

REQUEST FOR PROPOSALS

Knowledge Nook (kNook) Maintenance and Enhancement Web Development Support

SUMMARY OF PROCUREMENT

The NDC Partnership Support Unit is searching for a vendor to provide web development support for the Partnership's knowledge management system (the [kNook](#)) between 1 January and 31 December 2026. This includes:

- Basic administration and maintenance of the hosting environment and platform (Knack);
- Provision of additional development support, as needed, within the hosting platform (Knack) and the kNook Dashboard (in PowerBI) to improve the functionality and user experience and to support the one-way sync that exists from NDC Implementation Plan – Online Tool's hosting platform (hereafter referred to as “merged dataset”) to the Knack.

Proposals, along with all requirements, should be submitted by 10 November 2025. The contract will be deliverables-based, set as an open contract, where individual work orders will be issued before work begins. Compensation will be based upon the work negotiated in each individual work order, which will detail separate scopes of work, deliverables and budgets.

There will be a fixed price work order for monthly administration and maintenance of the hosting environment (defined under Scope of Work I in this Request for Proposals (RFP)) as well as ad-hoc cost reimbursement work orders for additional development support, as needed, within the hosting platform (Knack) and dashboard (in PowerBI) (see Scope of Work II in this RFP).

About the NDC Partnership

The NDC Partnership is a global coalition, bringing together 250 members, including more than 130 countries, developed and developing, and more than 110 institutions to deliver on ambitious climate action that helps achieve the Paris Agreement and drive sustainable development. Governments identify their NDC implementation priorities and the type of support that is needed to translate them into actionable policies and programs. Based on these requests, the membership offers a tailored package of expertise, technical assistance and funding. This collaborative response provides developing countries with efficient access to a wide range of resources to adapt to and mitigate climate change and foster more equitable and sustainable development.

The NDC Partnership Support Unit is jointly hosted by the World Resources Institute (WRI), the UN Office for Project Services (UNOPS) and the UN Climate Change Secretariat (UNFCCC). For this project, the vendor will be contracted through WRI and will engage primarily with Support Unit staff in the Washington, DC office, but may have some interaction with Support Unit staff in the Bonn, Germany office and may interact with other consultants/vendors located around the world.

About the Knowledge Nook (kNook)

The Knowledge Nook (kNook), the NDC Partnership's knowledge management system, enables users to quickly access global trends on country priorities and support needs related to NDC planning, development, implementation and financing. The kNook, available [here](#), draws together data from official requests for support submitted to the NDC Partnership by country members and includes, where available, details on partner responses. Users can read through over 7,000 individual requests from over 100 countries catalogued in the system and search or filter by various fields, including country, region, sector, key topic, type of support, activity type, etc. The full taxonomy is available [here](#). Due to the ease it provides in conducting analysis and drawing out insights into countries' climate action priorities and gaps in support, the kNook has become an important resource to inform members and partners' efforts and to shape their support offering. The kNook was made publicly available in 2025 upon removal of password protected access. It is now available through the NDC Partnership's website, [here](#).

The kNook is built and hosted within the [Knack](#) platform and contains three embedded dashboards built in PowerBI. Custom functionalities are built into the Knack platform using the API, JavaScript, PHP, CSS, and HTML, which allows for an advanced user interface not enabled by Knack alone. These custom functionalities are built into a password protected administration/support site (knook.wri.org), which is hosted in Amazon Web Services (AWS). Administration of the AWS domain itself is managed by WRI and will not be within the responsibility of this vendor. The administration/support site server contains automated software updates that require a minimal amount of maintenance throughout the year, including checking for and actioning backups and upgrades. The NDC Partnership Support Unit also has a Google Analytics page connected to the kNook that tracks metrics such as the number of users accessing the application and where they are located.

The kNook was launched in 2019 and redesigned in 2021. Since the structure of the Partnership's data is regularly changing, enhancement priorities will be identified and defined by the NDC Partnership Support Unit and communicated to the web developer as they arise on an ad hoc basis throughout the year. This may include, for example, potentially building out a means by which partners can reflect updates into the system directly, or reflecting new initiatives launched by the Support Unit.

There is also a need to address issues that arise regularly through routine use of the system, such as fixing errors in page loading or breakages in the PowerBI dashboards' connection to the data source. There is an existing vendor delivering this work. They and additional vendors are invited to apply for this RFP opportunity.

