

RFQ Reference: 15/03/2023-ISA (IT)	Date: 28 March 2023
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**Subject: Design, Development, Implementation and Maintenance of ISA website ([www.isolaralliance.org](http://www.isolaralliance.org)).**

## **SECTION 1: REQUEST FOR QUOTATION (RFQ)**

ISA kindly requests your quotation for the provision of goods, works and/or services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

Annex 4: Description of solar trainer and demonstrator

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

The ISA recognizes the importance of valuing diversity and promoting inclusion in all our work programs and partnerships. The ISA highly values engaging with organizations and/or teams that reflect its geographical and diverse nature.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature: \_\_\_\_\_

Name: Sudhakar Upadhyay

Title: Procurement Unit

Date: 28.03.2023

## SECTION 2: RFQ INSTRUCTIONS AND DATA

<b>Introduction</b>	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by ISA. This RFQ is conducted in accordance with the ISA Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by ISA. ISA is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>ISA reserves the right to cancel the procurement process at any stage without any liability of any kind for ISA, upon notice to the bidders or publication of cancellation notice on ISA website.</p>
<b>Deadline for the Submission of Quotation</b>	<p>16.04.2023 by 1900 HRS IST</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to <a href="http://www.timeanddate.com/worldclock/">http://www.timeanddate.com/worldclock/</a>.</p> <p>For eTendering submission - as indicated in eTendering system. Note that system time zone is in EST/EDT (New York) time zone.</p>
<b>Method of Submission</b>	<p>Quotations must be submitted as follows:</p> <p><input type="checkbox"/> E-tendering</p> <p><input checked="" type="checkbox"/> Dedicated Email Address</p> <p><input type="checkbox"/> Courier / Hand delivery</p> <p><input type="checkbox"/> Other <a href="#">Click or tap here to enter text.</a></p> <p>Bid submission address: <a href="#">Click or tap here to enter text.</a></p> <ul style="list-style-type: none"> <li>▪ File Format: PDF files only</li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted.</li> <li>▪ Max. File Size per transmission: 10 MB</li> <li>▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> <li>▪ The bidder should receive an email acknowledging email receipt.</li> </ul> <p>Financial proposal will be password protected in separate PDF</p>
<b>Cost of preparation of quotation</b>	<p>ISA shall not be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.</p>
<b>Supplier Code of Conduct, Fraud, Corruption,</b>	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes <b>principles on labour, human rights, environment and ethical conduct</b> may be found at: <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a></p> <p>Moreover, ISA strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of ISA vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation.</p>
<b>Gifts and Hospitality</b>	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to ISA staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, ISA: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the</p>

	<p>vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a ISA contract.</p>
<b>Conflict of Interest</b>	<p>ISA requires every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to ISA if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of ISA staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to ISA's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
<b>General Conditions of Contract</b>	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p><input type="checkbox"/> <a href="#">General Terms and Conditions / Special Conditions for Contract.</a></p>
<b>Special Conditions of Contract</b>	<p><input type="checkbox"/> Cancellation of PO/Contract if the delivery/completion is delayed by 10 days</p> <p><input type="checkbox"/> Others [pls. specify]</p>
<b>Pre-bid Conference</b>	<p>A pre-bid meeting shall be hosted on an online platform on 5.04.2023 at 9:30 Hours GMT. Interested Bidders may nominate their representatives (upto a maximum of 2) to attend the same at least three (2) days prior to Pre-Bid meeting date. The Bidders should share the following participation details by 3.04.2023 by 18:00 Hours GMT at <a href="mailto:raj@isolaralliance.org">raj@isolaralliance.org</a>:</p> <ul style="list-style-type: none"> <li>• Name of the Bidder</li> <li>• Name, Email, Contact No. of the Representative(s)</li> <li>• Name of the Country Bidder belongs to</li> </ul> <p>Joining instructions shall be shared 24 hours before the Pre-Bid Meeting</p>
<b>Eligibility</b>	<p>A vendor who will be engaged by ISA may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to ISA whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by ISA.</p> <p>Legal Registration:</p> <p style="padding-left: 40px;">a. Certificate of Registration of the company</p> <p><b>2. Relevant Experience:</b></p> <p style="padding-left: 40px;">a. Execution of minimum 3 assignments in last 5 years for website revamp work, AMC contract for multilateral institutions/banks, central government or private organisations with a contract value of more than INR: 50 Lakhs. Provide Copies of work orders.</p>

b. The Service Provider should have minimum eight years of necessary experience, capability and technical expertise in website revamp work, AMC contract. Provide list of the projects undertaken with start and completion date.

