United Nations Development Programme

Global Policy Centre on Resilient Ecosystems and Desertification

**Terms of Reference
Biodiversity and Ecosystem Services Network (BES-Net) Web Portal
Redesigning and Hosting Support**

Type of contract: Procurement of Services

Department/office: UNDP Global Policy Centre on Resilient Ecosystems and Desertification (GC-RED)

Starting Date: 15 March 2018

Duration of Initial Contract: 12 months

I. BACKGROUND INFORMATION

BES-Net is a capacity sharing "network of networks" that promotes dialogue among science, policy and practice for more effective management of biodiversity and ecosystems, contributing to long-term human wellbeing and sustainable development. Through BES-Net, UNDP contributes to the capacity building work of the Intergovernmental Platform for Biodiversity and Ecosystem Services (IPBES).

The BES-Net web portal provides a "one-stop shop" for policy-relevant information and learning material, guiding users through the existing sources of thematic information and methodological tools, and providing access to learning material and policy briefs.

The portal promotes dialogue around the same thematic areas in which IPBES assessments are being conducted, as well as in key areas of UNDP's work on biodiversity and ecosystems management for development, and provides interactive features for the members of the network to interact on specific policy questions.

II. OBJECTIVE AND SPECIFICATION OF THE ASSIGNMENT

The purpose of this assignment is two-fold: 1) re-design the BES-Net Web Portal and develop innovative new features that is interactive and user-friendly; and 2) host and maintain the site for a year. The BES-Net web portal is Drupal based and has both English and French Language Content. The scope of work for the assignment includes two main areas of work/services:

1. **One-off development work to implement new changes and features, including but not limited to the following:**
   - An overall analysis of the platform, site functionalities, checking all the plug-ins and reviewing all compatibility issues. Optimize design and functionalities for improved user experience, including but not limited to: improved and visually appealing lay out, responsive layout, and ensuring intuitive navigation and information architecture;

- Modify existing Trialogue Event/conference registration and management module. Built-in event management functions which are dynamic and engaging, in order to enhance events' attendee experience, including at a minimum: chat function, polling and survey, live display of results, livestream an event into the platform, custom profiles, targeted alerts, attendee document upload, and easy updating by non-technical staff members;
- Improve design of Group Forums and add built-in or third party collaboration tools to enhance the users' experience. The system should be capable of hosting a quick and basic level of discussion with and without moderation of comments. Members should be able to view and create posts, share and collaborate on development of documents (e.g. Google Drive), edit their own posts etc.;
- Modify the User Registration and Administration: The solution should provide an automated challenge system that reduces the number of spam registration, including protection for other interfaces like submitting comments and posts;
- Modify the Library/Document Management System, including search function;
- Implement actions to increase ranking of the platform on a google search; and
- Optimize the site for low bandwidth users and for multiple browsers (Internet Explorer, Safari, Firefox).

Specific responsibilities during the transition phase: There will be a transition phase of about a month during which the current maintenance company and the new company will be working in tandem. During that period, the newly contracted web development company will be responsible for:
- Getting familiar with the code, structure and functionality of the web site.
- Work with UNDP to suggest any high-priority technical tasks for the current web development company during the transition period to ensure a smooth hand-over.
- Migrating and setting-up and running the web site.

2. Host the maintenance of BES-Net Web portal for a year
- Dedicated Web Hosting Services;
    i. Fully managed services up to the Operating System Level (installation, patching, configuration, troubleshooting). See **Annex 1** for existing Server specifications.
    ii. Managed Firewall and VPN Access
    iii. Proactive monitoring and management of the hardware environment
    iv. 24x7x365 Support
    v. 100% Network Uptime guarantee
- Manage web design - Enhancements to the sites' look and feel on an ongoing basis;
- Maintain ongoing development on existing site and on demand implementation of new specific features on the websites based on requests from the team, fixing bugs or making updates and continuous check for broken hyperlinks on the site;
- Regular Website & code maintenance;
    i. Assure the Drupal Website Maintenance.
    ii. Maintain development or staging environments separate from live environments.
    iii. Install Software, module/Security patches and upgrades including bug fixes.
    iv. Install, upgrade or modify existing modules on sites.
    v. Monitor proper functioning of integrated services like Google Analytics, Social media plugins, and monitor server performance issues, security audit of the website, and generate regular performance reports.
- Regular Backups & Server Maintenance - In case of a serious incident, the restoration of the website from the most recent backup needs to be assured; and
- Training - Train UNDP BES-Net focal point(s) on how to manage the new features and functionalities.

III. INSTITUTIONAL ARRANGEMENT

The contractor will be supervised by the BES-Net Project Manager and work closely with the BES-Net Coordinator and BES-Net Web Portal Support Officer, using email and skype as main means of communication. This is a home-based contract and does not require any travel.