In 2025, the NDC Partnership Support Unit, with web development support, integrated the kNook dataset with the [NDC Implementation Plan – Online Tool](#) (hereafter referred to as the “Online Tool”), which is a separate knowledge management system hosted by the NDC Partnership Support Unit that allows users to interact with numerous developing country members' NDC Implementation Plans, including review of climate-development priority needs and support coordinated across partners. The Online Tool currently contains data for 38 member countries in the form of both public or unpublished NDC Implementation Plans, and much (but not all) of these data from these public plans is also reflected in the kNook. Integrating these two systems involved created a new “merged dataset” within the existing, password-protected architecture of the Online Tool website to streamline management of overlapping content between the kNook and Online Tool, as well as ensure an aligned taxonomy across the two systems. Management of the data in the kNook is centralized in this merged dataset and pushed through a one-way API sync to the Knack, which then displays the data in the public-facing kNook.

While the merged dataset web development and maintenance is led by another vendor, the vendor supporting kNook will be expected to support the one-way sync from the merged dataset to the kNook in addition to upholding the kNook's functionality within Knack, PowerBI, and the custom coding. This may involve providing technical input based on functionalities within kNook to facilitate the existing vendor to effectively maintain and enhance the merged dataset.

SCOPE OF WORK AND ACTIVITIES

This RFP is divided into two sets of activities to be delivered between 1 January and 31 December 2025:

- Scope I: Basic administration and maintenance of the hosting environment and system (Knack);
- Scope II: Specific development support to maintain and improve the functionality and user experience of the kNook based on ad-hoc requests from the NDC Partnership Support Unit, including support for one-way sync from the merged dataset to kNook via Knack.

Scope of Work I: Basic administration and maintenance of the hosting environment and system

The basic administration and maintenance support includes the following work:

- Knack hosting and routine maintenance activities, for example:
 - Monitor Knack app developments to ensure that knook.wri.org enhancements/functionality works in the context of Knack API updates/upgrades.
- General maintenance and backups of the Administrative page (knook.wri.org), for example:

- Ensure that the knook.wri.org code base (Javascript/PHP/HTML/CSS) continues to work with any changes and developments in these languages, making adjustments as needed.
- Timely support to fix bugs in the system as they arise, for example:
 - Errors within the PowerBI dashboards resulting from new data uploads, or adjustments required to the PowerBI dashboards e.g. as the system shifts from allowing Microsoft Bing maps to Microsoft Azure.
 - Errors in the system's ability to accurately export Excel files.
- Project management of the activities, including ad-hoc support meetings.

Work under this Scope of Work will be compensated on a fixed price basis per month. It is estimated that approximately **6 hours** of support is needed per month for this Scope of Work.

Scope of Work II: Specific development support to maintain and improve the functionality and user experience of the kNook, including supporting the sync with the merged dataset.

The NDC Partnership wants to deploy a flexible process to allow for on-demand major maintenance and development of new functionalities identified by the NDC Partnership Support Unit team. Specific scopes of work will be determined on a periodic basis via work orders, which will detail expected deliverables and budget. Requested work may be on any part of the kNook. This process entails two steps:

1. Upon request, the vendor will draft and submit, for approval to the NDC Partnership Support Unit, technical proposals for how they will implement the enhancement(s) prioritized by the Support Unit. These should be in the form of work orders (template attached in Annex 2 below) and should include a detailed list of deliverables, a timeline, a workplan, the budget breakdown and technical specifications such as specifics on the software. Approval by the NDC Partnership Support Unit is needed for any work order before work is to begin on any project under Scope of Work II.
2. Upon approval of the work order by the NDC Partnership Support Unit, the vendor will develop and implement the new feature or system improvement, including giving opportunities for comments and feedback from the NDC Partnership Support Unit team.

