

**TERMS OF REFERENCE  
FOR  
CONSULTANCY FOR LONG TERM AGREEMENT FOR DESIGN OF WEBSITE  
AND UPDATE, OPERATION AND MAINTENANCE**

**Post Title** Consultancy Firm

**Type** National

**Location:** Kathmandu

**Additional Category** Resilience and Environment

**Starting Date:** August 2021

**Duration:** 45 days until December 2021

**1. BACKGROUND**

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The High Mountain catchments of Nepal are particularly prone to drought, landslides and floods, due to coincidence of seasonal snow melt with the summer monsoon season. In these highly vulnerable mountain regions warming trends are increasing and the impacts are magnified by the extreme changes in altitude. Climate change is intensifying the monsoon rainfall and increasing snow and glacial melt rates, which is contributing to increased frequency and severity of flood and landslide disasters which result in extensive economic, life and livelihood losses annually. At the other extreme, water scarcity and droughts also pose a threat to the agriculture-reliant livelihoods of these regions. Climate change is increasing the temporal and spatial variability of rainfall and runoff, thus intensifying the problem of excess water during the monsoon and water scarcity during the dry season, increasing economic damages to agriculture, property, and the environment, disrupting lives and livelihoods and threatening food security.

A long-term solution to this climate change problem is to rehabilitate and maintain functional integrity of watersheds that have critical functions of water storage and release, infiltration, drainage control, and soil moisture retention. Using watersheds as organizing units for planning and implementation of natural resource management and resilient livelihood development is an approach to effectively tackle an immediate and long-term climate risk reduction issues, in relation to floods and droughts. Taking watershed management concerns into consideration GON/UNDP is implementing "Developing climate resilient livelihoods in the vulnerable watershed in Nepal" in Dudhkoshi watershed (area 844 sq.km, beneficiaries 121606 people) covering 8 local government units (Palikas) of Khotang and Okhaldhunga. The project mainly aims to address climate change induced hazards, introducing and scaling up integrated adaptive watershed management practices. The project was approved by the Government of Nepal in 2020 and now is in the process of implementation.

As a key output, the projects aims to develop a strong knowledge management platform that will ensure that the project related data and information are systematically maintained and disseminated to the stakeholders. Thus, the consultancy will aim for a prompt and standard quality service from the



service providers to design, update, operate, and maintain the web page. The service is of intermittent type which with a total of 60 working days over the period of twelve months agreement, with possibility of extension.

## **2. OBJECTIVES OF THE ASSIGNMENT**

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The main objective of the assignment is to design the project website and update information on the website along with providing periodic support for operation and maintenance of the project web page with desired quality and standard. The web page mainly includes project information, its derived knowledge products, progress, and other associated information. The website will be hosted through the Nepal Information and Technology Centre under the domain of the Department of Forests and Soil conservation ([www.dcrf.dofsc.gov.np](http://www.dcrf.dofsc.gov.np)).

## **3. SCOPE OF THE WORK**

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The scope of work includes;

- i. Design the project website frontend with smart visible content, that will display project background under the domain which is administered under National Information and Technology Centre (NITC);
- ii. Design the project website backend with user friendly interface and easy to use Content Management System (CMS) that can be used to update all relevant project content.
- iii. Update the project data, results, knowledge products, photographs, reports and other relevant/associated project information periodically as per project request;
- iv. Provide the operation and maintenance support as per necessary;
- v. Work closely with the DFSC computer officials and the project's Monitoring, Evaluation, Reporting and Communication Officer to perform the assigned tasks;
- vi. Manage (uploads/downloads) the system administration to enter/update project data, information, reports, photographs, and associated information,
- vii. Manage the dedicated space with dynamic mechanism (with possibility of future upgrade),
- viii. The quality and standard design model will mainly incorporate project description (objective, outputs, outcomes, management structures) project area, project staffs, knowledge products/reports/publications, photo gallery, search engine, upcoming events, relevant link, contact details (e mails, location, office phone no etc), contribution of DCRL to Country Program Action Plan (CPAP) and other relevant/associated project features.
- ix. Setup the website in the webserver (provided by NITC) and test its quality and full functionality before launching it in Live.
- x. Provide necessary support, maintenance and improvement for smooth functionality of the website for a year.
- xi. Train one/some of the project staff to manage the contents and monitor the website functionality.
- xii. Develop a completion report as well as comprehensive users manual for website usage and web administration.



#### 4. TECHNICAL REQUIREMENTS

1.	<b>Software Requirements</b>	Must support industry standards such as DOM 1.0, HTML 5, HTTP, HTTPS, ODBC , ODF (IS26300) , Open XML (IS29500), OpenSearch, OpenType, PDF 1.7, PDF/A, RTF, RSS, ATOM, AJAX, SOAP, REST, UDDI (v2 and v3) , Unicode, URI/URN, W3C XML Schema, WCAG 2.0, WebDAV, WSDL, WSRP, XHTML, XML, XML Web Services, XMLDsig, XPATH, XPS, XSLT etc. as applicable.
2	<b>Security Requirements</b>	Data Security mechanism, System should pass security vulnerability audit, No data loss, Multiple browser support, auto archival after expiry of the documents.
3.	<b>User Interface Requirements</b>	<p>User friendly navigation, Support Nepali Unicode, News, events, Notice should be available in Current Update Section, Categorization and prioritization, Website should be printer friendly, Content management system with remote administrator, Search engine friendly (like google, Bing) using metadata (keywords). Manual submission provision for those that cannot search using global search engine and there should be provision of evaluation of website on the basic of followings:</p> <ul style="list-style-type: none"><li>• Information of unique visitors on the basic of unique IP address</li><li>• Data of "Most frequently Visited Pages".</li><li>• Data of "Least frequently Visited Pages".</li><li>• Record and list the downloaded documents according to the most frequency of their downloads.</li><li>• Record and list the downloaded documents according to the least frequency of their downloads.</li><li>• Record Bandwidth utilization</li></ul>

#### 5. MANAGEMENT ARRANGEMENT

- The contents for the webpage like data, information, photographs, reports, progress, and other relevant documents will be made available from the project office.
- The service provider should update, maintain, based upon the request from the project side;
- The service provider is responsible for providing their own working station (i.e. laptop, internet, phone, printer/scanner etc. and must have access to a reliable internet connection.