c. Minimum average annual turnover of INR: 3 Crore for the last 3 years

d. The following are indicative minimum qualifications and experience for key resources required to implement end to end solution and other integrated solutions for ISA Website:

S. No.	Role & Qualification	Experience & Job Description
1.	<p>Business Analyst</p> <p>Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/MBA (Computer Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed solution will be preferable.</p>	<p>5+ years of hands-on experience working on the proposed solutions preferably for Government Sector / PSU / NPO / International Organization – websites and mobile applications. Must have extensive experience in planning, analysis, requirement gathering and creating artifacts like BRD, FRD, SRS, Use cases, UML diagrams, Wireframes, Prototypes etc. Resource will be expected to travel to ISA Secretariat as and when required.</p>
2.	<p>Software Engineer – Web &amp; PWA (Full Stack Developer)</p> <p>Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc (Computer Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed solution will be preferable.</p>	<p>5+ Years of Experience as a Senior Software Engineer with extensive hands-on experience of proposed solution along with its Integration, Configuration and Customization. Design and implementation of the overall web architecture. Create “Pixel-perfect” implementation of approved user interface designs. Database design and management, including being up on the latest practices and associated versions. Experience with a relevant and globally supported framework— both front and back-end, if necessary. Ensuring the entire stack is designed and built for speed and scalability. Integrating front-end UI with the constructed API. Design and implementation of continuous integration and deployment. Resource may be expected to travel to ISA Secretariat as and when required.</p>
3.	<p>Tech Lead / Project Lead – Software Engineering</p> <p>Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc (Computer Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed solution will be preferable.</p>	<p>8+ years of hands-on experience in implementation/integration of the proposed solution for similar nature and level of public facing website and mobile applications. Extensive experience on Design and Development, review the Code developed by Developers and further help in optimization and enhancement. Provide adherence</p>

		and compliance to the implementation/integration/security guidelines mandated by OEM for the proposed solution.
4.	<p><b>Project Manager</b>  Desired Qualifications:  B.E/B.Tech/BSc/MCA/MSc/MBA (Computer Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed solution will be preferable.</p>	10+ years of experience in Project Management preferably for Government Sector / PSU / NPO / International Organization related project – websites and mobile applications. Must have a PMP or equivalent certification with experience of taking care of the functional well as the technical side of the project. Responsible for planning, directing, and coordinating the overall program effort. Should be competent in Project Monitoring and Control, Software development methodologies and Technology Knowhow. Continuously be in touch with ISA IT team and update them weekly on the status of the project. Resource will be expected to travel to ISA Secretariat as and when required.
5.	<p><b>Test Engineer / QA</b>  Desired Qualifications:  B.E/B.Tech/BSc/MCA/MSc (Computer Science/IT) or any other related technical qualifications/certifications from reputed institutes in the field would be desirable. Certification of the proposed solution will be preferable.</p>	3+ years of hands-on experience on both manual & automation testing of the Website, Mobile app, and the proposed solution. Creation of functional, nonfunctional test cases and designing & executing automation test scripts for website and mobile app. Perform Load Testing & Stress Testing at Application as well as Infrastructure level Reporting, Documenting technical issue and check compliance of the UI. Resource may be expected to travel to ISA Secretariat as and when required.
6.	<p><b>SEO Specialist</b>  Desired Qualifications:  Bachelor's degree in Computer Science/IT or any other related technical qualifications/certifications from reputed institutes in the field would be desirable.</p>	3+ Years of experience as a SEO expert with extensive experience in keywords research, traffic & metrics analysis, optimizing website's ranking in accordance with search engines requirements and coordinating with content writers and designers. Extensive experience working on the proposed on-premises Analytics tool and website optimization techniques.

Note: Above list of team structure, their experience and job-description are indicative in nature. Bidder is expected to propose entire team structure or team composition for end-to-end project implementation, data-migration, go-live and post go-live support. The cost involved in this is to be borne by the bidder and should be included in their Commercial Bid.

