



International Organization for Migration (IOM)  
The UN Migration Agency

Mission in Nigeria

# Terms of reference for the design, development and 12-month maintenance of an Intranet for NIS MIDAS VPN Platform

## I. Organizational Context

## II. Functions / Key Results Expected

The successful vendor will be required to create a MIDAS VPN-based platform ensuring the completion of the following tasks within the timeline (listed below with priority):

- a. **Interactive and appealing web-like design:** Web Designs are very subjective; hence the hired vendor will be expected to show-case their best elements in delivering a best suited intranet design option.
- b. **Secured & Authenticated Web Access:** Intranet should be secured through SSL Certificate. Access to Intranet must be authenticated. Officers in different locations/ state on the network should be able to access it with ease.
- c. **Document Management System (DMS):** Document upload (in any file format) with description, who uploaded it, date of upload, file format, etc., creation of new relevant page (if required), mouse-over description on file name (compatible with major OS and browsers), while image uploaded should be uploaded with mandatory keywords/ tags – for internal search indexing.
- d. **Photo & Video Bank:**
  - Generating auto thumbnail for quick view in the photo gallery;
  - Visible features such as caption, Date uploaded, copyright info for video and audio;
  - Download options on size (large, medium, or small) of photographs as option for user;
  - Create folders and sub-folder with appropriate privileges/ right;
  - Share/ send via email link and photograph (optional);
  - Give star ratings & comments on photograph & video;

*(Video could be uploaded on other websites, with streaming option on Intranet)*

- e. **Blog:** Intranet should be capable of having blog(s), with different themes / designs (at least 3 themes / designs to choose from).
- f. **Discussion Forum:** Intranet should be capable of hosting a quick and basic level of discussion with and without moderation of comments.
- g. **Survey & Poll:** Intranet should be able to conduct a survey of around 10 to 20 questions and Polling / voting system should also be available.
- h. **Wiki:** A draft policy or a report could be uploaded with an option of inviting few members to share their comments (example, Google Docs, Wikipedia).
- i. **Level of Access Rights:**
  - Users with Read permission;

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### IOM NIGERIA HEAD OFFICE

No 55 Hassan Musa Katsina Road, Asokoro District, Abuja  
Tel: +234-8134673873 • E-mail: [iomnigeria@iom.int](mailto:iomnigeria@iom.int)  
Internet: <http://www.iom.int>

- Users with Read and write permission;
  - Users with Read, Write and Delete permission;
  - Administrator
- j. **Search:** Basic and Advance Search
- k. **Member Profile** with their snapshot
- l. **Analysis:** Intranet Usage analysis monthly report.
- Who accessed it;
  - What document is uploaded;
  - Frequency of Intranet use,
  - Pages accessed in the given period;

*(With other standard Usage Analysis features)*

- m. **Archive:** Customized and automated archival of documents, articles, data, video, discussions, polls, survey etc.,
- n. **Alerts:** Email alerts for members.

### III. IT Acceptance Criteria

The vendor is expected to fulfil the below **IT acceptance criteria**:

- a. All the web design, development and deployment will be done by vendor in consultation with the NIS and IOM technical teams. The deployment includes all activities but not limited to the setting up of environment, installation, and configuration of the software to be done by the vendor on the NIS/ IOM approved/provided server (including configure SSL).
- b. The vendor will provide configuration documentation and installation guide/Standard Operating Procedures (SOP) which should clearly state how to manage the intranet, details of the database, environment, its configuration, and all relevant technical details for ease of management.
- c. The services would be considered to have been delivered when:
- The application source code is given by the vendor to the NIS/ IOM teams in separate DVD or any secondary device, as advised by the team.
  - The application is installed, and all requirements and conditions are met as stated in the IT acceptance criteria and ToR.
  - The application with all its features listed as per this ToR is up and running and available on the tunnel.
  - The end user training is complete, and all the users of the application can operate the system, and the Systems Analyst's overall acceptance of the Intranet.

The **Intranet design** must follow an **iterative development** process with the involvement of NIS/ IOM team and **changes must be accommodated as the Intranet concept and design evolves**. The vendor should provide alternate home page and sub-page design mocks for final approval by NIS/ IOM Team.

### IV. Deliverables

The Assignment will be considered complete on:

- a. Training of NIS officers on content management system (CMS) and maintenance of Intranet;

- b. Installation of the final application which fulfils the IT acceptance criteria;
- c. Complete handover of installation to NIS/ IOM team;
- d. Transfer of all user rights and administration to NIS IOM;
- e. Submission of all required documentation is complete, approved and signed along with the complete Source Code (software and credentials), successful functioning of the application for **60 days (2 months warranty)** with no functionality and data issues reported;
- f. Vendor must submit the Sample Website Design, Wireframe and Software Requirement Specification (SRS) before final programming stage;
- g. Vendor to follow Agile Method of development of Intranet;
- h. **Vendor to run the completed Intranet through a Website Security Auditor Company for security check;**

## V. Project Timeline and Warranty

**Proposed timeline:** The vendor should provide complete detailed timesheet of individuals involved and time of task delivery. Expected timeline is two months from signing of contract.

