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**DZONGKHA DEVELOPMENT COMMISSION
ROYAL GOVERNMENT OF BHUTAN**



DDC/ADM/ 10 /2016-2017/234

Date: 26/09/2016

M/S _____

Subject: Invitation of Bids

The Dzongkha Development Commission invites Expression of Interest (EoI) for Design and Development of DDC's bilingual (English and Dzongkha) website.

The Consulting Firms, if interested in undertaking this assignment and are confident of meeting the requirements as per but not limited to the Annexure 1: Terms of Reference (ToR), should submit the proposal as per the instructions given in sections below. Following documents are also required to be submitted with the proposal:

- i. Copy of valid trade license
- ii. Tax clearance certificate.

1. Submission of the proposal

The bidder should submit the Technical Bid (Annexure 2) and the Financial Bid (Annexure 3), sealed in two separate envelopes clearly indicating the technical and financial bid. The sealed financial and technical bids shall then be sealed in another envelope and submitted to the address below not later than 12 noon on or before 28/10/2016. The bid opening will be at 3 pm on the same day in presence of the representatives of the firms who choose to attend.

HR Officer,
Administration & Finance Services,
Dzongkha Development Commission
Kawajangsa, Thimphu

The outer envelope of the bid must bear the following on top of it:

“Expression of Interest for Design and Development of DDC's Website”



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2. Selection Criteria

The technical bids will be evaluated as per the table below.

No.	Evaluation criteria	Max points
1	Background and registration of Organization	5
2	Proven experience of development and maintenance dynamic websites	20
3	Proposed technology, approach and plans to carry out the assignment	40
4	Human Resource Capacity (education, general qualifications, publications, articles, previous experience within or outside the company) and proof of employment of proposed staff(s)	20
5	Proven knowledge of developing bilingual website or knowledge on localization of websites.	15
Total		100

3. Evaluation Process

The evaluation will be carried out first for the technical bid and shall be based on the criteria provided in Section 3 (Selection Criteria). Only those firms' financial bids whose technical bid score are in top three will be evaluated. The final score will be calculated considering 80% of the technical bids' score and 20% of the financial bids' score.

The evaluation committee shall then, after rigorous scrutiny, establish the final evaluation result and shall remain final.

4. Earned Money Deposit (EMD)

Bidders shall furnish, as part of its bid, a bid security amount of 2% of the quoted amount in the form of Bank Draft/Demand Draft/Cash Warrant issued by a recognized financial institution in Bhutan, drawn in favor of the Secretary, DDC, Kawajangsa, Thimphu. Any bid not accompanied by EMD shall be treated as non-responsive.

The bid security may be forfeited:

- i. If a bidder withdraws its bid during the period of bid validity; or
- ii. If a bidder does not accept the arithmetical corrections of its bid price, or
- iii. In case of a successful bidder, if the bidder fails to
 - a. sign the contract within the prescribed time; or
 - b. furnish the performance security within the prescribed time.



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5. Performance Security

The successful bidder upon being awarded the work shall deposit 10% of the contract amount as performance security in the form of Bank Draft/Bank Guarantee/Cash Warrant issued by a recognized financial institution in Bhutan, drawn in favour of the the Secretary, DDC, Kawajangsa, Thimphu within 10 days after notice of award but before signing of the contract. This performance security shall be refunded /returned to the consulting firm only after satisfactory completion of the assignment.

6. Preliminary Examination of Bids and Determination of Responsiveness

Prior to the detailed evaluation of the bids, the DDC shall determine whether each bid:

- i. outer envelope has been properly sealed,
- ii. accompanied by a copy of valid Trade License and Tax Clearance Certificate ,
- iii. contains separate sealed envelopes, each for financial bid and technical bid with clear indication,
- iv. has been properly signed, and
- v. is accompanied by Earnest Money Deposit.

The bids not fulfilling the above requirements shall be treated as non-responsive.

7. Bid validity

The bids shall remain valid for a period of 60 days from the date of opening of the bid.

8. Clarification

The bidder requiring any clarification on any section of the document may contact the concerned authorities of AFS, DDC at 02-322663 or at thinleyd@dzongkha.gov.bt / slhendup@dzongkha.gov.bt



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Annexure 1: Terms of Reference (ToR)

1. Background

Dzongkha Development Commission (DDC) is the premier institute in the country mandated to develop and promote Dzongkha, the National Language of Bhutan.

The vision of the commission is to make Dzongkha the main medium of communication for every Bhutanese in order to promote harmony, cohesion and stability in the country.

With advancement of technology and Bhutan's aim of creating ICT enabled society, to promote Dzongkha through ICT is one of the objectives of the Commission.

As the Commission's website is one of the major platforms for making its services and products accessible to all sections of the Bhutanese community, a dynamic, responsive and appealing website is necessary. Therefore, through this project, the DDC wants to come up with an excellent bilingual (Dzongkha and English) website with additional features in the current one.

2. Scope of the work

The broad scope of the work is to design and develop a dynamic, responsive and appealing bilingual (Dzongkha and English) website, test and host it.

