



TERMS OF REFERENCE (TOR)

BAHAMAS BUREAU OF STANDARDS AND QUALITY (BBSQ)

**CONSULTANCY SERVICES FOR THE DEVELOPMENT OF BBSQ'S
WEBSITE**

BACKGROUND

BBSQ is a statutory body established under the Standards Act (2006) and the Weights and Measures Act (2006) with a reporting relationship to the Ministry of Economic Affairs. The BBSQ is governed by a Standards Council delegated to provide a satisfactory level of oversight and also govern the policy direction of the BBSQ. BBSQ became operational in 2016 and is the focal point for the development of The Bahamas NQI.

To build awareness and highlight the services of BBSQ, it is imperative that a constantly updated Information and Communication Technology (ICT) focus be adopted and be included as part of the interaction between BBSQ and its stakeholder – government, industry, academia, and consumers. Recent observation and statistics indicate the evolution in the way the average consumer receives information; these channels now include the use of new media such as websites, social networks, and mobile apps. It is concluded that to achieve the marketing and communication objectives effectively and efficiently, at all levels it is essential that efforts be made to meet stakeholders at all entry points.

There is need to develop a website to enhance communication and provide another avenue for marketing and education. Overall, it is expected that the website will help BBSQ to:

“Advance national development through the facilitation and promotion of quality services in standardization, metrology and conformity assessment to protect the consumer, enhance international trade and competitiveness of goods and services.”

1.0 SCOPE OF WORKS

In designing and developing one (1) website, the Consultant must be willing and able to adequately provide presentations and demonstrations, as needed, throughout the lifetime of the assignment. The Consultant will carry out the activities described hereunder and any other activities necessary to accomplish the stated objectives of the assignment, whether or not a specific activity is cited in these terms of reference. The main tasks/activities are described below:

a. SPECIFIC ACTIVITIES

Specifically, the Consultant shall:

- Inception Meeting and Finalize a Work Plan with BBSQ
 1. Host an initial meeting with the Executive Director, and Technical Officers via teleconferencing, videoconferencing, or face to face where practical, to review and discuss the assignment, clarifying the roles and responsibilities and the extent of logistical and other support to be provided to the Consultant. Relevant background information is to be provided to the Consultant during this initial phase. The final work plan and schedule of deliverables are to be submitted within one week of the start of the assignment.
- Gathering of Requirements from the BBSQ
 2. Liaise with BBSQ's Executive Director and Technical Officers to develop an understanding of the organization's mandate, strategic objectives, clients and key boundary partners, the role of communications in supporting the achievement of the organization's mandate and strategic objectives.
- Designing of Sitemap and HTML5 and CSS3 Templates
 3. Review current website to understand current end-user processes.
 4. Develop sitemap to show list of pages.
 5. Design web and mobile responsive templates based on feedback captured from staff interviews.
- Development of Website Prototypes
 6. Develop website in accordance with the Specific Activities and feedback captured from staff interviews.
- Testing and Deployment of Website
 7. Deliver, install, deploy, and configure website on hardware environment provided.
 8. Perform stress testing in the below:

- a. Functionality – ensures that the website is working as per requirements (see 4 Specific Requirements).
 - b. Performance – Check performance under simultaneous access and user interface.
 9. Populate website with initial content.
- Training and Delivery of Website
10. Train relevant staff on the content management system and the maintenance of the site.
 11. Prepare a website Operations Manuals.
 12. Complete handover of installation to BBSQ and transfer of all user rights to BBSQ.

b. SPECIFIC REQUIREMENTS

Specifically, the Consultant shall also facilitate:

➤ Granular Privileges

1. Permissions must be configurable to allow for granting or denying privileges for creating, viewing modifying, and deleting content on a per content basis and MUST support the proposed workflow process.

➤ Audit Trail

2. User actions should be recorded to a “who did what” log.

➤ User Authentication

3. An underlying architecture should exist to support user accounts and user logins (with proper verification techniques and logging). The Consultants will sit with the relevant authority of the BBSQ and design an “access control plan” to suit the needs of BBSQ and at the same time ensures security of the information (for e.g. customers who have registered on the website should be able to check on job status, apply for jobs and so).

