

Tender Number: DHI/Procurement-06/2020/ 434

Dtd. 23/07/2020



## REQUEST FOR PROPOSAL

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### DHI – WEBSITE DESIGN & DEVELOPMENT

July 2020

Druk Holding and Investments Limited,  
P.O Box 1127, New BOBL Building, Norzin Lam, Thimphu, Bhutan  
Tele# +975-2-336257/58, Fax# +975-2336259  
Website: [www.dhi.bt](http://www.dhi.bt)



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## PART 1

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### 1. Notice Inviting Quotation

NIQ No.: DHI/Procurement-06/2020/ 484

July 23<sup>rd</sup>, 2020

#### Notice Inviting Quotation

The Druk Holding and Investments Limited, (DHI) invites e-Bid from eligible firms (hereafter referred to as the “bidder” / “Consultant”) with valid trade license for providing website designing solution and implementation so that is a modern, highly attractive and built with responsive web design.

DHI would like to inform the interested firms to kindly visit the website [www.tender.bt](http://www.tender.bt) for vendor registration and to submit the proposal online.

The EMD amount must be submitted physically to the DHI office before the tender submission date. In case of failure, the respective firm will not be considered.

The user manual for vendor registration and bidding process is available on the website [www.tender.bt](http://www.tender.bt) or else can be downloaded from following links:

- i. User manual for vendor registration
- ii. User manual for Bidding process

Interested firms may obtain further information at the address below during office hours [9am to 5pm].

Proposals must be submitted online by 18<sup>th</sup> August, 2020 before 12 noon.

Druk Holding and Investments Ltd., (DHI)  
Attn: Procurement Unit,  
New BOBL Building, Norzin Lam, Thimphu  
Tel: [+975-2-336257/8], Fax: [+975-2-336259]

## 2. Introduction

Druk Holding and Investments Ltd. (DHI) is the commercial arm of the Royal Government of Bhutan. DHI was established in 2007 upon issuance of the Royal Charter, "to hold and manage the existing and future investments of the Royal Government for the long-term benefit of the people of Bhutan".

As the investment arm of the Government, DHI will continue to grow and expand its business. The dependency for reliable IT Systems and timely availability of information will also increase. To match with volume and complexity of business as well as to have basic system infrastructure in order to meet the future growth of DHI and DOCs, it is important to have a well managed, and integrated website system in place.

## 3. Background

DHI completed its first 10 years journey on 11<sup>th</sup> November 2017, and is currently into the next decade, where DHI plans to accelerate the growth and contribute twice as much as in the last decade. Given the importance of new mandates based on the DHI roadmap 2030, DHI and its companies have already started focusing on the economic development of the country, and also re-establishing the high-level strategic elements, a solid foundation to fulfill the 2030 roadmap. In line with these mandates, it is important for DHI to redesign and develop a new official website with the latest features and looks.

The current website ([www.dhi.bt](http://www.dhi.bt)) was developed in the year 2014 on Liferay platform. Even though the platform is good, not much of the available features have been implemented and used as of date. The updated information, user-friendly, device compatibility, and user navigation are some of the improvements required in the current website. Detail requirements are shared in the scope of work.

## PART 2

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### 1. Objective

DHI is seeking to update its website (www.dhi.bt) to enhance the user experience, simplify content management, and provide better information and service to its stakeholders, while meeting high standards for design quality and visual appeal.

DHI seeks the assistance of an experienced company that can accomplish all of the functionality identified in this RFP. DHI also seeks a company that has the capability of integrating additional features and functionality that may be identified in the future. The experienced company should have a team of experts who understand the requirement and help us achieve our vision.

DHI would like to find a vendor to assist in accomplishing the following tasks:

1. Evaluate the current website and implement revised information design, branding and features on a new website.
2. Implement modules within a robust Content Management System (CMS) based application that delivers specialized capabilities to improve DHI's support for top user tasks.
3. Develop a customized, modern template for the website that includes a 100% responsive design so it can be displayed on any size device.
4. Assist DHI with transition of content from the current website to the new website architecture.
5. Provide training to administrators, department heads, and content managers.