	<p><b>Bidders who are not fulfilling all the above criteria will not be considered.</b></p> <p><b>3. Financial soundness:</b></p> <p>Latest 3 years Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.</p> <p>Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List. Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.</p>
<b>Currency of Quotation</b>	Quotations shall be quoted in INR/USD
<b>Joint Venture, Consortium or Association</b>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between ISA and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under <a href="#">Solicitation policy</a> for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
<b>Only one Bid</b>	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <p>a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</p> <p>b) they have the same legal representative for purposes of this RFQ; or</p> <p>c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process;</p> <p>d) they are subcontractors to each other’s Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or</p> <p>e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.</p>
<b>Duties and taxes</b>	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including ISA as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <p><input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes</p> <p><input type="checkbox"/> be exclusive of VAT and other applicable indirect taxes</p> <p><b>[according to project and applicable country agreement]</b></p>
<b>Language of quotation</b>	<p>English</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
<b>Documents to be submitted</b>	<p>Bidders shall include the following documents in their quotation:</p> <p><input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed</p> <p><input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in</p>

	<p>accordance with the Schedule of Requirements in Annex 1</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Company Profile.</li> <li><input checked="" type="checkbox"/> Registration certificate;</li> <li><input checked="" type="checkbox"/> Company Profile.</li> <li><input checked="" type="checkbox"/> <b>Descriptive Literature:</b> Bidders shall provide full technical details of products being offered, including technical sheets and pictures showing details and general views. Specific details of items offered should be clearly stated as standard catalogues may offer options;</li> <li><input checked="" type="checkbox"/> Documents showing that the bidder has minimum of five (5) years of relevant experience – <b>proof of purchase orders/ contract is to be submitted.</b></li> <li><input checked="" type="checkbox"/> Documents showing that the bidder has an experience of design, supply, installation and commissioning of Grid connected/off grid Solar PV Power Plant and experience of rendering operation and maintenance services for Solar PV units.</li> <li><input checked="" type="checkbox"/> Statement of satisfactory Performance (Certificates) from the top two clients in terms of Contract value in similar field, plus client's contact details who may be contacted for further information on those contracts;</li> </ul>
<b>Quotation validity period</b>	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
<b>Price variation</b>	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
<b>Partial Quotes</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Not permitted</li> <li><input type="checkbox"/> Permitted Insert conditions for partial quotes and ensure that the requirements are properly listed in lots to allow partial quotes</li> </ul>
<b>Alternative Quotes</b>	<input checked="" type="checkbox"/> Not permitted
<b>Payment Terms</b>	<input checked="" type="checkbox"/> Within 30 days upon ISA's acceptance and receipt of invoice.
<b>Conditions for Release of Payment</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Written Acceptance of Goods &amp; Services, based on full compliance with RFQ requirements.</li> <li><input checked="" type="checkbox"/> 100% of <u>goods charges</u> after successful delivery and acceptance of goods.</li> <li><input checked="" type="checkbox"/> 100% of <u>Installation &amp; Commissioning charges</u> after successful installation and commissioning</li> <li><input checked="" type="checkbox"/> 100% of <u>training charges</u> after completion of Training on Operation and Maintenance.</li> <li><input checked="" type="checkbox"/> 100% of <u>Comprehensive maintenance charges</u> after successful 1 year of installation and commissioning</li> </ul>
<b>Contact Person for correspondence , notifications and clarifications</b>	<p><b>E-mail address:</b> raj@isolaralliance.org</p> <p>Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified.</p> <p>Any delay in ISA's response shall be not used as a reason for extending the deadline for submission, unless ISA determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
<b>Clarifications</b>	Requests for clarification from bidders will not be accepted any later than 2 days before the submission deadline. Responses to request for clarification will be communicated thru email.
<b>Evaluation method</b>	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
<b>Evaluation criteria</b>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1</li> <li><input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract</li> <li><input checked="" type="checkbox"/> Comprehensiveness of after-sales services</li> </ul>

