



Government of the Republic of Trinidad and Tobago

Ministry of Trade and Industry

Thursday, 16 March 2017

WEBHOSTING TERMS OF REFERENCE

1.0 BACKGROUND

As one of the frontline Ministries within the Government of the Republic of Trinidad and Tobago, the Ministry of Trade and Industry (MTI) is leading the drive to position Trinidad and Tobago as a manufacturing base, and the business, trade, and financial hub of the Americas.

MTI's core responsibility is to grow trade, business and investment, particularly through driving the non-energy sectors of the economy. As the pivotal agency for trade promotion and development, MTI manages and coordinates the trade process to ensure access to international markets for companies located here.

The MTI's website is a primary means by which information is disseminated to the local and international audience. With an estimate of 15,000 monthly views, the website allows users to subscribe, view and download current as well as archived content including Trade Agreements, Policies, Ministerial Speeches, Media Releases and other similar and related information.

MTI seeks to acquire the professional web hosting services of a company to host its website for a period of three (3) years.



2.0 OBJECTIVES

The objective of this contract for services is to seek a highly qualified, website development Bidder to migrate, host and maintain its existing website from the MTI's current web hosting provider. The selected company will be required to provide web hosting services to the MTI for a period of three (3) years. During the period, the selected Bidder shall ensure the following objectives and goals are pursued:

- deliver and maintain an interactive and engaging website with modern navigation – an intuitive, easy to use interface
- provide a responsive and accessible website
- deliver and maintain a flexible website – built upon proven and accepted website development standards while maintaining flexibility to easily grow and add new functionalities over time and at minimal cost
- deliver a robust web hosting environment with guaranteed uptime and restoration time frames
- ensure minimal downtime during the migration through proper planning and execution
- provide technical support with guaranteed response and resolution time frames
- review and redesign existing website where absolutely necessary to achieve stated objectives at minimal cost.

3.0 INSTRUCTIONS TO BIDDERS

Bidders may only submit one proposal. If a bidder submits or participates in more than one proposal, all such proposals shall be disqualified.

The system to be utilised for submitting the proposals is that of the one sealed envelope system consisting of both the Technical and Financial proposals, both separated and labelled in individual envelopes.

3.1 Set of Proposal Documents

The set of proposal documents issued for the purpose of inviting proposals include this Terms of Reference.



The Bidder is expected to examine carefully all instructions in the Terms of Reference. Failure to comply with the requirements of the tendering procedures will be at the Bidder's own risk, and may result in rejection of the proposal.

4.0 SCOPE

The successful Bidder will be required to provide services as set out below.

- Host MTI's website for a contracted period of three (3) years.
- Provide 24/7 technical/help desk support with guaranteed response and resolution times - service requests, bug fixes and security incidents resolved within 5 days and 1 day response.
- Conduct system updates to ensure that the website, content management system and any plugins are up to date.
- Conduct website optimization to ensure the website ranks well in search engines.
- Conduct daily website backups to safeguard website content in the event of a system crash.
- Provide a content management system integrated with the website, which include, but not limited to the following capabilities:
 - Content creation, scheduling, expiration and editing.
 - Content preview – content publishers must have the ability to preview changes prior to publishing on the site.
 - Analytics – website metrics, counts on visits and activity, search engine optimization; determine site traffic areas and where on the site to publish new content etc.
 - Homepage heat mapping – to collect information about every action taken on the current site to review functionality and behavior. The heat mapping shall include where people have clicked, scrolled and hovered on the page.
 - Graphics administration.
 - Site search statistics
 - CMS activity reporting – detailing all login history, changes and activities taking place on the website through content administrators



