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Request for quotation (RFQ) for services

Redesign and redevelopment of FAAAR Website

RFQ No. UNOPS -SFRS-2014-S-037

**Request for quotation (RFQ)
for Redesign and redevelopment of FAAAR Office Website
RFQ No. UNOPS -SFRS-2014-S-037**

Date: 07 October 2014

UNOPS is accepting quotations from suppliers for redesign and redevelopment of FAAAR Office Website. All interested parties must complete and return the attached price sheet to the following email address: srcp.bids@unops.org or in a sealed envelope to Šumatovačka 59, 11 000 Belgrade, Serbia.

1 Requirements and price list (Annex A)

Quotations need to be submitted by using the Requirements and Price List contained in Annex A.

2 Eligibility

Bidders must not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this request for quotation.

Bidders must not be under a declaration of ineligibility for corrupt and fraudulent practices published by UNOPS on its website. Bidders must meet the eligibility criteria as published on the [UNOPS website](#).

3 Currency

All prices shall be quoted in RSD (Republic of Serbia Dinar) VAT free

UNOPS reserves the right not to reject any bids submitted in another currency than the mandatory bidding currency stated above. UNOPS may accept bids submitted in another currency than stated above if the bidder confirms during clarification of bids (1.18) in writing that it will accept a contract issued in the mandatory bid currency and that for conversion the official United Nations operational rate of exchange of the day of RFQ deadline as stated in the RFQ letter shall apply.

Regardless of the currency of bids received, the contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

4 Evaluation

UNOPS evaluates quotations based on lowest priced most technically acceptable quotation received.

5 Delivery (for goods)

n/a

6 Mobilization and duration (for services)

Service provision shall commence immediately after contract signature. The successful supplier is expected to complete the services 45 calendar days from the date of the award of the contract.

7 Quotations due

All quotations must be received at the email address stated below no later than:

Date: 15 October 2014
12:00h, noon, CET
UNOPS-RSPC, Šumatovačka 59, 11000 Belgrade
Or by E-mail: srpc.bids@unops.org
Contact person: Procurement Unit

Quotations submitted shall be binding and valid for a period of thirty (30) days from the due date stated herein. Any prices accepted during this period will be considered firm/fixed for the resulting purchase order.

UNOPS will award this requirement in total and will not accept any partial quotations. The supplier agrees to acknowledge the purchase order in the form provided upon award, under the terms and conditions stated therein, and for the agreed amount.

8 UNOPS General Conditions of Contract

Any order resulting from this RFQ exercise will be subject to the UNOPS General Conditions of Contract available for goods, small services and services at the following addresses:
<http://www.unops.org/SiteCollectionDocuments/Procurement/UNOPS%20General%20Conditions%20for%20Goods.pdf>
<http://www.unops.org/SiteCollectionDocuments/Procurement/GCCs%20For%20Professional%20Services.pdf>
<http://www.unops.org/SiteCollectionDocuments/Procurement/Conditions-of-services-below50K.pdf>

9 Clarifications

Suppliers with questions or requests for more information are encouraged to send them to the email address above promptly in order to allow time for the provision of a written response. Explanations or interpretations provided by personnel other than the above will not be considered binding or official.

10 Quotation form (Annex B)

The attached Quotation Form needs to be completed and signed. Suppliers shall return the completed and signed Quotation Form with their quotation.

Approved by:

Date:



Graeme Tyndall, Programme Manager

ANNEX A Requirements

The following documents form part of this RFQ and must be completed and returned with your offer:

- Quotation form;
- Terms of Reference;
- Financial offer;
- Previous Experience Form proving at least three years of experience in developing Web Portals, Applications and Information Systems for the Government bodies;
Traceable list of references (e.g. Internet links) on the previous projects related to the design and programming of the web portals (incl. for Government bodies);
- CVs of the proposed list of resources in terms of personnel and facilities necessary for the performance of this project;
- Company registration documents;
- Confirmation letter that in the Warranty period of 12 (twelve) months (starting from the "go-live" date of the website) maintenance and design fine-tuning will be available at no cost.
- Confirmation letter that in the Warranty period of 12 (twelve) months the Contractor will provide and install free of charge all software updates and security patches of the technology used;
- Confirmation letter that technology used for development of the website will be aligned with the overall IT Strategy of the Government of Serbia (See Annex C for Terms of References).
- Confirmation letter that all necessary software licenses needed for full functionality of the web portal will be provided.
- Detailed work plan that should be no longer than 45 calendar days, including the development and the testing phase.