Outputs and deliverables under Scope of Work II may include, but are not limited to:

- Major updates or improvements to kNook to account for Knack software updates.
- Update custom functionalities within Knack and PowerBI dashboard to ensure new or updated fields and tags – or other data adjustments – are reflected across the kNook.
- Update functionalities within the Support Unit's Google Analytics page linked to the kNook application
- Reflecting structural or other web development enhancements in the merged dataset that need to be mirrored in the Knack to allow for sync to proceed.
- Provide technical input to vendor leading merged dataset web development so that kNook's functionality is fully understood and considered during merged dataset maintenance and enhancement work.
 - This may include responding to questions about Knack's API, the custom code.
 - This may involve desk research and testing to interpret and advise on how Knack's functionalities and the custom code would operate in specific circumstances, upon request by the vendor.
- Support to enhance existing pages or create new pages, which may include:
 - Potentially implementing a feature for partners to enter information directly into the kNook.
 - Updating custom functionalities within Knack to reflect separation of different data sources into different pages and visualizations.
 - Updating or build new custom functionalities to refine filter options across kNook pages and visualizations.
 - Embed instructional videos and updated user guidance into Help page.
 - Create linkages between datasets stored in different pages to enable more granular analysis.
- Identify and action updates to or new developments of custom functionalities within Knack and PowerBI dashboard to facilitate OPPT/kNook integration efforts and ensure continued usability.
- Project management of the activities, including ad-hoc support meetings.

In all new developments, the NDC Partnership expects the following deliveries together with the improvement or development of the new functionalities:

- Documentation
- Technical Scoping
- Prototype/Mockup design (if applicable)
- Interface Development (if applicable)
- Quality Assurance

Compensation under Scope of Work II will be based upon the work negotiated in each individual work order. Payment will be made on a cost reimbursement basis upon submission to and approval by the NDC Partnership Support Unit team of invoices and work order deliverables.

BUDGET AND COMPENSATION

The maximum available budget for the duration of this contract (1 January – 31 December 2026) for Scope of Work I is \$6,000. The budget for Scope of Work II for the duration of this contract will be determined on a needs basis but will not exceed \$30,000. The price offered in the proposal will be an important element of the evaluation criteria.

For the budget proposal for Scope of Work I, the proposal should include the proposed cost for completing those services, ensuring an average of 6 hours per month are available to complete the work and address urgent bug fixes.

For the budget proposal for Scope of Work II, the bidder should only provide information on hourly rates per type of specialist as this will be the price for the cost reimbursement of each approved work order under this Scope of Work.

The budget proposal should be handed in by filling the following template table:

Budget Proposal		
Scope of Work I	Estimated number of hours	Fixed price per month
Basic administration and maintenance support		
Scope of Work II		Daily rate per specialist type
Specialist Type 1		
Specialist Type 2		
Specialist Type 3		
Specialist Type 4		
...		

TIMELINE

The vendor procurement for this RFP will follow the below timeline (all dates are considered by 11:59 pm EST):

RFP issued	27 October 2025
Deadline for submission of proposals	10 November 2025
Selection of vendor and start of contract development	12 November 2025
Signing of contract and start of work	1 January 2026
All activities completed	31 December 2026

PROPOSAL GUIDELINES

Requirements

The selected vendor must demonstrate capacity in similar work, particularly:

- In-depth knowledge of the Knack platform, Google Analytics, and PowerBI.
- Experience with JavaScript, PHP, CCS, and HTML.

- Experience building and managing websites that reflect and visualize complex data.
- Experience manipulating large datasets.
- Experience with improving the user-friendliness of complex, data-heavy webpages.
- Experience with development and climate change topics as an asset.

Content

Prospective vendors should submit the below:

- Signed Conflict of Interest Form (see Annex 1)
- A statement of interest describing the proposed team and how it meets the above requirements, what makes them a good fit for the scopes of work outlined above;
- CV of the team members, clearly stating project manager and development team if applicable;
- Examples of and references of similar previous work as described in the requirements;
- Description of process for regular exchange with the NDC Partnership Support Unit, including any mechanisms to roll over hours as applicable (e.g. weekly check-ins, regular review of progress against scope of work and annual budget, etc.)
- For Scope of Work I: A brief description of how the vendor would take on and continue the seamless management of this tool;
- For Scope of Work II: A maximum five-page non-binding draft proposal explaining a generic methodology for approaching the types of functionalities explained above, including an indicative timeline, your approach to coordination with the NDC Partnership Support Unit team, and your approach to managing uncertainty.
- A description of how the work and/or vendor is environmentally sustainable;
- A proposed budget with a breakdown of costs separated by Scope of Work which is sufficient to assess reasonableness and compliance with our funder requirements, following the table provided above:
 - For Scope of Work I: a fixed price for monthly administration and maintenance
 - For Scope of Work II: an hourly fixed rate per type of specialist.