### 2. Activities and Tasks

The following are indicative website development activities that we anticipate, more details in scope of work:

- Project management
- Content strategy
- Illustration
- Information design (sitemap and wireframes)
- Visual design
- Search engine optimization
- Front-end coding
- Back-end coding
- Mobile device optimization
- Website analytics.

- Testing and quality assurance
- Website management training/handover to DHI team

### 3. RFP Instructions and Information

#### 3.1 RFP Timeline

Date and Time (Bhutan Time)	Description
July 23, 2020	Advertisement announcing RFP
August 06, 2020 (10 am)	Pre-bid meeting (clarification on the queries). Meeting will be held at the DHI office, new BOBL building, Norzin Lam, Thimphu.
August 07, 2020	Last date to seek clarification on the RFP by bidders
August 11, 2020	Answers to the clarification/queries will be shared via DHI website: <a href="http://www.dhi.bt">www.dhi.bt</a>
August 18, 2020	Last date for the submission of the proposal.
August 21, 2020	Bidder presentations to the evaluation committee.
August 28, 2020	Award of work to the successful bidder, based on the successful negotiation of terms and conditions.
September 01, 2020	Development, and implementation plans.
November 30, 2020	Completion and Go-Live of new website

#### 3.2 RFP Contact

Mr. Karpo Tshering	Senior Manager	IT Unit, DHI, Email: <a href="mailto:karpotshering@dhi.bt">karpotshering@dhi.bt</a> Mob. No: +975-17631696 Tel: +975-02-336257/58 Ext. 144 Direct Line : +975-02-339625 Fax: +975-02336259
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#### 3.3 Clarification / Queries

Clarification or queries regarding this RFP must be submitted in writing, in MS Word format on the form provided in Part 3, clause 8, and returned via: email to the RFP Contact listed in Part 2, clause 3.2 and only during the allotted time frame detailed in the timeline, Part 2, clause 3.1.

### 3.4 Submission Information

This section contains general and specific requirements for submitting the technical and cost proposals. Please ensure that completed forms, along with a copy of your legal registration, are included with the technical proposal, otherwise your proposal will be rejected.

- This RFP is issued as a public notice to ensure that all interested, qualified and eligible organizations legally registered for business in Bhutan have a fair opportunity to submit proposals. Qualified international firms should have local and/or international experts available to provide these services.
- The consultant is requested to submit a proposal directly responsive to the terms, conditions and clauses of this RFP. Alternative proposals will not be considered.
- Proposal shall be written in English.
- Proposal must remain valid for the minimum of 120 (one hundred twenty) days.

#### Technical Proposal

The technical proposal shall be straightforward and concise, outlining in sequence, how the Bidder intends to carry out the technical requirements under each main activity. No contractual price information is to be included in the Bidder's implementation work plan so that it may be evaluated strictly on its technical merit.

The technical proposal shall be limited to eleven (11) pages in total. Detailed information should be presented only when required by specific RFP instructions. Items such as graphs, charts and tables may be used as appropriate but will be considered part of the page limitation. Key personnel resumes, bio-data sheets, references and dividers are not included in the page limitation. No material may be incorporated in the proposal by reference, attachment, appendix, etc. to circumvent the page limitation.

