

Section II: Schedule of Requirements

eSourcing reference: [insert eSourcing reference number e.g. RFP/2016/18]

SCOPE OF WORKS

Background	<p>Cities Alliance, the global partnership promoting the role of cities in poverty reduction and sustainable development, requests the services of an expert website maintenance, hosting and design company for the purposes of ensuring smooth running of Cities Alliance's Drupal based website, executing design and functionality enhancements and updates as needed, and correcting errors in the current functionality, display, and usability of the site.</p>
Objective and deliverables	<p>Objective 01: Cities Alliance Website content maintenance services</p> <ul style="list-style-type: none"> ➤ Maintenance: ensure the website runs smoothly and that any technical issues are efficiently and swiftly dealt with. ➤ Design: continuous improvement of the website features through light changes. Changes will need to be made to the pre-programmed styling of fonts, text (size and style), bullet points, and titles. ➤ Usability: improve the editor functions that are currently used to create and update content on the website. ➤ External User functionality: improve the user functionality and experience with improvements to navigation, search functions, and the appearance of items on the site using animations, interactive maps, collapsible menus, etc. <p>Objective 02: Cities Alliance Website hosting and maintenance services</p> <ul style="list-style-type: none"> ➤ Website Hosting services: The contractor shall provide hosting services for two One Drupal websites: Cities Alliance website (https://www.citiesalliance.org/) ➤ Website maintenance services: The maintenance of the website includes the following tasks: <ul style="list-style-type: none"> ➤ Drupal security updates are released by the Drupal organization every month and will be applied to the website. ➤ Drupal core updates are released approximately every three months.

	<p>➤ Fix bugs, support to create content, add new modules, and other tasks as required</p>
Contract timelines	<p>The contract is expected to be for a period of 02 (two) years starting from 01st Sep 2024.</p> <p>Year 01: 01 Sep 2024- 31st Aug 2025 Year 02: 01 Sep 2025 - 31st Aug 2026</p> <p>Extension of year 02 will be subject to availability of funds and satisfactory performance of the contractor.</p>
Technical Specifications/ Expected outputs	<p>Objective 01: Cities Alliance Website content maintenance services</p> <p>This contract includes all types of maintenance and support to ensure the application is up-to-date, fully managed and optimized in terms of security, infrastructure and performance and development enhancements. Content related activities will be covered by Cities Alliance and do not require support.</p> <p><u>Maintenance:</u></p> <ul style="list-style-type: none"> • Implementation of technical updates needed on the content management systems and custom code to upgrade to new versions of Drupal core and/or contributed module updates once a year. • Fixing existing bugs not prior identified. • Pro-active monitoring of the application to ensure optimized infrastructure, adequate application performance and server stability. Issues to take care include but not limit to: <ul style="list-style-type: none"> ○ Detecting and responding to changes in traffic that require resizing servers or making other changes in available resources ○ Restarting servers ○ Detecting and responding to denial-of-service attacks ○ Recovering from backups • Provision of ongoing and regular maintenance services including, but not limited to, the following: <ul style="list-style-type: none"> ○ Capacity monitoring ○ Performance monitoring and tuning ○ Design updates and minor changes ○ Technical troubleshooting • Implementing small to medium enhancements up to 20 hours of service per month. Unused hours shall not be billed and rolled over to the following month. The 20 hours/month refer to the standard maintenance and updates needed to keep the website running smoothly. This is an estimate based on the last two years of operation of the website. A similar number of hours are needed per month depending on our design needs. This will be confirmed with the contractor upon signature of the contract. <p><u>Design</u></p> <p>The contractor is expected to design and implement any changes requested by Cities Alliance.</p>

Create a new visual design that allows for an improved user experience, that follows the guiding design principles of Cities Alliance digital products and branding guidelines.

- UX assets: User Research with User Personas, Journeys, Site Maps, and Wireframes
- Design/Theme for the Cities Alliance website:
- Components based design system (possibly utilizing systems/frameworks such as Material Design)
- A set of templates based on components and requirements of individual page types, including a robust navigation system
- Responsive states for all common screen sizes
- Supports Right-to-Left (RLT) text

Usability: improve the editor functions that are currently used to create and update content on the website.

External User functionality: improve the user functionality and experience with improvements to navigation, search functions, and the appearance of items on the site using animations, collapsible menus, etc.

