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 2022

**Duration of Initial Contract:** 24 months (Long-term Agreement)

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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 website](https://www1.undp.org/content/nairobi-gc-red/en/home.html) provides a “one-stop shop” for policy-relevant information and learning material on biodiversity and ecosystem services, guiding users through the existing sources of thematic information and methodological tools, and providing access to learning material and policy briefs. The portal focuses on the thematic areas of the IPBES global assessments as well as key areas of UNDP’s work on biodiversity and ecosystems management for development.

The BES-Net website was recently restructured and redesigned to improve user experience, including more intuitive navigation and appealing layout. The portal is currently WordPress-based, and only the English version has been launched in December 2021. BES-Net plans to launch the French and Spanish versions of selected parts of the website in 2022–2023.

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II. OBJECTIVE AND SPECIFICATION OF THE ASSIGNMENT

The purpose of this assignment is to provide the BES-Net team with the following services:

1) **Webhosting for the BES-Net web portal** (throughout the contract duration), including:
   - Fully managed services up to the operating system level (installation, patching, configuration and troubleshooting). See Annex 1 for existing server specifications.
   - Managed firewall and VPN access
   - Proactive monitoring and management of the hardware environment
   - 24x7x365 support
   - 100% network uptime guarantee
   - Security plug-in (premium version of Sucuri Security Solution or equivalent)

2) **Regularly review the website** to ensure all functionalities work, layout is responsive for different-sized screens and navigation is fully functioning and undertake regular website and code
maintenance (an average of 25 hours per month, or max. 300 hours a year, to be allocated throughout the contract period), including:

- Ensure website maintenance
- Maintain development or staging environments separate from live environments
- Install software, module/security patches and upgrades including bug fixes
- Install, upgrade or modify existing modules on sites
- Monitor proper functioning of integrated services such as Google Analytics, multimedia and social media plugins, monitor server performance issues, security audit of the website and generate regular performance reports
- Regular backups and server maintenance: in case of a serious incident, the restoration of the website from the most recent backup needs to be assured

3) On request, **build new pages, blocks and sections** as needed (including digital interactives and features requiring additional plugins and coding), change and improve existing features and web portal structure (not exceeding a maximum of 30 days per year)

4) **Build the French and Spanish versions** of the website to mirror the relevant English pages (30 days over 3–4 months for each language version)

5) Generate relevant **user data and analytics reports** to support the project team in progress reporting (on a bi-monthly basis and as needed, maximum 2 days/year)

6) **Hands-on training** on how to manage the new features and functionalities along with a technical guide for web portal moderators (on a bi-monthly basis, maximum 4 days/year)

7) On a bi-annual basis, offer **recommendations on the latest website improvements** and proposed solutions that are scalable to accommodate future growth and enhancements (maximum 2 days/year)

### III. INSTITUTIONAL ARRANGEMENT

The contractor will work under the overall supervision of the GC-RED Policy Specialist/BES-Net Project Coordinator and the close guidance of the Online Platform Management Officer and the Communications, Knowledge Management and Monitoring Officer 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 its 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 and a security plug-in (premium version of Sucury Security Solution or equivalent)
- Design and building of the Spanish and French versions of the website and any new pages or blocks for BES-Net's upcoming products
- Provision of timely and full technical support
- Provision of training support as needed
- User data and relevant analytics from the website on a monthly basis
- A final report, containing the web portal moderators’ guide and recommendations on future web portal growth and enhancements
- 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 regular website review and 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 user data and analytics report and the website improvement recommendations will also be agreed upon at the start of the assignment.

This is a project contract for a maximum of two (2) years. The number of working days is estimated in Section II, but the scope and the timing of the assignment may change during the course of the contract depending on the evolving circumstances. GC-RED does not warrant the maximum days.

UNDP reserves the right to suspend or terminate the contract, upon written notice to the Contractor, as provided for in Article 14.0 and 15.0 of the General Terms and Conditions for Services.

VI. QUALIFICATION REQUIREMENTS

- Prior experience providing dedicated web hosting services
- Minimum seven (7) years of operation
- Prior experience building responsive websites using WordPress, HTML/HTML5, CSS/CSS3 and JavaScript/jQuery
- Over 5 years’ experience with the security aspects of web application design, coding and testing
- Prior work experience with United Nations agencies and/or other international organizations desirable

VII. CRITERIA FOR SELECTION OF THE BEST OFFER

The criteria which shall serve as a basis for evaluating offers are as follows:

- Combined scoring method will be applied, where the qualifications will be weighted a maximum of 70% and the price offer 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 similar to the specifications listed in Annex I (max 10 points)
    - Minimum seven (7) years of operation (max 5 points)
    - Prior work experience with United Nations agencies and/or other renowned international organizations (max 5 points)

  **Methodology (max 40 points)**
  - Quality of proposed workplan/methodology (max 20 points)
  - Quality of web portal hosting environment (max 10 points)
  - Availability of regular training and technical support (max 10 points)

  **Management structure and qualification of key personnel (max 10 points)**
  - Qualification and experiences of key personnel: Project Manager, Web Developer and Graphic Designer as a minimum requirement (max 5 points)
  - Management structure (max 5 points)

  ✓ Financial criteria (30% of total evaluation; max 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 BES-Net 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