



Request for Quotation for the Provision of Website Management and Maintenance Services for the RDA

Reference: RDA/RFQ/2019/0063

Date: 25th November 2019



REQUEST FOR QUOTATION

PROVISION OF WEBSITE MANAGEMENT AND MAINTENANCE SERVICES FOR THE RDA

Director of Procurement

Recovery and Development Agency
First Floor, Ritter House
Wickham's Cay II
Road Town, Tortola, VG 1110
British Virgin Islands

**Request for Quotation No.
RDA/RFQ/2019/0063**

Due for Return on **12 December 2019**
By **1600 hours (4:00PM)**

The contents of this quotation must not be disclosed to unauthorised persons and must be used only for the purposes of submitting a quotation. Please read these documents carefully before submitting a proposal. This Procurement Method is Shopping.

1. The Virgin Islands Recovery and Development Agency (RDA) kindly requests interested and qualified prospective firms to submit quotations for the provision of website development and maintenance services to the RDA.
2. Please be guided by the Forms attached hereto as Annex 3, in preparing your quotation.
3. Please submit a copy of your quotation (both Technical and Financial together) in a **sealed** envelope and delivered in the **tender box** to the address below:
Attention: Director of Procurement
Recovery & Development Agency
First Floor, Ritter House
Wickham's Cay II, Road Town,
Tortola, VG 1110
BRITISH VIRGIN ISLANDS
Subject: RDA/RFQ/2019/0063 – RDA Website Management and Maintenance Services
4. Quotations must be submitted on or before **Thursday 12th December 2019 at 4:00 PM.**
5. Your Quotation must be expressed in English and valid for a minimum period of 90 days from the date of the quotation closing date.



6. During the preparation of Quotations by any prospective firm, it shall remain the responsibility of the firm to ensure that the quotation entered into the tender box of the address above on or before the deadline.
7. Quotations that are received by RDA after the deadline indicated above, for whatever reason, shall not be considered for evaluation.
8. Services proposed shall be reviewed and evaluated based on completeness and compliance with the requirements of the Request for Quotation (RFQ) and all other Annexes providing details of RDA requirements.
9. The Quotation that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.
10. Any discrepancy between the unit price and the total price shall be re-computed by the RDA, the unit price shall prevail, and the total price shall be corrected. If the firm does not accept the final price based on RDA's re-computation and correction of errors, its quotation will be rejected.
11. No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by RDA after it has received the quotation.
12. Please be advised that RDA is not bound to accept any quotation, nor award a Contract, nor be responsible for any costs associated with a firm's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
13. The RDA is not bound to accept the lowest price or any quotation and reserves the right to reject all quotations. The RDA also reserves the right to evaluate the quotation in any manner it deems fit.
14. RDA implements zero tolerance on fraud, corruption and other prohibited practices, and is committed to preventing, identifying and addressing all such acts and practices against RDA, as well as third parties involved in RDA activities.



ANNEX 1

DESCRIPTION OF REQUIREMENTS

Context of the Requirement: Provision of Website Management and Maintenance Services for the Virgin Islands Recovery and Development Agency (RDA)

Brief Description of the Required Services: To provide high-quality technical support to the continuous development of the website and support to the RDA in the management of the website.

Description of Expected Outputs to be Delivered: See Terms of Reference (TOR) in Annex 2.

Person to Supervise the Work/Performance of the Service Provider: See TOR in Annex 2.

Frequency of Engagement: On-going

Location of work: British Virgin Islands

Expected duration of work: Initial Framework Contract will be for one (1) year with the option of renewal for an additional year.

Target start date: January 2020

Facilities to be Provided by RDA (i.e. must be excluded from Price Proposal): None.

Implementation Schedule: During the agreement period (1 year), the selected Firm needs to be ready to undertake various assignments upon request of RDA with a turnaround time of no more than two (2) working days.

Qualified Staff: Names and curriculum vitae of individual(s) who will be involved in completing the services.

