

REQUEST FOR QUOTATION (RFQ)

RFQ Reference: 009/05/RFQ/ISA	Date: 23 May 2022
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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

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.

Thank you and we look forward to receiving your quotations.

Issued by:

Signature:



Name: Vineet Mathur

Title: Admin. & Procurement Analyst

Date: 23 May 2022

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by ISA.</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>
Deadline for the Submission of Quotation	<p>6 June 2022 18.00 Hrs (IST)</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/.</p>
Method of Submission	<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 Click or tap here to enter text.</p> <p>Bid submission address: procurement@isolaralliance.org</p> <ul style="list-style-type: none"> ▪ File Format: pdf, jpeg, zip ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 35 MB ▪ Mandatory subject of email: RFQ for ISA website revamp work, AMC contract and hiring two resources for Database project. ▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y”. ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible.
Cost of preparation of quotation	<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>
Supplier Code of Conduct, Fraud, Corruption,	<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.</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>
Gifts and Hospitality	<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 vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a ISA contract.</p>

Conflict of Interest	<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>						
General Conditions of Contract	<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>Select the applicable GTC:</p> <p>✓ General Terms and Conditions / Special Conditions for Contract.</p>						
Special Conditions of Contract	<p>✓ Cancellation of PO/Contract if the delivery/completion is delayed by [indicate number of days]</p> <p><input type="checkbox"/> Others [pls. specify]</p>						
Eligibility	<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>a. Certificate of Registration of the company</p> <p>2. Relevant Experience:</p> <p>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> <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.</p> <p>c. Minimum average annual turnover of INR: 30 Crore for the last 3 years</p> <p>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:</p> <table border="1" data-bbox="375 1809 1433 2018"> <thead> <tr> <th data-bbox="375 1809 475 1854">S.No.</th> <th data-bbox="475 1809 1002 1854">Role & Qualification</th> <th data-bbox="1002 1809 1433 1854">Experience & Job Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="375 1854 475 2018">1.</td> <td data-bbox="475 1854 1002 2018">Business Analyst Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/MBA (Computer Science/IT) or any other related technical qualifications/certifications from reputed</td> <td data-bbox="1002 1854 1433 2018">5+ years of hands-on experience working on the proposed solutions preferably for Government Sector / PSU / NPO / International Organization – websites and mobile</td> </tr> </tbody> </table>	S.No.	Role & Qualification	Experience & Job Description	1.	Business Analyst Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/MBA (Computer Science/IT) or any other related technical qualifications/certifications from reputed	5+ years of hands-on experience working on the proposed solutions preferably for Government Sector / PSU / NPO / International Organization – websites and mobile
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1.	Business Analyst Desired Qualifications: B.E/B.Tech/BSc/MCA/MSc/MBA (Computer Science/IT) or any other related technical qualifications/certifications from reputed	5+ years of hands-on experience working on the proposed solutions preferably for Government Sector / PSU / NPO / International Organization – websites and mobile					

	<p>institutes in the field would be desirable. Certification of the proposed solution will be preferable.</p>	<p>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 & PWA (Full Stack Developer) 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 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 and compliance to the implementation/integration/security guidelines mandated by OEM for the proposed solution.</p>
4.	<p>Project Manager 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>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</p>

			<p>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.</p>
	5.	<p>Test Engineer / QA 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>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.</p>
	6.	<p>SEO Specialist 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>	<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.</p>
<p>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> <p>Bidders who are not fulfilling all the above criteria will not be considered.</p> <p>3. Financial soundness: <i>Latest 3 years Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc.</i></p> <p><i>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.</i></p>			
Currency of Quotation	Quotations shall be quoted in INDIAN RUPEES		

Joint Venture, Consortium or Association	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.
Only one Bid	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. Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following: 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 b) they have the same legal representative for purposes of this RFQ; or 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; 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 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.
Duties and taxes	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: All prices must: <input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes
Language of quotation	ENGLISH
Documents to be submitted	Bidders shall include the following documents in their quotation: <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Company Profile. <input checked="" type="checkbox"/> Registration certificate; <input checked="" type="checkbox"/> Resume of technical team members and technical certifications, if any
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	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.
Partial Quotes	<ul style="list-style-type: none"> • <input type="checkbox"/> Permitted • One or more Proposers, depending on the following factors: • One contract will be awarded per task • Task-1- ISA website revamp work, • Task-2- AMC contract and • Task-3 - Hiring two resources for Database project.

