



Terms of Reference

**Short-term Consultancy for Web Design Services
for the Caribbean Intra-ACP Climate Services
and Related Applications Programme**

Caribbean Institute for Meteorology and Hydrology

P.O. Box 130, Bridgetown, Barbados

Tel: 246-425-1362/3/5

Fax: 246-424-4733

Email: climsacaribbean@cimh.edu.bb

Intra-ACP Climate Services and Related Applications Programme (ClimSA) REQUEST FOR PROPOSAL

The CIMH is an Institution of the Caribbean Community (CARICOM) and the technical Organ of the Caribbean Meteorological Organization (CMO). The mandate of the CIMH is “to assist in improving and developing the Meteorological and Hydrological Services as well as providing the awareness of the benefits of Meteorology and Hydrology for the economic well-being of the sixteen (16) Member States of the CMO. This is achieved through training, research, investigations, and the provision of related specialized services and advice”.

In achieving its mandate, the CIMH in 1973 established an affiliation with the University of the West Indies in which its primary responsibility is the delivery of the B.Sc. programme in Meteorology in the Faculty of Pure and Applied Sciences. The CIMH is recognized regionally and globally as:

- The World Meteorological Organization (WMO) Regional Training Centre for the Caribbean;
- A centre for applied research and development in meteorology, hydrology/water resources, climatology and related areas including disaster risk reduction and impacts forecasting;
- The WMO Regional Instrument Centre for the Caribbean;
- A WMO Centre of Excellence for Training in Satellite Meteorology;
- The WMO Regional Climate Centre (RCC) for the Caribbean;
- The Caribbean Centre for Climate and Environmental Simulations;
- The Climate Data Archive for CMO Member States;
- The Pan American Centre for the WMO Sand and Dust Storm Warning Advisory and Assessment System (SDS-WAS);
- Caribbean Regional Marine Forecast Support Centre;
- Advisor to Member States of the Caribbean Meteorological Organization.

By virtue of the above, the CIMH is active in such areas of hydro-meteorological, marine and climate risk impacts forecasting including agricultural risks forecasting and has had strong collaborations with other regional institutions, national organizations in CMO Member States and the international community.

As part of its ongoing work to provide climate services at the regional and national levels and under the Intra-ACP Climate Services and Related Applications (ClimSA) Programme, CIMH is seeking the services of a Web Design Consultant to support the redevelopment of the CIMH and RCC websites. Submissions should include financial proposals.

All proposals should be submitted to procurement@cimh.edu.bb no later than July 28, 2023, and emails should be titled “**Web Design Consultant re ClimSA**”.

ANNEX I

Terms of Reference (TOR)

Title of project:	Intra-ACP Climate Services and Related Applications Programme (ClimSA)
Project duration:	2021 to 2025
Donor:	European Union
Executing Entity:	Caribbean Institute for Meteorology and Hydrology (CIMH)
Consultancy:	Web Design Consultant

1. Programme Description

1.1. Project Introduction

The Intra-ACP Climate Services and Related Applications Programme (ClimSA) is a four-year project funded through the European Union (EU) African, Caribbean, Pacific (ACP) Secretariat and being executed and implemented by the Caribbean Institute for Meteorology and Hydrology (CIMH).

Its goal is to support the climate information services value chain with technical and financial assistance, infrastructure and capacity building. This will ultimately result in improved access and use of climate information, services and applications at all levels of decision-making and will lead to improved adaptation measures that allow for the Caribbean region to become more sustainable and resilient.

The ClimSA work programme is aligned to the Regional Roadmap and Plan of Action 2020-2030 for Climate Services in the Caribbean to ensure:

- Interactions between the users, researchers and climate services providers are structured;
- Provision of climate services at regional and national levels is guaranteed and secured;
- Access to climate information is improved;
- The capacity of the Caribbean region to generate and apply climate information and products to enhance resilience is strengthened;
- Climate-informed decision-making is enhanced, and climate services are mainstreamed into policy processes at regional and national levels.

