



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

**Type of contract:** Procurement of Services

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

**Starting Date:** 1 March 2019

**Duration of Initial Contract:** 12 months

**Duty Station:** Home-based

**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 to provide the BES-Net team with:

- 1) Webhosting services for the [BES-Net web portal](#) (for a year);
- 2) Technical web maintenance support, including updating applications as new versions become available, helping change and improve features and web portal structure and fixing technical malfunctions or bugs on request (25 hours per month to be allocated throughout the contract period [i.e. 300 hours for a year]); and
- 3) Hands-on training on how to manage the new features and functionalities (on bimonthly basis).

The BES-Net web portal is Drupal based and has both English and French language contents.

More specifically, the assignment includes the following tasks:

- Provide dedicated website hosting services at professional standard quality:

- 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
- Undertake 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
- Conduct regular backups & server maintenance - In case of a serious incident, the restoration of the website from the most recent backup needs to be assured
- Facilitate bimonthly webinar sessions to update and train on new features and functionalities
- Develop a final report at the end of the contract containing: 1) a technical guide for the web portal moderators; and 2) recommendations and proposed solution that is scalable to accommodate future growth and enhancements.

### **III. INSTITUTIONAL ARRANGEMENT**

The contractor will be supervised by the BES-Net Project Coordinator and work closely with the relevant project team focal persons, 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:

- Web hosting service with the web portal contents fully functional and online on 24/7 basis
- Provision of timely and full technical support
- Provision of periodic training support
- A final report, containing the web portal moderators' guide; and recommendations on future web portal growth and enhancements; and
- All related source files and documentation at the end of the contract.

### **V. DURATION OF CONTRACT AND PAYMENT SCHEDULE**

The successful bidder shall receive remuneration for services rendered via monthly payments upon satisfactory provision of required services and submission of monthly activity reports to the BES-Net Project Coordinator. Means and procedures to provide technical web maintenance support and hands-on training will be finalized in line with Section II of this TOR in a mutually agreeable manner at the onset of the contract. The format of the monthly activity report will also be agreed at the start of the assignment.

## **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 (Max 20)
      - Quality of web portal hosting environment (Max 10)
      - Availability of regular training and technical support (Max 10)
    - 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**

### **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