Currency of Proposal: United States Dollars (USD)

Value Added Tax on Price Quotations: Must be exclusive of VAT and other applicable indirect taxes

Validity Period of Quotations (counting from the last day of submission of proposal): 90 days
In exceptional circumstances, RDA may request the service provider to extend the validity of the quotation beyond what has been initially indicated in this RFQ. The quotation shall then confirm the extension in writing, without any modification whatsoever to the quotation.

Partial Quotation: Not permitted



GOVERNMENT OF THE
VIRGIN ISLANDS
Premier's Office



VIRGIN ISLANDS
**RECOVERY AND
DEVELOPMENT AGENCY**

Payment Terms: Payment within fourteen (14) days from the date of submission of invoice of services validated by the RDA.

Type of Contract to be Signed: 1-Year Framework Agreement.

Criteria for Contract Award: Highest Combined Score (based on the 40% technical offer and 60% price weight distribution)

Criteria for the Assessment of Quotation: Technical (40%)

See the detail technical evaluation criteria in the TOR.

Only firms obtaining a minimum of 60 marks out of 100 marks in the Technical Evaluation will be considered for the Financial Evaluation.

Financial (60%)

To be computed as a ratio of the Quotation's offer to the lowest price among the quotations received by RDA.

RDA will award the contract to: One firm which offers the best value for money.

Contract General Terms and Conditions: Framework Agreement

Annexes to this RFQ: Description of Requirements (Annex 1), Detailed TOR (Annex 2), and Form for Submission of Quotation (Annex 3).

Contact E-mail for Inquiries: procurement@bvirecovery.vg

Any delay in RDA's response shall be not used as a reason for extending the deadline for submission, unless RDA determines that such an extension is necessary and communicates a new deadline to the firms.



ANNEX 2

TERMS OF REFERENCE – WEBSITE CONTINUOUS DEVELOPMENT AND MANAGEMENT SUPPORT SERVICES

Objective

1. The main objective is to continually develop and provide website management support services to the Recovery and Development Agency's website (<http://www.bvirecovery.vg/>) to ensure it meets the communication needs of the RDA, Government, project stakeholders, contractors, donors, media and members of the public. The website will be used as an information source and must have a design that is visually appealing, readable, easy to navigate, and reinforces the purpose of the agency while giving it a unified look and feel. The prospective Service Provider is advised to visit the existing website to gain perspective on the scale and diversity of information needed to be collected and hosted on the website in a user-friendly and easily accessible manner.
2. The scope of works includes:
 - 2.1 Technical Systems Development and Re-design
 - 2.2 Integration Services
 - 2.3 Content Management System Training
 - 2.4 Website Hosting and Maintenance

Organizational Context

3. The Government of the Virgin Islands has established the **BVI Recovery and Development Agency** (RDA), under the RDA Act (No. 1/2018) and relevant regulations, to implement the British Virgin Islands Recovery & Development Plan following the devastating effects to the territory by the natural disasters of 2017. The RDA role in delivering the RDP is focused on three areas:
 - 3.1 Delivery of Value for Money projects, according to the Government priorities from the RDP;
 - 3.2 Capacity building of Government services, private sector contractors, communities and NGOs and individuals to benefit directly during the recovery and from the capacity building projects;
 - 3.3 Raise funds from external sources to support delivery of projects alongside funds raised directly by Government from loans and other sources.
4. Our website is the official source of information for all matters related to the BVI's recovery including the publishing of millions of dollars in business opportunities for contractors, consultants and suppliers.



5. The RDA intends to raise grants and private sector investments to fund the programme of recovery and development in accordance with the priorities in the Recovery Development Plan (RDP) approved by the Virgin Islands House of Assembly. A combination of money (grant and investment funding), contacts, contributions in-kind and volunteering is needed. Volunteering may include providing highly skilled technical assistance through to working on basic building and community projects.

Expectations of the website and scope of services

6. The website is expected to provide a detailed breakdown of the projects under the over-arching Recovery and Development Plan, which will identify the intended and achieved results and values. There are approximately 80 projects to be undertaken over the complete 5 years of the RDP. The immediate priorities to be delivered over the next 6 months will be approximately 20-35 projects to deliver immediate and tangible benefits in order to be: tourist ready as well as the re-establishment of key public services (schools, housing, and security) and infrastructure. We would like the following users/stakeholders to be able to actively engage with the website:
 - 6.1 **Investors and donors** – to easily identify the plan, status of projects and good governance of the RDA. To be able to trust the RDA and be able to fund specific projects.
 - 6.2 **Contractors and Suppliers** – To easily identify opportunities, participate in online training on project management, how to develop and submit RDA tenders and information relating to the award of contracts.
 - 6.3 **BVI Public** – To demonstrate accountability for the work of the RDA, this will include minutes of key Board decisions, rules and regulations, spending on projects.
 - 6.4 **Media** – To provide real time updates on projects, short summaries on work of RDA, video/photo/interviews on work of RDA.
 - 6.5 **Feedback** – The ability to post comments and receive real time responses from communications team
 - 6.6 **Interested applicants** – To provide details on business and job opportunities including HR procedures to attract people to work for the RDA

Scope of the Services

7. The scope of work shall provide technical support to the continuous development of the website and support to the RDA in the management of the website, and will include the following:

Technical Systems Development and Re-design

- 7.1 **System Design** - Development and management of the security, server and other enabling functions for a fast, visually engaging and effective website. Any costs incurred to be approved by Head of Communications and Deputy Director of Programme Strategy Department (PSD).



- 7.2 Search Engine Optimization** – The developer is required to maximize the number of visitors to the website by increasing the quality and quantity of website traffic through the visibility of the website to users of a search engine.
- 7.3 Visual Appeal** - To develop and redesign the RDA website landing / home page for ease of navigation. Update the design of the web portal pages, the overall look of the home page, the use of smart-icons for highly user-friendly information dissemination and other creative aspects.
- 7.4 Web analytics** - The design will include the requirements for data gathering and analysis, and a study and analysis of existing /similar web portal and mobile apps and include best practices in draft design. The following portals can be used as examples of best practice of similar web portals in addition to web portals specifically involved in fundraising:
- 7.4.1 <https://www.adamsmithinternational.com>
- 7.4.2 <https://www.usaid.gov>
- 7.5 User analytics** - There must be a feedback, opinion poll counter, page visits counter, tenders, news and notices archives feature inbuilt in the web portal, with regular analysis and reporting on usage of the site using Google Analytics.
- 7.6 Traffic** - The website must also be capable to direct traffic to present and upcoming workshops, procurement opportunities, monthly reports and accompanying material.
8. Further development of the website based on regularly agreed priorities for modifications to include but not limited to:
- 8.1 Mobile support** - The Web Portal must continue to be desktop, tablet and mobile phone accessible.
- 8.2 E-commerce / Payment functions** - enable secure online payments by funders contributing to projects, for example, develop the capability to accept donations online and electronic supplier documents.
- 8.3 E-Procurement / Contractor Registration Database** - access to a secure procurement portal for suppliers to submit documents and to register as suppliers online.
- 8.4 Interactive modules** - potentially having more interactive modules such as live-chats and video links,



Integration Services

9. **Social Media Optimization (SMO)** - There must be linkages provided to various RDA social media portals like Facebook, Twitter etc. Link social media posts to the news function on website and potentially a volunteer system for persons to volunteer to work on projects.

Content Management System Training

10. Ensure administration and security is managed in accordance with direction provided by Head of Communications, in coordination with RDA's Information Technology (IT) Technician. The new web Portal will be Content Management System (CMS) enabled with one super Administrator control. This should be able to create multiple sub-administrator control users who can manage the contents of respective divisions/sections. Provide:
 - 10.1 **User and Content Management Training** - Design and deliver training and capacity building for the Communications Team to enable them to directly upload content, analyse and manage data on usage.