	<input type="checkbox"/> Earliest Delivery /shortest lead time <input type="checkbox"/> Others <a href="#">Click or tap here to enter text.</a>
<b>Right not to accept any quotation</b>	ISA is not bound to accept any quotation, nor award a contract or Purchase Order
<b>Right to vary requirement at time of award</b>	At the time of award of Contract or Purchase Order, ISA reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25% ) of the total offer, without any change in the unit price or other terms and conditions.
<b>Type of Contract to be awarded</b>	<input type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract for Works <input type="checkbox"/> Other Type/s of Contract [pls. specify]
<b>Expected date for contract award.</b>	14 April 2023
<b>Publication of Contract Award</b>	ISA will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate ISA Web site.
<b>Policies and procedures</b>	This RFQ is conducted in accordance with ISA Programme and Operations Policies and Procedures
<b>UNGM registration</b>	<p>Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at <a href="http://www.ungm.org">www.ungm.org</a>.</p> <p>The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.</p>



## **ANNEX 1: SCHEDULE OF REQUIREMENTS**

### **Scope of work for Design, Development, Implementation and Maintenance of ISA website ([www.isolaralliance.org](http://www.isolaralliance.org))**

1. Website must be Responsive and multilingual with uniform and user-friendly presentation of the contents.
2. Website must be designed, developed, deployed, and maintained according to W3C Guidelines and GDPR compliance.
3. The website must be developed using well established technologies preferably Open-Source environment without using any third-party tool or framework, which may incur any financial implication to ISA.
4. Hosting will be done on ISA cloud server.
5. Agency will need to get clearance of security audit of the website by Department of Electronics and Information Technology (DEITY) empanelled agency.
6. Creation of documents including user and technical manuals.
7. Providing training to the staff and system administrators.
8. Transfer of Source code and other credentials for the website to IT Department of ISA.

#### **Website Design:**

1. Responsive design compatible to all handheld devices and browsers.
2. Aesthetic and futuristic.
3. At least three design options/templates need to be provided with technical proposal for homepage as well as sub-pages of the website. Upon selection, selected agency will need to provide FRESH designs for website for the committee to choose from. Committee will reserve the right to choose and finalise the design for the website. Development of the website will start only after the design of the website gets finalized.
4. Design must have Search Engine Optimization (SEO) boosting elements/SEO friendly.
5. Highly user-friendly information architecture (IA) and clear navigation.
6. Website speed optimization.
7. Customization of user interface in terms of colour, font size and language etc.
8. Social Media Integration.

#### **Website Development:**

1. Development of a customized Content Management System (CMS).
2. CMS must be flexible and scalable to accommodate suggested changes/modifications including design and IA, as and when required during contract period.
3. CMS must have simple workflow and publishing controls.
4. CMS should have simple and easy administration.

5. CMS must have Search Engine friendly attributes which can search the entire ISA website based on date/content/topic/region/countries/events for text, document, images, and also provide Google output (when Google search is selected).
6. CMS must have security features.
7. CMS must have robust content templates include new menu, sub menu addition and new page creation.
8. CMS must support detailed analytics for each section of the website.
9. Comprehensive SEARCH functionality on homepage as well as each section of the website.
10. CMS must have the feature to give option to subscribe newsletter, events, webinars and trainings.
11. Auto archival mechanism to maintain the archived documents with proper classification and auto archival system.
12. Content Migration from exiting website. Content optimization including images before migration.
13. e-Forms module for various training, event and webinar registrations.
14. Robust dedicated registration module for Governance meetings.
15. Role/Level based access to users i.e., assign access to users page-wise, microsite-wise, section-wise, component-wise, module-wise access permissions i.e., to Create, Update, Delete, View, Review, Publish etc.
16. Login for Countries, Partners and other Guest for various activities as mentioned in below in the **Login Tab**.
17. Audit trails of the documents hosted on the website should be maintained and should be accessible to the administrator as and when required.
18. Publications reports, Press, Photo Gallery page should be sharable by the user on multiple platforms such as Facebook, Twitter, WhatsApp, Email etc.

#### **Key Components:**

**Countries Tab:** This exclusive tab can be added in the menu bar which will have region wise classification of the countries. By clicking on each country – visitor can see general information about the country with respect to ISA like Demand aggregated / Ongoing projects / Capacity building initiatives / Advocacy efforts, etc. in that country. A template has to be created so that each country can showcase information in the similar manner. Also, integration of EoDS platform with the countries pages to publish the data of the respective countries.

