

Grenada Bureau of Standards
REQUEST FOR PROPOSALS

December 5, 2023

1. Summary

Grenada Bureau of Standards (GDBS) is currently accepting proposals for services on website design and development. GDBS is a statutory body established in 1989, with the mandate to ‘promote and encourage the maintenance of standards in relation to goods, services, processes and practices.’

The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidates, to conduct a fair evaluation based on the prescribed criteria, and to select the candidate who is the best fit for the project. Grenada Bureau of Standards reserves the right to award contract(s) as it sees fit and to the bidder of its choosing when and how it deems appropriate.

2. Nature and Scope of Work

- a. The purpose of this project is as follows:
 - Website design and development;
 - Training of staff to conduct maintenance and updates on the website.
- b. Project Description:
 - Project details are available in the Terms of Reference.

3. Selection Criteria

All offer submissions that meet the requirements of this RFP and are submitted by the deadline will be considered based upon the materials provided. The following criteria will be used for selecting the winning proposal:

- a. Use of correct format;
- b. The proposal’s ability and likelihood of achieving the desired outcome of the project;
- c. Past performance of bidder’s similar services;
- d. The experience and expertise of the bidder;
- e. The proposed budgeted costs of the project.

Grenada Bureau of Standards reserves the right to suspend or terminate acceptance of proposals at any time as it sees fit, for any reason, without notice or obligation to any bidder.

4. Bidder Qualifications

Bidders should provide the following items as part of their proposal for consideration:

- a. Description of relevant experience
- b. List, title, and employment status of your organization's management and employees
- c. References, testimonials, or samples of your work (as applicable)
- d. Resources you will assign to this project (number, title, experience)
- e. Full plan of action
- f. Timeframe for project completion
- g. Project management methods and details

5. Deliverables

Proposals will be accepted until January 5, 2024. Any proposals received after this date and time will be returned to the submitting bidder.

Any outsourced or contracted work is subject to the requirements of this RFP and must be clearly disclosed in the proposal. Any and all costs must be listed in the proposal, including any outsourced or contracted work. Proposals that include outsourced or contracted work must provide a name and description of the individuals and/or organizations being contracted. All costs must be itemized and include a detailed explanation of all fees and associated costs.

Terms and conditions will be negotiated upon selection of the winning bidder and will be subject to review by Grenada Bureau of Standards and/or its legal advisors, including but not limited to scope, costs, timeline, and anything else applicable to the project.

Send proposals via email to info@gdbs.gd.

6. Timeline

RFP issue date: December 5, 2023

RFP deadline: January 5, 2024

TERMS OF REFERENCE FOR WEB DESIGN AND DEVELOPMENT SERVICES FOR GRENADA BUREAU OF STANDARDS

The Grenada Bureau of Standards (hereinafter called GDBS) is looking for a Service Provider to provide website design and development services.

GDBS is a statutory body established in 1989, with the mandate to ‘promote and encourage the maintenance of standards in relation to goods, services, processes and practices.’ GDBS is the National Quality Infrastructure (NQI) of Grenada, providing services under the following pillars of the NQI: Standards, Metrology, Certification, Accreditation and Awareness.

The main roles of GDBS are as follows:

1. To prepare national standards and encourage the implementation of standards in commerce and trade;
2. To encourage manufacturers to produce quality products without limiting the consumers’ choice or restricting freedom in design or manufacture;
3. To provide testing and calibration services to industry;
4. To ensure equity in trade;
5. To provide conformity assessment services (inspection, testing & certification) in keeping with technical regulations, protection of environment, occupational health & safety in support to manufacturers and exporters;
6. To offer technological advice, consultancy and training services to both government & industry in relation to standards.

1. Nature of the Service Provision

External web design and development company to provide services for the following:

1.1 Discussion Spaces:

Create and design discussion forum and connection functionalities for standardization to ensure high usage and support user retention, including:

- The creation of a Standards Hub to allow for the use of personal user account profiles, where users can update their details, save key documents, view their contributions across the Hub, manage their participation in online discussions and other activities on the Hub, comment on draft standards and other content, send direct messages to other users and respond to automated feedback questions on content they’re viewing;
- Enable advanced online discussion forum functions including discussion threads and sub questions and discussion spaces;

- Optimize search function across the discussion spaces to facilitate analysis and usage, including free text search of posts and by keyword tags/taxonomy.

1.2 User Experience:

- Improved hub global search and filters: Configure global search, thematic and geographic filters to incorporate the new features developed under this contract, enhance search and optimize user experience to increase usage, including tagging disability-friendly content;
- User upload process: Improve design, functionality and automation of user content upload process (documents) to increase and facilitate wider usage, including providing frontend design and styling to all web forms;
- Search engine optimization (SEO): Enhance SEO to increase visits and ensure high, relevant traffic from the main global search engines.

