

I. DESCRIPTION OF SERVICES	
Title	Development of online platform for public engagement to inform decision-making
Location	Thimphu
Project	Digital Engagement Platform
Type of Contract	Contract for Professional Services
Period of assignment/services	90 days (Spread over period of six months until June 2022)
II. RESPONSIBILITIES	
<p>Background</p> <p>UNDP Bhutan’s current Country Programme Document -- the country office’s foundational document that outlines the key areas of its work over a four-year period -- focuses on two outcomes: 1) By 2023, Government institutions provide equal opportunities for all, and 2) By 2023, Bhutan’s vulnerable communities and its economy are more resilient to climate-induced and other disasters and biodiversity loss. Realising these outcomes, as well as Bhutan’s 12th Five Year Plan (FYP) 2018-2023 vision of a “just, harmonious and sustainable society through enhanced decentralisation” will require: capacity-strengthening to manage the implementation of decentralized resources and mainstream crosscutting issues such as gender equality into local plans and budgets, with the active participation and inclusion of citizens at local levels; and to support a holistic approach that enables access to justice for all and the implementation of the new Justice Sector Strategy Implementation Plan. As the key institution of democracy, Parliament will play a pivotal role in helping to address development challenges and driving progress towards the SDGs, GNH and the just, harmonious and sustainable society envisaged by the 12th FYP. To achieve these objectives, UNDP Bhutan has developed a Multi-Year Integrated Governance Framework (MYF) consisting of four pillars: local governance/public service delivery; access to justice and rule of law; parliamentary development; innovation and strategic partnerships. Cutting across all of these areas are two common themes: gender mainstreaming and support to vulnerable groups.</p> <p>Earlier this year a four-day workshop on SDG self-assessment for the Hon’ble Members of Parliament was facilitated with the objective to help parliamentarians to collectively reflect on their level of preparedness to deliver their parliamentary roles in promoting and overseeing the implementation of Sustainable Development Goals (SDGs) and identify priorities for future action toward becoming fully fit for purpose. Chairpersons and Dy. Chairpersons of the standing committees of two Houses led by Hon’ble Speaker attended the workshop.</p> <p>As an outcome of the workshop an action plan was developed to identify additional strategies, mechanisms and partnerships to support implementation of the SDGs and the 12th Five year plan more effectively. In accordance with the action plan and in collaboration with partners UNDP committed to subsequently</p>	

support standing Committees in mainstreaming the SDGs/GNH advocacy, monitoring and oversight into their daily business, i.e. into their legislative, oversight and representation functions.

As it is reflected in the SDGs self-assessment follow up action plan, working on and with the Vulnerable Groups including the youth has been highlighted as one of the interventions for SDG and 12th Five-year plan implementation and oversight.

Unemployment challenge in Bhutan first emerged as a development challenge in 2005 when the theme for the Human Development Report was fully dedicated to youth unemployment. Recognizing that the tremendous effort that the government has put in addressing this challenge through targeted program and policy interventions have not really been able to bring about the change envisioned, the GNHC in partnership with UNDP undertook a systemic design approach engaging diverse stakeholders including many youth representatives to deep dive into better understanding the underlying drivers and causes of the challenge. One key insight from outlining all the main drivers of the employment space is young people's dissatisfaction with the fact that their voices are not heard, that they are not able to play a role and actively engage in the policy making process. The system map revealed that there is a lack of platforms where people from diverse background can play a key role in engaging with the government and parliament in program design and policy and law making processes. This is especially important for youths given their interest and creative potential. As part of the crowdsourcing strategy to seek solutions from the youths, they suggested that putting in place such platforms will help youths not only engage in the policy making process but also take responsibility for the implementation of policies, rules and regulations that affect them the most such as youth policy, employment policy and education policy to name a few. If state institutions including parliament undertake a participatory approach and engage with the youths better, young people will become better and better informed citizens who will take a keen interest in larger national issues. This presents an opportunity to open up space for youths to take ownership for the future and play an active role in shaping their communities.

The proposed digital engagement platform specifically designed for Bhutan is one such solution that can be tested to explore how regular engagement of youths (and further expanding to broader citizenry) in the development process can add value towards inclusive decision-making processes in government and parliament. The COVID-19 crisis has caused disruption to the routines, practices, and life of people and organizations in Bhutan. However, amidst this devastation also lies an opportunity to rethink how we go about engaging with citizens especially youth in complex policy debates. To build back better, in collaboration with experts from the region, a multi-country Youth Engagement Platform was developed as an online polling platform where youths could express their concerns and also start online conversations to crowdsource possible solutions to development challenges and inform decision-making. A platform specifically designed for the local context and needs will now be developed. The digital engagement platform can be used to deliberate on important national topics including policy and legislative agendas. It will also allow us to capture nuanced perception of citizens including youths regarding any issues that is of national importance which is quite challenging to get otherwise through surveys or focus group settings.

Scope of Work

The contracting organization/firm needs to carry out the following activities:

- Develop a crowdsourcing platform aimed to gauge the nuanced perceptions of Bhutanese youth regarding upcoming issues/challenges and discussions on key policy and regulatory matters and adopt the approach used in the following example:
<https://youthconversations.com/btn/index.html> .

- Design the engagement platform in coordination with stakeholder including conducting design sprints before developing the platform.
- The platform designed should have the following features and functionalities:
 - a) Designing a system for people to vote on the views/opinions of others.
 - b) The system should also have feature to allow people to submit opinions and initiate conversation of their own.
 - c) The system should also analyze results and be able to store data.
 - d) An information dashboard should be developed based on the data generated by the platform for the duration of the contract. This dashboard will present key indicators related to platform usage, user demographics, etc. in real time.
 - e) The platform should be able to analyze data and enable presentation of the results highlighting areas of consensus and divide among the participants.
 - f) The data generated and stored on the newly developed platform will be fully owned by implementing agency and be provided on request. Implementing agency will have full rights to access all the information for analysis to gain insights on citizen’s perceptions and to further improve its interventions in relevant thematic areas.
 - g) The system should be able to process the data through using principle component analysis.
- Capacity building of stakeholders in data analysis and interpretation.
- Perform test run of the engagement platform and incorporate changes.
- The firm should also provide maintenance support of the platform.

Expected deliverables, timeframe for the work (and payment schedules):

The consulting firm will indicate the cost of services for each deliverable in Nu. (Ngultrum) when applying for this consultancy. The lump sum contract amount to be offered should consider the professional fee inclusive of travel, communications, out of pocket expenses, and other ancillary costs. Costs for conduct of the consultation meetings should not be included. The qualified consulting firm shall receive its lump sum service fees upon certification of the completed tasks satisfactorily, as per the following payment schedule:

Sr. #	Deliverables	% Payment	Timeline
1	Design Phase : Inception - Project Inception (System Requirement Gathering) - System development and Integration - Testing	30	January 2 nd week
2.	Deployment - Testing and bug fixing - Training of Trainers	30	March 2 nd week

3.	Finalization - UAT Signing Project completion report submission including user manual, installation manual, etc.	40	April 2 nd week
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Institutional arrangements

The firm will report to the Head of Governance Unit and Innovation Explorer and Solution Mapper, Accelerator Lab, UNDP.

Evaluation Criteria

Criteria for selection of the best offer

The following criteria shall serve as a basis for evaluating the offers:

- Technical evaluation: 70%
- Financial evaluation: 30%

Experience	Points obtainable (20)
At least 3 year's relevant experience in designing customized engagement platforms and analyzing user behavior and/or developing system and dashboard for data collection and analysis.	10
Evidence of at least 2 relevant contracts in providing services relating to data science, online engagement platforms, or behavioral science.	5
General Organizational Capability (i.e. size of the firm / organization, strength of project management support, project financing capacity and management controls).	5

Team Composition	Points obtainable (20)
1. Team Leader/ IT specialist The Team Leader will be responsible for: the overall performance; timeliness and quality of all deliverables; lead the project team and development of all outputs; provide technical inputs on the platform;	5

<p>facilitate stakeholder consultation meetings/workshops/training; and be the key point of communication for the UNDP Project Manager.</p> <ul style="list-style-type: none"> • Worked on developing online platforms; • Master’s degree Information Technology, Computer Applications or other field of study in Computer Science; • At least 5 years of experience; • Strong experience in leading web-based design projects; • Has demonstrated ability to manage multi-stakeholder complex projects and providing effective training; • Strong international exposure through professional and personal experience; • Good presentation and communication skills and • Good analytical and report writing skills. 		
<p>2.The Programmer should have:</p> <ul style="list-style-type: none"> • Tertiary education in ICT, digital communications or other relevant field; • At least five years of experience in web-based system development and maintenance, database design and management; • Excellent programming skills; • Good presentation and communication skills. 	5	
<p>3.Designer</p> <p>The Designer should have:</p> <ul style="list-style-type: none"> • At least 5 years of experience; • Significant portfolio in web-based system design; • Strong experience in leading design/creative component of web-based system; • Strong international exposure through professional and personal experience; • Good conceptual and critical thinking; and 	5	

4. Data Analyst or Data Scientist <ul style="list-style-type: none"> • At least 2 years of experience; • Has knowledge on using text analysis , big data analysis. 	5
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Proposed Methodology, Approach and Implementation Plan	Points Obtainable(30)
Have the important aspects of the task been addressed in sufficient detail and do they correspond to the Terms of Reference?	10
Work plan: Clarity of presentation & sequencing of activity are logical, timely and technically realistic. Does it promise efficient implementation of the proposed tasks and demonstrates flexibility to adapt to local context?	10
Project Monitoring: Has the bidder indicated a monitoring plan to effectively monitor the project activities and also reflected the resources / services to carry out monitoring? e.g. Monitoring strategy	10

Duration of assignment, duty station and expected places of travel

Ninety days spread over six months and the consultant will be based in Thimphu at UNDP Bhutan Country Office.

Presentation of Offer

The following documents are required:

- A brief background of the applicant firm and a letter of intent;
- Evidence of experience in undertaking similar works (provide examples and referees);
- Technical proposal: A summary of the methodology and timelines for ensuring completion of work by required time;
- CVs of the lead consultant and key team members;
- Financial proposal (all-inclusive lump sum amount with cost breakdown); and

The proposal should be submitted in electronic format by **1st November 2021** to procurement.bt@undp.org.