SRI LANKA EXPORT DEVELOPMENT BOARD

(EDB)

INVITATION FOR BIDS

Design, Develop and Maintenance of a Web Portal for the National Organic Control Unit (NOCU) of EDB with Content Management System (CMS) and Trilingual Facility

Bid No: EDB/2023/NOCU/001

Client
Sri Lanka Export Development Board,
No. 42 Nawam Mawatha,
Colombo 02

May 2023

Table of Contents

SECTION I - INSTRUCTIONS TO BIDDERS

1. **Introduction:** EDB invites Proposals from eligible for "Design, Develop and Maintenance of a Web Portal for the National Organic Control Unit (NOCU) of EDB with Content Management System (CMS) and Trilingual Facility".

2. **Submission of Bids:** Bidder may only submit one bid. If a bidder submits or participates in more than one proposal, such proposals shall be disqualified.

   Bidders are invited to submit bids addressed to the Chairperson, Department Procurement Committee, Sri Lanka Export Development Board, Procurement Unit, 6th Floor, NDB-EDB Tower, 42, Nawam Mawatha, Colombo-02. Indicating **Bid number and the bid name on the top left-hand corner of the envelope** and must be sent **no later than 2.30 p.m. 5th June, 2023** by registered post or placed in the tender box kept in the procurement unit. **Late proposals will be rejected.** Partial bids will not be accepted and will be treated as non-responsive.

   The bidders are requested to submit **sealed Technical proposal with a copy & the Financial proposal separately.** The envelopes containing the Technical and Financial Proposals shall be placed into an **outer envelope and sealed**. Technical Proposals will be opened in the presence of the representatives at the above address **at 2.30 p.m. on 5th June, 2023**.

3. **Confidentiality:** EDB shall safeguard the confidentiality of the bidder's information submitted in the bid proposal. The information submitted by the bidder will only be utilized by the EDB for bid evaluation purposes, and no information will be disclosed to a third party other than the authorities participating in bid evaluation and awarding.

4. Bidders are required to quote for "Design, Develop and Maintenance of a Web Portal for the National Organic Control Unit (NOCU) of EDB with Content Management System (CMS) and Trilingual Facility" using the formats described in **Section II - Technical Proposal - Standard Forms**.

5. The financial proposal shall be prepared using the formats provided in **Section III - Financial Proposal - Standard Forms**. Corrections if any shall be made by crossing out, initialing, dating and rewriting.

6. **Price offered shall include all applicable taxes, including any applicable government taxes**. The prices shall also include other associated costs whatsoever if any, and each price must be stated separately. (refer FORM FIN-2 BREAKDOWN OF COSTS).

7. **The price quoted shall be fixed for the duration of the contract** and shall not be subject to adjustment on any account.

8. The prices shall be quoted in **Sri Lankan Rupees (LKR) only.**

9. Evaluation of Bids

   9.1 The EDB shall open the Technical Proposal immediately after the deadline for their submission. The envelopes with the Financial Proposal shall remain sealed and securely stored.

   9.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

   9.3 The EDB shall evaluate the Technical Proposals on the basis of their responsiveness, applying the evaluation criteria. Each responsive Proposal will be given a technical score. A proposal shall be rejected at this stage if it does not respond to important aspects of the IFB, and particularly the **Section IV - Standard Software Requirements Specification (SRS) document** & **Section V - Sitemap** or if it fails to achieve the minimum technical score.

   9.4 After the technical evaluation is completed in accordance with paragraph 9.3 above, the EDB shall notify those bidders whose Proposals did not meet the minimum qualifying mark or were considered non responsive to the IFB, that their Financial Proposals will be returned unopened after completing the selection process. The EDB shall simultaneously notify in writing bidders that have secured the minimum qualifying mark, the date, time and location for opening the Financial Proposals. Bidder's attendance at the opening of Financial Proposals is optional.

   9.5 Financial Proposals shall be opened publicly in the presence of the bidders' representatives who choose to attend. The name of the bidders and the technical scores obtained by each qualified bidder shall be read aloud. The Financial Proposal of the bidders who met the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals shall be then opened, and the total prices read aloud and recorded.

   9.6 As per the applicable Bid Evaluation Method of this bid, i.e. the Fixed-Budget Selection (FBS), the EDB will select the firm that submitted the highest ranked Technical Proposal within the budget. Proposals that exceed the allocated budget of this assignment will be rejected.

   9.7 Notwithstanding the above, the EDB reserves the right to accept or reject any proposal and to cancel the bidding process and reject all proposals at any time prior to the award of contract.

10. Award of contract

   10.1 A contract award notice will be issued by the EDB to the successful bidder.

   10.2 The selected bidder shall enter into a legal agreement with EDB, that will be in effect for the duration of the project contract period and will be specific to the deliverables described in SECTION IV - STANDARD SOFTWARE REQUIREMENTS SPECIFICATION (SRS) DOCUMENT & SECTION V - SITEMAP.