EXPRESSION OF INTEREST, DEADLINE FOR QUESTIONS, AND PROPOSAL SUBMISSION

All questions to the RFP must be received via email to the contact below by 10 November 2025, 11:59 EST. Answers will be shared with all parties who have asked questions or otherwise expressed interest in submitting a proposal.

All proposals must be submitted by **10 November 2025, 11:59 EST** to sara.wolf@ndcpartnership.org. Please use the following format for the email subject line: `kNook_RFP_[ORGANIZATION NAME]`. All proposals must be submitted in electronic format.

EVALUATION AND SELECTION

Evaluation Criteria

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

- Completeness of all required elements;
- The extent to which the vendor's proposal fulfills WRI's stated requirements as set out in the RFP;
- Experience with similar projects;
- Quality of the proposal presented under Scopes of Work I and II;
- Vendor's technical expertise relevant to the stated requirements of the RFP;
- Vendor's ability to regularly staff monthly maintenance activities and scale up support as needed for work orders;
- Overall cost of the vendor's proposal and best value for money;
- Debarment and sanctions – WRI will not consider proposals from vendors that are presently debarred by the U.S. government or named on any restricted parties lists;
- Sustainability – WRI values sustainability and all other factors being equal, will favor a proposal to more sustainably perform the work.

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

Selection Process

No proposal development costs shall be charged to WRI; all related 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.

Annex 1: Conflict of Interest Declaration

World Resources Institute (WRI) policy requires that its staff **must** work to deliberately avoid actual, potential and perceived conflicts of interest related to procurement at both the individual and organizational levels. When a conflict of interest concerning WRI procurement exists, transparency shall be the guiding principle in addressing it.

All actual, potential or perceived conflicts of interest **must** be declared.

An **actual** conflict of interest occurs when a decision or action would be compromised without taking appropriate action to eliminate the conflict, such as when:

- An offeror is unable or potentially unable to render impartial assistance or advice to WRI due to competing duties or loyalties;
- An offeror's objectivity in carrying out the requested services is or might be otherwise impaired due to competing duties or loyalties;
- An offeror has an unfair competitive advantage through being furnished unauthorized proprietary information or source selection information that is not available to all competitors.
- An offeror has an existing personal relationship with WRI staff or a member of the evaluation team for this request for proposals.

A **potential** conflict of interest is where such a situation as described above could arise in the future.

A **perceived** conflict of interest is any situation in which a reasonable third party would conclude that conflicting duties or loyalties exist.

Offeror's Name or Company/Organization Name:

- ☐ There are no entities or persons with which the above-named offeror has a relationship that *creates, or appears to create*, a conflict of interest with the work that is requested in this request for proposals.
- ☐ The following is a list of entities or persons with which the above-named firm has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. For each entity listed below you must discuss the actual, potential or perceived conflict in a separate attachment.

No.	Name of Entity/Person	Relationship
1		
2		
3		
4		
5		

Authorized Representative (Print Name):

Authorized Representative Signature:

Date:

Annex 2: Work Order Template

Vendor Name:

Contract No:			
Work Order No:			
Work Order Period of Performance:	Start Date:		End Date:
Work Order Cost Structure:	☐ Cost Reimbursement		☐ Fixed Price
Work Order Amount (Not to Exceed):			

General Terms

This WO is subject to all of the terms of the Agreement. Should a conflict exist between the terms of the Agreement and this WO, the terms of the Agreement shall prevail.

This WO is valid for the period of performance listed above. In the event this WO exceeds the term of the Agreement, the terms and conditions of the Agreement shall remain in effect for the benefit of this WO only.

1. Background and Goals

2. Scope and Deliverables

3. Cost/Budget and Payments

Task	Estimate	Nonprofit Discount	Total
Total			

Payment for this work order will be made according to the following schedule:

Deliverable	Estimated Date	Amount
Total		\$

4. Invoicing

All Consultants working with WRI for the first time must complete a vendor profile at the following link prior to payment: <https://wrvendorsportal.powerappsportals.com/>.

All invoices must be addressed to the World Resources Institute and contain the following information: contractor or vendor name and logo (if applicable); address and contact information; description of the product or services provided; currency and total amount; and signature and date.

For WRI:

Signature:

Name:

Title:

Date:

cc: Contract Files

*For **Vendor Name:***

Signature:

Name:

Title:

Date: