

Request for quotation (RFQ) for  
services

**Development of the website for EU  
Flood Relief in Serbia Programme**

**RFQ No: UNOPS-SFRS-2015-S-077**

**Request for quotation (RFQ)  
for Development of the website for EU Flood Relief in Serbia Programme  
RFQ NO. UNOPS-SFRS-2015-S-077**

Date: 31 December 2015

UNOPS is accepting quotations from suppliers for development of the website for EU Flood Relief in Serbia Programme. All interested parties must complete and return the attached price sheet to the following address:

**UNOPS Serbia Operations Centre  
Šumatovačka 59  
11000 Belgrade, Serbia**

or to the following e-mail address: [srpc.bids@unops.org](mailto:srpc.bids@unops.org)

## 1 Requirements and price list (Annex A)

Quotations need to be submitted by using the Requirements and Price List contained in Annex A.

## 2 Eligibility

Bidders must not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the design, specifications, and other documents to be used for the procurement of the goods under this request for quotation.

Bidders must not be under a declaration of ineligibility for corrupt and fraudulent practices published by UNOPS on its website. Bidders must meet the eligibility criteria as published on the UNOPS website.

## 3 Currency

All prices shall be quoted in RSD (Republic of Serbia Dinar) VAT free.

UNOPS reserves the right not to reject any bids submitted in another currency than the mandatory bidding currency stated above. UNOPS may accept bids submitted in another currency than stated above if the bidder confirms during clarification of bids (1.18) in writing that it will accept a contract issued in the mandatory bid currency and that for conversion the official United Nations operational rate of exchange of the day of RFQ deadline as stated in the RFQ letter shall apply.

Regardless of the currency of bids received, the contract will always be issued and subsequent payments will be made in the mandatory bidding currency above.

## 4 Evaluation

UNOPS evaluates quotations based on lowest priced most technically acceptable quotation received.

## 5 Delivery (for goods) – N/A

All items shall be delivered by \_\_\_\_\_, (date(s)) and shipped Incoterms (DAP place / FCA .. / ..)  
[select appropriate Incoterms]

## 6 Mobilization and duration (for services)

The deadline for completion of the website is 45 calendar days from the contract signing date.

## 7 Quotations due

All quotations must be received in a sealed envelope at the address as stated below no later than:

**Date: 11 January 2016**  
**Time: 12:00h, noon, CET**  
**UNOPS Serbia Operations Centre, Šumatovačka 59**  
**11000 Belgrade**  
**Contact person: Procurement Unit**

or to the following e-mail address: [srpc.bids@unops.org](mailto:srpc.bids@unops.org)

Quotations submitted shall be binding and valid for a period of thirty (30) days from the due date stated herein. Any prices accepted during this period will be considered firm/fixed for the resulting purchase order.

UNOPS will award this requirement in total and will not accept any partial quotations. The supplier agrees to acknowledge the purchase order in the form provided upon award, under the terms and conditions stated therein, and for the agreed amount.

## 8 UNOPS General Conditions of Contract

Any order resulting from this RFQ exercise will be subject to the UNOPS General Conditions of Contract available for goods, small services and services at the following addresses: <http://www.unops.org/SiteCollectionDocuments/Procurement/UNOPS%20General%20Conditions%20for%20Goods.pdf>  
<http://www.unops.org/SiteCollectionDocuments/Procurement/GCCs%20For%20Professional%20Services.pdf>  
<http://www.unops.org/SiteCollectionDocuments/Procurement/Conditions-of-services-below50K.pdf>

## 9 Clarifications

Suppliers with questions or requests for more information are encouraged to send them to the email address below promptly in order to allow time for the provision of a written response. Explanations or interpretations provided by personnel other than the above will not be considered binding or official.

Any requests for clarification should be referred to Procurement Unit and should be sent to the following e-mail address: [srpc.procurement@unops.org](mailto:srpc.procurement@unops.org).

**Note:** This email address is for clarifications only. Received quotation through [srpc.procurement@unops.org](mailto:srpc.procurement@unops.org) will not be considered.

## 10 Quotation form (Annex B)

The attached Quotation Form needs to be completed and signed. Suppliers shall return the completed and signed Quotation Form with their quotation.

**Approved by:**

Date: 31. DEC. 2015.

  
Svetlana Mijuk, UNOPS SFRS Project Manager

## **ANNEX A**

### **Requirements and price list**

The following documents must be completed / provided and returned with your offer:

- Annex B – Quotation form
- Annex C – Terms of Reference
- Annex D – Financial offer
- Annex E – Previous Experience Form: for at least 20 (twenty) designed web sites in the last eight years;
- References for the minimum 5 (five) developed web sites listed in Previous Experience Form, preferably for the international organisations, EU funded projects and Governmental institutions;
- Traceable list of Internet links on the previous projects related to the design and programming of the web portals;
- List of engaged personnel with their Curricula Vitae (CVs);
- Detailed work plan with the duration of the assignment limited to 45 calendar days from the date of the award of the contract, including the development and the testing phase;
- Company registration documents, not older than 6 months, or the valid excerpt from the Registry of Bidders of the Serbian Business Agency;
- Tax administration receipt, not older than 6 months from the date of the quotation, proving that that the company paid all local and national taxes to be provided, or the valid excerpt from the Registry of Bidders of the Serbian Business Agency.

Bidder must also identify and disclose all information on any related entity (full legal name and address).

## ANNEX B

### RFQ –Quotation form

Quotation form must be completed, signed and returned to UNOPS. The quotations must be made in accordance with the instructions contained in this request as well as in compliance with the Design Review Checklist (Addendum 1).

UNOPS General Conditions of Contract will apply to any resulting purchase order/contract. A link to the UNOPS General Conditions of Contract is included in the RFQ document.

The undersigned, having read the terms and conditions of Quotation No.UNOPS-SFRS-2015-S-077 set out in the attached document, hereby offers to supply the services specified in the RFQ at the price or prices quoted, in accordance with any specifications stated and subject to the terms and conditions set out or specified in the document.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name and title: \_\_\_\_\_

Company: \_\_\_\_\_

Postal address: \_\_\_\_\_

Tel.no: \_\_\_\_\_

Fax no: \_\_\_\_\_

Email address: \_\_\_\_\_

Validity of offer: \_\_\_\_\_

Currency of offer: \_\_\_\_\_

Bidder must also

Payment terms 30 days accepted:

Quotation to be addressed to:

UNOPS Serbia Operations Centre  
Procurement Unit  
Šumatovacka 59  
11 000 Belgrade  
Serbia

## ANNEX C

### Terms of References

#### Development of the Website for the European Union Assistance for Flood Relief in Serbia Programme

##### Background

The overall objective of the European Union Assistance for Flood Relief in Serbia<sup>1</sup> Programme, funded in two phases through the Instrument of Pre-accession Assistance (IPA) 2012 and IPA 2014, is to contribute to the Government of the Republic of Serbia efforts to support recovery of the municipalities affected by May 2014 floods. Its specific objective is to support the citizens of the municipalities affected by the floods to restore their living conditions through construction and reconstruction of private houses, by establishing normal functioning of kindergartens, schools and other public buildings and roads of primary importance and to enhance capacities of the Government of Serbia's Office for Flood Affected Areas Assistance and Recovery (FAAARO) in management and monitoring of salvage efforts. This Programme is implemented by the United Nations Office for Project Services **UNOPS**, the United Nations Organization for Food and Agriculture **FAO**, Hilfe zur Selbsthilfe e.V - **Help**, Arbeiter-Samariter-Bund Deutschland e.V - **ASB** and the Danish Refugee Council – **DRC**.

##### Objective

The website is developed with the objective to increase knowledge of the population in Serbia and wider audience about the EU support to the flood affected areas. The website will provide accurate and effective information on the assistance for flood relief, and acknowledge that the European Union is the largest donor to the Republic of Serbia after May 2014 floods.

The website will provide:

- Access to all relevant information, documents and publications related to the EU funded flood relief projects to the general public and specialised audiences in order to increase their awareness about the EU support;
- An interactive map of the districts and local self-governments in Serbia, which received support through the Programme.

The website must be created visually and technically in line with the web presentation of the donor (the link to the presentation shall be provided to the selected contractor).

##### Description of Responsibilities

###### a. Scope of work

The Web-design/Development Team of the Contractor will provide at least three different solutions for the design of the website among which the UNOPS will chose the most suitable.

UNOPS will be responsible for providing the content of the website during the development of the website, while it will upload the content to the website independently after "go-live" date.