- **Organizational Information:** Organization's legal name, contact name and position or title, Organization's E-mail address, physical address and telephone number, copy of legal registration for business in Bhutan.
- **Technical Approach:** In a narrative – not to exceed six (6) pages – the bidder will demonstrate its understanding, ability and overall approach to performing the requirements described in the Scope of Work, Activities & Tasks and Deliverables. This may include an implementation plan.
- **Capability Statement:** A narrative – not to exceed one (1) page – that explains the Firm's capability to perform the scope of work, activities & tasks and deliverables. The bidder will demonstrate that it has the necessary organizational systems and procedures (e.g., personnel policies, project management, equipment, supplies and personnel) in place to successfully comply with the contract requirements and to accomplish the expected results. It will demonstrate that it has the in-house resources e.g. personnel, to provide the required services. It may include a description of relevant personnel training and qualifications, including CVs for key individuals, where applicable. CVs are not included in the 3-page length limit.

- **Past Performance:** Not to exceed two (2) pages, the Bidder will submit a list of current and past similar work and assignments completed in the past five years that were similar in size, scope and complexity – preferably in areas listed in the SOW.
- **References:** References from a minimum of three (3) clients worked with in the past three years on activities similar to this scope of work. Include the contact information: company or organization, name, phone number and email.
- **Personnel/Staffing:** Not to exceed two (2) pages, the Bidder will identify, in summary format of 2-3 sentences, the names, anticipated positions of the key team leaders and essential personnel proposed to perform the requirements of this scope of work, activities & tasks and deliverables. The narrative will include the percentage of staff time of principals and managers on this activity. CVs (not to exceed two (2) pages) that clearly describe education, experience and professional credentials and biodata forms will be completed and attached for the proposed personnel. These pages do not count toward the page limitation for this section.

### Financial Proposal

The Bidder will propose the costs, it believes are realistic and reasonable for the work in accordance with the Bidder's technical approach. The Bidder shall provide a complete budget based on cost elements described below.

The detailed cost proposal will include the following:

- Proposed staff, rates and number of days needed to accomplish the work (Man-Month Rate is preferred).
- Logistics costs
- Annual maintenance support fee for the period of one year (Service level agreement will be drawn separately).
- The cost proposal from the bidder shall be presented in Bhutanese currency (Ngultrum).
- Offer must be inclusive of any applicable taxes as per the kingdom of Bhutan.

### 3.5 RFP Evaluation Criteria

The evaluation will be based on the following weighted categories:

SI	Category	Weightage
1	<b>Presentation (10%)</b>	<b>Percentage 10% (maximum)</b>
2	<b>Technical Proposal 70%</b>	<b>Percentage 70% (maximum)</b>
	Technical approach including implementation plan	25%
	Qualification and experience of personnel	20%
	Experience and Past performance of the firm	15%
	Creativity of proposal	10%
3	<b>Financial Proposal 20%</b>	<b>Percentage 20% (maximum)</b>
	Financial cost will be evaluated based on cost reasonableness, allowability and realism.	20%



### 3.6 Selection Process

The selection process will involve the following phases:

<b>Phase 1:</b>	DHI review team will evaluate bidder submittals. The initial review will determine conformance to submission requirements and whether responses meet minimum criteria established. Review will include the bidder's acceptance of RFP terms and completeness of submissions.
<b>Phase 2:</b>	Bidders presentation of up to 1 hour in length (inclusive of Q&A). The expectation from the bidders during the presentation, but not limited to: <ul style="list-style-type: none"><li>- Experience in similar works.</li><li>- Understanding on the scope of work and value addition recommendation.</li><li>- Approach, methodology and strategy for the implementation of this project.</li><li>- Demo / Mock design proposal is encouraged.</li><li>- Additional services and features.</li></ul>
<b>Phase 3:</b>	Review team will evaluate the technical and financial proposal and will select the bidder for negotiation. If negotiations between DHI and the selected bidder fail to produce a contract agreeable to both parties, DHI reserves the right to cease further negotiation and commence negotiations with another vendor.
<b>Phase 4:</b>	After successful negotiation between DHI and selected bidder, the letter of award will be shared with the successful bidder to commence the work.