- Design and templates - page building and layout environment where MTI can select or drag and drop from a palette of page elements to change page designs etc.
- Roles, users and workflow - permission-based security levels, define workflows through an easy-to-use and intuitive administrative interface etc.
- Provide the following knowledge management and news posting capabilities:
 - Author, review and publish knowledge.
 - Intuitive search that provides highly relevant results including how-to, FAQs and other documents.
 - Ability to setup knowledge articles.
 - Ability to post press releases, events, job vacancies and RFPs etc.
- Deliver Social media integration.
- Provide Web Application Security to continuously discover, catalogue and protect the entire website with following capabilities:
 - Web Application Scanning that crawls and tests the website to identify any vulnerabilities and take corrective action over the three (3) year maintenance period.
 - Web Application Firewall that blocks attacks on website vulnerabilities, and lets MTI control where and when the website is accessed.
 - Malware Detection that proactively scans the website for infections, triggers automated alerts and generates detailed reports.
- Determine and provide the website capacity requirements (CPU, disk and memory etc.) via an on-demand hosting platform by analysing the current website prerequisites and forecasting for the delivery of the hosting over three (3) years.
- Provide optimization for mobile use and continuous compatibility with latest versions of web browsers.
- Deliver easy updating – design elements should include background images, videos, photographs, logos and buttons that can be easily updated or swapped out by MTI at any time and without incurring any



additional implementation or update charges or requiring technical support.

- Website design, coding and content ownership – ownership of the website design, coding where applicable and all content shall be transferred to the MTI upon of Deliverable No. 4 identified in Section 6.
- Provide responsive site design creation with one layout that fluidly changes depending on the size of the screen
- Broken link review
- Dynamic menu structure – a dynamic menu structure, with ability to easily add, edit, move and delete menu items in multiple structural areas of the site.
- Annual consulting hours – offer a certain number of consulting hours as part of maintenance services to execute of mini projects deemed out of scope.
- Page Load Time – pages shall load on an average of 1.5 seconds or less.
- Uptime Guarantee – the website shall have a guaranteed uptime of 99.9% per annum and be backed by a service level agreement.

5.0 OUR CURRENT ENVIRONMENT

A summary of the MTI's existing website environment via the current on-demand web hosting provider follows:

Number of pages managed through the CMS

Your Content Management System currently supports unlimited pages but at present you have approximately 100 active pages

Number of documents the site contains

The site currently has approximately 800 uploaded files. These are a mix of PDF Documents and Images



Where the site hosted

The site is currently hosted on a Managed and Performance-Optimized Dedicated Server by a company and will provide the appropriate permissions to access and backup all files and databases.

Web Hosting Package

Description	
CPU Guaranteed	6 vCores
Software:	
OS	Linux 5.1 or higher
Database type	MySql (Unlimited databases)
Applications	Wordpress
Programming Tools	PHP, DRUPAL
Multimedia support	Flash Support required
Control Panel	Yes
RAM Guaranteed	8GB
Storage	100 GB Raid 10
Bandwidth	100MBps Bandwidth, guaranteed up to 10,000 GB data transferred per month



On-Server Backup	Nightly Backups with availability for the past 14 consecutive days
OffServer File and db Backups	Weekly
Malware and Virus Scanning Management	<ul style="list-style-type: none"> • Automatic Scans for Malware and Hacks every 6 hours • Malware Removal & Cleanup within 6 hours if detected
Advanced Web Application Firewall	<p>Our cloud-based protection platform, a custom Website Application Firewall (WAF) / Intrusion Prevention System (IPS), proactively mitigates attacks against your website. Stop all attacks including: Distributed Denial of Service (DDoS), Brute Force, and automated attacks looking to exploit software vulnerabilities.</p> <p>The monitoring platform utilizes a proprietary approach to scanning websites. Capable of identifying any Indicator of Compromise (IoC), our detection technology is able to quickly identify and alert us in the event of any security incident.</p> <ul style="list-style-type: none"> • DDoS Mitigation <ul style="list-style-type: none"> ○ Layer 7 HTTP Flood Attacks ○ DNS Amplification Attacks ○ SSDP Attacks • Website Attacks and Hacks <ul style="list-style-type: none"> ○ SQL Injection Attacks ○ Cross Site Scripting (XSS) ○ Automatic Software Vulnerability Patches • Malware Prevention



	<ul style="list-style-type: none"> ○ Prevent Infections ○ Prevent google Blacklists ● Zero Day Immediate Response <ul style="list-style-type: none"> ○ Virtual Hardening ○ Virtual Patching ● CDN Performance Optimization ● Advanced Support for SSL Certificate Implementation
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6.0 DELIVERABLES

