Terms of Reference
for
Design, Development and Maintenance of Intranet for UN in India

(Closing date for Proposal Submission: 18th December, 2012, 17:30 hrs, IST)

I. Organizational Context

As many as 24 UN agencies, funds and programmes comprise the United Nations in India. The Heads of Agencies form the UN Country Team (UNCT), chaired by the UN Resident Coordinator (UNRC), who is responsible for the collective work of the agencies at the country level. The UN Resident Coordinator’s Office (UN RCO) supports the work of the UNRC and implementation of the UNCT work plan.

The collective work of the UN is facilitated through a number of inter-agency teams. The UNRCo aims to develop an Intranet to provide a forum for information sharing and exchange to facilitate the work of the inter-agency teams, the UNCT and the RCO.

II. Functions / Key Results Expected

The hired company / Vendor / Agency will be required to create a web platform ensuring the completion of following tasks within the timeline (listed below with priority):

- **Interactive and appealing web design**: Web Designs are very subjective, we expect the hired company to show-case their best elements in delivering a best suited intranet design options.
- **Secured & Authenticated Web Access**: Intranet should be secured through SSL Certificate. Access to Intranet to be authenticated. Members in different agencies / different locations / state should be able to access it with ease.
- **Document Management System (DMS)**: Document upload (any file format) with Description - Who uploaded - Date of upload - File Format etc., creation of new relevant page (if required), Mouse Over description on File Name (compatible to major OS and Browser) image uploaded should be uploaded with mandatory keywords / tags / fields (will be decided later) – for internal Search Indexing.
- **Photo & Video Bank**:
  - Generating auto thumbnail for quick view in the photo gallery;
  - With features such as caption, Date uploaded, copyright info for video and audio;
  - Download large size / medium / Small size of photographs as option for user;
  - Create Folders and Sub Folder;
  - Share / send via email link and photograph(optional);
  - Give Star Ratings & Comments on Photograph & Video;

  (*Video could be uploaded on other websites, with streaming option on Intranet*)
- **Blog**: Intranet should be capable of having Blog(s), with different themes / designs (at-least 3 themes / designs to choose from).
- **Discussion Forum**: Intranet should be capable of hosting a quick and basic level of discussion with and w/o moderation of comments.
- **Survey & Poll**: Intranet should be able to conduct a survey of around 10 to 20 questions and Polling / voting system should also be available.
- **Wiki**: A draft policy or a report could be uploaded with an option of inviting few members to share their comments (example, Google Docs, Wikipedia).

- **Level of Access Rights**:
  - Users with Read permission;
  - Users with Read and write permission;
  - Users with Read, Write and Delete permission;
  - Administrator;

- **Search**: Basic and Advance Search

- **Member Profile** with their snapshot

- **Analysis**: Intranet Usage analysis monthly report.
  - Who accessed it; What document is uploaded; Frequency of Intranet, pages accessed; *(With other standard Usage Analysis features)*

- **Archive**: Customized and automated Archival of documents, articles, data, video, discussions, polls, survey etc.,

- **Alerts**: Email alerts for members (fortnightly, monthly, customized based on their preference of info / frequency).

### III. IT Acceptance Criteria

The vendor is expected to fulfill the below **IT acceptance criteria**:

- All the web design, development and deployment will be done by vendor in consultation with UNRCO Team. The deployment includes the setting up of environment and installation of the software to be done by the vendor on the UNRCO approved/provided server (including configure SSL).

- The vendor will provide Configuration Documentation and Installation Guide/Standard Operating Procedures (SOP) which should clearly state how to manage the website, details of the database, environment and its configuration.

- The services would be considered to have been delivered when:
  - The application Source code is given by the vendor to the UNRC Office in a DVD or any secondary device, as advised by the UNRCO.
  - The application is installed and all requirements and conditions are met as stated in the IT acceptance criteria and TOR.
  - The application with all its features listed as per this TOR is up and running and available on the web.
  - The End User training is complete and all the users of the application can operate the system, and the Systems Analyst’s overall acceptance of the Intranet.

The **website design** has to follow an **iterative development** process with the involvement of UNRCO Team and **changes have to be accommodated as the website concept and design evolves**. The company should provide alternate home page and sub-page design mocks for final approval by UNRCO Team.

### IV. Deliverables

The Assignment will be considered complete on:

- Training of UNRCO staff on CMS and maintenance of Intranet;
- Installation of the final application which fulfills the IT acceptance criteria;
- Complete handover of installation to UNRCO;
- Transfer of all user rights to UNRCO;
• Submission of required documentation is complete, approved and signed along with the complete Source Code Successful functioning of the application for 90 days (3 months warranty) with no functionality and data issues reported;
• Vendor to run the completed website through a Website Security Auditor Company for security check;
• Vendor must submit the Sample Website Design, Wireframe and Software Requirement Specification (SRS) before final programming stage;
• Vendor to follow Agile Method of development of Intranet.

V. Project Timeline and Warranty

Proposed timeline: The vendor should provide complete detailed timesheet of individuals involved and time of task delivery. Expected timeline is four months from signing of contract.