DATA SHEET

#	Description
1.0	Name of the Client: **Sri Lanka Export Development Board (EDB)** Method of selection: **Fixed-Budget Selection (FBS)**
2.0	The name of the bid is: **Design, Develop and Maintenance of a Web Portal for the National Organic Control Unit (NOCU) of EDB with Content Management System (CMS) and Trilingual Facility** The proposed NOCU Web Portal will be a comprehensive platform, which will act as the interface between the NOCU and all its stakeholders, general public that provides information about accreditation processes, organic standards, resources, directories of certified stakeholders in the Organic Agriculture and serves as the communication/collaboration platform with stakeholders and NOCU staff. All the identified requirements of this web portal is listed out respective sections of the bis document. However, it is strongly suggested to the selected bidder to have a brainstorm with members of NOCU & EDB officers (and pertinent stakeholders, as necessary), in order to pinpoint the precise needs of the proposed web portal.
3.0	**A pre-bid meeting will be held on 24th May, 2023 at 10.00 a.m. as a ZOOM Virtual meeting.** The Client's representative is: Procurement Officer, TEC members If you would like to **participate in this pre-bid meeting, please send an email request to the below email address** requesting the ZOOM meeting link. **Procurement Unit** **Address: Sri Lanka Export Development Board** **No: 42, Nawam Mawatha, Colombo 02, Sri Lanka** **Telephone: 0112300702** **Facsimile: 0112300728** **E-mail: nayana@edb.gov.lk**
4.0	Proposals must remain valid until Sixty (66) days since bid opening date.
5.0	If any clarifications may be requested, bidder should contact below **not later than three 03 Days before the submission date.** The address for requesting clarifications is: - **Procurement Officer** **Procurement Unit** **Sri Lanka Export Development Board** **No: 42, Nawam Mawatha, Colombo 02, Sri Lanka** **Telephone: 0112300702, Facsimile: 0112300728** **E-mail: nayana@edb.gov.lk**

6.0	Bidder to state all cost in LKR only**.**
7.0	Bidder must submit the original and 01 copy of the Technical Proposal, both in printed form, and the original of the Financial Proposal in printed form. Note: Technical and financial proposals should be submitted in **TWO separate sealed envelopes and both shall be placed into an <u>outer envelope</u> and sealed.** The Technical Proposal shall provide the information indicated in the **SECTION IV - STANDARD SOFTWARE REQUIREMENTS SPECIFICATION (SRS) DOCUMENT & SECTION V - SITEMAP**. Use the attached Standard Forms specified in the **SECTION II**. The Financial Proposal shall be prepared using the attached Standard Forms specified in the **SECTION III**. It shall list all costs associated with the assignment. All activities and items described in the Technical Proposal must be priced separately. Activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items. An authorized representative of the bidder shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the proposal or in any other form demonstrating that the representative has been dully authorized to sign. The signed Technical and Financial Proposals shall be marked "ORIGINAL". The original and a one copy of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" followed by the name of the bid. The copy of the Technical Proposal is to be made from the original. If there are discrepancies between the original and the copy of the Technical Proposal, the original governs. Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL" followed by the name of the bid, and with a warning "DO NOT OPEN WITH THE TECHNICAL PROPOSAL." **<u>The envelopes containing the Technical and Financial Proposals shall be placed into an outer envelope and sealed.</u>** This outer envelope shall bear the submission address, bid number and name. The client shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive. **Submitted via emails are not accepted.**

	Non-Refundable Payment Cash payment of a non-refundable fee of **LKR 2,500.00** and attach the copy of the original slip of the non-refundable payment with Technical proposal. If not, your proposal will not be considered for the evaluation. **Account Details for Non-Refundable Payment are as follows;** Sri Lanka Export Development Board, **Account No- 306605, Bank of Ceylon, Lake view branch.** **Please attach the copy of the original non-refundable payment slip with Technical Proposal. If not, your proposal will not be considered for the evaluation.**
8.0	The Proposal submission address is: **Chairperson** **Department Procurement Committee (DPC)** **Procurement Unit** **6th Floor** **Sri Lanka Export Development Board** **NDB-EDB Tower, 42, Nawam Mawatha** **Colombo 02** Proposals must be submitted no later than the following date and time: **Date: 5th June, 2023 Time: 2:30 pm**
9.0	Total Time duration of the Project: The **effective duration of the project shall be total of 05 years** from the date of web portal acceptance, **including a one-year warranty support period,** followed by **four-year period of support and maintenance** of the web portal in accordance with SECTION IV - STANDARD SOFTWARE REQUIREMENTS SPECIFICATION (SRS).
10.0	Expected date for commencement of project activities: **In June, 2023** **and,** **Web portal must be needed to be online within five (05) weeks' time with the implementation of identified Key functionalities (~60% of the scope)** Total duration to implement the web portal: **60** days

11.0	Compilation of the bid document:
	When preparing the bid proposal, it is advised that formatting be followed to ensure the clarity/readability/consistency of all provided documents.
	Recommendations:
	Font face: Times New Roman
	Font size: 12 points
	Page size: A4

12.0	**Criteria, and point system for the evaluation of Technical Proposals are:**

#	Criteria	Points Allocated (%)
1	Description of the Approach, development Methodology and creativity of the concept	20
2	Key System Features, functionality, productivity, scalability, and maintainability	15
3	The implementation technologies used, the usage of opensource technologies, and the solution's long-term viability	10
4	Experience of the company in similar projects	10
5	The team composition, experience, educational / academic qualifications of the project team assigned to the task	10
6	Quality Assurance Methodology (Methodologies for Functional and Non-Functional Testing, QA Methodologies)	10
7	Work & Time Plan for implementing the assignment	10
8	Warranty support & maintenance Support offered	10
9	Content writing/creative writing services offered	05
	Total Marks	**100**

(**The minimum technical score required to pass is 70 Points**)

SECTION II - TECHNICAL PROPOSAL - STANDARD FORMS

[*Comments in brackets* [ ] *provide guidance to the shortlisted Consultants for the preparation of their Technical Proposals; they should not appear on the Technical Proposals to be submitted.*]

FORM TECH-1 TECHNICAL PROPOSAL SUBMISSION FORM

[*Location, Date*]

Actg. Director General
Sri Lanka Export Development Board,
No 42, NDB-EDB Tower, Nawam Mawatha,
Colombo 2.