For the Caribbean, these activities are timely and necessary since increasing climate variability and change are already having, and will continue to have, severe impacts on national economies and key socioeconomic sectors in the absence of this type of large-scale, resilience building intervention.

The ClimSA Caribbean Programme will be executed through pilot activities aimed at strengthening the climate services value chains in the:

- Health Sector of Dominica;
- Water Sector of Jamaica;
- Agriculture and Food Security Sector of Guyana.

Key partners of the programme at the national level are the National Meteorological and Hydrological Services (NMHSs), government ministries with national responsibility for health, water and agriculture/food security sectors and private sector entities and end users of products and services from the three target sectors.

The 16 Member States of the CMO will benefit from the programme through (i) regional capacity building initiatives, (ii) sharing of lessons learned as well as results from the three pilot countries, and (iii) institutional and capacity building at the CIMH.

1.2. Project Outcomes and Outputs

The ClimSA programme has the following Outcomes:

- Outcome 1 - Interaction between the users, researchers and climate services providers in the Caribbean regions is structured;
- Outcome 2 - Provision of climate services at Regional and National levels is effectively guaranteed and secured;
- Outcome 3 - Access to Climate Information is improved;
- Outcome 4 - Capacity of the Caribbean region to generate and apply climate information and products relevant to particular concerns is enhanced;
- Outcome 5 - Climate-informed decision-making is enhanced and climate services are mainstreamed into policy processes at regional and national levels.

2. Instructions to Bidders

2.1. Confidentiality / Non-Disclosure

All non-public information of CIMH, in any format, whether of a technical, business or other nature, including, without limitation, any information relating to its operations, plans, know-how, trade secrets, business affairs, customers or suppliers, any information provided by CIMH that has been identified as being proprietary and/or confidential or that by the surrounding circumstances ought to be treated as confidential or any specifications, engineering and other data, software drawings, sketches, blueprints and other documents provided by CIMH (or by any third party at the request of CIMH) to the bidder for the purposes of this RFP shall remain confidential and the bidder shall not use or copy them for any purpose other than the fulfillment of this RFP.

The successful bidder will be required to sign a confidentiality agreement instructing its employees to keep confidential the information concerning the business, its financial affairs, its relations with employees, and creditors, as well as any other information which may or may not be specifically classified as confidential.

The obligations set out in the confidentiality agreement shall survive the expiration or termination of the contract.

2.2. Language and Currency of Offer

The proposal submitted by the bidder and all correspondence and documents relating to the RFP and proposal shall be written in English. Supporting documents and printed literature may be in another language provided that they are accompanied by an accurate translation of the relevant passages in English. Costs presented in the proposal should be quoted in Barbados Dollars.

2.3. One Bid per Bidder and Alternative Proposal by Bidders

Each Bidder shall submit only one Bid, either individually or as a partner in a joint venture. Any Bidder who submits or participates in more than one Bid, will result in all the proposals with the Bidder's participation to be disqualified. Unless otherwise indicated in this bid document, alternate Bids will not be considered.

2.4. Proposal Preparation

The pages must be numbered consecutively, and subject heading identified in a table of contents. Supporting attachments may be provided in PDF format, where appropriate.

2.5. Proposal Submission and RFP Closing

Your response to this document is required no later than the date specified under the date of this document. Your proposal or any part thereof, once submitted prior to the deadline, becomes the property of CIMH and will not be returned for any reason to the Bidder.

2.6. Intention to Bid

A provider must notify CIMH of its intention to bid or not to bid by the date specified under the date of this document. Notification should be by e-mail to CIMH contact as above and should include the name, address, e-mail address and telephone numbers of the provider contact.

Any provider who elects not to bid must destroy this RFP and certify to CIMH that this has taken place.

2.7. Modifications to RFP

At any time prior to the deadline for submission of proposals, CIMH, for any reason whether on its own initiative or in response to a clarification requested by a bidder, may modify the RFP. Any amendment will be distributed to all bidders who have been selected to respond to the RFP.