**EODS Platform:** As an Alliance of 110+ member countries, we work with governments across the world on deployment and scaling up of solar energy. To monitor progress of the solar ecosystem across these countries, the ISA comes out with a flagship annual publication - 'Ease of doing Solar (EoDS)'.

A full-scale edition of the EoDS report featuring 80 countries was released in 2020 after a pilot version of EoDS was published in 2019 covering four countries. With the addition of 18 new members to the Alliance, in EoDS 2021, 98 countries were covered.

This year, for EoDS 2022, a few more members have joined ISA taking the coverage to 107 countries. ISA has conceptualized the EoDS 2022 framework for assessing countries across seven key drivers (macroeconomy, policy enablers, technological feasibility, market maturity, infrastructure, financing ecosystem, and energy imperatives). Findings from the assessment are detailed in this report that can be used by Governments, Investors and Financial Institutions (FIs) to identify major challenges and drivers. EoDS 2022 edition has been prepared through a structured framework, and extensive data research & analysis, and it aims to highlight and support our member countries to improve their strengths and address challenges. The report provides insights to stakeholders across the solar ecosystem on current progress, best practices, emerging models, digital technologies, financing mechanisms, etc. in ISA member countries.

**Platform Technology:** EODS is in development stage on Power BI platform.

**Login Tab:** Countries NFP's, CP's Login, and Staff Login

**Countries NFP's, CP's Login:**

- a) Multiple logins for each country
- b) Country page update
- c) Minister, NFP/ANFP, CP's profile update, Password change and archival section for the former Minister, NFP/ANFP and CP's.
- d) Email Integration (All functions of email)
- e) Notification Tab
- f) Calendar for Training/Meeting/Event with an option to add or merge Outlook Calendar
- g) Section to upload the document with following permissions.
  - Share with ISA official.
  - Read only and share with ISA extranet.

(In both the cases ISA will have the final approval to make the document live on the website.)

- h) Access to governance documents
- i) Access to reports/documents of their respective countries
- j) **Registration for Governance Meetings**
  - Registration for Standing Committee
  - Registration for Regional Committee
  - Registration for Assembly and the registration page should be shareable with a link.
    - After registration one acknowledgement mail will be sent to the respective email and print option should be there.
    - Once ISA official approve the registration then confirmation email will be sent, and print option should be there.
    - Multiple registrations
- k) Chatbot for help (Notification will come to ISA official by email)
- l) Integration of **EODS** platform: NFPs can view the data, reports and they will give the input as well.
- m) Agency will develop informative tutorials for the users.

**Staff Login:**

- a) User based access to the modules of the website.
  - Content Management
  - Media and Social Media Management
  - Career Management
  - Programme and Initiatives Management

- User Role Management (Permissions Management)
  - Security and Backup Management\
  - Visitor tracking
  - Feedback management
  - Super Admin
- b) Integration of Outlook Email system
- c) Integration with the EODS platform
- d) Integration with Flickr, YouTube, and other custom media sharing apps.
- e) Registration for Governance Meetings
- f) Dedicated dashboard to approve/reject the registration and generate the report of the governance registration module. The acknowledgement and confirmation email will be sent automatically.
- g) Single Sign On redirection to access the below applications:
- SAP
  - Document Management System
  - Repository on Regulations
  - Hydrogen Portal
  - Office 365

### 1. Testing and other activities

The agency will suggest server specifications to host the website. ISA will provide the cloud server as per the specifications.

- a) Load testing
- The maximum operating capacity of an application
  - Determine whether the current infrastructure is sufficient to run the application.
  - Sustainability of application with respect to peak user load
  - Number of concurrent users that an application can support, and scalability to allow more users to access it.

b) User testing

- Surveys
- Usability testing (UX research)
- Make corrections to the system as needed.

### 2. Training Session/Documentation

- Content management and system operation should be simple enough for non-technical people to use. However, it is expected that any system implemented will require some amount of training. Agency will provide user manuals and conduct training sessions for each operational role.

- The user manual will describe common use cases for the system and step through the completion of these use cases. Each use case will be demonstrated in a training session, and time will be included for a question-and-answer session to cover outstanding issues.
- Develop training manuals to cover each aspect of content creation and management in the system.
- Deliver said document during a training session to be held in an agreed upon location. Facilitate a question-and-answer period immediately following the training session.