ANNEX B

RFQ – Quotation form

Quotation form must be completed, signed and returned to UNOPS.
The quotations must be made in accordance with the instructions contained in this request.

UNOPS General Conditions of Contract will apply to any resulting purchase order/contract. A link to the UNOPS General Conditions of Contract is included in the RFQ document.

The undersigned, having read the terms and conditions of Quotation No. RFQ: UNOPS -SFRS-2014-S-037, set out in the attached document, hereby offers to supply the services specified in the RFQ at the price or prices quoted, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the document.

Signature: _____
Date: _____
Name and title: _____
Company: _____
Postal address: _____
Tel.no: _____
Fax no: _____
Email address: _____
Validity of offer: _____
Currency of offer: _____

Payment terms 30 days accepted:

Quotation to be addressed to:

UNOPS-RSPC
Procurement Unit
Šumatovačka 59
11 000 Belgrade, Serbia
or to the following e-mail: srpc.bids@unops.org

ANNEX C

Terms of References

Redesign and Redevelopment of the Website of the Government of Serbia's Office for Flood Affected Areas Assistance and Recovery

Project: EU Assistance for Flood Relief in Serbia

Duty Station: Belgrade

Background

The overall objective of the European Union's Assistance for Flood Relief in Serbia Programme is to contribute to the Serbian Government efforts in support to the municipalities affected by May 2014 floods. Its specific objective is to support the citizens of the municipalities affected by the floods to restore their living conditions through construction and reconstruction of private houses, by establishing normal functioning of kindergartens, schools, medical centres and other public institutions or road/s of primary importance and to enhance capacities of the Government of Serbia's Office for Flood Affected Areas Assistance and Recovery (FAAAR Office) in management and monitoring of salvage efforts.

The objective of the redesign and re-development of the website (www.obnova.gov.rs) and Intranet for the FAAAR Office is to contribute to the efforts of the Government of Serbia to monitor and evaluate activities in the scope of the flood assistance and to secure transparency and accessibility of information about donations, spending and budgets that are involved in the flood relief assistance coordinated by the FAAAR Office. The redesigned website will also provide accurate and effective information share and complex overview of issues related to the assistance in reconstruction, recovery and flood relief in Serbian municipalities coordinated by the FAAAR Office.

Objective

The project envisages assistance to the FAAAR Office in communications efforts and for the redesign of the website and the intranet.

The website will provide:

- Access to all relevant information, documents and publications related to the work of the Office to the general public and specialized audiences in order to increase transparency in spending
- A tool for quick and easy navigation (map) through the places of intervention.

The website must be created in line with the guidelines for the web presentations of the Government of Serbia institutions, available at www.digitalnaagenda.gov.rs.

Description of Responsibilities

a. Scope of work

Under the guidance of the FAAAR Office, with the assistance from UNOPS Communication and IT departments, the Web-design/Development Team of the Contractor will perform the tasks by providing at least three different solutions for design and programming of website and intranet among which the FAAAR Office will choose the one that most suits their needs.

The FAAAR Office will be responsible for providing and managing the content of the website.

b. Deliverables

1. Redesigning dynamic website of the FAAAR Office and reorganizing its content
2. Including the content of the current FAAAR Office website onto the newly designed one
3. Provision of the documentation on the website content management administration and maintenance
4. Provision of functionality of Intranet to employees of the FAAAR office
5. Establish RDBMS that will act as a collecting point of information regarding beneficiaries, funds and spending
6. Training of the staff member(s) for website content and database management administration.

The Contractor shall submit a detailed work plan, but the duration of the assignment should be limited to 45 calendar days from the date of the award of the contract, including the development and the testing phase. During those 45 calendar days the Contractor should provide own hosting services for the website as access to the servers of the Government Administration for Joint Services of the Republic Bodies <http://www.uzzpro.gov.rs/english/index.html> (UZZPRO) will not be available for the testing and development purposes.

