

Individual Consultant Procurement Call

Individual Consultant Procurement Call Number	ICP#OPTIM-2021-015
Issuance date	April 1, 2021
Deadline for offers	April 15, 2021, 15:00 Chisinau time
Description	Individual consultant to provide web development and maintenance services for ICT. Careers Portal
For	OPTIM Project
Funded By	Swiss Agency for Development and Cooperation (SDC)
Issued by	National Association of ICT Companies (ATIC)
Type of Contract	Service Contract
ATIC Point of Contact:	llivadari@ict.md , Procurement Manager
Estimated start date	April, 2021
Assignment period	April 2021 – October 2022

Background

THE MOLDOVAN ASSOCIATION OF ICT COMPANIES (“ATIC”) is the business Organization uniting 70 companies. Umbrella Organization gathering over 5000 employees.

Being established in 2006, ATIC is the action leading association and the voice of the Moldovan ICT industry that promotes the development of the ICT sector in Republic of Moldova through viable partnerships between companies, similar organizations, government, state institutions and international organizations. The association was founded to represent the industry on different policy and legislative issues and to facilitate the exchange of best practices between members. ATIC mission is to protect and promote the Association members’ interests as well as facilitate a more favorable ICT business climate.

Objective:

ATIC is seeking a web-designer for the development of web services related to a project initiative dedicated to relaunch the [ict.careers](http://ict.careers.md) portal. S/he will work closely with Project teams towards the development of an easy to use, client-oriented and content-oriented web-based landing pages.

Scope of Work:

The service provider will provide web development and maintenance, services, in accordance with the ATIC Implementation Plan, . This will entail creating a dedicated page which effectively capture and share information on the, including those relating to training, and information on public.

1. OBJECTIVES:

The objectives of the ICT career website are:

- Provide access to knowledge, insights and opportunities in the field of the ICT Career;
- Guide the high school graduates into the career opportunities provided by the ICT sector;
- Provide the ICT professionals with relevant information on certification, vacancies, job and internship opportunities;
- Provide the future ICT graduates with relevant information regarding the extracurricular education opportunities, internships, networking and capacity building events;
- Create a communication and interaction platform between the ICT companies (employers) and young people considering a career in the field of ICT;
- Ensure a communication channel for companies and candidates discovering the ICT sector, including chatbot interaction;
- Exhibition page to be available for Companies profiles;
- Raise awareness about the attractiveness of the career in ICT and encouragement of the young graduates to choose the studies at a VET or Higher Education Institution.

TARGET:

The goal and objectives of the ictcareers.md website depend on several target audiences:

- High schools graduates;
- ICT students;
- ICT professionals.

FUNCTIONALITIES AND SPECIFICATIONS OF WEBSITE:

FRONTEND

1. Clean and intuitive design;
2. Blog post: Informative articles containing relevant details for employees and employers.
3. Vlog post: Explanatory videos about the types of ICT jobs, success stories, the profile of ICT companies/ATIC members.
4. Access to upcoming events information and possibility to post events news (information must be placed both in a calendar type and a list type)
5. Subscribe to ATIC Jobs Newsletter;
6. Possibility to create company profiles – including employment opportunities;
7. Feedback and Testimonials section.
8. Simple design suitable for slow internet connections and access from mobiles;
9. Header to include logo of the main partners;
10. Responsive design suitable for mobile phones and different resolutions of the monitors;
11. the website should be adjustable and be able to switch between modules on the front page based on their importance determined by the admin;

2. Design, development and launch of the website

- Development of back-end database

- Development of template
- Development of live demo for consultation purposes
- Development of final design and testing of design
- Upload of source code information to servers

3. Advise the ATIC team on the necessary procedures and mechanisms for management of data on the website and training

- Recommend procedures for website updating and content management
- Recommend procedures for checking accuracy of links and uploaded documents, reviewing content, and removing outdated announcements
- Provide training on recommended procedures

4. Limited amount of post-service support on an ad hoc basis (by March 2022), including:

- Fixing broken links, errors, images, pages, and updates
- Graphics Updates – adding, editing, and resizing of any pictures to the existing landing page that does not fall under the scope of the layout or actual design of the existing website.
- Ensuring a response time within 24 workday hours (except the official holidays/weekends based on RM legislation).
- A maintenance report submitted to the relevant project team after the completion of each maintenance request that includes the findings and a briefing of the current situation.
- Provision of ongoing and regular maintenance services during the contract period for the website including, but not limited to, the following:
 - - Capacity monitoring
 - Performance monitoring and tuning
 - Design updates and minor changes
 - Technical troubleshooting.

Responsibilities:

- Analyzing a company's IT system and infrastructure.
- Diagnosing IT system problems, inefficiencies and weaknesses.
- Planning a timeline for completion of projects.
- Understanding a client's business needs.
- Implementing a technological solution to meet business needs.
- Analyzing and determining security threats.
- Providing advice on technology best practices.
- Collaborating with the team to ensure familiarity with technology.
- Develop, test and debug web applications using technologies such as: HTML, JavaScript, SQL, and other frameworks.
- Provide support on software development matters, including security, data integrity and recovery; assist with needs assessment for new systems (including modifications to existing systems); perform ongoing reviews with users and developers and respond to requirements; request, implement, provide operational support and maintain various applications
- Training staff to use the new IT system.
- Monitoring the success of IT solutions.
- Producing detailed reports on the efficacy of the technology.
- Perform other work related duties as required.

Minimum Quality Assurance Criteria for the Website

Language: The webportal should be available in Romanian and Russian, with the option to add translation into other languages if desired; Romanian font should appear correctly in popular

browsers.