Dear Madam,

We, the undersigned, offer to selection of a Service Provider to **Design, Develop and Maintenance of a Web Portal for the National Organic Control Unit (NOCU) of EDB with Content Management System (CMS) and Trilingual Facility** in accordance with your Request for Proposal dated [*Insert Date*] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal with a one copy, and a Financial Proposal sealed under a separate envelope.

We are submitting our Proposal in association with: [*Insert a list with full name and address of each associated contracting organization/s*][1]

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed staff.

We undertake, if our Proposal is accepted, to initiate the requested services related to the assignment not later than the date indicated in item 10 of the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

We remain,

Authorized Signature:

Name and Title of Signatory:

Name of Organization:

Address:

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[1] *Delete in case no association is foreseen*

A - Bidder's Organization

[*Provide here a brief (Use maximum of 02 pages) description of the background and organization of yourfirm/entity and each associate for this assignment.*]

B – Bidder's Experience

[*Using the format below, provide information on each assignment for which your firm, and each associate for this assignment, was legally contracted either individually as a corporateentity or as one of the major companies within an association, for carrying out services of similar capacity to the ones requested under this assignment. (provide information for maximum of 05 assignments. Use no more than 10 pages overall.)*

Name of the Firm			
Name and address of Client:			
Name of the contact person of the client, designation and contact details: Is the client contactable owing to confidentiality clauses? (Yes/ No)	-		
Assignment name: (provide the URL if the assignment is a public web portal:)			
Approx. value of the contract:		Duration of assignment (months):	
No of professional staff-months provided by you:		Total No of staff-months of the assignment:	
Start date (month/year):		Completion date (month/year):	
Name of associated sub contactors, if any:			
Names of senior professional staff ofyour firm involved and functions performed (indicate most significant profiles such as Project Manager, Business Analyst/s):			
Narrative description of Project:			
Description of actual services provided by your staff within the assignment:			

FORM TECH-3 BRIFLEY COMMENT ON THE ABILITY AND SUITABILITY OF YOUR FIRM TO COMPLETE THE PROJECT AS PER THE STANDARD SOFTWARE REQUIREMENTS SPECIFICATION (SRS) DOCUMENT, SITEMAP AND PROVIDE SUGGESTIONS ON COUNTERPART STAFF AND FACILITIES TO BE PROVIDED BY THE CLIENT

A - On the SRS

B – On the Sitemap

C - On Counterpart Staff and Facilities

[*Present and justify here any modifications or improvement you are proposing to improve functionality, maintainability, sustainability, user experience, etc. in carrying out the assignment. Such comments and suggestions should be concise and to the point, and incorporated in your Proposal (Use maximum of 03 pages)*]

FORM TECH-4 DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT

Technical approach, methodology, work plan and key components of the Technical Proposal. Suggested to present the Technical Proposal (maximum of 30 pages, inclusive of charts and diagrams) divided into the following three chapters:

a) *Technical Approach and Methodology,*

b) *Work Plan, and*

c) *Organization and Staffing,*

a) *Technical Approach and Methodology. Explain your understanding of the objectives of the assignment, approach & methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. Should highlight the problems being addressed and their importance, and explain the technicalapproach that would adopt to address them. Should also explain the methodologies youpropose to adopt and highlight the compatibility of those methodologies with the proposed approach.*

b) *Work Plan. Should propose the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the SECTION IV - STANDARD SOFTWARE REQUIREMENTS SPECIFICATION (SRS) DOCUMENT & SECTION V – SITEMAP and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. (refer FORM TECH-7 WORK & TIME PLAN format)*

c) *Organization and Staffing. Should propose the structure and composition of the team. Should list the main disciplines of the assignment, the key expert responsible, and proposed technical and support staff. (refer FORM TECH-5 TEAM COMPOSITION AND TASK ASSIGNMENTS)*

FORM TECH-5 TEAM COMPOSITION AND TASK ASSIGNMENTS

Preferable Qualification of Technical Team to be assigned for this project;

- Bidder should have **experience** in the field of Website development **for three years.**
- Bidder should have done **similar projects in last three years**.
- Bidder should have the suitable technical team to assign for this project with relevant qualifications and experience.

[Note: This is a sample format. Bidder should provide the details of technical team to be assigned to this project.]

Technical Team			
#	**Key Experts (Positions) required**	**Preferable Mandatory Qualification**	**Preferable Mandatory Experience**	**Number of Positions assigned**
1	Project Manger	Degree from a recognize University or Diploma in IT or related subject with professional qualification	Demonstrate at least 1-2-year experience in similar capacity	
2	Business Analyst	Degree from a recognize University or Diploma in IT or related subject with professional qualification	Demonstrate at least 1-2-year experience in similar capacity	
3	Web Developer	Diploma in IT related subject	Demonstrate at least 2-year experience in similar capacity with experience on multilingual CMSs	
4	GUI/Graphic Designer	Diploma in IT related subject	Demonstrate at least 2-year experience in similar capacity	
5	QA Engineer	Degree/Diploma in IT or equivalent qualifications	Demonstrate at least 2-year experience in similar capacity with experience on multilingual CMSs	
6	Content writer/creative/copy writer	Bachelor's degree in communications, marketing, English, journalism, or related field.	Proven content writing or copywriting experience. A portfolio of published articles.	
7	Any other related positions assigned for this project			
8				

FORM TECH-6 CURRICULUM VITAE FOR PROPOSED TECHNICAL STAFF

[Provide the relevant details to evaluate the experience, educational / academic qualifications of the project team assigned to the task]

1. Proposed Position: ⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯

2. Name of Staff: ⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯

3. Qualification: ⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯

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4. Experience: ⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯⋯

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5. Employment Record at the bidder's company:

#	Year From	Year To	Position held
1			
2			

FORM TECH-7 WORK & TIME PLAN

[This is a sample template. Bidder might utilize Work Breakdown Structures (WBS), Gantt charts, etc. in presenting a comprehensive work & time plan, indicating interim approvals by the Client if required in relevant stages.