### 3. IT Administration

ISA IT department will require following things:

- Admin Manual
- Deployment Steps - Backup & Restore
- Report on Open Bugs / Known Issues
- Code Handover / Walkthrough
- Portal Walkthrough
- Solution Files (Build & Packages)
- Failure & Recovery Steps (Disaster Recovery)
- Project Documents (Project Plans, Test Cases, Test Scripts/Reports, Change Requests, Project Status Reports during build, any other relevant technical documents)
- Security design within the solution, management of identity / user roles and role assignment and security administration

#### Additional Notes:

The vendor must ensure a consistent visual language on the new site by introducing fixed styles in templates ensuring consistency in fonts, formatting, icons, images, layout techniques.

1. The new look and feel should be adapted to homepage, sections, subsections, and the following components of the site: article template, resource webpage template, publication/guidance webpage template, country story webpage template, event webpage template.
2. Standard page elements including header, footer, tabs, persistent navigation, contact us, email and page print options should be included in the new templates.
3. The new templates should guarantee that most recent content on the site is captured in automatically in the homepage in an organized way following specific categories, tags or other custom taxonomies.
4. All section and subsection webpages should incorporate functionalities to guarantee the latest information on that section and sub-section is displayed (news, resources, publication/guidance, country stories, events).
5. The current sections and sub-sections of the site should be adapted using the new templates. These sections include blog posts and pages.

**Website Hosting:**

The website would be hosted at cloud server environment. Hosting of the website will be done by the agency with the allocated credentials provided by the IT Department ISA. Agency will need to work closely with ISA IT Department and Cloud server team to deploy the designed and developed website on cloud server.

**Website Maintenance:**

The maintenance support for three years after successful launching of the website, extendable for one more year as per the performance of the services. The website maintenance covers following items:

- Maintenance of CMS and technical modifications as and when required.
- Creation of new web pages within existing site as and when required.
- Website design changes as and when required.
- Website technical functionality upgrade as and when required.
- Monitoring and maintaining website speed, sign up process, navigation links etc.
- To design and upload banners, jQuery, graph artwork, info graphics and audio – video files etc. on the website.
- Formatting and posting of content updates, images, videos etc. on regular basis.
- Conversion of documents to required format such as HTML/HTML5.
- Bug fixing and keeping website (s) secured from all possible cyber-attacks and hackers at all times.
- Security audit as and when required.
- Execution of SEO inputs provided by the ISA.
- Content upload and website support on 24X7 basis.
- Keeping activity log for all web updates.
- Creation and maintenance of archive section on the website.
- Trouble shooting.

**Scope of work for Design, Development, Implementation and Maintenance of Mobile App for ISA**

A Mobile App needs to be designed, developed, implemented, and maintained for the ISA for its website [www.isolaralliance.org](http://www.isolaralliance.org) with the following main objectives:

- a) To integrate easy to use Content Management System for easily managing overall content of the App.
- b) To make Mobile App accessible on all platforms like Android, iOS etc.
- c) To provide information to users with minimum number of clicks.
- d) Development of consistent visual elements and Mobile App architecture that is scalable and expandable and W3 compliant.
- e) Enhance the presentation of the content of ISA.

The scope of work for design, development, implementation and maintenance of Mobile App will include the following:

- Native App for Android, iOS for iPhone, iPad etc.
- Mobile App must be aesthetic and intuitive in design and must be multilingual (In all UN languages) with uniform and user-friendly presentation of the contents.
- At least three design options need to be provided with technical proposal for home as well as inner page of the proposed App. Upon selection, selected agency will need to provide FRESH designs for Mobile App for the committee to choose from. Committee will reserve the right to choose and finalise the design for mobile app. Development of the App will start only after the design of the App gets finalized.
- App must be designed, developed, and maintained according to W3C Guidelines and GDPR compliance.
- The App must be developed using well established technologies preferably Open Source environment without using any third party tool or frame work, which may incur any financial implication to the ISA.
- Content migration from [www.isolaralliance.org](http://www.isolaralliance.org)
- Clearance of security audit of the App by Department of Electronics and Information Technology (DEITY) empanelled agency.
- Comprehensive SEARCH functionality on homepage as well as each section of the website.
- Creation of documents including user and technical manuals.
- Providing training to the users of the ISA.
- Transfer of Source code and other credentials to the ISA IT Department.