	<ul style="list-style-type: none"> ISA will award one contract per task to One bidder might be awarded multiple contracts, based on the evaluation.
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms	<input checked="" type="checkbox"/> 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation. <input checked="" type="checkbox"/> Other Click or tap here to enter text.
Conditions for Release of Payment	<input checked="" type="checkbox"/> Written Acceptance of Services based on full compliance with RFQ requirements <input type="checkbox"/> Others [pls. specify]
Contact Person for correspondence, notifications and clarifications	<p>E-mail address: procurement@isolaralliance.org Attention: Quotations shall not be submitted to this address but to the address for quotation submission above. Otherwise, offer shall be disqualified. 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>
Clarifications	<p>Requests for clarification from bidders will not be accepted any later than 5 days before the submission deadline. Responses to request for clarification will be communicated procurement@isolaralliance.org</p>
Evaluation method	<input checked="" type="checkbox"/> The Contract or Purchase Order will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract
Right not to accept any quotation	<p>ISA is not bound to accept any quotation, nor award a contract or Purchase Order</p>
Right to vary requirement at time of award	<p>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.</p>
Type of Contract to be awarded	<input checked="" type="checkbox"/> Contract for Works
Expected date for contract award.	<p>June 2022</p>
Publication of Contract Award	<p>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.</p>
Policies and procedures	<p>This RFQ is conducted in accordance with ISA Programme and Operations Policies and Procedures</p>
UNGM registration	<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 www.ungm.org. 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

Deliverables Summary:

1. Enhanced functionalities to provide a better experience to users.
2. New sections to be developed and integrated in the ISA website.
3. User manual and training module for the support staff and system administrators to perform content upload, system maintenance and administration.
4. Support and maintenance: Administrative and technical support, quality control for a period of one year.
5. Source code handover: Full source code including all developed libraries shall be handed over to ISA IT team.

Deliverables clause

Once a company is selected, the contract may be amended with a time and materials to capture new specific developments on the site upon request of the ISA.

Scope of Work for Website Revamp:

1. Review existing technical architecture, identify gaps and design updated architecture.
2. Implement all necessary additions or changes to the Web infrastructure to support the new functional requirements.
3. Complete all development of the new website, including CMS development and configuration, front-end development, and integration with existing and new systems.
4. Define and create roles required for enforcing the security of the website.
5. Define user specific Roles & Permissions i.e., assign users page-wise, microsite-wise, section-wise, component-wise, module-wise access permissions i.e., to Create, Update, Delete, View, Review, Publish etc.
6. Define and create roles in the CMS for timely content management and approvals on the website.
7. An authorization matrix shall be put in place for providing privileges to the users by mapping them to specific roles. Access controls and management, including user creation with proper grouping and rights and all necessary services for user management must be undertaken.
8. Perform and/or manage content migration in cooperation with site managers within the ISA units to ensure all intended functionalities are available with the new site(s)
9. Create system and end-user documentation, and conduct training for end users and IT support staff.
10. Provide post-launch support for a period of three months (see below).
11. All website designs should be Responsive with flexible layouts and images, cascading style sheets, media queries according to visitor's screen size and orientation etc.
12. The implementation should meet industry best-practice for search engine optimization, boosting the search rankings of isolaralliance.org content and leading to more website visits.
13. Re-structure of current website preferably on NodeJS platform.

Key components:

Menu Style:

- Change of Menu style from Hamburger to Standard Horizontal Menu providing horizontal text-based navigation.
- Development of Detailed sitemap based on & retaining but not limited to all the elements of the current ongoing version. The vendor has to suggest the best possible simplest way to include all the necessary information without being repetitive.

The new sitemap will also include the following tabs:

1. **Countries tab:** This exclusive tab can be added in the menu bar which will have region wise classification of the member countries. By clicking on each member country – visitor can see general information about the country with respect to ISA like Demand aggregated / Ongoing projects / Capacity building initiatives / Advocacy efforts in that country. A template has to be created so that each country can showcase information in the similar manner.
2. **ISA Infopedia tab:** This tab will have updated Information Hub, Solar Directory, Solar Academy- MOOCH Courses. The complete package of APIs to be pulled from Infopedia site that already exists.
3. **Member Login:** There must be login button for the member countries' National focal points. Admin could maintain the users record and password recovery availability. The page should have appropriate access to their respective official documents (with upload/download feature and option to select view permit – private/public/across other member countries).
4. **Language:** This option can be placed at the top right of the main webpage.
5. **Events tab:** with dynamic event calendar feature
6. **Trainings tab:** Information about trainings/upcoming courses/photo gallery/training partners/testimonials.