## 6. EXPERIENCE AND COMPETENCIES

### i. SERVICE PROVIDER

The service provider should have competency and demonstrated experience and expertise in undertaking the assignments. The consultant shall possess following qualifications:

#### Required Skills and Experience

- Service provider will have at least 3 years work experience in design of website, operation and maintenance;
- Proven experience of at least 3 similar assignment for projects or government projects;
- Good working relationship with officials;
- Experience in project web page design with high level of standardization;
- Experience in working with and in partnership with government line agencies;

#### Competencies:

- Demonstrates integrity, values and ethical standards;
- Ability to work with diverse partners and ensure coherence in activities;
- Ability to work under pressure and time constraints;
- Excellent written and oral communication skills;
- Fluency in English, Nepali.

#### Eligibility Criteria:

- National organization registered with the relevant authority;
- Sound financial management and an internal control system with timely auditing and tax clearance track record;
- Registered PAN and/or VAT number as applicable;
- Capacity (technical human resources, staff, finance, assets and equipment); previous experience on design of website and update, operation and maintenance.

### ii. TECHNICAL EXPERT

S.N.	Role	Unit	Qualification and Experience	Roles and Responsibilities
1.	Lead Developer	1	Preferably Master's degree in Information Technology or a Bachelor's degree in IT or any relevant equivalent field, with at least 5 years of Experience in working as Project lead	<ul style="list-style-type: none"><li>- Responsible for overall development process and ensures quality of the final design (frontend and backend);</li><li>- Coordinates with the project on the information to be uploaded in the system;</li></ul>
2.	Graphic Designer	1	Preferably Bachelor's degree in Information Technology or any relevant field with at least 3 years of	<ul style="list-style-type: none"><li>- Responsible in designing of the website;</li><li>- Makes the user interface user friendly and attractive;</li></ul>

		work experience in designing website;  Technical knowledge and understanding of PHP, Java Script, HTML, CSS	- Technical knowledge of integration of graphic designing in consultation with project team;
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## 7. DURATION OF THE ASSIGNMENT AND REMUNERATION

The total contract duration will be of 45 working days over the period five months (upto December 2021). The service provider will support the service intermittently based upon the request from the project office. The remuneration will be paid as per the schedule of payment given below based on prevailing norms of the project. In case of field missions, the cost of travel and allowances for the involved person will be covered by the DCRL in VWN project norms.

## 8. DELIVERABLES

Task	Deliverables	Responsibilities		Remarks
		Main	Supporting	
<b>Inception Report</b> With concrete outline of design model (insight on how the web site is designed in terms of frontend and backend)	Inception Report (within 5 days) (Delivery 1)	Lead designer		50% of contract amount payment after web page visible/functional
<b>Entry/management</b> of all the available content with visible and functional web page in live server and launching of the website	Web page operational/ functional (delivery 2)	Lead designer	DCRL/ MERC officer will provide text/data/ photos	
<b>Periodic update</b> (in general 6 days engagement at each month (but it may vary depending upon the contents/tasks)	Monthly basis data /info updated/upload including design modification if required. (delivery 3)	Lead designer	DCRL (MERC officer for content supply	
<b>Periodic operation and maintenance</b> as per necessary.	Space upgrade, malfunction maintenance, and system improvement (delivey 4)	Lead designer	DCRL (MERC officer)	25% of contract amount payment at the end of third month.

Final report submission at the end of the year (Detail of task performed)	Final report submission (delivery 5)	Lead designer		Final payment (25% after submission of annual/final report.
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Note: Candidate should provide a detailed gantt chart showing timeline of planned activities.

#### 9. SCHEDULE OF PAYMENT

The payments will be delivery-based on progress submitted by provider as follows:

Installment	Milestone	Payments
1 <sup>st</sup>	After completion of designing web page with entry of contents	50%
2 <sup>nd</sup>	After end of third month starting from the period of contract	25 %
3 <sup>rd</sup>	After submission and approval of final report	25%

#### 10. COST ESTIMATE

The firm will include the cost of human resource per month, cost of servicing and maintenance along with any out of pocket expenses.

S.no	Particulars	Unit	Unit Cost	Amount (Nrs.)
1.	HR Cost			
i.	Lead Developer			
ii.	Graphic Designer			
	...			
2.	Support & Maintenance Cost			
3.	Periodic update of content in website			
4.	Misc.			
	TOTAL COST			

#### 11. CONTRACT EXTENSION

Initially the total contract duration will be for upto the end of December 2021 with possibility of extension upon the requirement of the project and satisfactory performance.




## 12. EVALUATION METHOD

Applicants will be evaluated on the basis of work experience in required field, with proven capacity of organization as well as proposed/involved Human Resource along with the financial proposal. The representative of service provider may also be requested for an interview as part of the evaluation process.

**Prepared By:**

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Date: 18 August 2021

**Checked By:**

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National Project Manager, DCRL in VWN



Date: 18 August 2021

**Endorsed By:**

**Pragyajan Yalamber Rai**

Resilience and Environment Portfolio, UNDP



Date: 18 August 2021

**Approved By:**

**Man Bahadur Khadka**

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National Project Director, DCRL in VWN



Date: 20 August 2021