###### b. Deliverables

1. Registration of two (2) .org domains in Serbian and English<sup>2</sup>;
2. Designing dynamic website with the interactive map of the EU Assistance for Flood Relief in Serbia<sup>3</sup>;
3. Provision of the detailed technical documentation with the instruction manual on the website content management, administration and maintenance;
4. Training of the staff member(s) for the website content management, administration in line with the instruction manual;
5. Provision of the detailed narrative report.

<sup>1</sup> More information about the intervention can be found on the official website of the Delegation of the European Union <http://europa.rs/tag/poplave-2014/>

<sup>2</sup> Domain names will be defined per availability

<sup>3</sup> Detailed explanation about the website structure and the technical requirements available in Appendix A and Appendix B.

The Contractor shall submit a detailed work plan with the duration of the assignment limited to 45 calendar days from the date of the award of the contract, including the development and the testing phase. During those 45 calendar days the Contractor should provide own hosting services for the beta version of the website.

The Contractor is obliged to procure hosting package and two .org domains (domain names in Serbian and English will be determined by the UNOPS Communications Manager) from one of the Serbian Internet providers for 36 (thirty-six) months from the date of signing the service contract. Once the Contractor fully develops website, ensure it is operational and populated, it shall be approved by the UNOPS Communications Manager. The date of approval will be taken as the "go-live" starting date. The content of the website will be provided by the UNOPS and it shall be uploaded by the Contractor only during the development of the website. From the "go-live" starting date, content will be managed by the UNOPS.

### **Time-frame**

1. Preparatory activities (five-ten calendar days);
2. Activities implemented (20-25 calendar days);
3. Commissioning, report prepared and submitted (ten working days).

### **Milestones**

The following milestones should be reviewed and approved by the UNOPS Communications Manager:

1. Detailed work plan;
2. Three options of the visual elements of the website;
3. Necessary databases, which shall be presented to the UNOPS representatives and tested;
4. Content uploaded to the website;
5. Graphic interface;
6. Testing of the website and fixing of all malfunctions;
7. Detailed narrative report.

### **Qualifications**

The following qualifications are required for the assignment:

- At least eight years of experience in developing Web Portals, Applications and Information Systems;
- Experience in designing and developing of at least 20 websites, preferably for the international organisations, EU funded projects and Governmental institutions;
- In depth knowledge of database design/development platforms/web hosting platforms/web design technologies.

The Contractor should submit a traceable list of references (e.g. Internet links) on the previous projects related to the design and programming of the web portals and a list of engaged personnel with their curricula vitae (CVs).

### **General requirements**

All the elements of the design must be prepared so that the website works smoothly on every screen size and on every operating system, which should be achieved through proven procedures in wireframe design and responsive development.

The website needs to provide: easy and intuitive navigation, multiple levels of access, visually attractive and inviting design with a consistent image, ease of modification and maintenance, responsive design, complete content is dynamic and can be altered freely and easily, advanced keyword search and automatic content listing and publishing.

### **Additional requirements**

1. Warranty period of 24 (twenty-four) months (starting from the "go-live" date of the website) during which monthly back-up, maintenance and design fine-tuning will be available at no cost. Apart from this, in the same period the Contractor will provide and install free of charge all software updates and security patches of the technology used.

2. The website must be fully technically compatible with the new DEU website<sup>4</sup>, so that the website about the flood relief intervention can be embedded into the new DEU website when needed.

### **Appendix A – Website Structure**

The website should consist of a Public and an Administrative part. Administrative part serves for the administration of the Public Part, should be login/password protected, simple to use and to update/populate with new information. Administrative part should be accessible to designated UNOPS personnel (in further text: Content manager or Administrator), consisting of up to five users.

#### **Public Part**

Public pages should be available in Serbian (Cyrillic), Serbian (Latin) and English, without any specific login requirements and those pages should be structured of following functional sections:

#### **Section 1: Horizontal Header (top)**

Description: Title of the project and the project logo.

#### **Section 2: Horizontal Title Bar with Menus/mouse-over drop-down menus (top)**

Description: Title bar section is to be aligned in graphic/design style with the beta version of the DEU in Serbia website and should contain basic division of sections (e.g. Home page, About us, Language, FAQ, Interactive map, Archive, Contacts, Links, Press corner, Documents, Photo and Video Galleries etc.)

