Asia-Pacific Telecommunity

REQUEST FOR PROPOSALS ("RFP")

DEVELOPMENT OF APT WEBSITE

RFP Issue Date: **17 January 2022**
RFP Closing Date: **31 March 2022**

Reference No.	APT/IS-WEB/2022/RFP-01
Name of Organization	Asia-Pacific Telecommunity (APT)
Date of Issue	17 January 2022
Closing Date for Submission of Proposal	31 March 2022
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REQUEST FOR PROPOSAL ON DEVELOPMENT OF APT WEBSITE

1.   INTRODUCTION

Asia-Pacific Telecommunity (APT) is an intergovernmental organization for development of telecommunication services and ICT in the Asia-Pacific region. APT provides a unique platform for exchange of views on various issues of common concern to the telecommunication and ICT sectors. Currently, APT has strength of 38 Members, 4 Associate Members and 135 Affiliate Members. APT has provided assistance to our members in their efforts to build strong growth of telecom/ICT services. This assistance has many fronts and includes meetings, seminars and workshops on areas of common interest and capacity building activities including training courses on various topics.

For prompt responsiveness to the need of our members, APT website has been used to facilitate communication among APT members and to enhance cooperation with our regional and international partners from both the public and private sectors. It is also an important channel to promote APT activities to the general public.

The current APT website was launched on 1st May 2010. Current website structure and its components are provided in Annex 1. Despite its structural design and layout, several functional corrections and improvements were carried out for over the last four years. However, only limited minor modification was possible due to the non-flexible web structure, functional limitation and software conflicts. These limitations withheld the website from being truly capable of displaying and operating to its full functional and effectiveness.

The current website was developed using Content Management System (CMS), with fixed templates, therefore, it doesn't provide flexibility to modify layout and expansion of functions including the database used in the website. For example, the online registration database must be exported to another database system prior to update or processing of data. Another instance, in the event documents management, the database for event documents was created within the website structure and document should be uploaded to the website using CMS and direct access to document database and uploading the documents directly to file directory is not possible.

2.   OBJECTIVES

The main objective of the project is to develop a formal, mobile first, modernized front-end secured website with improve/upgrade functional modules.

The new website should have:

(a) Secure front-end website
(b) Mobile first and responsive web design
(c) Attractive and informative layout
(d) User friendly interface for all parties including web admin, web authors, registered users and general public
(e) Good site structure for information retrieval and information access;
(f) Flexibility in layout
(g) Expandable/compatible database structure
(h) Efficient authoring tools and interface.

3. PARTIES

Owner/ Client: Asia-Pacific Telecommunity (APT)
Vendor :   Web designer
Users: APT Secretariat Staff, APT members, General Public

4. SCOPE OF WORK

To develop a new web portal which provides effective and efficient information retrieval that is also flexible enough for modification and expansion. It is also desired to develop key web functional modules such as online registration process and event document management as separate modules which may allow for future expansion work without major modification to web structure.

Design Scope includes the following components and functions:

(a) Web structure design which has following features

- Secure, stable and expandable structure
- Mobile first and responsive web design
- User friendly layout
- Easy information access
- Proper navigation
- Effective information flow and retrieval
- Dynamic and active functions/module
- Categorized information management
- Easy to update, revise and maintain.

(b) Layout design which provides

- Attractive
- Visibility
- Consistent appearance throughout the site
- Look of International organization image.

(c) Data Management

- Data of static webpages
- APT membership
- Web registration database
- Event documents
- Other documents.

(d) Data Processing (and necessary databases) for the following modules:

- Meeting registration web form, database, data processing , management and generation of reports
- User Management (including registration, confirmation).

(e)   Website Data Migration which includes:

- Migration of Static webpage contents
- Migration of databases including
    ➢ Online registration database
    ➢ Event document listing and database
    ➢ Web Users log-in accounts/ database.

(f)   Management of the website such as

- Web Admin Operation and Management Functions
- Backup/ Restore of contents and site
- Website protection and access security.

During Development, Design and Implementation Phase, the successful bidder shall work in close coordination and supervision of APT to refine the requirement under the agreed scope of work.

Out of Scope:

The vendor is not responsible for any purchase software or license or security certificate. However, the vendor may inform the client for any necessary purchase needed.

5.   PROJECT PHASES TIMELINE

- Issue of RFP
- Clarification of RFP
- Closing date for submission of Proposals
- Presentation of Proposals
- Announcement of successful Bidder
- Development, Design and Implementation
- Acceptance Testing
- Official Launch
- Maintenance Phase

6.   WEB KEY COMPONENTS AND FUNCTIONS

The website composes of static components which mainly provide information and active functional components which involve databases and information collecting and processing.

The proposed website should also be able to support future services and functions such as:

- **Webcasting** which is a non-interactive linear streaming of events using an embedded media player.
- **Remote Meeting** which is a function of hosting an interactive online meeting and sharing documents and desktops screens among participants; (example: TEAMS meeting, Zoom meeting);
- **Social media** (example: Facebook, Twitter) to share and exchange information with social media users as well as to communicate;

- **Web Forum/ Web Blog** which provides commentary on a particular subject typically displayed in reverse chronological order;
- **User registration** which provides officials from APT members to register for user ID which requires approval of APT Secretariat and APT member focal point;

7.   LAYOUT REQUIREMENTS

Design of website layout mainly composes of

- Frontal Page Website layout;
- Inner Page (static content page) layout;
- Web form layouts (for web registration, event documents listing, event/ training evaluation).