Additional features on the Home Page:

- Video content feature.
- Two additional dynamic master banners on the home page depicting the offerings of the ISA/what we do.
- Advance Search box needs to be created 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).
- Registration feature for events/webinars/Virtual Forums/trainings/high-level meetings/etc.
- Newsletter Subscription feature to be added.
- The social media buttons can just be placed at the bottom of the web page.
- SPOTLIGHT – Program-wise separate micro-sites to be created to have an interactive interface for data gathering/uploading/downloading with appropriate level of approvals at “on-click” action.
- AI Chatbot features to be created related to Solar domain multilingual and other innovative ideas.

Additional Tools:

- A tool like Global Atlas for Renewable Energy (free web platform that allows its users to find maps of renewable energy resources for locations across the world) can be designed for Solar resources for ISA Website.
- Project Navigator Tool for member countries to provide state-of-the-art project development guidelines for several types of solar energy projects featuring real-life case studies and practical tools such as models, checklists and forms that can be applied to prepare bankable project proposals and facilitate the access to financing.

Integration with other platforms/tools:

- SAP ERP
- Microsoft Office 365
- Flickr
- YouTube and other social media platforms
- Visitors' tracker.
- Content Management System to maintain (edit/update/delete) the ISA website with innovative features
- Custom reports for audit purpose should be made available to the Admin.
- Responsiveness
- Any new integrations as per requirements.

Integration with other platforms/tools:

1. Establish Content Management System (based on the approved design/structure)

- Develop a content management system.
- Refine the hosting environment as needed to ensure proper operation of the new website.

2. Configure and Customize Content Management System

- Create necessary content types as outlined in the information architecture project phase.
- Create site structure as mentioned above.
- Create site templates that accurately reflect agreed upon designs, using a combination of HTML, CSS and JavaScript as necessary.
- Create users, roles, and workflows as agreed with content owners and stakeholders.
- Enter content.
- Design/develop user registration and the access control mechanism.
- Migrate data from previous Web properties (PDFs, docs). The Contractor will work with ISA IT or the site managers within ISA units to access these documents via the aforementioned backup process and system access.
- Refine and optimize site for search engine optimization.
- Consolidate ISA platform registration and sign-in.

3. Testing

The contractor will be responsible for creating server environment specifications and communicating that with the ISA IT team. ISA IT will be responsible for provisioning the environment per these specifications and will make adjustments to them as needed resulting from the load testing process. This section refers to testing the hosted environment and the CMS code – not the functional testing of the user experience and content.

a) Load testing

- Generate load testing scripts based on common user interactions.
- Work with a load-testing vendor to simulate the desired number of concurrent users interacting with the system. Implementing best practices, a member of the ISA IT team, and a technician working with AWS will need to be present during this testing.
- The AWS technician will adjust the hosting environment as necessary for performance optimization.

b) User testing

- Develop use case scenarios to cover common user interactions with both the front-end and the backend of the site.
- Perform user testing following the used case scenarios.
- Make corrections to the system as needed.

4. 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. It is expected that the Contractor will provide training documents and conduct training sessions for each operational role.

The training document 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.

5. 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:

1. The vendor has to ensure a consistent visual language on the new site by introducing fixed styles in templates ensuring consistency in fonts, formatting, icons, images, layout techniques.
2. 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.
3. Standard page elements including header, footer, tabs, persistent navigation, contact us, email and page print options should be included in the new templates.
4. 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.
5. 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).
6. The current sections and sub-sections of the site should be adapted using the new templates. These sections include blog posts and pages.
7. Adapt the database of the ISA site to include new categories to display the information in an organic way.