Technical System Requirements for website content management

- Continuous update to the latest Drupal version (currently 10)
- System must be compatible with all versions of major browsers released in the last five years:
 - Internet Explorer,
 - Microsoft Edge,
 - Mozilla Firefox,
 - Google Chrome,
 - Apple Safari and or all available browsers
- Device support for smartphone operating systems and browsers released in the last 3 years:
 - iOS,
 - Android,
 - Windows Mobile
- Assets used must be free from copyright and royalty encumbrances, preferably those released in any of the following licenses:
 - Creative Commons
 - GPL or LGPL
 - MIT License
- All source and working files should be turned over at the end of the project, in an unencrypted and unminified format

Objective 02: Cities Alliance Website hosting and maintenance services

The contractor will be providing hosting for the Cities Alliance website which is currently hosted by an external provider and the contractor will be expected to migrate the existing websites and host the website and provide maintenance (including but not limited to maintenance related to the patch update) of the websites for the entire duration of the contract. The contractor shall be expected to archive some of the website contents before migration and the details will be shared after contract signature. The contractor should ensure SSL certificate management (monitor, renew) and install the certificates for the Cities Alliance website. The contractor is expected to provide any or all maintenance related to patch s update as and when a patch is available for the website.

1. **Citiesalliance.org** website is available publicly. Below are the details that need to be maintained with the same domain name:
 - 25 GB SSD storage (expecting to grow to a maximum 50GB in the next few years)
 - Guaranteed resources: 2.09 vCPU / 3.1 GB RAM
 - Solr search server
 - The website should be hosted in EU region
 - Drupal-Optimized Hosting
 - Managed LAMP Stack
 - Multi-environment setup
 - SSL support on all environments
 - Multi-layer caching
 - GDPR compliant
 - ISO 27001 certified or equivalent
 - The package proposed should be able to host multiple websites.
 - Unlimited Number of linked domains
 - Unlimited Number of subdomains
 - Databases: MySQL version 5.7: **With WordPress**, and one (01) database per website or test environment.
 - Operating System: Linux
 - HTTPS protection
 - Via Let's Encrypt SSL certificates
 - Adapted to any CMS
 - 24/7 support
 - via e-mail and a toll-free phone number
 - Website transfer service
 - Uptime monitoring
 - HTTP/2
 - APC
 - OpCache
 - APCu - 128MB
 - Varnish - 128MB
 - RamDISK - 128MB
 - Redis - 64MB
 - Automatic backups - Daily
 - Savings backup - 14 days and above
 - Malware scanner
 - Auto-patching
 - Automatic security updates
 - Web Filters
 - Firewalls
 - DDoS protection With NAWAS filter
 - Logging tools & IP Blocking
 - Jailing
 - One-click CMS installations - Drupal, Magento and Joomla
 - FTP users - 10 users maximum
 - DNS management
 - SSH keys (Secure Shell access)
 - Uptime guarantee - 99.99%
 - High Availability - Automatic reboot in the event of hardware failure
 - Technology - IMAP and POP3

<p>Experience of the contractor (specific details and number of years of experience)</p>	<p>Objective 01: Cities Alliance Website content maintenance services</p> <ul style="list-style-type: none"> • The contractor should have completed User Experience exercises for a website (or digital product), including conducting User Research, creating User Journeys, Site Maps, and Wireframes • Have designed 3 recent websites with component-based theme using: <ul style="list-style-type: none"> • Site-wide design system • Responsive states for all common screen sizes • High level of compliance with accessibility standards • Have designed 1 recent website developed for Drupal 8, which includes documentation and proper handoff to developers • Have designed 1 recent website requiring 2 or more languages (at least 1 language with <ul style="list-style-type: none"> • Right-to-Left (RTL) and/or multi-byte/UTF8 characters) • Minimum requirements • Have developed at least 3 (three) Drupal 10 based websites. • Have developed/implemented at least 3 Drupal 9 multisite or multilingual websites (both theme and backend development) • At least one contribution to Drupal core/contributed modules during the last 2 years. • At least 20% of the staff in the company are Drupal experts. • Recent experience of maintenance of at least 10 different websites hosted on Drupal as a service solution (e.g. Acquia, Pantheon). • At least 50% or above of the staff are female. <p>Objective 02: Cities Alliance Website hosting and maintenance services</p> <ul style="list-style-type: none"> • The contractor has experience in providing website hosting and maintenance services for a period of minimum 02 (two) years before June 2024. • Key personnel proposed should have experience in maintaining the website with appropriate technologies as requested under the technical requirements. <p>Proposed key personnel Project Manager - Years of Experience Minimum 7 years Account Manager - Years of Experience Minimum 6 years Software Development and Architect - Minimum 5 Years of Experience UI/UX Designer and Information Architect - Minimum 5 Years of Experience.</p>
<p>Contractor's responsibility</p>	<ul style="list-style-type: none"> • Complying with UNOPS ICT technology standards, processes and guidelines, including: <ul style="list-style-type: none"> a) Information Security Requirements b) Web Accessibility c) Search engine Optimization SEO standards d) Drupal development standards e) Cities Alliance Brand guidance – This will be provided to vendor at time of engagement when applicable • Providing a single point of contact for overall Contract management. • Providing a single point of contact for each specific project (based on the type of services required);