*Indicate the **number of days** required for each activity/sub activity]*

1. Exploration and Knowledge Gathering
   - Exploration meeting
   - Brainstorm with members of NOCU & EDB officers in order to identify the precise needs of the proposed web portal

2. Project Planning
   - Develop a detailed project plan, including timeline, milestones, and resource allocation
   - Establish project governance structure and reporting mechanisms
   - Conduct a kick-off meeting with the development team and stakeholders to discuss the project plan and expectations

3. Content Creation and Organization
   - Gather required content assets (text, videos, images, graphics, charts, etc.)
   - Provide services of content writing/creative writing, copywriting
   - Finalize the content with the necessary client approvals.

4. Design and Development
   - Create wireframes and mock-ups of the Web Portal's user interface
   - Develop the Web Portal's front-end and back-end components
   - Implement the database as per the requirement of store the back-end user logins/credentials, Contact US Form data, access/audit logs etc.)
   - Implement required integrations with external systems and APIs
   - Conduct regular progress meetings and update project plan as needed

5. Testing and Quality Assurance
   - Perform unit, integration, and end-to-end testing of the Web Portal's functionalities
   - Conduct cross-browser and cross-platform compatibility testing
   - Perform accessibility and performance testing
   - Address and fix any identified issues or bugs

6. User Acceptance Testing (UAT) and Training
   - Provide training materials and documentation for Web Portal administrators and content creators
   - Conduct UAT with a selected group of stakeholders
   - Gather feedback and make necessary adjustments to the Web Portal based on UAT results

7. Deployment and Go-Live
    - Set up hosting environment and configure domain settings
    - Integration with required services (SMTP services, etc.)
    - Launch the Web Portal and monitor for any issues

8. Post-Launch Support, Monitoring and Maintenance
    - Provide ongoing technical support and issue resolution for users and stakeholders
    - Monitor Web Portal performance and address any bugs or issues that arise
    - Plan for future updates and improvements based on user feedback and analytics

Total duration to implement the web portal   : 60 days

FORM TECH-8 - TECHNOLOGIES USED

[All the technologies/tools that used to implement, test, quality assurance, maintenance etc. of the web portal should specify in details with applicable annual subscription/license fees if any.]

(A sample format)

#	Module	Technology used	Version	Indicate whether opensource, freeware or license/subscription fee required per annum
1	Server Operating Systems	Ubuntu Server	22.04.2 LTS	Opensource
2	Frontend Web Application Development			
3	Backend Application Development			
4	Database Management System			
5	Web Server			
6	Container Deployment			
7	Performance Test Tool(s)			
8	Security Test Tool(s)			
9	Quality Assurance tool(s) used to check browser responsiveness and compatibility etc.			
10	Any other software/add-ons/plug-ins/ platforms/ themes/ technologies etc. used			
11				
12				

FORM TECH-9 - SERVICE LEVEL AGREEMENT (SLA)

This Service Level Agreement (SLA) is made between [Service Provider] ("Provider") and [National Organic Control Unit] ("Client") for the development, maintenance, and support of the Organic Control Unit Web Portal System for a period of 05 years from the Effective Date. Bidder shall provide the comprehensive maintenance plan.

1. **Purpose:** The purpose of this SLA is to outline the performance standards, support services, and maintenance commitments that the Provider will deliver to the Client during the term of the agreement. This SLA also defines the responsibilities of both parties and the procedures for addressing any issues or disputes that may arise.

2. **Scope of Services:** The Provider shall deliver the following services to the Client:
   2.1. Development Services
   - Design and development of the Organic Control Unit Web Portal System as per the agreed-upon specifications and timeline
   - Implementation of required integrations with external systems and APIs
   - Testing and quality assurance, including unit, integration, cross-browser, cross-platform, accessibility, and performance testing

   2.2. Maintenance Services
   - Regular updates of the Web Portal to ensure compatibility with the latest browser versions and technologies
   - Monitoring and optimization of Web Portal performance and load times
   - Implementation of security measures, including regular vulnerability scanning, patching, and data encryption
   - Web Portal should adhere to the SLCERT's periodic security audits

   2.3. Support Services
   - Monitor and administer the hosting environment in collaboration with allocated EDB IT personnel
   - Technical support for Web Portal administrators and content creators, including troubleshooting and issue resolution
   - Training and documentation for Web Portal administrators and content creators
   - Consultation on future updates and improvements to the Web Portal based on user feedback and analytics

3. **Service Levels**
   3.1. Response Time
   - The Provider shall acknowledge receipt of support requests and provide an initial response within 01 business hour.
   3.2. Resolution Time
   - The Provider shall resolve support requests within the following timeframes, based on the severity of the issue:
   - Critical issues (e.g., Web Portal downtime, security breaches): 02 hours
   - High-priority issues (e.g., major functionality errors): 08 hours

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- Medium-priority issues (e.g., minor functionality errors, performance issues): 48 hours
- Low-priority issues (e.g., cosmetic issues, feature requests): 05 business days

3.3. Scheduled Maintenance
- The Provider shall provide any scheduled maintenance during the off-peak hours to ensure the availability of the portal that may otherwise result in Web Portal downtime or limited functionality.

4. **Performance Monitoring and Reporting**: The Provider shall monitor the performance of the National Organic Control Unit Web Portal System and provide regular reports to the Client, including uptime statistics, support request resolution times, and Web Portal usage analytics.