To afford bidders reasonable time in which to take the amendment into account when preparing their bids, CIMH may, at its own discretion, extend the deadline for the submission of proposals.

2.8. Bidder Question Submission

If a Bidder needs clarification on any aspect of this RFP, questions must be submitted in writing to CIMH contact listed. Such correspondence may be sent to CIMH via e-mail. Responses to all questions from any Bidder(s) will be provided to all Bidders simultaneously.

2.9. Late Proposal

Bidders must allow sufficient delivery time to ensure receipt of their proposal by the time specified. Proposals received after the time specified will not be considered. CIMH wishes to advise respondents that there will be no right of recourse or appeal after a final decision has been made.

2.10. Environment

CIMH is committed to minimizing the impact of its activities on the environment and therefore encourages you to take an active role in implementing environmentally sound business practices and producing goods and services that lesson the burden on the environment in their production, use and final disposition.

2.11. Evaluation Process

The proposal will be initially evaluated for responsiveness to the RFP. In evaluating the technical proposals, CIMH will consider any deviations to the RFP including the contractual provisions stipulated in the Contract Clauses identified by the bidder. Any deviation, which in the sole opinion of CIMH renders a bid substantially non-responsive, may result in the bidder's proposal being rejected.

2.12. Rejection of Proposal

CIMH retains the right to reject any or all proposals without providing any reason. Any restrictions on the use of data contained within the proposal must be clearly stated in the proposal itself. All materials submitted regarding this RFP become the property of the CIMH and will not be returned to the bidder.

CIMH reserves the right to enter into discussions and/or negotiations with one or more qualified providers at the same time, if such action is in the best interest of CIMH.

All Bidders will be formally advised of the final decision when it is made. However, if it becomes apparent during the proposal evaluation that the solution offered is not considered suitable, then the respective bidder will be advised at that time.

2.13. Acceptance of Proposal

The contents of the proposal of the successful bidder will become part of the bidder's contractual obligation if acquisition action ensues.

Failure of the successful bidder to accept this obligation in a purchase agreement, purchase order, contract or similar acquisition instrument may result in the cancellation of the award and such bidder may be removed from future solicitations. A submitted proposal in CIMH's possession may be altered provided that the modification is received prior to the submission deadline. The bidder's authorized representative must sign the modification.

CIMH reserves the right to waive formalities and ignore minor irregularities in the proposals received, and to accept any portion or all items proposed, if deemed in the best interest of CIMH.

2.14. Bidder Demonstrations

After the proposals are received, Bidders who are top contenders for the final selection may be invited to demonstrate the functionality that they have indicated they can provide. Proposals from bidders who are unable to demonstrate solution functionality that their proposals indicated as being included in their package may be rejected

2.15. Best and Final Offer

CIMH reserves the right to request or propose a best and final offer.

3. Scope of Work

The contractor is expected to follow established practices and guidance provided pertaining to the use of the CIMH and Intra-ACP ClimSA Programme logos, and the Institute's visual and corporate identity in execution of the scope of work and expected deliverables.

The scope of work and expected deliverables include the following:

3.1. An Inception Report

3.1.1. A draft inception report detailing the approach to be used in the execution of the consultancy.

The report should include a detailed account of the work programme inclusive of recommendations for achieving the main objectives of the CIMH's Communications Plan through the website development, as well as a timeline for the development, review and revision of the webpages and testing of the website.

3.1.2. The Draft Inception Report should make specific provision for the integration and inclusion of social media as well as recommendations for the security, management, maintenance, and sustainability of the website.

3.1.3. With the assistance of the CIMH, define the target audiences and the appropriate information strategies to be employed with respect to content and information vehicles.