## PART 3

### 1. Current Website

The existing website ([www.dhi.bt](http://www.dhi.bt)) is in English-language, and managed by an internal DHI-IT unit. The current website is built on Liferay and hosted at Bhutan Telecom. The website was built in 2014, and as the site has grown with a large library of resources, and documents, the architecture and navigation have become increasingly complicated and difficult for the user to navigate.

Even though the existing website does reflect DHI's presence and structure, the mandates of DHI have grown and shifted considerably over this time period, as has the size and scope of DHI's portfolio, its reach and impact, and its multiple audiences. The design of the current website is inadequate for DHI's current audience, communications and stakeholders. It is also missing a user experience that allows a new visitor to gain a comprehensive and easily navigable understanding of the size, scope and focus of DHI's mandates, programs, and advocacy initiatives.

#### DHI Website Analytics:



Source: <https://gtmetrix.com>

### 2. Statement / Scope of Work

#### 2.1 Overview

To facilitate effective decision making and analysis throughout the process, a series of principles are to be used to guide the design, content and management for the development of website:

- Develop an easily understood and navigable website, which focuses on top user tasks and information needs.
- Provide enhanced integration with third party and interactive applications such as social media.

- Utilize a content management solution that can be maintained by both experienced web development staff as well as business users with no coding experience.
- Necessary functionality includes: the creation of templates, WYSIWYG editing, content approval workflows, search engine friendly URL aliasing, photo sizing and editing.
- Develop a framework that allows for regular site refresh cycles to support ongoing attention to user tasks and needs.
- Redesign the website with a new look and feel supporting and branding efforts of DHI and reflecting the diverse make up and vision of the DHI.
- Secure, responsive and helpful tech support.
- Provide backups.
- Ensure any sensitive content is encrypted and in secure form.

## 2.2 Scope and Process

The scope of the redesign/redevelopment includes, but not limited to:

- Redesign within current branding by using DHI corporate color (Dark Blue)
- In-depth site planning and discovery process
- Editing and creative content support for main pages of the website
- Selection, development and customization of CMS
- Import of archived content from current website.
- Migration and hosting of the new site to the hosting provider.

The development process we roughly expect is as follows:

- **Discovery/Planning**  
Guide us through a process to identify the strategy for the new website. Confirm goals, audiences, objectives, graphic look and feel, navigation, site marketing, technology issues and assumptions, required functionality, phasing, and budgetary constraints, resulting in a creative brief. Think deeply and propose the user experience that will engage our audience and help us achieve our goals. We expect the chosen bidder to conduct interviews with staff members, as well as key stakeholders, and those who do not already know DHI's work, to gain a deeper understanding of these issues.
- **Site Definition/Design**  
Propose website information architecture, graphic look and feel, user navigation, home page, and main navigation templates for each of the main navigation links. This should be based upon the goals identified in the Discovery/Planning phase. The chosen bidder must provide at least three home page design mock-ups for consideration by DHI.
- **Development**  
The website developed by the successful candidate must meet the guidelines described in Project Purpose, Objectives & Criteria (Part 1 & 2). The point of contact from DHI will be made available to provide information and coordinate with DHI staff, including a

reasonable number of meetings (via conference call or in person) to present design and development solutions.

- **Testing**

Proposals should outline a plan for testing the site on all applicable platforms during development to ensure it works as promised, including a means by which (internal/beta) users can report on glitches and give feedback on the user experience, etc. The bidder should provide a test report on the website's performance.

- **Training and Documentation**

The chosen bidder will be asked to provide training for two to four DHI staff members on use and maintenance of the Website, CMS system and any necessary APIs. Provide succinct documentation about the website as developed, including a summary of key configurations, and summaries of any custom code, plug-ins, or modules created for this project.

- **Delivery**

Delivery and uploading of site to the host server. Provide support for any problems that might emerge after launch.

Consultant will be chosen in large part based on their description of how this process will be managed, and their proven ability to successfully complete stages within expected timeframes and budgets.

