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Renewable Natural Resources Research & Development Centre
COUNCIL FOR RNR RESEARCH of BHUTAN
MINISTRY OF AGRICULTURE
ROYAL GOVERNMENT OF BHUTAN
Bajothang, Wangdue Phodrang
“Walking the Extra Mile”



RNR-RDC-B/ICT-03/2015-16/

6th November, 2015

Notice Inviting Expression of Interest for Consulting Services

The office of the RNR RDC, Bajo would like to invite Expression of Interest (EOI) from the interested Consulting firms having valid license to participate in **“Website Design and Development”**.

Expression of Interest must be delivered in a written form to the address below (in person, or by post) on or before **11:00 A.M**, Bhutan Standard Time on **23rd November, 2015**. The Expression of Interest will be opened on the same day at **2:30 P.M**. The detailed Terms of Reference can be downloaded from MoAF website (www.moaf.gov.bt). For more information, contact PD @ 02-481361/17111747/17253661 during office hours.

Program Director
RNR RDC, Bajo
Department of Agriculture
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Post Box 1263,
Wangduephodrang Bhutan.
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Terms of Reference (TOR) for the Consultancy Service:

TERMS OF REFERENCE (Draft)

For a Consultancy Assignment

‘Website Design and Development’.

1. Introduction

Given the ever increasing national emphasis on the use of ICT (Information Communication Technology) in the delivery of public services in a manner that is effective, transparent and cost-effective, the role of research has grown in importance as one of the most indispensable tool for the daily functions of the RNR RDC and in turn to the people who avail the services offered. However, the optimal use of website has not been achieved as it has been hacked and the database has not been backed up for revival. Therefore, with support from the Department of Agriculture, MoAF, the RNR RDC has decided to take on the initiative to revamp and design the center’s website by applying the required enhancements and new features.

2. Scope of Work

The scope of the work includes the following:

- a. Study the Organization background and detail the requirements for the web designing.
- b. Prepare Functional Specifications (FS) and submit the same along with workflow diagrams to the Procuring Agency.
- c. On acceptance of the FS by the client, begin developing the enhancements according to the requirements listed in **Annexure A**.
- d. Ensure that the site is thoroughly tested before User Acceptance Test (UAT) sign-off.
- e. The software must go through various tests phases such as:
 - i. Web site test: by Consultant and IT team from RNR RDC and ICS, DoA, MoAF (*if necessary*).



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- ii. FS test by Consultant in collaboration of the selected users from RNR RDC, Bajo.
- iii. UAT by group of user focal persons from RNR RDC, Bajo.
- f. Provide training to IT support team at the RNR RDC, Bajo in installation, operation, maintenance, back up and configuration of the software.
- g. The Consultant shall engage the IT of the Procuring Agency during the customization of the application, implementation and support services.
- h. Develop and provide detailed technical and general operations/user manual for those parts that were modified. Prepare work plan for the entire project.
- i. On the expiry of a half-month long UAT warranty period the Consultant shall prepare documents to record the final delivery of the application (usually called the **Project Delivery Report**). Provided that the implementation is successful, which includes system stabilization and incorporating feedback and other simple cosmetic changes, the client shall duly acknowledge and sign the document.
- j. Provide free support for a period of six and a half months from the time of UAT sign-off to carry out revisions, if any, arising out of bugs or minor version changes, version updates, patches, etc during the warranty period.
- k. Provide work progress report on weekly basis to the client.
- l. The website should be up and running by 1st week of January 2016. The hosting of the website has to be done by the Consultant. By December end, the consulting firm should have the dummy ready for the client to comment and finalize.
- m. Thereafter the warranty shall be extended for 6 more months after the system delivery. (*Refer Clause 6. Warranty, Support, Maintenance in this section*).

3. Overall Requirements

(i) Application Software Requirement

System Environment should be:



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1. front-end: HTML 5, CSS3 and PHP 5+
2. backend: MySQL 6+
3. Responsive Design

(ii) Hardware Requirement

No significant change to the existing hardware/server infrastructure at the Procuring Agency is expected as a result of the changes made to the website. However, if it is required, the Consultant must provide details of additional hardware requirements. The mode of procurement of hardware, antivirus or any other device required for the new system will remain with the Procuring Agency.

(iii) Bandwidth Requirement

The Consultant is advised to be cautious not to as far as possible cause any level of increase in the current bandwidth requirement of the system in the process of applying the enhancements to the system. However, if any such change is unavoidable, the Consultant must clearly mention to what extent and specify what new requirements shall arise as a result.

(iv) Support Services

The bidder must be capable of providing 24 X 7 support and maintenance services during the warranty period. A call for support should be responded in no later than 24 hours. The support and maintenance should be provided on site during the entire warranty.

(v) Platform and Technology

The Consultant is expected to correct browser compatibility issues with the application if found any time during the course of the project execution. The new application is expected to be maintaining compatibility with Chrome, Firefox, Safari and Internet Explorer.