IV. EXPECTED OUTPUTS AND DELIVERABLES

The contracted firm is expected to make use of their expertise and creativity to propose and implement relevant website enhancements to generate the below deliverables:

- The development of built-in functions for Group collaboration and Trialogue event management, which are operational;
- The development of an improved design of the entire web portal;
- Agreed implementation, resulting in higher ranking of the platform;
- Ensure data integrity and data security by implementing quality control Procedures at data entry levels;
- The final analysis report at the end of the contract detailing recommendations and proposed solution that is scalable to accommodate future growth and enhancements; and
- All related source files and documentation at the end of the contract.

V. DURATION OF CONTRACT AND PAYMENT SCHEDULE

The duration of the initial contract will be twelve (12) months, which is expected to commence in 15 March 2018 and terminate in 14 March 2019.

Timing and percent of payments for different work areas of "One-off development work to implement new changes and features" component will be determined as per the work plan, which is to be finalized in line with Section II of this TOR in a mutually agreeable manner at the onset of the contract. Payment for each deliverable shall be made upon the satisfactory completion of required services, as demonstrated in the brief progress report.

Payment for "Host the maintenance of BES-Net Web portal" component shall be made monthly upon satisfactory provision of required services, which are articulated in Section II of this TOR, and submission of monthly activity reports to the BES-Net Project Manager.

The format of the regular progress report and monthly activity report will be agreed at the start of the assignment.

Output	Percent	Timing
1. One-off development work to implement new changes and features	To be finalized as per the mutually agreed work plan	To be finalized as per the mutually agreed work plan
2. Host the maintenance of BES-Net Web portal for a year	As per the agreed monthly hosting rate	At the end of each month

VI. QUALIFICATION REQUIREMENTS

- Prior experience providing dedicated web hosting services
- Minimum five (5) years of operation
- Prior work experience with United Nations agencies and/or other international organizations

VII. CRITERIA FOR SELECTION OF THE BEST OFFER

The criteria which shall serve as basis for evaluating offers as follows:
- Combined Scoring method, where the qualifications will be weighted a maximum of 70%, and combined with the price offer which will be weighted a maximum of 30%:
  - ✓ Qualification Criteria (70% of total evaluation; maximum 70 points):
    - **Expertise of the Firm (Max 20 points)**
      - Prior experience providing dedicated web hosting services (Max 10)
      - Minimum five (5) years of operation (Max 5)
      - Prior work experience with United Nations agencies and/or other international organizations (Max 5)
    - **Methodology (Max 40 points)**
      - Quality of proposed workplan/methodology for one-off development work in line with the specification of assignment (Max 20)
      - Quality of web portal hosting environment (Max 10)
      - Timeliness of the implementation schedule (Max 5)
      - Availability of regular training and technical support (Max 5)
    - **Management Structure and Qualification of Key Personnel (Max 10 points)**
      - Qualification and experiences of key personnel: Project Manager, Web Developer and Graphic designer as minimum requirement (Max 5)
      - Management structure (Max 5)
  - ✓ Financial Criteria (30% of total evaluation; maximum 30 points).

- Only those firms which obtained at least 70% of points in qualifications will be considered for financial proposal evaluation.

Annex 1: Specifications of Existing BESNET Web Portal Server

There are two separate Environments for: 1) Production; and 2) Quality Assurance (QA) & Testing.

Server Specifications:
- Entry Level Single Processor Hex Core Dedicated Server
- Server Platform: 32GB Single Processor Hex Core Dedicated Server QTY:1
- Processor: Intel® Xeon® Processor E5-2640, 15M Cache, 2.50 GHz, Hex Core QTY: 1
- Random Access Memory: 32GB QTY: 1
- RAID, Set 1: RAID 1 QTY: 1
- Drive Selection, Set 1: 300GB 15K SAS 3.5inch QTY: 2
- RAID, Set 2: RAID 5 QTY: 1
- Drive Selection, Set 2: 600GB 15K SAS 3.5inch QTY: 3
- Drive Partitioning: QTY: 1
- Operating System: Ubuntu 14.04 LTS QTY: 1
- Support: Server Support QTY: 1
- Backup Agent: Base Backup Agent QTY: 1
- MBU Schedule: Weekly Full + Daily Incremental QTY: 1
- MBU Retention Type: 2 Week On-site Retention (Per GB) QTY: 2400
    - Free with Managed Backup Promotion
- MBU Subscription: Unmetered Managed Backup QTY: 1
    - Two (2) free restores per server per month.
    - Automated and managed backup failure restoration
    - Backup and restore times vary depending on performance and storage
- **Managed Firewall and VPN Access:** QTY: 1
    - AES Encryption
    - 100 Mbps Connectivity
    - 150 Mbps Aggregate and 10,000 Concurrent Connections
    - Stateful packet inspection
    - SSL VPN Client to Site Licenses (2)
    - Support: Cisco ASA 5505 Unlimited Support; 24x7 Monitoring, Rule Changes and 1 Hour Replacement Guarantee
    - AnyConnect SSL VPN License: AnyConnect Plus SSL VPN License - QTY: 25