No.	Deliverables	Delivery Timeframe from Start of Engagement
1.	Detailed onsite requirements gathering workshops and signoff document. Includes deep dives and discussion into all aspects of support and operation processes as well as any necessary migration.	2 days
2.	Detailed design document and signoff. Includes details on recommendation on how the website should be configured and customized to match client requirements.	7 days
3.	Generate a prototype version of website based on design. Also includes an audit of how (and if) project goals and 'must-	12 days



	haves' are being met and including any additional requirements.	
4.	Implementation of final website solution version based on prototype feedback. Execution of design, incorporating MTI feedback from prototype and migration of content and relevant designs from existing website.	17 days
5.	Onsite training, sensitization sessions and production of manuals.	19 days
6.	Post implementation support.	24 days
7.	<p>Service requests, bug fixes and security incidents resolved within 5 days and 1 day response</p> <p>24/7 operations support and uptime monitoring, solution version and security updates/upgrades, maintenance and licences where applicable.</p> <p>36 monthly reports documenting ALL work completed for the period, health of the service level agreement, required continual service improvements and agreed on activity/usage reports.</p>	3 years after 24 days

7.0 PERFORMANCE MANAGEMENT

7.1 The Bidder will be directed by the Permanent Secretary, MTI or persons authorized by the Permanent Secretary, MTI to ensure the effective, efficient and consistent performance of duties and the implementation of the goals and objectives of the MTI. The following expectations are presented:

- Professional and efficient hosting of MTI's website for a contracted period of three (3) years
- Provision of 24/7 technical/help desk support with guaranteed response and resolution times
- Provision of guaranteed uptime of the website



- Ability to conduct security upgrades on website upon availability of latest upgrade.
- Ability to conduct system updates on website upon availability of latest update.
- Ability to conduct website optimization
- Ability to conduct t daily website backups

The Bidder is expected to understand and abide by these expectations and seek further clarification wherever necessary.

8.0 NATURE OF THE SERVICES

- **Type of Service Provider:** Limited Liability Company
- **Place of Work:** Trinidad and Tobago.
- **Starting Date: June 01, 2017 and End Date: May 31, 2020**

9.0 PAYMENT SCHEDULE

- 9.1 The Bidder shall agree to begin work upon formal agreement with the MTI.
- 9.2 The duration of the contract for services shall be for a period of three (3) years commencing June 01, 2017
- 9.3 The Bidder will complete all work performed under this contract within current MTI policies, guidelines and procedures.



10.0 COMPETENCIES REQUIRED

- **Expertise/Specialities:** Contractor must be a reputable company with at least five (5) years prior rich experience in the field of internet technologies and website development.

Proven and solid knowledge, expertise and experience in providing similar service to at least twenty (20) local or international organizations in the last five (5) years.

Solid knowledge on website security and website hosting services.
- **Financial Status/Capacity** Analysis of financial strength of the firm to determine the financial stability using the audited financial statements for the last year.

11.0 GOVERNMENT INPUT (IF APPLICABLE)

The Ministry of Trade and Industry will provide the information currently stored on the Content Management System in the event of a website migration.



12.0 EVALUATION

The evaluation of the proposal for the provision of the services shall be undertaken using the following criteria with the weight for each as indicated:

Criteria	Weight
The Proposed solution meets the requirements detailed in the RFP Document	30%
Previous work highlights visually appealing and favorable client recommendation and reviews	20%
Quality of proposed web hosting and security systems	20%
The Proposed timelines for work stages and testing	10%
The candidate has demonstrated experience in web technologies	10%
Suitably skilled team members assigned to the project with the professional credentials and technical knowledge of providing customer support	10%
TOTAL	100%



13.0 TECHNICAL INFORMATION AND ADVICE

13.1 Requests for further technical information and queries, prior to submission of proposals may be directed to:

Corporate Communications & Events Management Unit
Level 16 Nicholas Tower
63-65 Independence Square
Port of Spain

Email: mti-corporatecommunications@gov.tt

14.0 COSTING OF PROPOSALS

14.1 The Bidder shall bear all costs associated with the preparation and submission of the proposals.

14.2 The MTI shall in no case be responsible or liable for these costs regardless of the outcome of the process in respect of which the proposal is submitted.