➤ Friendly URLs

4. For Search Engine Optimization (SEO) purposes, all areas of the websites should be assigned friendly URL references.

➤ Source Codes

5. Upon completion, The Consultant should provide source code to the BBSQ on a USB disc or any secondary cloud services, as advised by the BBSQ.

➤ Image Control

6. The websites should be able to resize or reject images according to desired website specifications.

➤ Metadata

7. The websites should allow for proper Meta data administration such as page titles, descriptions, keywords, among others.

➤ Spell Check

8. Spell check functionality should be available to all publicly displayed content during data entry or upon review.

➤ Preview and Publish Control

9. The sites should offer or mandate a preview of all data entry or modification and grant privileged controls such as un-publishing, revising or promoting any content item.

➤ WYSIWYG

10. A web-based rich text editor should be available, allowing content to be formatted without the user having to possess skills in HTML, CSS, XML, and other similar languages.

➤ Performance Mechanism

11. The websites should offer mechanisms (such as caching and load balancing) that enhance the speed and availability of the websites to users.

➤ Content Scheduling

12. The websites must allow for users to enter content and if needed, schedule said content for automatic publishing and un-publishing (expiration).

➤ Online Administration

13. The Website administration in its entirety should be possible via the web browser.

➤ Theme / skinned user interface

14. The websites should support smooth and easy major or minor interface changes.

➤ Mobile Technology

15. The websites will be responsive to mobile devices in accordance with international web standards. All users of the website should be able to use their mobile devices to access all pages.

➤ Beta Testing, deployment, and training

16. Carry out Beta testing of the websites and CMS developed, in collaboration with the respective programs and unit, under the supervision of the BBSQ. Once the testing is over, complete deployment on the domains and provide training to selected staff.

➤ Browser Compatibility

17. Ensuring that the websites can be viewed effectively on all popular internet browsers.

➤ Web Analytics

18. The Consultant should make recommendations regarding web traffic software to allow for the creation of detailed reports of visitors to the websites.

➤ Technical Maintenance

19. The Consultant should provide advice on preventative technical maintenance and upkeep of websites' security systems, and their supporting plug-ins/modules.

c. DELIVERABLES

The consultant is required to deliver the following, approved:

1. Scope of Work
2. Webpage sitemap
3. Website templates
4. Website source codes
5. Operational manuals

2.0 DURATION

The duration of this project should be four (4) months from the date of contract signatures.

3.0 KNOWLEDGE, SKILL AND EXPERIENCE OF THE CONSULTANTS

The appointed consultant/s must be nationals of CARICOM Member States and must also meet the following minimum requirements:

✓ **Qualifications and Skills**

- At least a Bachelor's Degree in Information Technology, Computer Science or Computer Engineering or Professional certifications in website development.
- Excellent written and oral communication skills in English.

✓ **General Experience**

The appointed consultant must be able to demonstrate:

- Over four (4) years professional experience in the Information Technology field.
- Understandings of current and future user interface design trends.
- Implementation of at least two (2) projects of similar size.
- Competence in the use of client and server-side web technologies.

✓ **Specific Experience**

- Minimum of three (3) years professional experience in developing responsive websites and databases.
- Minimum of three (3) years professional experience in implementing Content Management Systems.
- At least three (3) publicly accessible website projects developed for corporate entities.
- Demonstrated competence and experience in the foll:
 - CSS3, HTML5,
 - PHP,
 - JavaScript,
 - MySQL/PostgreSQL,
 - Responsive design,
 - Database design,
 - CMS (both Open Source and Commercial/Proprietary systems),
 - Search Engine Optimization,
 - User profile authentication and
 - Role management, and
 - Development of operations
 - Manuals (for CMS).

4.0 INVITATION TO TENDER ON THE TOR

The Consultant will be hired under a contract and supervised by the Director of the BBSQ solely for the purpose of delivering on the Scope of Works, within the agreed time frame.

The BBSQ shall provide necessary support to the Consultant in order to execute the assignment during the duration of the consultancy.

Prospective Consultants are invited to submit a combined technical and financial proposal as per the five stage Scope of Works.

The expected duration of the Consultancy is for six (6) months beginning December 2022 to May 2023.