1.3 E-commerce Website and Backend Development

- Implement a web-based e-commerce platform with the ability to buy standards and packaging materials through web;
- Content - Home, Standards Catalogue, Products Catalogue, Customer registration and Contact Us pages and sharable links should be included with the necessary requirements.

1.4 Payment Gateway

- Integrate a payment gateway to make secure online payments using credit/debit cards.

1.5 Report Generation

- Basic accounting report generation including periodic reports based on the standard buyer performance dashboards including delivery tracking where possible;
- Allow platform usage reports using Google Analytics Integration.

1.6 Social Media Integration

- Add social media buttons to website;
- Allow social login for visitors to the website, eliminating the need to create user name and password to sign up, if needed.

1.7 Document/content Repository

- Improve design of website landing page and Content Management System (CMS) to include and ensure accessibility of key content and highlight new content and events. New content includes but is but not limited to: draft standards for public comments, press releases, news articles and notices.
- Improve administrative interface to facilitate content management and analysis of content.

1.8 E-mail Alerts

- Allow e-mail alerts to the respective employees of GDBS and users of the website;
- Develop user-submission of content to include a backend online review interface where employees with sufficient permissions can review, comment on and approve submissions.

2. Non- Functional Requirements

2.1 Responsiveness

- Responsive design on various devices including but not limited to desktops/laptops (Windows and Mac), mobile phones and tablets (Android and iOS);
- Compliant to the international accessibility standards (accessible via screen readers, colour blind friendly colour schemes, etc.);
- The website should be compatible with all modern browsers.

2.2 Security

- The website should have security such as an SSL certificate;

2.3 Availability

- The website should be available 24 hours, seven days a week and should allow for purchase of standards at all times. The purchase of packaging materials should only be available during the working hours of the Bureau (Monday to Friday 8:00a.m. – 4:00p.m.).

2.4 Back Up & Disaster Recovery

- The website should allow for scheduled backups and the Service Provider should provide a Disaster Recovery Plan.

2.5 User Interface and User Experience

- The website should allow for easy navigation with a corporate look and feel. It should convey the branding of GDBS with the logo, colors and pictures.

2.6 Training and User Manuals

- The Service Provider should train staff of GDBS to perform the content upload, system maintenance and administration. The Service Provider should also develop a detailed user manual/s.

2.7 Source Code Handover

- All source codes, developed libraries and design files should be handed over to GDBS.

2.8 Maintenance, Security, Bug Fixing, Additional Design and Development

- The Service Provider should provide technical support and security maintenance including bug fixing for the website for a six-month duration after the completion of the website;
- Provide additional design and development, as required for the website for a six-month duration after the completion of the website.

3 Responsibilities and Expectations

The Service Provider will be expected to:

- Organize an inception meeting with GDBS to: (i) present proposed approach and methodology for the revamp and development of the website detailed above;
- Collect feedback and inputs on enhancements and feature development and requirements;
- Advise and clarify questions;
- Develop in coordination with GDBS, web designs with the features listed above, ensuring an attractive, user-friendly interface;
- Ensure the backend development and configuration as required and test each feature.

4 Project Duration/ Timeline

Six (6) months

5 Deliverables

The Service Provider is expected to provide the following:

- Methodology and work plan;
- Draft web designs for review, integration of feedback and final approval;
- Design, development and delivery of a fully tested and functional updated website including the functionalities specified above, deployed online;
- Full technical documentation (system code and system design) to enable smooth deployment, handover and ongoing maintenance and updates by GDBS;
- Hosting services to support the platform for the necessary information technology services and applications.

6 Required Documents

Interested Service Providers need to submit the following:

- An overview and examples of past online knowledge management and/or discussion platforms delivered, preferably open source included and contact details of references;
- A work plan including start date and date of completion of deliverables, a proposed approach for the assignment based on the information provided above, including risk management and information on the proposed team and their roles;
- A breakdown of expected services and associated costs, with VAT for the completion of all deliverables.

Incomplete proposals will not be considered.

The above-mentioned documents shall be prepared and sent by e-mail to info@gdbs.gd, no later than 20 business days after the issue date of this RFP.

7 Intellectual property

- All outputs and intellectual property created during this assignment, including but not limited to system code, system design, data, findings, results, solutions, recommendations and any other documents and designs developed throughout the project shall be owned by GDBS;
- Documents provided to GDBS shall be considered 'draft' until GDBS provides feedback and comments, which the Service Provider shall incorporate, as appropriate. At that point, the document will be considered 'final' by the Service Provider. If no comments are received by the Service Provider, the 'draft' will be considered final by GDBS.

8 Confidentiality

All GDBS proprietary data shared with the Service Provider shall be governed by a non-disclosure agreement as part of the agreement.

ISSUE DATE: DECEMBER 5, 2023