loading Pages – The web site must be designed with a balance of text and graphics such that each page loads in 8 seconds or less on the average computer (using a 56K modem).
 - The website should be developed using System Development Life Cycle (SDLC) approach.
8. **Search Engine** – Provide search capabilities using key words or phrasing that will identify content from within the site. The website would also have a search engine with index based search options for getting information on legal awareness and legal empowerment.
9. **Help** – Create site help pages, guided tour, tutorials, etc.
10. The website should be linked to the Google search engine, so that the name of the website is visible wherever any searches regarding legal awareness and legal empowerment are made on the **Google.co.in** search engine.
11. **Source code** – The organisation will provide the source code for all the web pages developed for this website, to the Project Management Team. The organisation will also provide necessary software and licenses to maintain site internally or externally.
12. **Security** – The organisation would ensure that the site and database is secure and free from unauthorized access & hackers.

Criteria for selection

- Minimum five years working experience (of the organization) in the field of Web Site Development, developing and maintaining search engine, (Management Information System) MIS front-end and back-end management, web based MIS. (20 Marks)
- Experience in developing websites for non-profit making organizations/ International Funding Agencies/ Government Departments/ community-based projects. (20 Marks)
- Quality of the proposal submitted and alignment of the proposal with the RFQ. (10 Marks)
- Feasibility of the organization in developing the required website. (30 Marks)
- Quality of the previous websites developed by the organization. (20 Marks)

Proposal Format: The proposal must be submitted in 2 parts – Technical and Financial. The financial aspect should be submitted in a separate sealed envelope to be opened separately. The Proposal must be submitted in the format given below along with a completed organization profile

A. Technical Proposal

1. **Cover Letter** – Signed by the person or persons authorized to sign on behalf of the organisation.
2. **Name of the organisation**
3. **Contact details**
4. **Brief background of the organisation**
5. **Name of the head of the organisation**
6. **Name and job title of key contact person**
7. **Collaborating partners (if any)** – Please mention any hardware/software vendor partnerships with other organizations for technical support.
8. **Organisation Profile & strengths, composition of team**
 - 1) Briefly describe your organizational capacity to produce this web site (e.g. staff, equipment, software, physical space, office location, etc.).
 - 2) How many full-time technical competent staff are employed/contracted by your organisation?
 - 3) Length of time in business and core competencies.

- 4) Briefly describe the percentage of your staff that would work on this project relative to your entire staff (using full time equivalents).
 - 5) What type of team will be assigned to this project? What will each person's role be? Please include a brief background summary for each key staff member assigned to this project, along with his/her technical competencies.
 - 6) Briefly describe your organisation's project management process. Also explain your business model.
9. **Proposal** – Explain your proposal, including the features, benefits and uniqueness of the website. You should also indicate your ability to deliver the project in the specified timeframe. The proposal should be in accordance with the Terms of Reference as mentioned below.
 10. **SDLC** – A brief description is required on the use of SDLC approach in the website development.
 11. **Testing** – Testing of site on all applicable platforms to ensure web site works as promised. Explain testing plan through development process (i.e. focus groups, etc.).
 12. **Web Design** – Web site information architecture, graphic look and feel, user navigation, home page and main navigation templates for each of the main navigation links.
 13. **Prior experience** – Provide reference information for three former or current clients. Please also list out five web sites that your organisation has produced that best reflects your work and relevancy to this project. Briefly list the role that your organisation has played in each project. The URL should be submitted only for those websites which are still functional.
 14. **Time frame for completion** – The time frame should include specific timelines for the completion of each component along with its testing.

B. Financial Proposal: Total proposed budget with a detailed breakup of the costs for every component (in a separate sealed envelope).

Reporting and Monitoring Arrangements – The organisation will be required to produce the following reports.

1. A Monthly Report on the progress of the website would be submitted by the agency at the end of each month. The report would highlighting the status of the website and workplan for the next month
2. A Project Completion Report within a month of the completion of the website.

Project Duration

- 2 months – 4 months

RFQ shall be sent to bids.india@undp.org or addressed to Procurement Division UNDP, 55 Lodhi Estate, New Delhi 110003.

Deadline for submission is 18 May 2010, 5:30 PM, India time.

Note: Company's/ Bidders are requested to mention the RFQ Title / the RFQ applied for, in their mail.

Please see the Terms of Reference for further details



Terms of Reference

Terms of Reference for the Access to Justice Project Website

Government of India – UNDP Project

Access to Justice for Marginalized People



Terms of Reference for the Access to Justice Project Website

The website of the Project on Access to Justice for Marginalized People would be a user friendly site. It will function as a web portal having complete information and details of all the activities initiated under the Project on “Access to Justice”. The site will also act a resource, providing information on various legal provisions, case-laws and other material on legal aid, legal awareness and empowerment of the marginalized communities.