The Contractor is obliged to procure hosting package at one of the Serbian Internet providers to avoid possible infrastructure problems that may be caused by limitations inside the Government IT network. The duration of the hosting package should be secured for 24 months from the date of signing the service contract. Once the website is fully developed, operational, populated and approved by the FAAAR Office – the Contractor should provide IP address of the new location to UZZPRO Office to secure immediate transfer of www.obnova.gov.rs to new location. Technical and administrative assistance in transferring newly created website to UZZPRO for replacing the old site will be provided by the FAAAR Office.

It is foreseen that even during the website transition period from the Contractor's hosting to the Governmental hosting at least one version of the website must be accessible (zero down time). Upon successful completion of the testing, the Contractor, the FAAAR Office and UNOPS will sign a note on the official works acceptance, which will mark the official "go-live" date of the website.

Time-frame

1. Preparatory activities (five-ten calendar days);
2. Activities implemented (20-30 calendar days);
3. Commissioning, report prepared and submitted (three working days).

Qualifications

The following qualifications are required for the assignment:

- At least three years of experience in developing Web Portals, Applications and Information Systems for the Government bodies
- In depth knowledge of database design/development platforms/web hosting platforms /web design technologies.

The Contractor should submit a traceable list of references (e.g. Internet links) on the previous projects related to the design and programming of the web portals (incl. for Government bodies). The Contractor should submit a proposed list of resources in terms of personnel and facilities necessary for the performance of this project.

General requirements

All the elements of the design must be prepared so that the website works smoothly on every screen size and on every operating system. This is achieved through proven procedures in wireframe design and responsive development.

The website needs to provide: easy and intuitive navigation, multiple levels of access, visually pleasing and inviting design with a consistent image, ease of modification and maintenance, responsive design, complete content is dynamic and can be altered freely and easily, advanced keyword search and automatic content listing and publishing.

Additional requirements

1. Warranty period of 12 (twelve) months (starting from the “go-live” date of the website) during which maintenance and design fine-tuning will be available at no cost. Also, in the same period the Contractor will provide and install free of charge all software updates and security patches of the technology used.
2. Maintenance proposal (implementation and financial) for the post-warranty period interventions in the case of website malfunction or halt in the normal functioning of the website.
3. Technology used for development of the website should be aligned with the overall IT Strategy of the Government of Serbia (See Annex B for Technical Specifications).
4. The bid for re-designing of the FAAAR Office website should include a guarantee with the following:
 - Refreshing the basic platform and add-ons in terms of correcting the identified deficiencies in the functioning and security flaws
 - Monitoring of the presentations and optimization as needed
 - Training employees to update and administer their own presentation.
5. In accordance with the Governmental policy on legal obligations, no open source platform would be acceptable. The design shall include provision of all necessary software licenses needed for full functionality of the web portal.

Appendix A – WEB Site Structure

The FAAAR Office website should consist of a Public and an Administrative part (in further text: Administrative Panel). Administrative part serves for the administration of Public Part, should be login/password protected, simple to use and to update/populate with new information. Administrative part should be accessible to designated employees of the FAAAR Office (in further text: Content manager or Administrator), estimated number of users – up to 20.

Public Part

Public pages should be available in Serbian (Cyrillic), Serbian (Latin) and English, without any specific login requirements and those pages should be structured of following functional sections:

Section 1: Title bar with menus/drop-down menus (top)

Description: Title bar section is to be aligned in graphic / design style with the official Serbian Government website and should contain basic links (e.g. Home page, Language, F.A.Q., Interactive map, Structure, Site map, Archive, Contacts, Links, Press corner, Documents)

Section 2: Main section – News, Information, Documents (middle)

Description: Contains previews (such as text with thumbnail image) of the main news sorted by date/time with the latest news on the top and link to the page with relevant information (on the home page). After following the link of the specific news, entire content of that particular news article should be displayed in this section.

Section 3: Links/banners to important documents, interactive map, etc. (right)

Description: The right side of the website should contain links (with their logos, if available, as hyperlinks) to main FAAAR Office partners, Government and other Governmental institutions websites, donors, various surveys, European institutions, etc. The order of appearance of the banners should be easy to change. Banners on the front page should be automatically visible on other pages too. Further characteristics will be agreed in detail with the FAAAR Office representative and IT staff.

