

REQUEST FOR PROPOSALS: NDC PARTNERSHIP KNOWLEDGE MANAGEMENT SYSTEM (KNOOK) WEB DEVELOPER

SUMMARY OF PROCUREMENT

The NDC Partnership is searching for a consultant or organization (herein referred to as vendor) to provide web development support to improve the design and usability of the Partnership's knowledge management system (kNook). This includes structural improvements to the kNook database (hosted in Knack), improvements to the live application (hosted in Knack), development of summary tables and visualizations of the kNook data (hosting location TBD). Work is expected to be finalized by 30 May 2021. This contract will be fixed price.

About the NDC Partnership

The NDC Partnership is a global coalition of countries and institutions working to mobilize support and achieve ambitious climate goals while enhancing sustainable development. Through the Partnership, members leverage their resources and expertise to provide countries with the tools they need to implement their NDCs and combat climate change to build a better future. Hosted by WRI and the UNFCCC Secretariat, the NDC Partnership [has members in all regions of the world](#), with staff in Washington DC and Bonn, Germany. For this project, the vendor would engage most closely with staff located in the Washington DC office.

About the Knowledge Nook (kNook)

The Knowledge Nook (kNook), an online database hosted on the [Knack platform](#), is a shared system to curate and catalog knowledge gathered through the NDC Partnership's in-country engagement, in order to highlight trends, identify gaps and better support countries in their NDC implementation processes.

kNook is an internal system, only available to the NDC Partnership Support Unit (SU) and members.

Through kNook, members can easily access, sort and visualize key data and trends from official country requests submitted to the Partnership, including Request for Support Letters, (RSLs) Partnership Plans (PPs), and activities under the Climate Action Enhancement Package (CAEP). Entries include details on government requests and implementing partner responses. All data in kNook is manually tagged using several taxonomies, including sectors, value chain of services, key topics, etc.

Since kNook was launched just under two years ago, the amount of data hosted within kNook has grown considerably and there is need for improved functionality. Through this RFP, the NDC Partnership SU seeks to improve kNook's usability and build out new features.

kNook was initially designed to be used as an internal tool by the SU but has since been opened for members. As the number of members accessing kNook grows, there is growing need to improve kNook's user interface. The Knack system has limited options for out-of-the-box design and functionality – limited how much the SU can do with kNook. In order to improve the user experience and functionality, the SU is looking for a vendor to utilize Knack's API, CSS, JavaScript, and HTML to enhance design and to further develop kNook's capabilities.

A separate vendor recently conducted SU consultations and identified potential improvements to the kNook user interface and tagging structure. The outcomes of that separate scope of work make up the basis for most of the improvements outlined in the *Outputs/Deliverables* section, below. The vendor who developed these recommendations has a strong background in website development, so most deliverables include clear descriptions, solutions, demos, and comments. Details on specific issues and suggested fixes [can be found here](#). There are links to our Knack application throughout the document, which is password protected. **Those expressing interest in submitting a proposal will be given limited access.** Please note that the linked document does not fully represent the final deliverables outlined in this RFP.

The SU has also built an online tool for countries and partners to provide real time updates on their Partnership Plans. The data from this tool is fed into the Knack database through an Excel import. As part of this RFP, the vendor will propose and implement ways to facilitate this data exchange (note the vendor is not being asked to manage this separate data system, and would simply support ways to link data between the two).

SCOPE OF WORK

This RFP focuses on:

- Improvements to the kNook database and front-end application, including database improvements, design and usability improvements and development of new data visualizations.

Further details on the scope of work is provided below.