4. Team Composition

The consultant should have experience in implementing of at least one project that is similar and relevant to the assignment in this ToR. *(Please submit documentary evidence)*. The Consultant should have adequate technical capacity and experience to carry out the project and complete it on time. It should be ensured that a dedicated point of contact be maintained at the Consultant’s end that shall also have the competence to act in the capacity of a project



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manager.

The details of the minimum requirement of the project team are listed in the following:

- i. The Consulting firm must be legally registered with the CDB/Government of Bhutan. *(Please submit documentary evidence).*
- ii. The list of current assignments in hand.
- iii. The Consultant should have minimum of two experienced and qualified IT technical professional in the core area. The team members should meet the minimum requirement for professional qualification, which is experience in successful execution of at least one similar project (backed by evidences such as confirmation of such claims by their previous client(s)). All the professionals should be full time employees and responsibilities delegated to them based on the standard software development work distribution system.
- iv. The Consultant must submit duly signed original Curriculum Vitae (CVs) with photograph for all the team members for the project. The client will verify them during evaluation as well as during the execution of the project.
- v. There must be at least a full time Project Manager with sound technical knowledge of IT Project Management. The Consultant shall submit original CV of the Project Manager as documentary evidence, which the client will monitor and verify.
- vi. The team members identified in the proposal must be involved full time in the project and shouldn't leave the project until the client accepts the delivered system. Unless, under unavoidable circumstances, requested for by the Consultant in formal writing and agreed by the Procuring Agency, no substitution shall be acceptable. In the event that a substitution is agreed, the replacement professional is required to have equal qualification and experience, if not higher, as the one being replaced. It is therefore advisable for the Consultant to have a bond signed with the person in order that his/her involvement in the project is guaranteed for at least until the project completes.
- vii. The Consultant shall declare, if a proposed team member is already involved in another project currently being carried out by the Consultant. In such a case, the time distribution of the member, between the projects shall be clearly mentioned in the work plan.

5. Impact on Performance and Security Features

The Consultant shall ensure that the modifications applied to the application do not compromise in any way its performance levels and security features already in place. It must be ensured that the new codes do not cause, inadvertently or otherwise, flaws or bugs that may result in the loss of or damage to the integrity of data. If found guilty of such lapses during or after the execution of the assignment, the Consultant shall be held liable.



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Further, Consultant is encouraged to perform vulnerability tests for the existence of common threats like SQL injection, cross site scripting, DOS attacks, session hijacking, etc and advise accordingly.

6. Warranty, Support, Maintenance

- a. The Consultant must provide free support for a period of six months after the day of acceptance (UAT sign-off) of the system by the client.
- b. During the warranty period, the Consultant is required to provide free support for minor changes such as fixing of bugs, software patches and minor version upgrade/update in the system (inclusive of corresponding documentation on fixes). For any occurrence of major changes within or after the warranty period, the same shall be covered under change management contract.

7. Patent and Copyright

In the event of any claim asserted by a third party of infringement of copyright, patent, trademark, industrial design rights, etc. arising from the use of the services or any part thereof in Bhutan, the selected Consultant shall act expeditiously to extinguish such claim. If the Consultant fails to comply and the client is required to pay compensation to a third party resulting from such infringement, the Consultant shall be responsible for the compensation to claimant including all expenses, court costs and lawyer fees. The client will issue notice to the Consultant of such claim, if it is made, without delay. The Consultant shall indemnify the client against all third party claims.

8. Quality of Work

The Consultant must ensure quality while implementing the system at all times. This will be evaluated by the client in future and will have bearing in awarding similar Government Projects.

Further the Consultants must mention in their proposals any quality standards they practice or any certifications they have obtained in this area. The client will closely monitor the compliance to such quality standards. The client reserves the right to report to the concerned authorities, any breach pertaining to the quality standards that the Consultant has claimed to adhere to.

9. Deliverables of the Assignment:

- a. A backup copy of the entire software with all the changes integrated.
- b. Functional Specification Document.
- c. Updated User and Administrator Manuals for the system.



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- d. Test cases, test plan and reports.
- e. Any other relevant documents, supporting software, etc.
- f. Copy of licenses wherever relevant.
- g. Final Report and presentations.

10. Client's Offer

- (i) The client shall provide office space at the site during testing phase.
- (ii) The client shall provide access to its network infrastructure and server room.

11. Bid Security and Evaluation

The Consultant shall furnish, as part of the Bid, a Bid Security of Nu.10,000/- (Ngultrum ten thousand) only.

The Bid Security shall be in fixed amount and denominated in Ngultrum (Nu) or the currency of the Bid or in another freely convertible currency, and shall:

- (a) at the Consultant's option, be in any of the following forms:
 - i. a demand unconditional bank guarantee; or
 - ii. an account payee demand draft; or
 - iii. An account payee cash warrant.
- (b) be issued by a reputable financial institution acceptable to the Client selected by the Consultant and located in any eligible country. If the institution issuing the Bid Security is located outside Bhutan, it shall have a correspondent financial institution located in Bhutan to make it enforceable.
- (c) in the case of a bank guarantee, be substantially in accordance with the form of Bid Security, Security Forms, or other form approved by the Client prior to Bid submission.