### 2.3 Technology

The technical components and features required in the website, but not limited to; other functionality may be recommended or added. DHI's new website must at least consists of the following:

Technical website components and characteristics:

- Interactive, appealing, highly user-friendly and responsive web design;
- The website must be security oriented and meet or exceed industry security best practices at the time of its launch;
- Average site load-time should be reasonable, taking into account internet speed available;
- User-friendly site search engine, intuitive navigation and organized content;
- Able to render appropriately on a wide variety of different browsers, optimized for tablet and smartphones, and remote places (low connection);
- Content management: the solution should allow authorized staff or appointed personnel to edit and update the website including the ability to create, remove, edit and publish content;
- The website should appear and act consistently across all major browsers such as Chrome, IE, Firefox, Safari, etc...;
- Clean, current and focused design;

- The website should display a description as an on-screen message, such as an in case of error message;
- Site Statistics/ Management Reports: The solution should provide authorized users with a number of relevant reports, for e.g. user registration, site usage, key interests/topics being discussed with the collaborative spaces and other relevant statistical data;

Technical Website Features:

- Home page with a graphic element giving an overview of the DHI strategies and its main components;
- Events calendar and pages;
- Search functionality;
- Password -protected area for certain constituents;
- Optimized with Search Engine Optimization (SEO) best practices;
- Google analytical tool;
- Search function by news, type of publication/guidance, type of resources, events, etc...;
- Interactive image galleries to illustrate DHI's activities;
- Links to other relevant websites;
- Alerts & Emergency Notification – Alerts posted on website and assigned pages and public notifications sent out through email, text message and social media.
- Approval Rights – Allow system administrators to establish specific rights and capabilities for internal staff to update content based upon the role they have in updating the website.
- Automatic expirations – The ability to set a date for content to automatically expire - both for content within a page (content blocks) and for an entire page.
- Dynamic Blog – feature to allow text, video, photos with categories and archiving capabilities.
- Browser Based Administration – Update, delete and create template-based web pages.
- Calendar – Update/publish calendars. Includes unlimited number of event listings, single or reoccurring. Viewable by list, week, month or type (event, meeting, closure).
- Content Preview – The ability to preview content before publishing live.
- Document Center - Upload/download capability, back-end ability to search within.
- E-Notifications – Electronic subscription, scheduled notifications for email and SMS.
- Frequently Asked Questions – Dynamic content.
- Rotating Photos/Banners - Dynamic image display.
- Quick Links - Links can be placed directly on the pages.
- Staff Directory – with ability to include phone, email, and department.
- Site Search – Internal site search engine, site search log, with keyword matching capabilities (see metadata) or other methods to optimize search results.
- Sitemap & Breadcrumbs – Dynamically generated.
- Social Media Interface – Ability to integrate Facebook, Twitter, YouTube and Instagram.
- Spell-check – The ability to spell-check content via the editor.
- Third Party Integration – Ability to integrate third-party applications.
- Unique Department Home Page – Ability to for departments or associated organizations to have a unique separate design and URL.

- Uploads – provide a feature that allows for document uploads/or attachments to online forms, etc.
- Secured complaint form and/or integration with existing one.

Technical Intranet Features:

Digital workplace is both an essential goal and a crucial strategy for engaging and supporting employees as companies transform into digital businesses. The demand for high-performance teams is a crucial factor playing into today's workplace dynamics.

This development is influencing changes in how employees engage with each other, including their use of communications and collaboration tools in both physical and virtual workplaces.