5. **Service Credits:** In the event that the Provider fails to meet the service levels defined in this SLA, the Client may be entitled to service credits, which shall be calculated as a percentage of the monthly service fee, based on the severity and duration of the service level breach.

6. **Term and Termination:** This SLA shall remain in effect for a period of 05 years from the Effective Date, unless terminated earlier by either party in accordance with the termination provisions in the Legal Agreement to be signed between the parties.

7. **Governing Law and Dispute Resolution:** This SLA shall be governed by the laws of [Jurisdiction], and any disputes arising out of or in connection with this SLA shall be resolved through negotiation, mediation, or arbitration, as per the dispute resolution provisions in the Master Services Agreement between the parties.

IN WITNESS WHEREOF, the parties have executed this Service Level Agreement as of the Effective Date.

[Service Provider]

_____

[Authorized Representative]

[National Organic Control Unit]

Section III - Financial Proposal - Standard Forms

[*Comments in brackets* [ ] *provide guidance to the shortlisted Consultants for the preparationof their Financial Proposals; they should not appear on the Financial Proposals to be submitted.*]

Financial Proposal Standard Forms shall be used for the preparation of the Financial Proposal.

FIN-1   Financial Proposal Submission Form

FIN-2   Breakdown of Costs

FORM FIN-1 FINANCIAL PROPOSAL SUBMISSION FORM

[*Location, Date*]

Actg. Director General
Sri Lanka Export Development Board,
No 42, NDB-EDB Tower, Nawam Mawatha,
Colombo 2.

Dear Madam,

We, the undersigned, offer to provide the services for **Design, Develop and Maintenance of a Web Portal for the National Organic Control Unit (NOCU) of EDB with Content Management System (CMS) and Trilingual Facility** inaccordance with your ÌFB dated [*Insert Date*] and our Technical Proposal. Our attached Financial Proposal is for the sum of [*Insert amount(s) in words and figures*].

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal.

We understand you are not bound to accept any Proposal you receive.

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

FORM FIN-2 BREAKDOWN OF COSTS

[Note: If necessary, the bidder may alter and/or further breakdown the items listed in this schedule as per the requirement of the proposal]

No	Description	Unit (1)	No of Units (2)	Unit Cost (LKR) (Excluding VAT) (3)	Total Cost (LKR) (Excluding VAT & govt. taxes) (4) (4) = (2)x(3)	Total Cost (LKR) (Including VAT & any applicable govt. taxes) (5) (5) = (4) + govt. Taxes
1	Design & Development of web portal					
2	UI and Graphic Design Related Activities					
3	Content creation/Creative Writing/ Copy writing for entire web portal					
4	Configuration the hosting environment & taking web portal live					

5	Subscription fees, license fees applicable for themes, add-ons, etc. if applicable (Describe in detail with the applicable subscription periods)				
6	Warranty support of website as period and details are described in SRS				
7	Maintenance support of website as period and details are described in SRS				
7	Any other applicable costs (provide separately in details)				
9					
10					
Total Costs *[Note: This will be the total cost of the project taken into account during the financial evaluation]*					

SECTION IV - STANDARD SOFTWARE REQUIREMENTS SPECIFICATION (SRS) DOCUMENT

Background

National Organic Control Unit (NOCU) has been established under the Export Development Board (EDB) as per the regulations published under section 29 of the Export Development Act No. 40 of 1979 in the extraordinary gazette no. 1870/71 dated July 11, 2014. NOCU is mandated to control and monitor all organic related activities such as cultivation, processing, trading, certification, laboratory testing, import and export of organic products with the intention of streamlining the local and export markets to ensure the credibility of the organic agriculture products of Sri Lanka.

Main objectives of NOCU are: To protect the credibility of organic agriculture products sold in the local & international market and safeguard the image of Sri Lanka, to implement Sri Lanka Organic Regulation and to promote organic agriculture systems. To achieve these objectives the NOCU needs a dedicated Web platform. The Web platform will be the main interfaces that directly communicate with NOCU's stakeholders.

1. **Introduction**
   1.1. **Purpose:** The document outlines the Software Requirements Specification (SRS) for the National Organic Control Unit (NOCU) Web Portal, which serves as an accreditation & information site for all stakeholders involved in the Organic Agriculture sector, including farmers, processors, exporters, importers, traders and certification authorities.
   1.2. **Scope:** The scope of this document includes the functional and non-functional requirements for the NOCU Web Portal's development, as well as any constraints and assumptions. This SRS is intended to provide a clear understanding of the Web Portal's features and functions for developers, project managers, and other stakeholders.
   1.3. **Definitions, Acronyms, and Abbreviations:** NOCU: National Organic Control Unit, SRS: Software Requirements Specification, API: Application Programming Interface
2. **Overall Description**
   2.1. **Product Perspective:** The NOCU Web Portal is a comprehensive platform, which will act as the interface between the NOCU and all its stakeholders that provides information about accreditation processes, organic standards, resources, directories of certified stakeholders in the Organic Agriculture and serves as the communication/collaboration platform with stakeholders and NOCU staff.
   2.2. **Product Functions**: The main functions of the NOCU Web Portal include:
      - Providing information about the accreditation process, eligibility criteria, and documentation
      - Offering resources and educational materials for stakeholders
      - Providing information/guidelines on Registration Process of Stakeholders
      - Hosting a searchable directory of certified stakeholders

- Sharing news, events and blog articles, publications related to the Organic Agriculture
- Providing information on SL Organic Product Sectors