**General requirements:**

- a) Should use the content available on [www.isolaralliance.org](http://www.isolaralliance.org)
- b) Strong social media integration.
- c) User registration mechanism for Governance meetings, Events, webinars, and trainings etc.
- d) Offline capabilities.
- e) Detailed analytics including the no. of downloads and user behaviour needs to be provided during maintenance of App.
- f) User feedback and reviews mechanism.
- g) Search, View and download mechanism for documents and the information which is available on the mobile app and website.
- h) Analytics mechanism to track and identify user experience and actions.
- i) Mobile App must have SEO friendly attributes.
- j) App should be able to accommodate the future scalability requirements.
- k) App Admin should be easy in terms of usability and changes in design & content.
- l) Network level security, traffic to be encrypted using secured connectivity.
- m) Continuity measures, risk management plan for the continuity of services and data backup policy.

- n) Functional Requirement Documentation, App Design Documentation, App Installation guide, App Administration guide and App User Operation document to be provided.
- o) Identify risks if any post App implementation along with mitigation plan.
- p) Storage disk space and memory required for the proposed App.
- q) List out the assumptions related to load & infrastructure (such as mobile specifications, internet bandwidth etc.) so that response time is < 20 seconds.
- r) Delivery should be in the form of a published app in the respective marketplace and will be the property of ISA.
- s) Performance Testing, Security Testing & Usability Testing.
- t) Overall Integration, User acceptance testing & Go-Live.
- u) Mobile App download based on phone OS and services.
- v) Feature for update application with permission to download
- w) One time download. No running cost for user.
- x) Role based access to officials of the ISA to update the content.
- y) Handover, guidance and training to officials of the ISA to make design changes, to update content and to maintain the proposed solution.

#### **Accessibility of Mobile App Structure**

- a) Aesthetic and user friendly.
- b) Structure overall content with proper tagging to make it reader friendly.
- c) Ensure Compatibility with all platforms like Android & Mac iOS etc.
- d) Design should be coded using Open-Source Tools.
- e) Resolution independent design structure.

#### **Dynamic Content Management System (CMS)**

CMS should have the following features:

- a) Dynamic menus: Menus and Submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS and stored in database.
- b) Audit Trail: Administrators should have access to one log in the backend or individual logs of each page where authorised user can view from which ever place the Mobile App is viewed with daily reports.
- c) Role based admin access: An administrator can grant as little or as much control to content editors as needed to other controlling accounts to the Mobile App, which means if an authorised user has to update any section in Mobile App, for example About Us section, then user can modify only About Us section. All other sections should appear disabled to that user.
- d) CSS Styled Content: All aspects of the core functionality should be styled on the Mobile App. Most extensions should be styled through CSS.



- e) Minimal Training Required: Editing content should be as easy as editing the Microsoft word.
- f) Each element on the Mobile App should easily be modified.

#### **Feedback Management**

- a) To develop an online form for collecting feedback from Mobile App users.
- b) All the feedback data should be emailed to the designated officer's email ID.
- c) A copy of all the feedbacks received should be stored in Database on server for subsequent review by the IT Department ISA.

#### **Mobile Apps Statistics**

- a) App traffic details/analytics should be provided to analyse the popularity of the Mobile App and visitors' behaviour pattern on the Mobile App.
- b) Mobile App hits should be provided.

#### **Onsite training**

Training to staff on overall workflow of the developed solution and backend administration functions should be provided.

#### **Maintenance of the Mobile App:**

Vendor should maintain the App for a period of three years from the date of successful launch of mobile App. Vendor should provide technical support via email; phone, remote login and in person (if required) to address, analyse and fix any technical glitches within the existing features within 4 working hours. The scope of technical support includes rectification of errors within the already developed solution.

The update/maintenance in the source code of the Mobile App should also include quality assurance i.e., Mobile Apps should be hosted after extensive testing and Apps must be 100% bug free. Maintenance also includes design updates and enhancements.