Warranty: Expect hired company to provide 3 months as warranty / handholding support, after development of Intranet and before start of one year AMC.

VI. Technology

Preference is to develop the UN in India Intranet either on Dot Net or PHP or Open Source CMS technology. UN in India Intranet will not be driven by any pre-defined HQ Templates.

VII. Selection Criteria/ Competencies

<table>
<thead>
<tr>
<th>Serial No.</th>
<th>Category</th>
<th>Allotted Score</th>
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<tbody>
<tr>
<td>1</td>
<td>Overall Response to the RFQ</td>
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<tr>
<td></td>
<td>Quality of Proposal</td>
<td>15</td>
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<td></td>
<td>Understanding of, and responsiveness to, UNRCO India Office requirements;</td>
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<td>Understanding of scope, objectives and completeness of response;</td>
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<td>Overall concord between UNRCO requirements and the proposal.</td>
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<td>2</td>
<td>Methodology</td>
<td>25</td>
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<td>Quality of the proposed approach and methodology;</td>
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<td>Quality of proposed implementation plan, i.e how the bidder will undertake each task, and time-schedules;</td>
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<td>Risk assessment - recognition of the risks/peripheral problems and methods to prevent and manage risks/peripheral problems.</td>
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<td>3</td>
<td>Proposed Team / organizational capacity</td>
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<td>Team leader: Relevant experience, qualifications, and position with firm;</td>
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<td>Team members - Relevant experience, skills &amp; competencies;</td>
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<td>Organization of the team and roles &amp; responsibilities;</td>
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<td>Professional expertise, knowledge and experience with similar projects, contracts, clients and consulting assignments;</td>
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<td>Company Financial status.</td>
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<td>Total</td>
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<td>70</td>
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Please note- scores less than 49, will not be technically qualified to go to the next level of financial evaluation.

| 4          | Financial Proposal                     | 30             |
|            | Financial Scoring based on UNDP Procurement Formula |          |
|            | (Lowest Bidder / Price Quoted * 30)        |                |
| Grand Total | (Technical + Financial)                  | 100            |
VIII. Training, Maintenance / Support Period

- Vendor will host the website during the development process and for 3 months after the completion. Weekly backup will be provided to UNRCO during this period.
- Vendor will transfer the website to specified web server after completion of development.
- Vendor will provide **one year maintenance (after 3 months warranty)** and technical support for the website, as per the details below:
  - **During one year of AMC, following is expected:**
    - **Trouble shooting:** In case site is down, any link is broken, any functionality not working properly etc.
    - **Technical Assistance:** In case Website needs to be moved from one server to another, any patch up-gradation on Open Source CMS and server etc.
    - **Remote support** for assistance in changing/editing/modifying modules, webpage via call or emails (if at all required).
    - **Bug fixes** for any existing functionality.
    - During AMC, hired company is **not expected to upload any content**.
- **Training for User and Administrator**, on using the Intranet with specific Manuals for 3 to 4 Users and ‘1 to 2 Administrators’ in at-least 3 sessions (half a day per session), in UNRCO New Delhi.
- Technical training will be provided with technical Administrator manual (with screenshots) which will include detailed **Data Table Structure** as well.

IX. Intranet Hosting

Hosting services for one / 1 year from the date of completion of website development.

- **Zero downtime assurance;**
- In case of any technical issues / error that occur on the UN India Intranet, vendor will recover the website from the backup and assist in intranet getting up and running;
- Daily Automated backup must be taken;
- Unlimited space on the server should be provided;
- Unlimited data transfer should be provided;
- If UNRCO decides to migrate the Intranet to any other server / location / company, the agency will undertake responsibility for performing the migration;

X. Submission of Proposal

Vendors are requested to structure proposals as follows and provide complete details as indicated:

1. Company Profile (Turnover, Board of Directors, Office location(s); staffing, etc., );
2. Understanding of the Scope of Work;
3. Proposed Methodology / Approach and detailed Timeline with Deliverables;
4. Proposed Technology (with justification);---please highlight the pros & cons of the technology proposed;
5. Team Strength (who will work on this project);
6. **Detailed Cost Break-up** (Design, Programming, AMC*, SSL Certificate, Security Audit, Hosting* (* with recurring charges. Example: 1st Year and for next 2 to 5);
7. Sample(s) of similar work-done (please list active web address);
8. Hosting Service (if you provide such services) (optional).

Proposals should not exceed 15-20 pages. **Incomplete proposals will be disqualified and not considered for evaluation.**
Please Note, UNDP reserves the Right to, either go with complete services offered by vendor / agency as per the Proposal or exclude Hosting Services, if required.

Please send your proposals latest by 18th December 2012, 17:30 Hrs. (India Time) to:

Procurement & Travel Associate  
United Nations Development Programme (UNDP)  
55, Lodi Estate,  
New Delhi – 110 003

Or via email (individual email size not exceeding 5 MB) at: bids.india@undp.org

In case of any clarifications / doubts - please write to bids.india@undp.org with subject-line ‘Query on UN in India Intranet’. We will not be able to answer any phone call queries.

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