3. **Specific Requirements**
   3.1. **Functional Requirements**
       3.1.1. User Interface
       - Responsive design for desktop, laptop and mobile devices
       - Intuitive navigation and site structure
       - Trilingual Search functionality for entire contents published in web portal including the certified Stakeholders Directory
       3.1.2. Content Management System (CMS)
       - Admin interface for content creation, editing, and deletion
       - Support for multiple content types (text, images, video)
       - Scheduled content publishing (news, announcements, publication, Blog articles)
       - Standard Trilingual content creation, editing facility
       - Versioning control of content
       3.1.3. Contents
       - Provide guidelines to Certification Bodies (CBs) to issue National Organic Control Mark (NOCM). NOCM will be granted based on compliance with the Sri Lanka Organic Standard SLS 1324: 2018 communicating the genuineness as well as the origin of the product.
       - Disseminate information with respect to the National Organic Standard.
       - Disseminate information regarding organic research conducted by various institutes.
       - Embed YouTube videos in relevant information pages
       - Details of SL Organic Product Sectors, a separate main page for each product sector (around 20 sectors) with average 4 to 6 subpages per each sector
       - Registration Process of Stakeholders
       - Organic Regulations/ Standards
       - Announcements & Upcoming programs of NOCU
       - News and ongoing NOCU events
       - Blog Articles
       - Programs
       - Publications
       - Resources
       - Publish Payed Advertisements of stakeholders in key pages
       - Image & Video Gallery (Videos are hosted in NOCU YouTube channel)
       - Frequently Asked Questions
       - Partner Information
       3.1.4. Directory of Certified Stakeholders
       - Searchable database with filters and sorting options
       - Detailed profiles for each certified stakeholder
       - Export functionality for search results

3.1.5. Other Functional Requirements
- Provision in selected key pages to display paid advertisements
- Contact us Form
- Newsletter subscription facility

3.2. **Non-Functional Requirements**

3.2.1. Compliances
- Adhere to the W3C standards & SEO-friendly website design guidelines to optimize organic searches
- Compatible with the most commonly used web browsers (Chrome, Firefox, Safari and Microsoft Edge)
- Recommend to use Opensource technologies (If there are any add-ons, templates, etc. that might need subscription or license fees, the vendor should cover those costs throughout the term of the agreement)

3.2.2. Performance
- Fast loading times for pages and media
- Optimized database queries for efficient search and filtering

3.2.3. Security
- The solution should be implemented and hosted to meet the industry security standards (Open Web Application Security Project [OWASP])
- The solution should protect against the common attacks mentioned in the OWASP top ten;
  - SQL/HTML Injection
  - Broken authentication
  - Sensitive Data Exposure
  - XML External Entities (XXE)
  - Broken Access Control
  - Security Misconfiguration
  - Cross-Site Scripting (XSS)
  - Insecure Deserialization
  - Components with Known Vulnerabilities
  - Insufficient Logging & Monitoring
- Secure data transmission using HTTPS
- Data encryption for sensitive information
- Regular security updates and vulnerability scanning
- Secure all logins (using Captcha etc.) to protect from Bot attacks
- Implement a Web Application Firewall solution
- Log all User Access and administrative activities
- Web Portal should adhere to the SLCERT's periodic security audits, which will be performed before the web portal is approved and then every six months.

3.2.4. Accessibility
- Compliance with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA
- Support for screen readers and other assistive technologies

3.2.5. Scalability
- Ability to handle increased traffic and user accounts as the Web Portal grows
- Modular architecture for easy addition of new features

3.2.6. Maintainability
- Modular and well-documented code
- Use of established frameworks and libraries for easier maintenance and updates
- Implement a content and database backup procedure

4. Design & Implementation Overview

- Brainstorm with members of NOCU & EDB officers (and pertinent stakeholders, as necessary), in order to pinpoint the precise needs of the proposed web portal.
- Determine which NOCU Stakeholder Registration data to be made available online through the web portal.
- identify, design and develop all of the functional requirements of the web portal to meet the NOCU requirements
- identify, design and develop all of the non-functional requirements of the web portal to meet the compatibility, quality, performance, user experience and security of the web portal in accordance with the industry standards
- identify, design and develop the user interfaces, database etc. for the web portal.
- Design the web portal in a manner that facilitates content management requirements through an opensource Content Management System (CMS) to add information and services incrementally as and when those become available across the web portal.
- The theme framework shall be designed using responsive web design methodology and techniques to adapt cross browser and different devices such as desktop, tablet, smart phone & other mobile devices.
- Contents gathering, arranging contents arranging to a logical manner and coordinating of the content gathering process should be carried out in association with the NOCU team.
- Content writing/creative writing for the provided contents
- Direct, lead and manage the web development team that may comprise Content Collectors, Graphic Designers, Photographers (if required), Web Developers, Database Developers and Integrators etc.
- Develop web portal through incorporating of necessary text, graphics, animations, sounds, video clips, forms, databases, downloadable documents, plugging etc. The scripting languages should be compatible with all browsers and the hosting server platform.
- Layout of the web portal should be agreed by the NOCU team & the Technical Evaluation Committee. Developer is free to deviate from the initial layout to develop better web portal. This is to ensure common look and feel. The overall site style and look and feel needs to go with the context of the NOCU preserving its esteemed image.
- Successfully develop the web portal, configure, test & implement the hosting environment. Deliver the fully functional and secured Web Portal (hosting infrastructure will be provided by NOCU)

5. Warranty & Maintenance Support

- provide a one-year warranty support from the date of acceptance of web portal and provide 04-year maintenance support after the warranty period. All bug fixes,

implementation of any omissions and/or modifications needed for functional/ non-functional requirements, identified performance/GUI optimizations, and security fixes should be covered by the warranty and maintenance periods respectively.