3.1.4. Finalize the Inception Report incorporating feedback from the CIMH.

3.2. Design Conceptualization

3.2.1. Comprehensively review related international, and regional hydrometeorological services websites, (including the websites of World Meteorological Organization (WMO), National Oceanic and Atmospheric Administration (NOAA), European Centre for Medium-Range Weather Forecasts (ECMWF), Beijing Climate Centre, United States Regional Climate Centre etc.);

3.2.2. Provide a summary of the key findings of the review process;

3.2.3. Provide proposals for the website style guide, layout, format, and design of CIMH and RCC websites which reflect CIMH's core values, principles and character, and are in keeping with existing CIMH materials, international science, current research and practice, and make adequate provision for wide stakeholder usage of the website.

3.2.4. Make a presentation on the proposed layout, format and design of CIMH and RCC websites to a CIMH specific audience;

3.3. Implementation

3.3.1. Develop functional, attractive, interactive, user-friendly, multi-media websites for the CIMH and RCC which possess the following features:

(a) User-centered web pages designed to meet the needs and preferences of all targeted audiences;

(b) Knowledge building and sharing elements including links to the websites of partner agencies;

(c) Optimized content that is relevant to the target audience and search engines to enable search engine optimization (SEO);

(d) The integration of agreed social media services and other online platforms (e.g., Twitter, Facebook, Instagram, and YouTube.);

(e) Responsive design that makes the websites accessible and usable on multiple devices;

(f) Simple and efficient updating and incorporation of new pages;

(g) Analytics and tracking to measure website performance and visitor behavior, e.g. (Google Analytics and Hotjar).

3.3.2. Testing of the CIMH and RCC websites

3.3.3. Formal launch of the completed CIMH and RCC websites.

3.4. An Audit Record

3.4.1. An audit trail providing a chronological record of the history and details on the redevelopment of the CIMH and RCC websites.

3.5. Website Maintenance and Plan

3.5.1. A website security and maintenance plan detailing the approach to ensure the effective and efficient management, sustainability, and continued enhancement of the CIMH and RCC websites.

3.5.2. Support and maintenance for a period of 3 months following the launch of the websites.

3.5.3. Conduct capacity building training sessions with select CIMH personnel to ensure the adequate management, sustainability, and continued enhancement of the CIMH and RCC websites.

All deliverables, either developed by the contractor or its personnel in connection with the contract or furnished to the contractor by or on behalf of CIMH to support the performance of the contractor's obligations under the contract, are the exclusive property of CIMH; and will be used by the contractor and its personnel solely for the purposes of the contract.

4. Deliverables

- 4.1. A Final Inception Report
- 4.2. Summary of the key findings from the review process for related international, and regional hydrometeorological services websites
- 4.3. Proposals for the website style guide, layout, format, and design of CIMH and RCC websites
- 4.4. Presentation on proposed layout, format and design of CIMH and RCC websites
- 4.5. Functional, attractive, interactive, user-friendly, multi-media websites for the CIMH and RCC
- 4.6. Formal launch of CIMH and RCC websites
- 4.7. An Audit Record
- 4.8. Website Maintenance and Plan

Deliverables clause

Once a contractor is selected, the contract timeline and deliverables may be appropriately amended to capture new specific developments requested by the CIMH.

5. Timeline

The duration of the consultancy is 12 months with an expected start date of September 4, 2023.

5.1. Estimated duration to complete:

- 5.1.1. First draft of inception report sent to CIMH for review and feedback – 2 weeks upon signing of contract
- 5.1.2. Final inception report sent to CIMH – 1 month upon signing of contract
- 5.1.3. Summary of the key findings from the review process for related international, and regional hydrometeorological services websites sent to CIMH – 6 weeks upon signing of contract
- 5.1.4. Concepts for the website style guide, layout, format, and design of CIMH and RCC websites submitted for review and feedback – 2 months upon signing of contract
- 5.1.5. Presentation on the proposed layout, format, and design of CIMH and RCC websites to CIMH specific audience – 3 months upon signing of contract
- 5.1.6. Development, review and revision of the webpages – 6 months upon signing of contract
- 5.1.7. Testing of the websites – 8 months from the signing of contract
- 5.1.8. Submission of Audit Record - 9 months from the signing of contract
- 5.1.9. Launch of CIMH and RCC websites – 9 months from the signing of contract
- 5.1.10. Capacity building training sessions – 9 months from the signing of contract
- 5.1.11. Support and maintenance - for a period of 3 months following the launch of the websites.