- **Convenient Company sites and Pages**  
The sites provide the most effective ways to communicate and provide long-term information to the employees. Company strategies, policies, services plans, HR information and anything else they need can be organized on specific sites and pages located within the intranet. It should be customizable, easy to use, easy to build and allow employees to receive update notifications.
- **Announcements and Updates Areas**  
As a one-stop-shop so to speak for all of your internal business needs, having space for company updates, announcements and news are given intranet features. A well-built intranet to keep up-to-date on company announcements, company news, departmental news, new employee announcements, and really anything else you might normally receive through regular company email.
- **An Active and Thriving Social Space**  
Intranet should have an active area where managers, employers or employees can write posts on updates, ideas, insights or any kind of company communication. These posts should be able to be shared with the entire company, just within a department or with only a few select people. Posts should include social components as well, such as comments and likes that allow coworkers to elaborate and collaborate together.
- **Easy Polls, Surveys and Quizzes**  
An effective communication tool to be used by the employee in the intranet. It should offer multiple out-of-box templates as well as the ability to create personalized and customized versions. It should also provide the ability to select who you target, show you analysis and insights and allow participants to answer anonymously, which will encourage honest answers and help to break down the spiral of silence. Fun, engaging, visually appealing and gamification modules are an added bonus as well.
- **Centralized Document Sharing**  
Intranets are designed to be a central hub for your business, allowing content and information to all be accessed and stored in one central location. So, of course, it stands to reason that easy access to document sharing is one of the must-have intranet features. Intranet must store and organize any kind of document or media file securely and in an

easily accessible location. It also needs to provide seamless file and media sharing on posts, comments, chats, pages, updates and any other kind of communication.

- **Effortless Access from Anywhere**  
The modern business society is active, mobile, remote and flexible, and the intranet we use needs to be too.
- **Straightforward Admin Access and Security**  
You should be able to easily make the changes. Intranets should give admins access to set defaults, assign managers, enable a sync with AD/LDAP, enable branding features and more. Intranet should be well secured with the latest security components.

#### 2.4 Content

The client will provide the raw content and information to the consultant. The consultant must come up with creative and strategic ideas in line with DHI's objectives for the information display.

#### 2.5 Pictures / Multimedia

DHI will provide the pictures specific to events and contents related to DHI. Other creative and thematic pictures / multimedia should be suggested and provided by the bidder. The bidder should be open to the ideas from DHI and must incorporate in their design.

#### 2.6 Copyrights

The bidder should ensure that any documents, contents, pictures, multimedia, etc.. are not under copyright of anyone. Any such materials required to be procured should be discussed with DHI.

#### 2.7 Performance

All elements of the website should work seamlessly. The consultant should fix all page errors and poorly constructed website elements, if any. This could include broken links, typographical errors etc.

#### 2.8 Migration and Hosting services

The consultant should migrate the required information, documents or any other related components based on DHI's requirement. The consultant should also host the new website as per DHI's requirement.

## 2.9 Site Map

In regard to the site map, the consultant is expected to follow latest trends in design so that the website looks extremely professional yet user-friendly.

The consultant is to refer to the current website ( [www.dhi.bt](http://www.dhi.bt) ) to understand the requirement, and based on the requirement gathering and analysis with DHI, a detailed site map is to be made prior to the implementation.

## 2.10 Preference platform for the website

DHI is looking for a dynamic, secured and flexible platform, with more stable frameworks and can change as the business requirements evolve with time. The platform should be easily upgraded with advanced version management system. It should offer a robust set of features for both web and mobile applications. Preferred platform like Django, Liferay, Ruby on rails, but is not restricted to above, and therefore the bidder can suggest the platform with good justification on the requirement.

## 2.11 Reference Websites

<https://www.temasek.com.sg/en/index>

<https://www.khazanah.com.my/>

<http://kinled.com/>

<https://www.nomura.com/>

<http://www.centaurholdings.com/>

<https://www.elementalcosec.com/>



## PART 4

### 1. Requirements

The project requires the following:

- Dedicated team to work on the project.
- Documentation must be submitted with sign-off from DHI.
- Detail Project plan and timeline must be approved by DHI for each phase.
- Every deliverable based on the project plan must be signed-off by DHI.