The deadline for submission of Proposals is no later than **3:00 pm on 16th December 2022** and sent by email to Miss Marva Williams at info@bbsq.bs, Miss Cleopatra Marshall at cleopatra.marshall@bbsq.bs. Any proposal received after this deadline will not be considered. BBSQ reserves the right to negotiate rates with the most technically eligible respondent.

5.0 DURATION

The duration of this project should be four (4) months from the date of contract signatures.

6.0 SUBMISSION OF PROPOSALS

The proposal is required in English. All proposals must be submitted in such manner that they are **received** by the **16th November, 2022**. Any proposal received after this deadline will not be considered.

Proposals must be submitted in hard copy to:

Dr. Renae F. Bufford
Director
Bahamas Bureau of Standards & Quality
P.O. Box N- 4843
The Source River Centre
1000 Bacardi Road N.P.,
The Bahamas

Or digitally to: info@bbsq.bs/marva.williams@bbsq.bs

7.0 EVALUATION OF PROPOSALS

Selection of consultant will be based on qualifications, experience and competence. The quality of each proposal will be evaluated in accordance with the award criteria and the associated weighting as detailed below: (mw)

EVALUATION CRITERIA	WEIGHTING (%)
1. Qualifications <ul style="list-style-type: none"> • A bachelor's degree in any of the following relevant fields of study: Information Technology, Computer Science, Computer Engineering. • Excellent written and oral communication skills in English. 	5
2. General Experience	5

EVALUATION CRITERIA	WEIGHTING (%)
<ul style="list-style-type: none"> • Over four (4) years professional experience in the Information Technology field. • Understandings of current and future user interface design trends. • Implementation of at least two (2) projects of similar size. • Competence in the use of client and server-side web technologies. 	
<p>3. Specific Experience</p> <ul style="list-style-type: none"> • Minimum of three (3) years professional experience in developing responsive websites. 10 • Minimum of three (3) years professional experience in implementing Content Management Systems. 10 • At least three (3) publicly accessible website projects developed for corporate entities. 10 • Experience Demonstrated competence and experience in CSS3, HTML5, PHP5, JavaScript, Responsive Design, Database Management, Social Media Integration & Optimization, CMS (both Open Source and Commercial/Proprietary systems), Search Engine Optimization, User Profile Authentication and Role Management, and development of operations manuals (for website CMS). 10 	
<p>3. Quality of Technical Proposal</p> <ul style="list-style-type: none"> • Approach and methodology <ul style="list-style-type: none"> - consultants understanding of assignment - adequacy/appropriateness of proposed methodology and strategy • Work Plan <ul style="list-style-type: none"> - Reasonableness of completion time estimates and work breakdown structure 10 	<p style="text-align: center;">40</p>

All proposals will be reviewed and scored using the above-mentioned criteria. Proposals obtaining a minimum technical score of 75 will be short-listed for further consideration.

8.0 FINANCIAL PROPOSAL

In preparing the Financial Proposal, consultants are expected to list all costs associated with the assignment including professional fees, direct costs and reimbursable costs. Consultants are required to



express the price of their services in United States dollars (USD). Fees are not subject to taxes.

The Financial Proposal should be submitted separately from the Technical Proposal. The Financial Proposal is weighted at 20% of the overall score.

9.0 ADDITIONAL INFORMATION

For further information, please contact Ms. Marva Williams @ info@bbsq.bs and copy Dr. Renae Ferguson-Bufford renae.bufford@bbsq.bs.

10.0 COPYRIGHT AND INTELLECTUAL PROPERTY RIGHTS

All information pertaining to this consultancy (documents etc.) belong to and remain the property of BBSQ as the sole owner of all content and material, and exclusive rights over its use developed under this TOR. Thus, must be availed to upon completion and/or request at any time.

<p>Marva Williams Information Services Department Information Services Officer The Bahamas Bureau of Standards & Quality The Source River Centre 1000 Bacardi Road Phone: 1-242-362-1748 thru 55 Email: info@bbsq.bs</p>	<p>Cleopatra Marshall Director's Officer Secretary The Bahamas Bureau of Standards & Quality The Source River Centre 1000 Bacardi Road Phone: 1-242-362-1748 thru 55 Email: cleopatra.marshall@bbsq.bs</p>
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