Design: Clean user interface and consistent page layout; particular attention should be paid to navigability and search capabilities;

Features: Easy content management and interface; ability to restrict content to certain users; Interactive features relating to service training; fully searchable, with hyperlinking; links to other

websites; Site-map and provision for terms and conditions, privacy policy, contact details, copyright and accessibility statements; document library documents accessible in standard formats (html or pdf); integrates a feedback element; help section; metadata included where appropriate

Hosting

The Consultant should provide the hosting service for the duration of the contract, as well share all hosting information with ATIC/ the relevant project team from the get-go.

Copyrights

- Domain name and all site related matters are the copyrights and property of the respective ATIC project
- The source code for the website should be delivered to the ATIC project delivering the final version
- Handover documents (maintenance plan, security, hosting information, and any other information related to the webpage)

Requirements for Qualification and Competencies

- Minimum 3 year of relevant experience in web-design and web development
- Strong experience in using and designing web content management systems
- Experience of website design(Front-end, Backend), upgrade, maintenance and management
- Experience in SEO tools
- Experience in developing career/jobsearch webpages platforms would be an asset
- Proficiency with database languages.
- Excellent written and verbal communication.
- Good interpersonal skills.
- Creative problem-solving skills.
- Analytical mindset.
- Good time management and organizational skills.

Deliverables

The Consultant-web developer is expected to provide the fully functional website and support considering the below deliverables:

#	Tasks	Deliverables	Estimated nr. of days	Implementation period
A				
1	Development of ict.career.md platform	ICT.career.md platform developed and fully operational	TBD	By July 10, 2021
2	Develop a guide on the administration of web platforms	-Guide for web platforms	TBD	By August 27, 2021

	and train the team on web platform administration	administration developed. -Training for the team provided.		
3	Support in web platform maintenance & bug fixing	Maintenance technical support provided for 12 months	TBD	12 months
	TOTAL			By August 2022

Application:

Interested candidates are encouraged to apply by the deadline: by sending an email to: llivadari@ict.md with the subject "ICP#ICTEC-2021-015 –Web developer OPTIM/ATIC".

For questions related to this individual consultant procurement call please send an email by April 12, 2021, 15:00.

Offers received after the deadline will NOT be considered by ATIC.

Structure of the Offer:

The offer must contain the following mandatory documents:

1. CV
2. The technical offer with the explanation of the workload and the applied methodology.
3. Financial offer (form type Annex 1) of "lump sum" type
4. Examples of previous works (2 links of webpages developed by the consultant and other relevant documents demonstrating experience).

Evaluation and selection process:

Initially, candidates will be shortlisted based on the **minimum qualification criteria**:

- Minimum 3 year of relevant experience in web-design and web development
- Minimum 2 complex web-pages/platforms developed (please provide links)
- Fluency in Romanian, and preferably in Russian

ATIC will evaluate the offers applying the combined scoring method (technical + financial scores), based on the criteria mentioned in the table above and make the award decision based on the highest scored offer.

Evaluation Criteria	Evaluation Sub-Criteria	Maximum obtainable points
Technical Offer		Up to 60 pts

	Education in IT related areas	Up to 10 pts Colledge in IT related field – 3 pts; Bachelor degree in IT related fields – 6 pts; Specialised web development courses completed – 2 pts per course (max 10 pts=6+2+2)
	Previous experience : <ul style="list-style-type: none"> • Minimum 3 year of relevant experience in webdesign, including expert knowledge in HTML, CSS and JavaScript • Minimum 2 similar web pages developed • Experience in developing sites in Word Press CMS (please provide links) • Experience with career/jobsearch webpages development (please provide links) 	Up to 35 pts 3 years – 9 pts; +2 pts for each additional year up to a total of 6 additional pts (max 15 pts= 9+2+2+2) 2 similar web pages created – 10 pts 5 pts 5 pts
	Experience of preparing user-friendly reference manuals to update and upgrade website contents	5 pts
	Experience of providing training to individuals/making presentations	5 pts
	Linguistic skills <ul style="list-style-type: none"> • Romanian (mandatory) • English • Russian 	Up to 5 pts RO – 2 pts EN – 2 pts RU – 1 pts
Financial Offer	Financial Offer <u>Minimum offer – 40 pts</u> <u>Evaluated offer = (lowest priced offer x 40 pts)/evaluated offer</u>	Up to 40 pts
TOTAL – Technical+Financial Offer		100 Pts

Financial Offer

The candidate will provide a lump sum financial offer, with related expenses included (taxes). The applicant will specify the rate per working day in MDL. The candidate will include all potential expenses (transport, use of own ICT means, communication, etc.) in the provided daily rate. In case the candidates will provide offers in USD or EUR, for evaluation purposes it will be converted to MDL at the National Bank Exchange rate valid on the deadline.

In compiling the financial offer, candidates shall be guided by the form provided by Annex 1.

Contract

ATIC will sign a service contract per each project with the Individual Contractor (Currency of the contract: MDL for Moldovan residents or in USD or EUR in case of foreign country residents).

The contract amount will be gross amount including taxes as per the Moldovan legislation.

Payment

Payment will be made based on provided deliverables and effectively worked days, based on certificates of acceptance for the provided services, accepted by ATIC representatives. Payments will be processed in MDL to Moldovan residents (or in USD or EUR to foreign country residents).

Duty Station

Service delivery place is the Republic of Moldova. Services will be provided by the Individual Consultant remotely. Deliverables will be provided to ATIC in the format required by ATIC.

Travel

No travel is entitled under this assignment.