14.3 By submitting a Proposal, the Bidder accepts that it shall bear any and all costs due to the Bidder's misinterpretation or misunderstanding of the Contract requirements, or because of any information which is known or should have been known to the Bidder, such as the Bidder's labour costs.

15.0 AUTHORISATION OF PROPOSALS

15.1 Bidders must provide the following in their Proposal:-

- a) The full name, signature, office and business address of the Bidder;
- b) A specimen of the signature of the person making the offer, or in the case of a company, partnership or business firm, the duly authorised signatory or employee of such company, partnership or business firm.
- c) The initials of the person making the offer must be inserted next to any alterations or erasures made and in the case of a company, partnership or business firm, the



initials of a duly authorised signatory or employee of such company, partnership or business firm; and

d) In case of any discrepancy between the copies of the proposals, the original will govern. The original and each copy of the proposal must be prepared in indelible ink and must be signed by the authorised representative or signatory of the Bidder.

16.0 SUBMISSION OF PROPOSAL

16.1 The proposals must be delivered and placed in the tender box at the MTI no later than **Wednesday 22nd March, 2017 at 4:00pm** and addressed as follows:-

Corporate Communications & Events Management Unit
Level 16 Nicholas Tower
63-65 Independence Square
Port of Spain

16.2 Late submissions will not be accepted.

16.3 Faxed/emailed proposals will not be accepted.

17.0 CONTRACT PRICE

The rates and prices shall be fixed for the duration of the Contract and shall not be subjected to adjustment on any account except as otherwise provided in the Contract.

18.0 TAX LAW COMPLIANCE

The successful Bidder shall undertake to comply with the Income and Tax laws of the Republic of Trinidad and Tobago.

19.0 AWARD AND CONTRACT

19.1 The contract will be awarded to a Bidder upon completion of the evaluation and of the process outlined herein.



19.2 The MTI will award the contract to the Bidder whose tender has been determined to be fully responsive to the Tender Documents and who has offered the best value for money, and has satisfied the requirements based on the stated criteria.

19.3 The MTI reserves the right to award the Contract to other than the lowest price bidder or the highest technically rated bidder.

19.4 If successful, the Bidder will be required to enter into a formal contract with the Permanent Secretary, MTI. The contract will be prepared by the MTI.

19.5 The MTI reserves the right to negotiate and amend the terms and conditions of the final contract.

20.0 CHANGES TO THE BIDDER AFFECTING PERFORMANCE

Any changes in the financial or legal status of the Bidder or its partnership which may affect the execution of the project and which occurred from date of proposal to the award date must be reported to the MTI. Failure to provide such data could result in the rejection of the Bidder's proposal.

21.0 COMMENCEMENT OF CONTRACT

The commencement of work or service shall be by agreement of the Permanent Secretary, MTI and the successful Bidder in accordance with the terms of the contract.

22.0 TERMS OF PAYMENT

22.1 Payments to the successful Bidder shall be made in arrears, based on Services performed to the satisfaction of the MTI. No advance payments shall be made at any time.

23.2 The successful proponent shall submit fully documented invoices within seven (7) calendar days after the last day of the month of each year.

24.3 These invoices shall be submitted to the attention of the Permanent Secretary, MTI.

25.4 Payments shall be made by the MTI within thirty (30) days from receipt of Invoice and satisfactory completion of services.



23.0 RIGHT TO ACCEPT OR REJECT OR CANCEL ANY OR ALL PROPOSAL(S)

- 23.1 The MTI is not bound to accept any proposal.
- 23.2 The issuance of this TOR in no way constitutes a commitment by the MTI to award a contract.
- 23.3 The MTI reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this TOR without defraying any cost to tenderers

24.0 CLARIFICATION

- 24.1 Bidders are required to submit written inquiries or requests on matters in which clarification is needed. These questions should be addressed to the following:

Corporate Communications & Events Management Unit

Level 17 Nicholas Tower
63-65 Independence Square
Port of Spain, Trinidad and Tobago

Email: mti-corporatecommunications@gov.tt

The responses to these requests will be submitted in written formal to all Bidders no later than three (3) days before the bid closing date.