Website Hosting and Maintenance

11. **Hosting and Systems Maintenance** – provide web-hosting services and other website development and support to management of website as required with a turnaround time of no more than two (2) working days.

Management

12. The service provider will report to the RDA's Head of Communications. This will be coordinated via monthly meetings with written reports on achievements to date and minutes of the meeting produced to agree priorities for the next month within an overall action plan for the year.
13. The service provider will need to liaise closely with the RDA's Head of Communications to ensure coherent management of the website in line with the RDA broader Communications and IT strategies, policies and procedures. Liaison with other units in the RDA will be coordinated by the Head of Communications, including linking website to existing and future information systems to enable real time or regular uploading of key data.

Reporting

14. The following reports will be produced by the Service Provider during the contract:
 - 14.1 At the outset of the contract an action plan for the calendar year will be produced and finalised based on comments from the RDA.



- 14.2 An action plan will be produced for comment in December each year for the following year, which will need to be reviewed and finalised before the 1 January of the following year.
- 14.3 Monthly Assessment of RDA Website and Social Media, to provide data, analysis and recommendations for the RDA Communications Team on usage of website and social media, drawing on Google Analytics data and graphs for the website as well as all other available social media data, drawing key findings on performance of the website in delivering the intended function and reach. The report is to be submitted against agreed deadlines to inform the Board Paper submissions on communications.
- 14.4 A regular monthly report will be prepared and submitted in advance of the monthly management meeting and the report will include:
- 14.4.1 Summary of achievements and challenges for activities from the previous month, against the annual action plan for that year;
 - 14.4.2 Summary of proposed priorities and activities for the following month, against the annual action plan for that year.

Fee Basis

15. The contract will be for the provision of planned services for development of the website and capacity building and on-demand support for the management support to the website. Therefore, the fee basis for the contract should be for a monthly fixed rate fee for the period of the contract and any subsequent extensions.

Period

16. The services are required for the life-time of the RDA. The initial contract will be for one year, with the ability to extend for another 1 year.

Qualifications and experience required

17. The Firm must have the following attributes:
- 17.1 Must be a Firm registered and operating in good standing in the British Virgin Islands for at least 2 years.
 - 17.2 Must have at least one website development specialist with at least 2 years of website development experience.
 - 17.3 Identify the name of the main Specialist providing the service.
 - 17.4 Evidence of past extensive and demonstrable experience in the provision of website development and management services (please provide evidence such as CVs, certificates, projects worked on)
 - 17.5 Must be willing to declare conflict of interest in all matters if there is a possibility of any.



Payment Modality

18. The Firm may submit an invoice where work will be assessed on a monthly basis, and the Firm will be paid based on the works the RDA deems satisfactorily completed.

Criteria for Selection of the Best Offer

19. Offers received will be evaluated using a Combined Scoring method, where the qualifications and proposed methodology will be weighted 40%, and combined with the price offer, which will be weighted 60%.

20. Criteria to be used for rating the qualifications and methodology:

Evaluation criteria:

TECHNICAL CRITERIA	Total Marks Available	Weighting % of Total Mark
A. Baseline Qualifications	80	22
1. Effectiveness of the web developer's own website:		
Applicable to the requirements of the RDA. Proposes appropriate business tool that produces business results.	10	
Effective and impressive presentation.	10	
No spelling mistakes, typos and poor grammar usage in written materials.	10	
Evidence of limited technical issues and indicators of good quality assurance (QA)	10	
2. Diversity of the web developer's portfolio.	10	
3. Relevant experience in the type of the website required	10	
4. Good and proven track record. (Evidence of a list of clients for similar services as those required by RDA, indicating description of contract scope, contract duration, contract value, contact references; Certificates and Accreditation – including Quality Certificates, Patent Registrations, etc. of the firm). Written Self-Declaration that the Firm does not have a conflict of interest in all matters.	10	