All submissions should have the functionalities outlined in the Scope of Work, Section 2.

6. Payment Schedule

Installment of Payment	Deliverables	Percentage of Payment
1 st Installment	<ul style="list-style-type: none">● Final Inception Report● Summary of the key findings from the review process for related international, and regional hydrometeorological services websites	10%
2 nd Installment	<ul style="list-style-type: none">● Proposals for the website style guide, layout, format, and design of CIMH and RCC websites● Presentation on proposed layout, format, and design of CIMH and RCC websites	15%
3 rd Installment	<ul style="list-style-type: none">● Functional, attractive, interactive, user-friendly, multi-media websites for the CIMH and RCC● Formal launch of CIMH and RCC websites● Audit Record	50%
4 th Installment	<ul style="list-style-type: none">● Website Maintenance and Plan	25%

7. RFP Proposal Requirements

- 7.1. Estimated total project fee;
- 7.2. Hourly rate for additional work beyond this scope for all persons involved in the execution of the contract;
- 7.3. Description of the development/design/approval/delivery process;
- 7.4. Full work plan inclusive of time for the provision of feedback;
- 7.5. A detailed curriculum vitae for each person engaged in the execution and implementation of the work assignment including a description of main achievements;
- 7.6. A portfolio of previous websites developed by the Consultant Firm/Consultant Team/Consultant that best align with the specifications of this Terms of Reference Proposal;
- 7.7. Contact details for three (3) professional references;
- 7.8. Statement of financial stability.

All proposals should be submitted to procurement@cimh.edu.bb no later than July 28, 2023, and emails should be titled "Web Design Consultant re ClimSA".

8. Selection Criteria

The members of the Consultant Firm/Consultant Team/Consultant should possess:

- 8.1. A BSc Degree in Computer Science, Information Technology or Computer Engineering or any related field;
- 8.2. Five years or more experience in computer programming, website design or website application and knowledge of HTML, JavaScript, CSS, PHP, MYSQL and Docker may be considered in lieu of an academic degree.
- 8.3. Demonstrated experience (minimum 5 years) of providing professional web design services to clients in corporate, educational/research, government or international development sectors.
- 8.4. Understanding of web security best practices and experience with implementing SSL certificates;
- 8.5. Knowledge of hosting and server management;
- 8.6. Proven ability to adhere to organizational branding and visual identity guidelines.
- 8.7. Strong attention to detail.

9. Evaluation and Selection Process

Submissions will be judged based on the following evaluation criteria:

Evaluation Criteria – total 100 points

- 7.1. Experience and qualifications of the Consultant Firm/Consultant Team/Consultant proposed to execute the work [15 points].
- 7.2. Experience working in the development and educational/research sectors producing high quality outputs [15 points].
- 7.3. The work presented in the Consultant Firm/Consultant Team/Consultant's portfolio will be evaluated to assess the quality of work [20 points]
- 7.4. Competence in developing sites in HTML, JavaScript, CSS, PHP, MYSQL and Docker [15 points].
- 7.5. Knowledge and experience in web site security best practices including mitigation against DDos, malware, viruses, spam, and bot attacks. Experience with website security protocols including HTTPS and SSL. [20 Points]
- 7.6. Timeline to deliver the objectives of the assignment based on the duration of the consultancy provided in this TOR [15 points].

Supervision of contract

Sherri Frederick, Programme Manager, sfrederick@cimh.edu.bb

Horace Lashley, CIMH IT Specialist, hlashley@cimh.edu.bb

Dr. David Farrell, CIMH Principal, dfarrell@cimh.edu.bb