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- (d) be payable promptly upon written demand by the Client in case the conditions listed are invoked.
- (e) be submitted in its original form; copies shall not be accepted.
- (f) Remain valid for a period of not less than 30 days beyond the validity period of the Bids, as extended, if applicable. Failing to comply shall result in the rejection of the bid as non-responsive.

Any Bid not accompanied by a valid Bid Security shall be rejected by the Client as non-responsive.

The Bid Securities of unsuccessful Consultant shall be returned as promptly as possible upon the successful Consultant furnishing the Performance Security and in any event not later than 30 days after the expiration of the validity of the unsuccessful Consultant's Bid.

The Bid Security may be forfeited:

1. if a Consultant withdraws its Bid during the period of Bid validity specified; or
2. if the Consultant that submitted the lowest evaluated Bid does not accept the correction of their Bid; or
3. if the successful Consultant fails within the specified time limit to
 - a. sign the Contract; or
 - b. furnish the required Performance Security.

12. Performance Security

Within fifteen (15) working days after receipt of the Letter of Acceptance, the successful Consultant shall deliver to the Client a 10% Performance Security, denominated in the type and proportions of currencies in the Letter of Acceptance.

If the Performance Security is provided by the successful Consultant in the form of a Bank Guarantee, it shall be issued, at the Consultant's option, by a bank located in Bhutan, or by a foreign bank acceptable to the Client through a correspondent bank located in Bhutan.

Failure of the successful Consultant to comply shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security. If the lowest evaluated Consultant fails to produce the performance guarantee & sign the contract then apart from forfeiture of



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Bid Security, the Consultant will also be required to bear the positive difference in contract amount between bid and the Consultant to whom the contract has been awarded.

13. Retention

The client shall retain ten percent (10%) from each payment due to the contractor the proportion stated until completion of the whole of the contracts as retention money.

On completion of the whole work (on system delivery sign-off), the retention money may be substituted by an unconditional bank guarantee issued by a reputable financial institution acceptable to the client. In the case of contracts beyond duration of 12 months, substitution of retention money by such a bank guarantee may be allowed on completion of 50% of the value of the contract and duly certified by the Project Manager. The bank guarantee shall be valid until the issue of a No Defects Liability Certificate by the Client after the end of the Defects Liability Period (warranty period) and subject to the certification by the Project Manager that all defects notified by the client to the Consultant have been rectified to satisfaction before the end of the period. If the Consultant fails to remedy any reported defect within the Defect Liability Period, the Client shall withhold the payment of realized claims from the bank guarantee of an amount, which, in the opinion of the Client represents the cost of the defect to be remedied.

14. Payment Mode

Sl. No.	Deliverables	Percent (%)
1	Upon submission of Inception report and after completion and approval of the conceptual design by the client.	10%
2	Upon submission of complete design, workflow diagrams and abstract of estimated cost.	10%
3	After submission of draft report architecture development and presentation to the client.	20%
4	Upon final approval of complete design, specifications and estimate by the client.	30%
5	After final completion, submission of architecture report and handing/taking charges of the entire project to the client.	30%

Note: The payment shall be done only upon acceptance of deliverables, conveyed in writing, by the client. The total contract price should be inclusive of all expenses and taxes of the consultant including travel and living cost during the entire project duration.



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The sealed envelope containing the EOI must be clearly marked as ***“EOI Application for short listing for Website Design and Development.”*** EOI(s) submitted electronically will not be accepted.

In case, the submission date falls on public holiday, the submission can be made on the next working day. Any EOI(s) document received after the closing time shall not be considered for evaluation and will be marked as **“LATE RESPONSE.”**



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(Annexure A): User Requirements

The winning firm shall develop a system that would have information sharing facility of RNR technologies, reports, news and views with donors and other stakeholders. The specification guidelines are as follows:

System Environment should be:

1. front-end: HTML 5, CSS3 and PHP 5+
2. backend: MySQL 6+
3. Responsive Design

Input of data

I. Static

1. *About RNR-RDC, Bajo*
A brief description about RNR-RDC, Bajo with mandates.
2. *Message from the Program Director*
3. *Links*
List the relevant links.
4. *Component wise write up with pictures (minimum 5 components).*

II. Dynamic

1. *User credentials*
Administrator: Overall management and administration of the system, post news/tenders/events/announcement/archive, photos and downloads.
2. *News, Events, Announcements*
Dynamically updated news, events or announcement section. The items should automatically be archive if the active items exceed certain number and the archive table should have search facility.
3. *Who is Who*
Displays the picture, name, designation, email and contact number of staff. Should display the individual information on click. (Hyperlink)
4. *Sector Information*
Sector related information.
5. *Photo Gallery*
The interface should automatically compress the photo to fix dimension and also create thumbnails on a fly.
6. *Download*
List the documents with categories. It should show the file size and format.
7. *Annual Work plan and Budget (AWPB) / Individual Work Plan (IWP)*
List the documents with categories. It should show the file size and format.
8. *Archive.*