Purpose of the Website

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1. Provide information about the project,
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Modules under the Project – The website would have the following modules:

1. **Information on the project “Access to Justice for Marginalized People”** – The home page of the web site would include a brief description about the project and its components. The home page would also have links to other pages.
2. **Web Resource Portal on legal aid, legal awareness and empowerment**
 - a. Legal provisions and case-laws relevant for the marginalized groups
 - b. Government welfare schemes for the people belonging to the marginalized groups
 - c. All Project reports and other documents commissioned under the Project
 - d. Search engine for searching further information on legal aid, awareness and empowerment of the marginalized communities
 - e. Links to external resources
3. **Database for the primary justice sector institutions** – The website would include the database for the primary justice sector institutions and legal service providers in India. UNDP and Department of justice are in a process of contracting an agency to prepare database of all the primary justice sector institutions. The database would be published on the website with a GIS and tabular view. This will also be supported by a search engine for user convenience.
4. **Search** – There will be a search text box on the main page of the website. If a user enters a keyword in the search box, it should provide the list of pages available in the website by matching the keyword.
5. **MIES (Monitoring of Information and Evaluation System)** – One of the sections under the website would include MIES for Project on Access to Justice. The section would include the following modules:
 - a. **Partner login for the partner organizations.** –The partner login would work as a separate module wherein each partner organization would have their separate pages. The module will have a login page wherein the partner organization can enter its username and password for authentication followed by Project detail page:

- a) Project details page – The project detail page would provide a brief introduction about the partner organization and display a brief summary of the activities undertaken by it. The page would be dynamic and can be modified by the partner organization from time to time with the approval of the administrator. The page would also have links to the other pages of MIS data entry, financial data entry and report generation.
 - b) MIS data entry page – This page would have a data entry form for the MIS. Each partner organization would have a separate MIS with different fields. The data would be entered on a quarterly basis, based on the Quarterly Progress Report format given to each partner. This page would be dynamic.
 - c) Financial data entry page – Each partner is required to maintain a quarterly expenditure statement. The financial data entry page would have fields to enter quarterly expenditure under specific activity heads.
 - d) Report development – Under this component, each partner would be given the facility to generate a number of periodic reports on its physical and financial performance. It would also provide space for the partners to upload substantive reports on the areas in which they work.
 - e) Database – All these components would be supported by a RDBMS (Relational Database Management System) database at the backend for saving and rapid retrieval of data.
- b. Administrator login for the Programme Management Team –** The Project on Access to Justice for Marginalized People has a core Program Management Team (PMT), which would be the administrator of this website. The administrator login would have the following pages:
- a) Project details Page – The project detail page would provide introduction about the Access to Justice Project and display a brief summary of activities undertaken. The page would be dynamic and can be modified by the administrator from time to time.
 - b) MIS administration page – The MIS administration page would have the following components.
 - Master & user administration – The administrator of the website should be able to create, modify and delete partner user names and their password. This segment would also administer and update master tables of MIS such as the name and details of partner organisations, activities undertaken by the partners etc.
 - Data entry for Field Monitoring Report – The Programme Management Team along with UNDP officials would undertake field visits in all the seven states where various project activities are being implemented. Each field monitor is required to fill a monitoring format cum checklist, based on his/her observations in the field. This component will have a data entry form for entering this information.
 - Work plan and activity calendar – This segment would have a data entry form for creating and updating activities under the Annual Work Plan of the PMT and their respective timelines.
 - Data entry status of MIS for all the partners – This component would provide status of the quarterly MIS data entry by each partner organisation.
 - Report generation of Field Monitoring and MIS data – The report generation page would have various compiled reports for the Field Monitoring and partner MIS.
 - Administration of partner organisation's project details – The administrator would have the right to approve or modify the project details as posted by the partners. Every time the partner would modify its respective project detail page, it would be sent to the administrator for approval. The administrator would have the right to approve as it is, disapprove, approve with appropriate modifications.

- Financial Management page – The financial management page would allow the administration of financial reports submitted by the partners. The administrator could generate various kinds of financial reports such as partner specific expenditure report, combined financial expenditure report etc.

6. Any other module suggested by the Project Management Team

Linking with Department of Justice Website– The website would be linked with the Department of Justice website (<http://lawmin.nic.in/Just.htm>). This would also require some updating work on the Department of Justice website.