#### **Duration:**

This contract duration for website development and Mobile application development work will be awarded for a duration of 4 months and 3 Months Post Go Live Support. Contract for AMC will be for a year and extendable up to 2 years.

#### **\*\* Attach LOI/Work Order/ Contract copy (Mandatory)**

Letter from the Client for satisfactory completion of the project / Appreciation letter from Client / CERT-in Certificate/ STQC Certification would be given additional weightage.

### Vendor's Experience

S. No	Item	Details
1.	Name of the project (Also specify the name of website/portal/web application AND URL of the website/portal/Web application)	
2.	Client Details	
3.	Name, Title & Address of the Client who can be contacted	
4.	Project Duration	
5.	Start Date & End Date	
6.	Scope of work	
7.	Relevant work domain	
8.	Software Tools & Technology used	
9.	Total Efforts in Man months	
10.	Contract Value (In Lakhs)	

### Experience Summary

SL No	Project Name	Client Name	Start & End Date	Activities Relevant to Scope	Contract Value (INR)	Efforts in Man Months
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						

### Delivery Requirements

Delivery Requirements	
<b>Delivery date and time</b>	Bidder shall complete the delivery and installation within 90 days from the issuance of Contract.
<b>Delivery Terms (INCOTERMS 2020)</b>	Delivered at Place
<b>Customs clearance (must be linked to INCOTERM)</b>	<input type="checkbox"/> Not applicable Shall be done by: <input type="checkbox"/> Name of organisation (where applicable) <input checked="" type="checkbox"/> Supplier/bidder <input type="checkbox"/> Freight Forwarder

<b>Exact Address(es) of Delivery Location(s)</b>	Kiribati Institute of Technology, Kiribati
<b>Distribution of shipping documents (if using freight forwarder)</b>	Bidder responsibility
<b>Packing Requirements</b>	Safe delivery of supplies, handling will be bidders responsibility
<b>Training on Operations and Maintenance</b>	Within 30 days of delivery and installation
<b>Warranty Period</b>	At least one year
<b>After-sales service and local service support requirements</b>	One year
<b>Preferred Mode of Transport</b>	Air

**NOTES:**

- 1.The products/goods/parts of machineries must be recalled by the manufacturer/ bidder/ supplier at the manufacturers/ bidder/ suppliers cost if rejected by ISA/ purchaser or end user because of the problems with quality. The supplier/ bidder/ manufacturer will be obliged to replace the products/goods/parts of machineries in question at its own cost with a new one of acceptable quality.
- 2.The supplier will be responsible for protection of materials, property and equipment before successful delivery and handover to ISA.
3. Prices quoted must be inclusive of all costs necessary to supply these items, including delivery, warranty, transport cost, insurance, materials, installation, training and commissioning etc.

## ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

### Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No      If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting such issues (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Is your company a member of the UN Global Compact	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
<b>Previous relevant experience: 3 contracts</b>				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

**Bidder's Declaration**

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Requirements and Terms and Conditions:</b> I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Ethics:</b> In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : <a href="https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct">https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</a> and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Conflict of interest:</b> I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Prohibitions, Sanctions:</b> I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	<b>Bankruptcy:</b> I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	<b>Offer Validity Period:</b> I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: \_\_\_\_\_

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Date: Click or tap to enter a date.

### Annex 3: Financial Offer

Provide a lump sum for the provision of the services stated in the Terms of Reference your technical offer. The lump sum should include all costs of preparing and delivering the Services.

#### Cost Breakdown by Cost Component:

- The bidder should fill the below table to highlight the task the bidder is bidding for. One bidder can submit the bid for 1 or more tasks.

Type of Task	Preference (Yes/No)	Total cost proposed for individual task (All Inclusive)
Website Development work		
Mobile App Development work		
AMC for website (1 Year)		
AMC for Mobile App (1 Year)		

#### Form for Submitting Service Provider's Financial Proposal:

Sl. No.	Description of Deliverables For Web and Mobile	Release of payment	Cost in INR/US Dollars
1.	On signing of the contract and Resource allocation	10%	
2.	On submission of Blueprint and Design of website and Mobile App	20%	
3.	UAT Sign Off	30%	
4.	Go Live Sign Off	30%	
5.	Post Go Live Support	10%	