5. At least 2 years in business. Evidence of copy of: - Trade licence registered in the BVI; Copies of Certificates of Good Standing from: - National Health Insurance, - Social Security Board, - Inland Revenue Department.	10	
B. References - Portfolio	30	8
1. Examples/references provided with relevant or similar to User's business objectives.	10	
2. Able to quickly offer references without hesitance and reluctance.	10	
3. Impressive examples and websites provided. No issues or aspects of websites they produced that were a cause for concern (outdated or ineffective websites, lacking functionality, etc.).	10	
C. Technical Proposal	260	70
1. Overall impressive proposal	10	
2. Proposal accurately, clearly and completely identifies User's business objectives. Provider fully understands User's requirements and address issues effectively.	10	
3. Proposal includes a specific plan of action to meet the objectives. Provider clearly states how they would approach the goals to ensure they are met. The plan is solid and realistic.	10	
4. The goals are S.M.A.R.T. (Specific, Measurable, Attainable, Relevant and Timely) or the equivalent.	10	
5. The proposal addresses all the points and requirements listed in the TOR. It is a well-constructed, informative and impressive response to the User's request.	10	
6. The proposal is "on target" with User's needs. It is specifically for the RDA.	10	
7. The proposal gives confidence that the web developer understands RDA's business to market the RDA's service.	10	
8. The web developer demonstrated high skills in marketing and sales.	10	
9. The web developer demonstrated high skills in design and creativity.	10	
10. The web developer has demonstrated overall high technical skills.	10	
11. The proposal clearly explains a complete project flow.	10	
12. The proposal include all the following services that are essential to RDA's website:		
Content Management System	10	
E-commerce / Payment processing	10	
Hosting	10	
Mobile support	10	
Search Engine Optimization (SEO)	10	
Social Media Optimization (SMO)	10	



Copywriting	10	
Photography	10	
Video production	10	
13. The proposal indicates who specifically will work on RDA's services. It appears to be a complete and dedicated team / account executive with all the skill sets required by RDA.	10	
14. The quotation and payment terms are clearly indicated.	10	
15. The provider explains what is included in the quotation and is reasonable. The fixed fee rate is acceptable.	10	
16. The proposed timeframe is aligned with a clear project schedule with a breakdown of milestones.	10	
17. The proposal outlines warranty and maintenance support of the website.	10	
18. The project include training with an inclusive cost for training in the fixed monthly fee.	10	
TOTAL TECHNICAL SCORES	370	100

Technical Weighting = 40%

FINANCIAL CRITERIA	Total Marks Available	Weighting % of Total Mark
1. Monthly Fixed Fee	100	100

Financial Weighting = 60%

21. Only Firms obtaining a minimum of 60% weighting of the total marks in the **Technical** Evaluation will be considered for the Financial Evaluation.

Queries and Responses

22. Any questions are welcomed, and responses are to be made directly to the Recovery and Development Agency's Procurement Team who can be contacted using the following details:

Attention: **Director of Procurement**
E-mail: Procurement@bvirecovery.vg
Telephone: +1 (284) 393 8003
Address: Recovery and Development Agency
First Floor, Ritter House, Wickham's Cay II
Tortola, VG1110
British Virgin Islands



ANNEX 3 (A)

FORM FOR SUBMISSION OF QUOTATION BY FIRM PART A – TECHNICAL

This form can be submitted using the Service Provider's Official Letterhead

Please including the following information:

Name of Service Provider (Firm):

Address of Service Provider:

E-mail address:

Contact number:

Name and title of the Service Provider's point of contact:

(The person to be contacted, should further clarification be required)

Date: _____

To:

Recovery & Development Agency

First Floor, Ritter House

Wickham's Cay II, Road Town, Tortola VG 1110

British Virgin Islands

Attention: Director of Procurement

Dear Sir,

Subject: RDA/RFQ/2019/0063 – Provision of Website Development and Maintenance Services for the RDA

We, the undersigned, hereby offer to render the following services to the RDA in conformity with the requirements defined in the RFQ dated _____, and all of its attachments:
(dd-month-year)

1.0 Portfolio:

[Please type out details of your portfolio or attach here.]

