

Terms of reference

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| Consultant / Individual contractor | Website redesign, development & maintenance services for web platform ict.md |
| For | National Association of ICT Companies (ATIC) |
| Funded By | The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) |
| Issued by | National Association of ICT Companies (ATIC) |
| Type of Contract | Service Contract |
| Estimated start date | September, 2023 |
| Assignment period | December, 2023 |
| Date of issue: | August 11, 2023 |
| Offer deadline: | August 25, 2023 |

BACKGROUND

The National Association of ICT Companies (ATIC) is a business Organization uniting 94 entities and representing an Umbrella Organization that gathers over 9000 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 the 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 favourable ICT business climate.

ATIC seeks a web developer to redesign the web platform www.ict.md, according to the current structure. Also, to provide website maintenance services. This includes:

- Analyse the current web platform/landing page;
- Understanding the initiative and develop webpage (a new one or to upgrade the landing page);
- Develop procedures and guidelines for content upload. If needed, provide training on page content upload;
- Website Maintenance and troubleshooting (for 36 months).

OBJECTIVE

Overall Objective:

Have a functional appealing and modern website that represents the initiative.

Specific Objectives:

- Analyse similar websites and come up with the best interface;
- Redesign the website;
- Develop the website;
- Ensure the maintenance services.

SCOPE OF WORK:

The service provider will develop the project website and will provide web site maintenance services, accordingly, as requested of the GIZ Moldova prolific implementation. This will entail development of the project dedicated landing page which effectively will capture and share information on project activities progress, on events at each level and information including public, beneficiaries and stakeholders.

1. Web development according to ToR on website content, functionality and web architecture, design and graphics including:

- Webpage design;
- Webpage development to agreed structure;
- Webpage testing and smooth content transfer.

Design Aspects: Webpage Map (Menu items):

- a) Main Page
- b) About
- c) ATIC Members Catalogue Development
- d) Advocacy
- e) Programs
- f) Projects
- g) Publications
- h) News
- i) Calendar events
- j) Tenders

Technical requirements:

1. The possibility of placing content on the website in several formats (e.g. PDF, Word, Excel, video and audio, PPT, jpg, png);
2. Implementation of the membership module (form of application, admin approval, company authentication, profile editing, automatic addition to Members Directory, email notifications);
3. Adaptable for desktop, laptop, tablet and mobile screens;
4. The possibility to dynamically add (from the administrative panel) events, partners, news, reports, projects, team members, committee.

Design requirements:

1. Header to include logo of the main partners;
2. Responsive design suitable for mobile phones and different resolutions of the monitors;
3. The website should be adjustable and be able to switch between modules on the front page based on their importance determined by the admin;
4. Have/display statistical data on the front page as project successes;
5. Simple design suitable for slow internet connections.

2. Develop necessary procedures and mechanisms for content upload and data management of the website:

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

3. Web site Maintenance and troubleshooting (for 36 months)

The vendor shall provide website support services until December 2026, 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);
- 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.

Hosting

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

Copyrights

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

Language: The webpage should be available in Romanian and English, with scope to add translation into other languages if desired. Romanian font should appear correctly in popular browsers.

Deliverables & Time frame:

All deliverables will be offered to the ATIC/GIZ Moldova team as follows:

| Tasks | Expected deliverables according to SoW | Time frame/Delivery date | |
|--|--|---|--|
| | | No. of working days estimated tentative | |
| 1. Web design | Design presented | | |
| 2. Backup and refactoring. Deleting unused plugins, implementing native functionalities. | Optimized website | | |
| 3. Implementation of the design | Functional website | | |
| 4. Implementation of the membership module | Membership module developed | | |
| 5. Adding content from the old version | Added content | | |
| 6. Testing and bug fixing. Revision | Website tested and updated | | |
| 7. Web site Maintenance and troubleshooting (for 36 months) | | 60 days per year | |

SUPPLY STRUCTURE

The bid must contain the following mandatory documents:

Technical Offer:

1. CV (just for individual contractors) or CV's of involved specialists (legal persons)
2. The technical offer with the explanation of the workload and the applied methodology, the timeline.
3. Examples of previous works (2 links of webpages executed by vendor and other relevant documents demonstrating experience).
4. Registration certificate (legal person) or document certifying professional qualification (for individual contractors)

Financial Offer:

1. Financial offer: the budget for the realization of the service.

TIMELINE

The company will have up to 4 months to provide the website redesign, development services for web platform [ict.md](#), with a final deliverable due on/but no later than the end of December 2023. The maintenance services will be for next 2 years, until end of December 2026, but no more than 60 days per year.

COMPETENCIES

Experience:

- Minimum 3 year of relevant experience;
- Strong experience in web-design and web application development;
- Strong experience in using and designing content management systems;
- Experience of website design, upgrade, maintenance, and data management;
- Experience designing high traffic websites;
- Communication skills.

FINANCIAL OFFER

The candidate will present a financial offer of the total gross amount ("lump sum") type, with all expenses included (taxes, contributions). The bidder will indicate in the bid and the rate per working day in MDL.

In daily rate, the candidate will include all potential expenses (transport, use of own ICT means, communication, etc.).

CONTRACT

The signed contract will be of the type of contract for the provision of services. Contract currency: MDL.

PAYMENT FOR SERVICES

Payment for the services provided will be made according to the deliverables made, based on the reports submitted by the consultant and accepted by ATIC. Payment will be made in accordance with the legislation of the Republic of Moldova, in MDL, based on the signing of a Handover-Receipt Act for each deliverable.

PLACE OF SERVICE PROVISION

The place of service provision is the Republic of Moldova. The services can be provided remotely by consultant, from home. Both the meetings and the delivery of the deliverables will take place online / offline. The deliverables will be presented to ATIC in the format required by these terms.