### 2. Compliance

The bidder must comply with the following:

- The law of the Kingdom of Bhutan.
- DHI Procurement rules and regulation.
- This RFP does not obligate the DHI to award a contract or complete the project and DHI reserves the right to cancel the solicitation if it is considered to be in its best interest.
- The Standard procedures and methodology of the project implementation.
- Proper documentation and report of the project.
- Proper sign-off of the deliverables from DHI.

### 3. Deliverables

Phases	Activities
Phase 1: Temporary pages	<ul style="list-style-type: none"> <li>• Develop of temporary pages</li> <li>• Acquire DHI approval</li> <li>• Make at least the three-pages website live</li> </ul>
Phase 2: Need gathering	<ul style="list-style-type: none"> <li>• Review DHI current website</li> <li>• Undertake need gathering exercise with the DHI team.</li> <li>• Develop project plan</li> <li>• Acquire DHI's feedback and approval</li> </ul>
Phase 3: Designing	<ul style="list-style-type: none"> <li>• Finalize of theme and site map</li> <li>• Develop and edit illustrations for web banners</li> <li>• Develop web banners, architect design for both website and intranet.</li> <li>• Acquire DHI's feedback and approval</li> </ul>
Phase 4: Development	<ul style="list-style-type: none"> <li>• Develop website</li> <li>• Uploading or migration of content</li> <li>• Undertake test run</li> </ul>

<b>Phase 5: Testing</b>	<ul style="list-style-type: none"> <li>• Deliver Demo presentation (need at least 3 sittings)</li> <li>• Acquire and incorporate DHI's feedback</li> <li>• Deliver final presentation for review and testing</li> <li>• Migration and Hosting of the new website</li> </ul>
<b>Phase 6: Go-Live</b>	<ul style="list-style-type: none"> <li>• Deliver proper training</li> <li>• Deliver and submit documentation and other related materials.</li> <li>• Conduct final review and test</li> <li>• Go-live</li> <li>• Deliver Source code of the website</li> <li>• Hand-holding period of one month from Go-live</li> <li>• Post launch support and maintenance</li> </ul>

#### 4. Timeline

The Project is to be completed within three (3) months from the date of the award of the work. Detailed timeline for respective deliverables and phases will be based on the consultant's project plan submitted and approved by DHI.

#### 5. Project Payment Term

Based on the agreed scope of work, the timeline and project cost, the payment terms will be discussed and agreed before signing the contract.

SL.	Milestone	Amount
1.	After Signing of Contract	10% of contract sum
2.	Acceptance of Final System Design Report	20% of contract sum
3.	Completion and sign off the development of the system	30% of contract sum
4.	After Go-live	20% of contract sum
5.	After successful handholding period of One month	10% of contract sum

#### 6. Annual Maintenance Service

The annual maintenance support will be for the period of one year, after a successful hand holding period of one month. In case there are certain issues pending after hand holding period, those issues need to be resolved first, and signed off, prior to starting the AMS period. The AMS can be extended beyond one year, based on the requirement, negotiation and discretion of DHI. Detailed Service Level Agreement (SLA) will be drawn prior to the start of the AMS period.

#### 7. Additional Work

DHI may require the consultant to carry out additional work that is not mentioned in the scope of work, for which it will be at the discretion of the DHI management to decide and award the work based on the man-month rate quoted by the consultant.

### 8. Question Submittal Form

Questions regarding this RFP must be submitted in writing, in MS Word format on the form provided below and returned via: email to the RFP Contact listed in Part 2, clause 3.2 and only during the allotted time frame detailed in the timeline, Part 2, clause 3.1. Answers to all pertinent questions from all Vendors will be returned to all RFP participants without identifying the Vendor making the inquiry. The answers to the questions will be made available as per the RFP timeline mentioned in Part 2, clause 3.1 of this RFP at DHI website ([www.dhi.br](http://www.dhi.br)).

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# Tender Number: DHI/Procurement-06/2020/	<b>RFP QUESTION FORM</b>
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RFP Section and Paragraph:	RFP Page Number:
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