United Nations Development Programme

Global Policy Centre on Resilient Ecosystems and Desertification

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 July 2020
Duration of Initial Contract: 24 months with potential extension of one year

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 (throughout the contract duration);
2) One-off web portal restructuring and redesigning work in line with the new BES-Net Phase II components, including research, wire-framing, creative designing, implementing designs and structural enhancement such as overall analysis of the platform and site functionalities, checking all the plug-ins and reviewing all compatibility issues. This encompasses optimization of 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 (65 days in 3-4 months);
3) 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 (An average of 25 hours per month, or max. 300 hours for a year, to be allocated throughout the contract period); and
4) 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 work under the overall supervision of the BES-Net Project Manager and the close guidance of the BES-Net Project Coordinator and coordinate closely with the relevant project team focal persons, using email and other audio/virtual meeting tools 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 as well as the hand-over support to the successor contractor at the end of the contract.

V. DURATION OF CONTRACT AND PAYMENT SCHEDULE

The successful bidder shall receive remuneration for services rendered via periodic payments (i.e. monthly or quarterly) upon satisfactory provision of required services and submission of 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.

This is a project contract for maximum of three (3) years under the Long Term Agreement. Initial contract is for a period of one year and subsequent extension(s) will be subject to satisfactory performance.

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
- Prior experience building responsive websites using Drupal CMS, HTML/HTML5, CSS/CSS3, and, JavaScript/jQuery
- Over 5 years' experience with the security aspects of web application design, coding, and testing.
- Ability to convert comprehensive layout and, wireframes into working HTML pages.

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