The scope of the work for the consultancy services includes but is not limited to following:

- i. The consultant/consulting firm should study the commission's background, study the pros and cons of the existing website, and prepare a Functional Requirement Document.
- ii. The new website should have all the features of the existing website. Some of the important existing features are:
 - a. Management of backend users
 - b. Search functionalities
 - c. Management of staff profile
 - d. Management of news and announcements
 - e. Management of publications
 - f. Comment moderation
 - g. Online language services request and contact/feedback forms
 - h. Social media integration (being able to share and comment using social media accounts such as Google+, Facebook, twitter, yahoo, etc..)
 - i. Visitors count
 - j. Online dictionary



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- iii. The new website should include following additional functionalities:
 - a. Site Map
 - b. Email and print facilities for every webpage
 - c. RSS feed
 - d. Image slider.
 - e. Forum with user registration facility
 - f. **Word of the day column:** The website shall display “word of the day” which shall be fed by the approved team from DDC. Any interested users can subscribe for the word of the day and the word shall be sent via email after the subscription.
 - g. **New words column:** New words coined shall be posted on our website with its part of speech, equivalent English words, meaning, example sentence and picture
 - h. **Corrected spelling column:** The DDC will collect Dzongkha words with wrong spellings from newspapers and post the correct spelling on the website every week.
- iv. The website should be dynamic with user friendly content management mechanism so that the authorized users can upload the contents easily.
- v. The website should be responsive so that web pages can be viewed in response to the size of the device one is viewing with (computer, smartphone, tab, iPhone and all other mobile devices).
- vi. The website should be highly secure. The design of the solution should adhere to security best practices, for example: passwords should not be stored in plain-text, all form data should be validated, all user input should be sanitized, use of CAPTCHA etc.
- vii. The website should be very appealing and attractive with customized design and layout.
- viii. The website should be search engine friendly. For example, language of the content and the url structures should be appropriate.
- ix. The website should be made bilingual using localization techniques such as using GNU gettext.
- x. The urls of the old website should be redirected to the corresponding pages of the new website.
- xi. Maintain proper documentation of all the functions and modules.
- xii. The website should comply to the eGovernment Interoperability Frameworks(eGIF) standards and best practices
- xiii. The consulting firm should involve Commission’s IT focal person during the entire development period



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- xiv. The consulting firm should report the work progress on fortnightly basis to ICT Head

3. Facilitations

- i. The Commission shall provide the Conference Hall for meetings and presentations;
- ii. The Commission shall provide all the contents both in English and Dzongkha required for the project;
- iii. The Commission shall facilitate meetings with relevant stakeholders in line with the project;
- iv. And provide the web hosting accounts with domain name.

4. Deliverables

- i. Development and implementation of dynamic, responsive bilingual website
- ii. Functional Specification Document
- iii. All test cases
- iv. Host the website
- v. Users and Administrative manuals
- vi. Training to the ICT personnels on maintenance, update etc.
- vii. Training to the identified backend users of the Commission;
- viii. Project Report

5. Warranty and support

- i. The consultant should provide free support, maintenance and backup services for a period of 1 (one) year after the delivery of the project.
- ii. The consultant should also provide warranty period of 1 year.

6. Copyright

- i. The Dzongkha Development Commission shall hold exclusive rights on all design and other work products contained on the website.
- ii. All design and development work should be aligned to BICMA's norms;
- iii. In the event of any claim(s) by any third party(ies) on copyright of pattern, trademark, design, animations, colors etc, the Consulting Firm shall be fully responsible to act as a mediator to resolve the issue without Commission's involvement;
- iv. The Consulting Firm shall be liable for any penalty or compensation to be paid to third party failing to adhere to sub-section (iii) of the Copyright section.



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7. Duration of the project

The entire project should be completed in 3 months.

8. Payment terms

The terms of payment shall be as follows:

30% of the contract amount shall be paid upon the approval of the Functional Specification Document by the commission and the remaining 70% will be paid after the completion of the assignment and commissioning of website to the satisfaction of the DDC.



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Annexure 2: Technical Bid

Sl.No.	Particulars	Documents to be attached Wherever applicable.		
		Yes	No.	Page No.
1	Name, Address, email and telephone number of the Agency / firm / company.			
2	Name, Designation and telephone no. of the authorized person.			
3	Copy of Valid Trade License			
4	Please enclose the list of permanent professional and no .of year of association with Organisation.			
5	Experience of developing bilingual(English & Dzongkha) website/ Dzongkha website/ Localization			
6	Detail of experience in developing website, technology skills and maintenance for the past three years (please attach proof)			
7	Detail of similar assignment (Please attach copy with sanction letter/ work order)			
8	Describe Organisation knowledge about website development application (Human Resource skill set and profiles)			
9	Tax Clearance Certificate (Please attach copy)			
10	Proposed Technology, Approach and Work Plan			



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Declaration:

This is to certify that I/We before signing the document have read and fully understood all the terms of reference (annexure 1) contained in the document and undertake myself/ourselves to strictly abide by them.

date

Signature of the bidder with name, designation, seal and



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Annexure 3: Financial Bid

Please provide details of financial implication to the Organization with break up.

All prices/rates quoted must be inclusive of all taxes.

The Finance/ Budget Plan must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

Declaration:

This is to certify that I/We before signing the document have read and fully understood all the terms of reference (annexure 1) contained in the document and undertake myself/ourselves to strictly abide by them.

Signature of the bidder with name, designation, seal and date