Term of Reference for the website AMC:

1. Vendor would be required to provide Maintenance and Technical Support for the period of contract for all matters related to Website Management, Website Security and Website Hosting.
2. ISA Website is hosted on Virtual Private Cloud of AWS Cloud services.
3. Provide monthly update on various reports to ISA about number of visitors, geographical distribution of visitors, average time spent on the website, most visited sections/pages, etc.
4. Website Monitoring:
 - a) Performance (Alert on website downtime)
 - b) Functionality
 - c) Broken Links
 - d) Traffic Analysis
 - e) Feedback
 - f) Renewal/Implementation SSL, if any
 - g) Website security audit
 - h) Web Bug Fixing within the Existing system
 - i) Backup of the Website

New Development:

Any new development, which require changing the architecture/core layer of the website, implementation/integration of new technologies apart from existing bugs will be estimated on man hour as per complexity and quantum of work.

Charges for the hourly/daily cost of team (based on the amount of work), which will be billed at the end of the month consolidated on approved change request.

Any additional work to be carried out must be in prior consultation with ISA IT Team.

Term of Reference for two developers at ISA:

- Consultant (Developer/Programmer- Backend) – Annex – A
- Consultant (Developer/Programmer- Frontend) – Annex – B

ANNEX-1:

SCOPE OF WORK

Project allotted during the tenure will be mainly related to database management and an interactive dashboard creation on a cloud computing infrastructure. Scoping, Planning, and technical architecture for the project perform a high-level analysis of any new requirement to the solution from a technical standpoint, define architecture blueprints and take complete technical ownership of high-level design, tech stack – from backend systems to frontend aspects and non-functional attributes, own the technology roadmap and vision of the team.

The developer/programmer will directly support the ISA's Assistant Director-General and work closely and administratively report to the Assistant Director-General. She/he will be responsible for ensuring the quality of the framework to be developed along with data privacy at the ISA Secretariat. The developer/programmer may be requested to perform other relevant duties, as required.

KEY DELIVERABLES

1. Hands-on expertise with Architecting and developing large-scale web applications with MERN stack.
2. Experience with the operational aspects of deploying and operating in a cloud environment.
3. Extensive hands-on experience in NodeJS, Express, and MongoDB-related tech stack building REST APIs with experience/exposure to front-end stack like React and React Native.
4. Strong experience using Google Cloud Storage, Compute Engine, Google Cloud Functions, API Gateway
5. Integrate multiple data sources and databases into one system
6. Creation of database schemas that represent and support business processes, and can implement unit tests
7. A Basic understanding of front-end technologies and platforms, such as JavaScript, HTML5, and CSS3
8. Experience in code versioning tools such as Git
9. Knowledge of enterprise design patterns, modern frameworks, and practices
10. Experience in an Agile Development working environment is added advantage.
11. Understanding of security best practices.
12. Solid troubleshooting skills and ability to suggest to team members ways to look for the root cause of problems.
13. Deep understanding of continuous integration, continuous delivery, and DevOps principles. Embrace cloud mindset and creativity in your team.

ELIGIBILITY CRITERIA AND EXPERIENCE REQUIRED

1. 6 to 9 years of experience in developing products with at least 1-year Team lead role.
2. Proven experience in MongoDB & NodeJS
3. Full-time Degree in Engineering in Computer Science & Engineering/Information Technology or Master's in Computer Application (MCA) from Recognized University/Institute with 60% aggregate marks.
4. Good command in language-English

COMPETENCIES

Professionalism: Shows pride in work and achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines, and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

Communication: Speaks and writes clearly and effectively; able to interact with senior government and private sector leadership; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed; ability to disseminate information through online platforms, social media, and traditional methods.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts by a final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Planning & Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

TENURE

It will be initially for six months, which could be further extended.

ANNEX-2

SCOPE OF WORK

Project allotted during the tenure will be mainly related to creating an interactive dashboard having backend integration with a database and other platforms on a cloud computing infrastructure. Conversion of structured/unstructured data from one format to another format.

The developer/programmer will directly support the ISA's Assistant Director-General and work closely and administratively report to the Assistant Director-General. She/he will be responsible for ensuring the quality of the framework to be developed along with data privacy at the ISA Secretariat. The developer/programmer may be requested to perform other relevant duties, as required.