- Manage the hosting environment during the warranty and maintenance periods.
- Provision of 8x5 Helpdesk service to the NOCU on any administration/technical issues of the web portal
- Service provider may sign a mutual contract and service level agreement with NOCU/EDB. This agreement will be in place for a period of five years, starting on the day the web portal was accepted, and it may be further extended if both parties agree.

6. Service Level Agreement (SLA)
- *Refer, FORM TECH-9 - SERVICE LEVEL AGREEMENT (SLA), under SECTION II - TECHNICAL PROPOSAL - STANDARD FORMS*

7. Constraints
- Compliance with national and international data privacy regulations
- Budgetary constraints for Web Portal development and maintenance
- Tight Timeline for Web Portal development & launch

8. Assumptions
- Availability of necessary resources (e.g., development team, content creators)
- Access to accurate and up-to-date information about organic standards and certified stakeholders
- Sufficient user interest in the Web Portal and its features

9. External Interface Requirements
7.1. User Interfaces
- Consistent branding across all pages, including logo, color scheme, and typography
- Clear and concise labels for buttons, links, and form elements
- Error messages and feedback for user actions, such as form submissions or search queries

7.2. Hardware Interfaces
- Compatibility with popular devices, including desktop computers, laptops, tablets, and smartphones
- Testing on various operating systems, browsers, and screen resolutions

7.3. Software Interfaces
- Implementing and integrating external APIs to gather the stakeholder information (i.e. farmers, framer associations, processors, exporters, importers, traders, Certification bodies, Laboratories) needed to be listed on pertinent web pages. All of this information will be available on the NOCU Registration portal, which will be hosted alongside this proposed web portal.
- Compatibility with popular content delivery networks (CDNs) for improved performance

7.4. Communication Interfaces

- Configure required protocols (e.g.: SMTP) for email communication between users and NOCU staff (e.g.: Contact Us Form acknowledgements, user password management, alerting services etc.) (details of emails servers will be provided by EDB)
- Integration of social media platforms for sharing content and announcements

10. System Features

12.1. Multilingual Support
- Availability of Web Portal content in multiple languages (English, Sinhala & Tamil)
- Automatic language detection based on user preferences or browser settings
- Manual language selection for user convenience
- All textual content should be in Unicode

12.2. Analytics and Reporting
- Integration with web analytics tools (e.g., Google Analytics) for tracking user behavior and performance metrics
- Custom reporting tools for tracking application statuses, user accounts, and other relevant data
- Monthly summary of visitors of website including Number of visitors, pages, Hits
- Weekly statistics of no. of pages visited, Hits and bandwidth
- Daily statistics of no. of pages visited, Hits and bandwidth
- Types of files accessed, no of hits, Percent and bandwidth
- Visits duration time slab-wise
- Top 10 pages accessed in a month
- Site accessed through top 10 browsers
- Links from other websites (Except search engines)
- Top 10 Search Key phrases
- Top 10 search keywords
- HTTP status codes

12.3. User Roles and Permissions
- Different user roles with varying levels of access, including administrator, content creator, and end user
- Customizable permissions for each role to ensure secure access to specific Web Portal features

12.4. General Features
- Date of Last Update on the web page.
- Finding: Ability to search information in all three languages including all documentation and information available in the website.
- Monitoring and Auditing: The web portal should include tool(s) (nonproprietary) that can generate statistics about users who publish, update, delete any content of the website

11. Technology

All the technologies/tools that used to implement, test, quality assurance, maintenance etc. of the web portal should specify in details with applicable annual subscription/license fees if any.

Refer the sample format provided under FORM TECH-8 - TECHNOLOGIES USED

12. Deliverables

Following are the major deliverables of the assignment;

- Fully functional Web Portal with one-year warranty period from the date of acceptance + four-year maintenance support
- Configure and implementation of hosting environment (hosting infrastructure will be provided by NOCU)
- Provide all the administrative passwords, access credentials of Content Management Tools (including super user passwords) and File Transferring Protocol (FTP) passwords etc. to NOCU
- Technical manual with configuration details
- Operation manual of the Web Portal
- User training
- Maintenance and troubleshooting plan & technical documentation on web portal and hosting environment administration. This will be a long term (initially for five years including the warranty period)
- During the warranty and maintenance period, make any additional improvements or modifications to the portal that are not specified in the scope. Take on future functional requirements that arise in order to keep the portal up to date.

13. Work & Time Plan

- Refer the FORM TECH-7 WORK & TIME PLAN format.
- Bidder shall provide the own Work & Time Plan based on this template

14. Other Requirements

11.1. Quality Assurance
- Comprehensive testing strategy, including unit, integration, and end-to-end tests
- Cross-browser and cross-platform compatibility testing
- Accessibility testing to ensure compliance with WCAG 2.1 Level AA

11.2. Training and Support
- Provision of training materials and documentation for Web Portal administrators and content creators
- Ongoing technical support for users and stakeholders, including troubleshooting and issue resolution

11.3. Data Backups
- Provide backup plan and methodology for regular backups of user data and Web Portal content to prevent data losses

15. Project Management

12.1. Timeline

- Estimated duration for each phase of the project, including planning, development, testing, and deployment
- Milestones for key deliverables and project reviews

12.2. Budget

- Estimated costs for each phase of the project
- Allocation of resources and budget for development, maintenance, and support

12.3. Risk Management

- Identification of potential risks and challenges during the project, such as technical issues, resource constraints, or regulatory changes
- Mitigation strategies for each identified risk, including contingency plans and fallback options

16. Approval and Sign-off

- Final review and approval of the SRS, Sitemap and relevant documents by project stakeholders
- Sign-off by authorized representatives to confirm agreement on the specified requirements and project plan

SECTION V - SITEMAP

This serves as a template of the web portal's essential components and Bidders shall submit alternatives that focus on creativity, user experience, responsiveness, SEO optimization, etc.