#### **Section 3: Horizontal Main Section – News, Information, Documents (middle)**

Description: Contains previews (such as text with thumbnail image) of the main news sorted by date/time with the latest news on the top and link to the page with relevant information (on the home page). After following the link of the specific news, the entire content of that particular news article should be displayed in this section.

#### **Section 4: Interactive map, links/banners to important documents, Tweet box etc. (right)**

Description: The right side of the website should contain links (with logos, if available, as hyperlinks) to the websites of the DEU in Serbia, the Programme's Implementing Partners, the Government of the Republic of Serbia and other Governmental institutions, various surveys, European institutions, etc. The order of the appearance of the banners should be easy to change. The banners on the home page should be automatically visible on other pages too. Further characteristics will be agreed in detail with the UNOPS Communications Manager and IT personnel.

Interactive map of districts and local self-governments affected by the floods will serve as a standardised tool for selecting and displaying all project data for that district and per local self-government. It will allow efficient overview of in-the-field progress through multi-dimensional presentation of the on-going and completed projects. The mouse-over option on the district should allow the overall information about the support in the region, while the click on the specific local self-government should open the page with the detailed information about projects within it. The map should be similar to the already existing map of EU funded projects in Serbia<sup>5</sup> with search option and preselected dropdown menus.

#### **Section 4: Footer (bottom)**

Description: This section should contain the EU flag with the statement about funding and disclaimer, Site map, contacts of the Implementing Partners, links to the social media etc.

#### **Administrative Part**

The administrative part should be readily available only to the personnel designated by the UNOPS (Content Manager) and should be username and password protected, and in accordance with all web security mechanisms in order to protect vital information.

#### **Functional section of the administrative panel: for UNOPS Personnel Only**

<sup>4</sup> The link to the beta version of the website will be provided to the selected bidder.

<sup>5</sup> The map is available at <http://mapa.euinfo.rs/>

Description: This section provides administration and management of the site and is based on the Content Management System (CMS). It will require Administrator/Content Manager to login to the system to add, change or delete content.

The CMS based administration tool should provide the following functionalities:

1. File management

- All content such as articles or attached files should be added through the administration panel
- All articles (news) published on the website must allow for content such as embedded graphics (photos, maps etc.), and creating such articles should be possible in an easy way through a web browser (website front-end) by the website Content Manager
- File attachments to all articles (one or more, of types such as Microsoft Office and PDF files, photos, multimedia) should be easy to upload/remove/manipulate by the Content Manager through a front-end.

2. Content management

All content would be added through front end of the portal (content editor should be able to change the content using Internet browser only). Editing of the articles must be user friendly, with options to copy and paste, to insert pictures of the desired size and positioning in the article. A selection of font types, sizes and colours should be available to the editor of articles in the What You See Is What You Get (WYSIWYG) editor.

The content of the website should be compatible with all mainstream Internet browsers (IE, Mozilla, Opera, Chrome etc.).

**Annex B – Technical Requirements**

<b>Supported Operating Systems</b>	Linux / PHP 5.3+ / MySQL / Apache
<b>Supported Browsers</b>	Microsoft Internet Explorer latest version Mozilla Firefox latest version Google Chrome Opera
<b>Supported Authentication Methods - Security</b>	Forms based User ID and Password Custom authentication methods
<b>Criteria and model for creating the website</b>	The link to the beta version of the model website will be provided to the selected bidder.

The suggested implementation technology is WordPress Content Management System (CMS) 4.4 or any newer version available at the moment of development of the website.

The deadline for completion of the website is 45 calendar days from the contract signing date.

**The offers should be sent to:**

UNOPS Serbia Operations Centre  
Šumatovačka 59  
Belgrade 11000  
Serbia

Reference: Bid for the EU Assistance for Flood Relief in Serbia website

**ANNEX D**
**Financial offer**

QUOTATION		
<b>BIDDER'S PRICES (Price &amp; Currency to be entered by Bidder in RSD)</b> For evaluation and comparison purposes, UNOPS shall convert all bid prices expressed in amounts in various currencies into an amount in USD, using the United Nations exchange rate.		
	DESCRIPTION	CURRENCY: RSD
		TOTAL OFFERED PRICE (VAT excluded)
1.	<b>Development of the website for EU Flood Relief in Serbia Programme</b> as specified in the above Terms of References	





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