2.0 Track Record:

[List of clients for similar services as those required by RDA, indicating description of contract scope, contract duration, contract value, contact references; Certificates and Accreditation – including Quality Certificates, Patent Registrations, etc. of the firm).



2.1 List of References

Clients	Description of Contract Scope	Contract Duration	Contract Value (USD)	Contact References
[Add lines as required]				

2.2 Certificates and Accreditation

Certificate Type	Issue Date	Expiration Date	Remarks
E.g. Quality Certificates			
E.g. Patent Registrations			
E.g. Academic Certificates			
E.g. CV's			
Add lines as required			

3.0 Self-Declaration / Conflict of interest Statement:

[Write Self-Declaration that the Firm does not have a conflict of interest in all matters.]

4.0 Statutory Compliance and Performance

Attach copies of your:

Document Type	Issue Date	Expiration Date	Remarks
Trade licence registered in the BVI			
Certificates of Good Standing - National Health Insurance,			
Certificates of Good Standing - Social Security Board,			
Certificates of Good Standing - Inland Revenue Department.			
[etc.]			

5.0 Methodology:

[Please type out a detailed and comprehensive proposal of your methodology for the website development and maintenance services here.]



6.0 Annual Action Plan (Yr 1):

List Activities for Annual Action Plan (Yr 1) below:

Activity no	Description of Activity	Proposed Timeline (Date / Month / Quarter)	Remarks
1	<i>Eg. Detailed consultations with The Head of Communication and Information Technology Technician to gain an understanding of business goals and objectives.</i>	<i>Insert proposed duration of activities in this column</i>	<i>[any remarks that clarify the information relating to this activity]</i>
2	<i>Eg. Technical Systems Development and Re-design</i> <ul style="list-style-type: none"> - System Design - Search Engine Optimization - Web analytics - User analytics - Traffic 		
3	<i>E.g. - Eg. Technical Systems Development and Re-design</i> <i>Further development of the website based on regularly agreed priorities for modifications to include but not limited to:</i> <ul style="list-style-type: none"> - Mobile support - E-commerce / Payment functions - E-Procurement / Contractor Registration Database - Interactive modules 		
4	<i>E.g. Enable Integration Services</i> <i>- Social Media Optimization (SMO)</i>		
5	<i>E.g. Content Management System Training</i>		
6	<i>E.g. Website Hosting and Maintenance</i>		
7.	<i>Etc.</i>		



7.0 Quality Assurance (QA)

[Give details of your QA plan]

Signed and Submitted by Service Provider Authorized Person:

.....
Name (Block Letters)

.....
Signature

.....
Designation

.....
Date



ANNEX 3 (B)

**FORM FOR SUBMISSION OF QUOTATION BY SERVICE PROVIDER
PART B – FINANCIAL**

This form can be submitted using the Service Provider's Official Letterhead

Please including the following information:

Name of Service Provider (Firm):

Address of Service Provider:

E-mail address:

Contact number:

Name and title of the Service Provider's point of contact:

(The person to be contacted, should further clarification be required)

Date: _____

To:

Recovery & Development Agency

First Floor, Ritter House

Wickham's Cay II, Road Town, Tortola VG 1110

British Virgin Islands

Attention: Director of Procurement

Dear Sir,

Subject: RDA/RFQ/2019/0063 – RDA Website Management and Maintenance Services

We, the undersigned, hereby offer to render the following services to the RDA for a period of one (1) year (with ability to extend for another 1 year) in conformity with the requirements defined in this RFQ dated _____, and all of its attachments:
(dd-month-year)

Details:	Fixed Management & Maintenance Fee/Month (USD)
Monthly Services Fee	\$
Signed and Submitted by Service Provider Authorized Person:	
..... Name (Block Letters) Signature
..... Designation Date