Section 4: Interactive map (middle)

Interactive map of regions affected by the floods will serve as a standardized tool for selecting and displaying all project data in that region. It will allow efficient overview of in-the-field progress through multi-dimensional presentation of the ongoing and finished projects.

This section must display multimedia content and be very easy to navigate and to allow quick and uncomplicated update of text, symbols and visuals (photos and graphs) but also easy navigation through regions and municipalities.

The interactive map should mainly serve as the detailed overview of progress being made on different locations with brief explanations of funds spent, square metres, level of damage and the latest status of activities. It needs to provide easy search options by municipality e.g. (Municipality of Krupanj, list of damaged facilities and overview of relief activities per facility with information and photos included).

Details on the number of municipalities, source documents for data and tables will be additionally communicated with the FAAAR Office and IT service after the contract is signed.

Administrative Part

Administrative part should be readily available only to the employees designated by the FAAAR Office (Content Manager) and should be username and password protected, and in accordance with all web secure mechanisms in order to protect vital and confident information from the database.

Functional section of the administrative panel:

Section 5: For FAAAR Office Staff Only

Description: This section provides administration and management of the site and is based on the Content Management System (CMS). It will require Administrator/Content Manager to login to the system to add, change or delete content.

The CMS based administration tool should provide the following functionalities:

1. File management

- All content such as articles or attached files should be added through administration panel
- All articles (news) published on the website must allow for content such as embedded graphics (photos, maps etc.), and creation of such articles should be possible in an easy way through a web browser (website front-end) by the website Content Manager
- File attachments to all articles (one or more, of types such as Microsoft Office and PDF files, photos, multimedia) should be possible and easy to upload/remove/manipulate by the Content Manager through a front-end.

2. Content management

All content would be added through front end of the portal (content editor should be able to change the content using Internet browser only). Editing of the articles must be user friendly, with options to copy and paste, to insert pictures of the desired size and positioning in the article. A selection of font types, sizes and colours should be available to the editor of articles in the WYSIWYG editor.

The content of the website should be compatible with all mainstream Internet browsers (IE, Mozilla, Opera, Chrome etc.).

Appendix B – Technical Specifications

Supported Operating Systems	Microsoft Windows Server Windows 2008 R2
Supported Data Stores	Microsoft SQL Server 2008 / on Windows platform
Implementation technologies	PHP 5.x Java Script XHTML XML ASP .net Framework
Supported Browsers	Microsoft Internet Explorer latest version Mozilla Firefox latest version Google Chrome Opera
Supported Authentication Methods - Security	Forms based User ID and Password Custom authentication methods
Supported Web Servers	Microsoft Internet Information Server (IIS) IIS 7.x / on Windows platform
Criteria for making the website	- http://digitalnaagenda.gov.rs/media/docs/kriterijumi_za_izradu_web_prezentacija_organa_drzavne_uprave_2013.pdf - http://digitalnaagenda.gov.rs/media/docs/smernice_4_0.pdf

The deadline for completion of the website is 45 calendar days from the contract signing date.

ANNEX D
Financial offer

QUOTATION			
BIDDER'S PRICES (Price & Currency to be entered by Bidder in RSD) For evaluation and comparison purposes, UNOPS shall convert all bid prices expressed in amounts in various currencies into an amount in USD, using the United Nations exchange rate.			
	DESCRIPTION	QTY	CURRENCY: RSD
			TOTAL OFFERED PRICE (VAT excluded)
1.	Redesign and Redevelopment of FAAR Office Website, as described in ToR in Annex C of this RFQ	1	
2.	Maintenance proposal (implementation and financial) for the post-warranty period interventions in the case of website malfunction or halt in the normal functioning of the website. Note: The post-warranty maintenance proposal serves only as additional information and will not be evaluated within this tender.	1	

ANNEX E**Previous experience form**

Previous experience				
Description of services. Internet link.	Country	Total amount of contract	Contract identification and title and contact details of client: (Name, Address, telephone, email, fax)	Year project was undertaken



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