Scope of Work and Outputs/Deliverables

Deliverables and timelines will be outlined in the following phases:

Deliverable number	Activity	Deliverables	Delivery schedule
1.0	Kickoff and inception report	<ul style="list-style-type: none">- Organize a virtual kickoff workshop between the vendor and the Support Unit to discuss the various deliverables and options for delivery.- Share inception report detailing plans to implement the work within the RFP, including	4 weeks after start of work

		potential options on how to achieve the deliverables listed under activity 1.6.	
1.1	Simplify the navigation of the kNook to make the system more intuitive and user-friendly	<ul style="list-style-type: none"> - Reorganize kNook's main navigation bar to better group sub-pages, for example, using the the following categories: Home, Trends, Countries, Institutions, Topics, Data, Search, Help. - On large data-tables, set select columns as hidden (using CSS), so that only the selected information is displayed. Allow users to unhide/re-hide columns by clicking a button above the table (using JavaScript). - Create sticky headers on large data-tables using CSS rules in Knack. 	5 weeks after start of work
1.2	Enhance kNook's search interface by creating a section designed for advanced searches	<ul style="list-style-type: none"> - Create a dedicated search page to enable searches with combinations of operations such as "contains" / "does not contain." - Include the ability to "match all" (when multiple selections are chosen in a column) or "match any." - Develop the possibility, for example through an API, to create a more sophisticated search using combinations of and/or logic. 	6 weeks after start of work
1.3	Simplify user experience by creating a consolidated data download section	<ul style="list-style-type: none"> - Create a dedicated data download section to provide users with simple and customizable access to download kNook data (e.g. .csv) 	7 weeks after start of work
1.4	Connect kNook data with Excel	<ul style="list-style-type: none"> - Create an automatic connection between Excel and the kNook database in order to display kNook data directly into Excel. Provide one-way synchronization so that when data is added or updated on kNook, the Excel file can be refreshed to display new data. - Build-out the Excel file with standard data visualizations using NDC Partnership branding. 	8 weeks after start of work
1.5	Incorporate FAQs, a help section, tips, tutorials, and training materials throughout the system (all content creation will be supported by the NDC Partnership Support Unit)	<ul style="list-style-type: none"> - Incorporate FAQs, metadata, tips, tutorials, and training materials (including short videos) throughout the various kNook pages. Much of these resources should be hidden initially, but available when needed (e.g. tooltips, popups). All this material swill also be made be available in a separate page (e.g. Help section). 	10 weeks after start of work
1.6	Improve data visualization across the platform	<ul style="list-style-type: none"> - Display kNook data and information visually, through a single interface or a small number of 'pages.' This should be accessible from multiple devices (laptop, tablet, and smartphone). Users must be able to display different subsets of data, interact with the reports and apply filters. The data visualization must adhere to NDC Partnership branding guidelines. - Enable users to filter by any existing taxonomy (e.g. region, country, country grouping, sector, etc.) - Clearly display information on our key areas of work (e.g. gender and finance) without the need for users to apply tags. This includes the combination of and/or logic. 	15 weeks after start of work

		<ul style="list-style-type: none"> - If developed outside of Knack (e.g. Google Data Studio, Tableau, Power BI,) the data visualizations should be embedded or clearly linked from kNook. - If hosted externally, the data visualizations should be password protected. 	
1.7	Harmonize kNook look and feel with NDC branding	<ul style="list-style-type: none"> - Modify design across kNook to be in line with NDC Partnership branding guidelines (a branding guidelines document will be shared with the chosen vendor). - Add Style rules (CSS) and JavaScript interactions to Knack interface to change the design of the system (colors, logos, icons, fonts, page layouts, chart layouts, etc.). 	16 weeks after start of work
1.8	Improve homepage design by incorporating summary statistics and basic data visualizations	<ul style="list-style-type: none"> - Display key kNook statistics at a glance, including visualizations and summary tables. For instance, list the number of Partnership Plans and RSLs in the system, the number of partners responding, the percentage of Partnership Plans and RSLs receiving support, etc. - Redesign homepage to better guide users to the content available on knook, including embedded training materials. 	18 weeks after start of work
1.9	Facilitate integration of Knack with the online Partnership Plan tool.	<ul style="list-style-type: none"> - Review the current linkages between kNook and the NDC Partnership's online Partnership Plan (oPP) tool and identify improvements to better ensure data updates made on the oPP data and reflected in (near) real time on kNook. - Implement any technical changes needed to the database to enable these improved linkages* 	20 weeks after start of work

* The online Partnership Plan is a separate tool managed by the NDC Partnership Support Unit. Its main function is to ease planning and coordination, and track the progress of NDC implementation. Any gaps identified and not addressed in the Plan are recorded as items to be addressed in future iterations, as the country's NDC needs grow over time. The data in the tool is updated regularly by the Support Unit and the in-country facilitator. This data is periodically downloaded (e.g. once per month) into an excel template and then uploaded (via a data import) into the kNook database. The data uploaded is matched to existing data in kNook, enabling for updates to be reflected, while static content remains unchanged. As part of this RFP (deliverable number 1.9) the Support Unit is looking for ways to improve and simplify the technical linkage between these data systems.

TIMING

The NDC Partnership Support Unit will begin work with the new vendor by 4 January 2021. Kick-off in January will include an overview from the SU of the kNook and discussions on project priorities and expected timelines.

9 November 2020	Release RFP
20 November 2020	Deadline of expressions of interest and any questions on the RFP
25 November 2020	Answers to questions received circulated to all interested vendors

5 December 2020	Deadline for proposals
4 January 2021	Finalize contracting process with selected vendor
4 January 2021	Work to begin

BUDGET

Maximum available budget for this work is USD 50,000 - 100,000. Budget will be an important element in the review of proposals.

GUIDELINES FOR PROPOSAL SUBMISSION

Requirements

The selected vendor will be able to demonstrate capacity in similar work, particularly:

- In-depth knowledge of the Knack platform
- Experience with JavaScript, CSS, and HTML
- Experience manipulating large datasets
- Experience building data dashboards
- Experience building websites that reflect and visualize complex datasets
- Experience distilling data into user-friendly graphics

Evaluation and Selection Criteria

The following elements will be the primary considerations in evaluating all proposals submitted in response to this RFP:

- Experience with similar projects;
- Vendor's technical expertise relevant to the stated requirements of the RFP;
- Vendor's ability to complete the activities within the set timelines;
- Overall cost of the vendor's proposal and best value for money.

Prospective vendors should submit the below materials, limiting their submissions to a maximum of 30 pages:

- An overview describing the proposed team and how it meets the above requirements, as well as a description of how you would deliver the scope of work, including proposed methodology and workplan, and timeline;
- Description of process for regular exchange with the NDC Partnership Support Unit (e.g. weekly check-ins, strategy sessions, etc.)
- Brief bio of team members with information on what makes them a good fit for this project;
- Examples of and references for similar previous work;
- An account of how the work and/or organization is environmentally sustainable;
- A proposed budget with a breakdown of costs sufficient to assess reasonableness and compliance with our funder requirements.

The bidder offering the best overall value will be selected. For this procurement, non-price aspects are of equal importance.

Short-listed vendors will be invited to present their proposals to the NDC Partnership Support Unit virtually.

Expression of Interest, Deadline for Questions, and Proposal

All expressions of interest and questions about this RFP must be received via email to the contact below by **5:00pm ET on 20 November 2020**. Expressions of interest should include a short description of qualifications and experience (e.g. 1 paragraph), as well as any questions you may have. **Those expressing interest in submitting a proposal will be given limited access to kNook and to the Online Partnership Plan tool system.** Answers to the questions will be shared with all parties who have asked questions or otherwise expressed interest. All proposals are due by **5:00pm ET on 5 December 2020**. Proposals must be based on the terms of reference included in this document.

Noah Maghsadi
Knowledge Management Specialist
noah.maghsadi@ndcpartnership.org

SELECTION PROCESS

No proposal development costs shall be charged to WRI / all expenses are to be borne by the bidders. WRI may award to the bidder offering best value without discussions. However, WRI reserves the right to seek bidder clarifications and to negotiate with those bidders deemed to be within a competitive range.

WRI may, at its discretion and without explanation to the prospective vendors choose to discontinue this RFP without obligation to such prospective vendors or make multiple awards under this RFP.