**Warranty:** The vendor is expected to provide 2 months as warranty/ handholding support, after Intranet development and deployment before start of one-year annual maintenance costing (AMC).

## VI. Technology

Preference is to develop the NIS MIDAS Intranet either on Dot Net or PHP or Open Source CMS technology. The use of any pre-defined templates would have to be approved by the NIS/ IOM team.

S/N	Category	Allotted score
1	<b>Overall response to the RFQ</b> <ul style="list-style-type: none"> <li>- Quality of proposal;</li> <li>- Understanding of, and responsiveness to the NIS/ IOM requirements;</li> <li>- Understanding of scope, objectives and completeness of response;</li> <li>- Overall concord between NIS/ IOM requirements and the proposal.</li> </ul>	<b>15</b>
2	<b>Methodology</b> <ul style="list-style-type: none"> <li>- Quality of the proposed approach and methodology;</li> <li>- Quality of proposed implementation plan (the plan to undertake each task and time schedules);</li> <li>- Risk assessment – recognition of the risks and methods to mitigate/ manage them.</li> </ul>	<b>25</b>
3	<b>Proposed team/ organizational capacity</b> <ul style="list-style-type: none"> <li>- Team leader: relevant experience, qualifications and position in the firm;</li> <li>- Team members: relevant experience, skills and competencies;</li> <li>- Organization of the team's roles and responsibilities;</li> <li>- Professional expertise/ knowledge with similar project, contracts and client (within last 24-month period).</li> </ul>	<b>30</b>
Total		<b>70</b>

	<b>Please note – scores less than 55 will not be technically qualified to go to the next level of financial evaluation</b>	
4	<b>Financial proposal</b> - Financial scoring based on IOM procurement formula	<b>30</b>
	<b>Grand Total (Technical + Financial)</b>	<b>100</b>

### VIII. Training, Maintenance / Support Period

- a. Vendor will host the Intranet during the development process and for a specified period of time after the completion, with almost zero downtime assurance.
- b. Vendor will transfer the Intranet to an NIS specified web/ directory server after completion of development.
- c. Vendor will provide **one-year maintenance (after 2 months warranty)** and technical support for the Intranet, as per the details below:

#### During one year of AMC, following is expected:

- **Troubleshooting:** In case site is down, any link is broken, any functionality not working properly, etc.
- **Technical assistance:** In case site needs to be moved from one server to another, any patch, installations, upgradation on Open Source CMS and server, etc.
- **Remote support:** For assistance in changing/editing/modifying modules, contents, information, pages via call or emails (if at all required).
- **Bug fixes** for any existing/ newly introduced functionality.
- During AMC, hired company is **not expected to upload any content.**
- **Training for User and Administrator**, on using and managing the Intranet with detailed manuals for 15 users and 5 Administrators' in at-least 3 sessions, in the NIS HQ.
- Technical training will be provided to specific officers using the technical Administrator manual (with screenshots) which will include detailed **Data Table Structure** as well.
- If NIS decides to migrate the site to any other server/ location, the vendor would be available to undertake responsibility for performing the migration.
- Daily Automated backup must be setup and taken.
- In case of any technical issues / error that occur on the Intranet, the vendor will recover the site from the backup and assist in getting the intranet up and running again.

### IX. Intranet Hosting

Hosting services for one / 1 year from the date of completion of website development will be coordinated and implemented by the vendor.

### X. Submission of Proposal

Vendors are requested to structure proposals as follows and provide complete details as indicated:

1. Company Profile (Office location(s), staffing, etc.);
2. Understanding of the Scope of Work;

3. Proposed Methodology / Approach and detailed Timeline with Deliverables;
4. Proposed Technology (with justification); *helpful to highlight the pros & cons of the technology proposed;*
5. Team Strength (who will work on this project) and a brief of their resumes;
6. **Detailed Cost Break-up** (Design, Programming, AMC\*, SSL Certificate, Security Audit, Hosting\* (\* with recurring charges. Example: 1st Year and for next 2 to 5);
7. Sample(s) of similar work-done (please list active web address);
8. Hosting Service (if you provide such services) (optional).

Proposals should not exceed 15-20 pages. **Incomplete proposals will be disqualified and not considered for evaluation.**

<b>1</b>	<b>Technical Evaluation: The technical evaluation assesses the capacity of the company based on submitted technical documents.</b>
	<b>Evidence of affiliation with a technical company to provide this service.</b>
a)	Registration from the Corporate Affairs Commission and Federal Inland Revenue Service.
b)	Two (2) recommendations from recognized organizations for ICT services.
c)	Provision of two (2) CVs of technically qualified focal for communication and after-deployment support, with proven evidence of their stake in the company.
d)	<b>Experience:</b> Experience that the bidder has deployed a similar portal/ dashboard for an <b>international organisation.</b>
e)	<b>Key Personnel:</b> This category is based on the list of three (3) key personnel for the project with relevant certifications to the activity.
f)	<b>Technical Knowledge:</b> This category is based on the bidder's technical knowledge of the requested service (workplan, technical design, Gantt chart, preferred software with justifications, planned pre & post evaluation tests, etc).
g)	<b>Support Plan:</b> Includes software datasheet, detailed information on user/ administrator training, upgrades and updates, maintenance and handover timeline.