- Ensuring that each objective remains within the agreed budget and alerting the Cities Alliance Project team if there is a need for any scope adjustment.
- Submitting the project plan and timeline for each particular project
- Requesting approval from Cities Alliance for any changes in the team during the execution of a project;
- Hosting monthly project meetings and sending monthly reports to Cities Alliance on the progress against the agreed objectives;
- When applicable, documenting and informing Cities Alliance on key decisions related to business and technical requirements that may impact on technical architecture, content architecture, module selection, DB architecture, performance...etc.
- Submitting outputs in the format specified for the relevant service and/or project;
- Overall quality control (bugs, typos, design,...);
- When applicable, testing all products to verify compliance with key specifications and functionality;
- When applicable, providing documentation on testing approach, exact test cases and results, for each objective;
- When applicable, submitting all application design documentation, specifications, source code, application deployment files, user manuals, admin manuals and all other applicable deliverables identified for each project.
- Ensuring that functionality offered and/or built into Cities Alliance systems and websites allows Cities Alliance to apply standards that are consistent with the principles set out in pertinent data regulations including the General Data Protection Regulation (GDPR).
- Work hours: (9:00 am to 5:00 pm) (40 hours/week), and/or equivalent standard working hours of the host country. 5 days a week, Monday through Friday.
- The time zone of work for this entire contract will be Central European Time (CET).
- However, for some Projects, services will be required outside the "Regular Working" hours up to and including weekends to meet Cities Alliance project timelines. These requirements will be addressed by and agreed to by Cities Alliance and the vendor prior to contract issuance.
- Outside Office hours includes work required by Cities Alliance to be performed:
 - (i) before/after regular working hours as defined in Section above,
 - (ii) on weekends

Response time

The contractor should provide response to any or all the issues raised by the Contract manager within 8 hours during working days and within 12 hours during the weekends. However, the provider needs to have an emergency system in place to respond to and fix with high priority (immediately) exceptional issues, e.g. if the website goes offline, including during weekends.

<p>Cities Alliance's responsibility or support</p>	<ul style="list-style-type: none"> • Providing a single point of contact for overall contract management; • Providing a single point of contact for each specific objective; • Providing clarifications of requirements, as needed; • Providing feedback on deliverables to the vendor such as project documentation quality and completeness; • Facilitating a reasonable amount of interaction between the vendor and the Cities Alliance Subject Matter Expert (SME) to have a clear understanding of each objective and for other inputs, as deemed necessary; • Reviewing and if acceptable signing off on agreed deliverables of each objective; • When applicable, providing access to Cities Alliance systems as needed
<p>Schedule of payment</p>	<p>The prices proposed by the contractor will be fixed for the entire duration of the contract.</p> <p>The contractor can submit invoices as per below schedule during the entire contract duration</p> <p>Objective 01: Cities Alliance Website content maintenance and design update services</p> <p>Invoice should be submitted every month before 10th day of the following month for the monthly support provided (number of hours with the per hour rate as agreed in the contract)</p> <p>Objective 02: Cities Alliance Website hosting and maintenance services</p> <p>The yearly invoice for the hosting services should be submitted within 01 month from the date of signature of the contract for the first year and for year 02 the invoice should be submitted upon the start of the second year.</p>
<p>Proposal evaluation methodology</p>	<p>70:30 (70 points for Technical and 30 points for Financial proposal)</p> <ol style="list-style-type: none"> 1. Preliminary screening of proposals, including an assessment of whether proposals comply with the formal and eligibility criteria stated in the solicitation documents. All proposals substantially compliant at this stage will go through subsequent evaluation as follows; 2. Qualification criteria, determining which proposals are substantially compliant to the qualification criteria and rejecting non-compliant proposals. Only proposals meeting or exceeding the qualification criteria shall be considered substantially compliant; 3. Technical evaluation (technical criteria), determining the technical points achieved by each proposal, as per maximum points assigned per criterion included in the solicitation document. Only proposals that meet the minimum technical threshold indicated in the solicitation document (70%) shall be deemed substantially compliant; 4. Financial evaluation. Financial proposals will only be opened for the offerors that achieve the minimum technical threshold. Proposals scoring above threshold shall be checked for any arithmetic errors. The maximum number of points for the Financial Proposals is 30 points. This maximum number of points will be allocated to the lowest price financial proposal.

	<p>Financial proposals from other offerors will receive points in reverse proportion according to the following formula:</p> <p>Points for the Financial Proposal being evaluated = [Maximum number of points for the Financial Proposal] x [Lowest price]/ [Price of proposal being evaluated]</p> <p>5. Combined analysis. The proposal obtaining the overall highest score after adding the score of the technical and the financial proposals is the one that offers best value for money and is to be recommended for award.</p>
General terms and conditions for services	Applicable UNOPS general terms and conditions