KEY DELIVERABLES

1. Strong experience in developing user-facing features using NodeJS/ReactJS/AngularJS is mandatory
2. Skill – AngularJS/ReactJS (client-side programming), HTML/CSS, JavaScript fundamentals + ES6, Git, Redux, Node + NPM, Cognitive services (Q&A maker), Dialog Flows
3. Proficiency with Data visualization and charting tools/frameworks
4. Experience in scripting using JavaScript/Perl/Power-shell desired
5. Knowledge of developing RESTful web services using NodeJS
6. Working experience in advanced JavaScript libraries and frameworks, such as ReactJS, NodeJS, and JQuery
7. Strong working experience of front-end technologies, such as HTML5 and CSS3
8. Integration with Google Cloud Services/VMware is desired
9. Basic knowledge of MongoDB desired in a modern web framework REST API services
10. Excellent knowledge of APIs, Networks, and Operating Systems (flavors of Unix; Linux preferred)
11. Deep knowledge of software development best practices, including coding standards, code reviews, source control management, build process, continuous integration, and continuous delivery
12. Daily coordination with key internal stakeholders at ISA for advising on stakeholder engagement and outreach activities
13. Monthly progress review with ISA leadership on strategy development and testing, and on stakeholder engagement and outreach activities

ELIGIBILITY CRITERIA AND EXPERIENCE REQUIRED

5. 6 to 9 years of experience in developing products with at least 1-year Team lead role.
6. Proven experience in MongoDB & NodeJS
7. Full-time Degree in Engineering in Computer Science & Engineering/Information Technology or Master's in Computer Application (MCA) from Recognized University/Institute with 60% aggregate marks.
8. Good command in language-English

COMPETENCIES

Professionalism: Shows pride in work and achievements; demonstrates professional competence and mastery of subject matter; is conscientious and efficient in meeting commitments, observing deadlines, and achieving results; is motivated by professional rather than personal concerns; shows persistence when faced with difficult problems or challenges; remains calm in stressful situations.

Communication: Speaks and writes clearly and effectively; able to interact with senior government and private sector leadership; listens to others, correctly interprets messages from others and responds appropriately; asks questions to clarify, and exhibits interest in having two-way communication; tailors language, tone, style and format to match audience; demonstrates openness in sharing information and keeping people informed; ability to disseminate information through online platforms, social media, and traditional methods.

Teamwork: Works collaboratively with colleagues to achieve organizational goals; solicits input by genuinely valuing others' ideas and expertise; is willing to learn from others; places team agenda before personal agenda; supports and acts by a final group decision, even when such decisions may not entirely reflect own position; shares credit for team accomplishments and accepts joint responsibility for team shortcomings.

Planning & Organizing: Develops clear goals that are consistent with agreed strategies; identifies priority activities and assignments; adjusts priorities as required; allocates appropriate amount of time and resources for completing work; foresees risks and allows for contingencies when planning; monitors and adjusts plans and actions as necessary; uses time efficiently.

TENURE

It will be initially for six months, which could be further extended.

Duration:

This contract duration for website revamp work will be awarded for a duration of 6 months (till December 2022) and contract for AMC will be for a year and extendable up to 2 years.

The contract duration of two developers is indicated in the TOR above.

ANNEX 3: 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	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

institutions promoting such issues (If yes, provide a Copy)				
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.		
Previous relevant experience: 3 contracts				
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"/>	Requirements and Terms and Conditions: 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"/>	Ethics: 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 : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: 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"/>	Prohibitions, Sanctions: 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.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: 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.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: 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:

ANNEX 4: TECHNICAL AND FINANCIAL OFFER - SERVICES

Bidders are requested to complete this form, sign it and return it as part of their quotation along with Annex 2 Quotation Submission Form. 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.

Technical Offer

Provide the following:

- a brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference.
- a brief methodology, approach and implementation plan;
- team composition and CVs of key personnel

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 revamp work		
AMC contract for one year		
Monthly cost of Developer 1 Monthly cost of Developer 2		

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter – offer
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
Exact name and address of company	Authorized Signature:

<p>Company NameClick or tap here to enter text.</p> <p>Address: Click or tap here to enter text.</p> <p>Click or tap here to enter text.</p> <p>Phone No.:Click or tap here to enter text.</p> <p>Email Address:Click or tap here to enter text.</p>	<p>Date:Click or tap here to enter text.</p> <p>Name:Click or tap here to enter text.</p> <p>Functional Title of Authorised Signatory:Click or tap here to enter text.</p> <p>Email Address: Click or tap here to enter text.</p>
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