1. Home
   - Header (unified Header for each page of the web portal)
   - Breadcrumbs, Main Menu & Sub menus
   - Main Banner/High quality interactive slide show
   - Welcome Note/short introduction about NOCU
   - SL Organic Product Sectors
   - Explore More panels
     - Directory of Registered/Certified Stakeholders
     - Registration Process of Stakeholders
     - Organic Regulations/ Standards
     - Announcements & Upcoming programs of NOCU
     - News and ongoing events
     - Blog Articles
     - Programs
     - Publications
     - Gallery
     - Resources
   - Payed Advertisement section for stakeholders (also in key pages as well)
   - Footer (unified Footer for each page of the web portal)

2. SL Organic Product Sectors
   - A separate main page for each product sector (around 20 sectors)
   - Subpages for each sector (2 to 6 pages in average per each sector)

3. Directory of Registered/Certified Stakeholders
   a. Searchable database of certified stakeholders
      - Certified farmers, framer associations
      - Certified processors
      - Certified exporters
      - Certified importers
      - Certified traders
      - Certification bodies
      - Laboratories
   b. Other Stakeholders
      - Associations

4. Registration Process of Stakeholders
   - Overview of the registration process
   - Guidelines (Registration/NOCM)
   - Eligibility criteria
   - Requirements for different stakeholders (with related link/s)
     o Farmers
     o Processors
     o Exporters
     o Importers
     o Traders
     o Certification Bodies
     o Laboratories
   - Evaluation and inspection procedures
   - Registration renewal and maintenance

5. Organic Regulations/ Standards
   - National and international organic regulations
   - National & International Organic Standards
   - Compliance and enforcement measures

6. Announcements & Upcoming programs of NOCU
   - Announcements
   - Upcoming Programs conducted by NOCU

7. News and Ongoing Events
   - Latest industry news, Organic Control Unit news
   - Upcoming conferences and events
   - Newsletter sign-up

8. Blog Articles
   - Related Blog Articles

9. Programs
   - Programs conducted by NOCU

10. Publications
    - Related publications with view/download

11. Gallery
    - Image gallery
    - Video gallery (videos will be hosted in NOCU YouTube channel)

12. Resources
- Educational materials and best practices
- Webinars and workshops
- Technical assistance and support
- Research and development initiatives
- Industry reports and statistics

13. Frequently Asked Questions
- Common questions about organic certification
- Stakeholder specific FAQs
- Troubleshooting and technical support

14. About Us
- Vision & Mission
- History of the Organic Control Unit
- Our team and organizational structure
- Functions & services offered through NOCU
- Partners and affiliations

15. Contact Us
- Postal address.
- General Telephone numbers, Fax Numbers and email address.
- Inquiry & Feedback form.
- A map which shows the location of the NOCU
- Contact Details;
  - Contact person's names and their telephone numbers/fax numbers and email address.

16. Header (unified Header for each page of the web portal)
- Key links to important pages
- Login
- About Us
- Contact us

17. Footer (unified Footer for each page of the web portal)
- Address, contact No Email, Hotline, Important Links
- Details of line ministry
- About Us
- Contact Us
  - Contact Us details
  - Contact Us Form
  - Help Desk

- Social media links of NOCU
  - Facebook
  - LinkedIn
  - YouTube channel
  - Twitter
  - Instagram
- Advertise with us
- Frequently Asked Questions
- Important Links- Provide direct links to related websites
- Careers
  - Job opportunities with the Organic Control Unit
  - Internships and volunteer positions
- Sitemap
- Terms and Conditions
  - Legal terms and conditions for using the Web Portal
- Privacy Policy
  - Explanation of how user data is collected and used

Section VII - BANK GUARANTEE FORMAT FOR ADVANCE PAYMENT/S

_____ *[Bank's Name, and Address of Issuing Branch or Office]*

Beneficiary:_____ *[Name and Address of Client]*

Date: _____

ADVANCE PAYMENT GUARANTEE No.: _____

We have been informed that *[name of Firm]* (hereinafter called "the service provider") has entered into Contract No. *[reference number of the contract]* dated *[insert date]* with you, for the provision of *[brief description of Services]* (hereinafter called "the Contract").

Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of *[amount in figures]* (*[amount in words]*) is to be made against an advance payment guarantee.

At the request of the service provider, we *[name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[amount in figures]* (*[amount in words]*)[1] upon receipt by us of your first demand in writing accompanied by a written statement stating that the Consultants are in breach of their obligation under the Contract because the Consultants have used the advance payment for purposes other than toward providing the Services under the Contract.

It is a condition for any claim and payment under this guarantee to be made that the advance payment referred to above must have been received by the service provider on their account number_____ at *[name and address of Bank]*.

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the service provider as indicated in copies of certified monthly statements which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of the monthly payment certificate indicating that the service provider has made full repayment of the amount of the advance payment, or on the ___ day of _____, 2023,[2] whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

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[1] The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency (ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Client.

[2] Insert the expected expiration date. In the event of an extension of the time for completion of the Contract, the Client would need to request an extension of this guarantee from the Guarantor. Such request must be in writing and must be made prior to the expiration date established in the guarantee.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

_____

[signature(s)]

Note: All italicized text is for indicative purposes only to assist in preparing this form and shall be deleted from the final product.

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preparing this guarantee, the Client might consider adding the following text to the form, at the end of the penultimate paragraph: "The Guarantor agrees to a on e-time extension of this guarantee for a period not to exceed [six months][one year], in response to the Client's written request for such extension, such request to be presented to the Guarantor before the expiry of the guarantee."