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## UNITED NATIONS INDUSTRIAL DEVELOPMENT ORGANIZATION

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### **TERMS of REFERENCE (ToR) FOR CONTRACTS FOR SERVICES AND WORK**

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#### **Drupal Programming Services**

##### **1. Background Information**

The United Nations Industrial Development Organization (UNIDO) is the specialized agency of the United Nations that promotes industrial development for poverty reduction, inclusive globalization and environmental sustainability. The mandate of UNIDO is to promote and accelerate inclusive and sustainable industrial development in developing countries and economies in transition.

The Programme Development and Technical Cooperation (PTC) of UNIDO is responsible for providing technical cooperation services on technological and economic issues and is organized in the following departments: Department of Partnerships and Results Monitoring, Department of Agri-Business Development, Department of Trade, Investment and Innovation, Department of Energy and Department of Environment. Furthermore, PTC has a close cooperation with other field based Centers and Offices, such as the Investment and Technology Promotion Offices, forming the extended field network of UNIDO.

The objective of this project, the Trade, Investment and Innovation (TII) Knowledge Hub, is to establish a one-stop online based trade related information platform "TII Knowledge Hub" (HUB) linking quantitative and qualitative interactive tools focused on trade, investment and innovation, and herewith serving as a strategic decision-making supporting platform for a variety of UNIDO stakeholders, partners, donors and other interested actors. Within this context, UNIDO is actively working in supporting an inter-agency coherence exercise on trade, investment and innovation, especially in the framework of the Aid for Trade Agenda.

One important tool is the Resource Guide. The Resource Guide presents in a comprehensive, coherent and systematic manner the services offered and contributions made in the area of trade by bilateral and multilateral agencies in terms of technical assistance and financial contributions. The Resource Guide has its genesis in a decision by the High Level Committee on Programmes of the United Nations Chief Executive's Board to ensure greater coordination of UN agencies in the field of economic development. Since the first edition in 2008, the guide has played a catalytic role in increasing the level of UN coordination of capacity building in the trade and productive sectors at country level. A second edition of the Guide was launched in 2010. With the inclusion of non-UN multilateral organisations and bilateral development partners, the guide now offers a truly comprehensive resource base for the identification and coordinated planning of trade-related support.

The new edition of the Resource Guide is planned for release at the 6th Global Review of Aid for Trade, which is scheduled to be held in July 2017. UNIDO, which is coordinating the preparation and editing of the Resource Guide, derives substantial benefits from the effort.

##### **2. Objective**

The objective is to produce an interactive, user-friendly online version of the Resource Guide, which can be updated and maintained and at a later stage integrated into the overall TII Knowledge Hub.

All information on the Resource Guide is available offline and needs to be translated into an interactive online platform.



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### 3. Scope of the Services to be Contracted

In close cooperation with UNIDO's project and web team, the contractor will produce an online platform based on Drupal 8 CMS with available data from previous Resource Guide editions and train UNIDO staff and project team on how to maintain and update the information. The server will be hosted at UNIDO, but some consultation in best practice of installation and maintenance of Drupal 8 is required.

UNIDO is looking for a contractor that can provide all required services and outputs as indicated.

1. **Server installation/configuration**  
Participate in the installation and configuration of Drupal CMS servers at UNIDO HQ, Vienna, Austria.
2. **Concept and Design**  
In close cooperation with the UNIDO web team, the contractor will discuss and agree on a concept for the online platform before starting development.
3. **Implementation**  
The contractor will develop the Resource Guide website in Drupal 8 CMS.  
The key features required for the platform include:
  - Modelling of information entities such as Countries, Organizations and the trade capacity building related services provided by each entities in Drupal
  - Visualization of country related information on a world map
  - A user-friendly search function for services provided by countries/organizations.
4. **Documentation and knowledge transfer**  
The contractor will provide documentation and transfer relevant knowledge necessary for the further improvement and maintenance of the platform to the UNIDO team.
5. **End user training**  
The contractor will provide end user training on how to input and manage content on the platform.

\* The data input will be performed by UNIDO staff and is not part of the contract.

In close cooperation with the UNIDO project team in Vienna, the contractor will perform the following duties:

|   | <b>MAIN DUTIES</b>  | <b>OUTPUTS TO BE ACHIEVED</b>                                      | <b>LOCATION</b>       |
|---|---|--|-----------------------|
| 1 | Participate in the installation and configuration of Drupal CMS servers   | Readily configured Drupal Development, Test and Production servers | Home based / UNIDO HQ |
| 2 | Propose and agree on a concept for the website and agree with UNIDO on a work plan  | Concept presented and agreed                                       | Home based / UNIDO HQ |
| 3 | Develop and launch the resource guide website in Drupal CMS   | Successful launch of the resource guide website                    | Home based / UNIDO HQ |
| 4 | Knowledge transfer to the technical team on Drupal related topics, including site building, development, theming and administration | Workshops for the UNIDO team                                       | UNIDO HQ              |
| 5 | End user training in how to input and manage content in Drupal  | Training sessions for end users                                    | UNIDO HQ              |



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### **4. General Time Schedule and Other Requirements**

An online version of the Resource Guide website must be available on 7 July 2017. Data entering and finalization should be completed on 31 July 2017.

### **5. Personnel**

The bidder must provide clear information on the human resources that will be appointed to work with UNIDO project team in Vienna.

### **6. Language Requirements**

Working language will be English.

### **7. Deliverables**

Resource Guide website online and functional by 7 July 2017 and UNIDO staff trained on Drupal maintenance, data entering and other relevant tasks.

### **8. Contracting conditions**

The price quoted in the contractor proposal shall cover all costs involved to perform the requirements specified in these Terms of Reference (including visa, travel, accommodation and related costs) with the highest standard of quality and accuracy.

The detailed breakdown of costs should be provided. Bidders should quote in EURO and provide firm fixed prices.

### **9. Evaluation criteria**

#### Commercial

- Total price;
- Acceptance of UNIDO Model Contract and Conditions of Contract including payment terms;

#### Management

- Bidder's experience on similar Projects (reference material should be provided);

#### Personnel Qualifications

- Technical experience of principal personnel related to the performance of the requirement;
- Artistic aspects (creativity, out-of-the-box thinking, innovative approach, etc.) will be considered an asset (based on reference material).

#### Language Requirements

- Working language English required.
- The proposal shall be submitted in English.