Points to consider while designing a website layout

- Simple;
- User friendly;
- Attractive;
- Responsive (mobile first approach);
- Webpage size (auto adjust and fill browser screen size);
- Balanced contents between image and text;
- Visibility of contents in single screen without scrolling;
- Color combination;
- Readable font and size;
- File Size (webpage and image);
- Proper flow structure and web links.

8.   WEBSITE COMMUNICATION INTERFACE

The website and its layout should be fully compatible with well-known web browsers for Personal Computers, mobile and other devices.

The website layout should be fully compatible with following web browsers but not limited to:

- Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Safari
- Opera.

The website should have an interface for web admin/authors to revise or modify layout and/or upload data into the website. web based authoring tools such as CMS used in website should also be compatible with major known web browsers

Web pages and its contents should also be printable with appropriate layout.

9.   SYSTEM DEPENDENCIES

The proposal should clearly mention any system, hardware, software, application, CMS and web hosting software which would be necessary for stable and continuous operation of the website and its functions.

The proposal should also clearly state the server-side scripting language such as ASP, PHP, CGI that would be used to develop webpage.

It is preferred that vendor provides options for client preference of all software and application.

APT prefers the website to be developed based on HTML script.

10.   DEVELOPMENT, DESIGN AND IMPLEMENTATION PHASES

Project phases may include:

Phase 1: Analysis
   a) Detailed discussion with concerned stakeholders to understand the requirement
   b) Finalize details
   c) Submission of detail project plan
   d) Sign-off detail project plan (Client).

Phase 2: Design
   a) Analysis of existing website / similar websites, existing and proposed processes for automation
   b) System study for the Software Requirement Specification (SRS) and Functional Requirement Specification (FRS)
   c) Detailed design ("mobile first")
   d) Information integration and consolidation
   e) Sign-off Requirement Analysis (Client).

Phase 3: Development
   a) Preparation of content structure / information architecture for the website/portal
   b) Develop screen layouts and necessary templates
   c) Approval of prototype (design interface) (Client)
   d) Collection of necessary content
   e) Coding / Temporary Demo server
   f) Content Population and content management system
   g) Testing by Vendor – Application Development and Unit Testing, Integration Testing, System Testing and Functional Testing
   h) Compliance testing by Client
   i) Modifications based on feedback
   j) Sign-off of developed website (Client).

Phase 4: Implementation and Acceptance
   a) Implementation of website and its contents at cloud server which actual location/ service provider to be determined

b) The website should have own SSL certificate and it should be configured to connect with existing web proxy server and Content Delivery Network (CDN) configuration
c) Data migration of website contents, document links, files, databases
d) Acceptance Testing
e) Soft launch of new site
f) Fine tuning of the system
g) Official Acceptance of the System by Client;
h) Official launching of site.

Phase 5: Operation and Maintenance
a) Training
b) Documentations
c) Warranties
d) Maintenance contract.

The vendor has the responsibility to deliver, install, and implement the web portal at the client site. Data migration may be carried out either onsite or remotely at agreed time frame.

11.   INDICATIVE DELIVERABLES

This section provides expected indicative deliverables, however actual deliverables will depend upon project specific requirements and will be finalized in consultation between client and vendor.

- Web site and all functional add-in modules
- Source code including all add-in modules
- Site structure and site map
- File directory structure
- Databases and their structure
- High Level Design/ Architecture Document
- Data model
- Test reports
- Deployment script
- Web functional operations and procedures manual
- Technical system and software documentation / Technical Manual
- Web Admin Management Manual
- Author Manual
- User Manual/ Standard Operation Manual
- Training Manuals
- Website and web page Backup/ Recovery Manual;
- Data Archival Proces

12.   DATA MIGRATION

The web designer is responsible for migration of all data both static web page contents and functional web pages along with their databases to new website.

Data Migration work includes:

- Static web page contents and relevant links
- APT Work Programmes and relevant links

- APT Membership listing and relevant links
- APT event listing and relevant links (from year 2005 to current)
- Event documents database and physical document files
- Documents from various web pages and their relevant links (such as reports, recommendations)
- Online registration database and records
- Web Users log-in/ password information and its database.

The data migration should be completed in agreeable time frame with APT.

13.   TRAINING

The vendor shall provide a training for the following user categories:

- Web Administrator
- Web Author (APT staff)
- Web User

The proposal to include an estimate number of days for each training sessions.

14.   ACCEPTANCE TESTING

The APT will conduct acceptance testing within 30 days after the vendor notification on completion of job. The Vendor will have a remedy period of 30 days from the end of Acceptance Testing to correct any and all defects functions identified during Acceptance Testing.

15.   CONSTRAINTS AND LIMITATION

All constraints and limitation that may occur during installation, implementation and upgrade should be stated out clearly.

16.   WARRANTY

The Vendor shall provide warranty that the website and its functions will be free of defects for a period of one year from date of final acceptance of project by client.

Any identified defect or bugs should be promptly fixed within seven calendar days.

17.   MAINTENANCE AND SUPPORT

The vendor should provide first year maintenance for free of charge and should indicate if vendor prefers to provide continuous maintenance for further with agreeable maintenance coverage and associated cost.

18.   COST

The vendor shall provide all the associated cost of the project components (but not limited to) as described below

- Design cost

- Installation cost
- Data migration cost
- Software cost (if any)
- Software license/ Security certificate cost (if any)
- Annual maintenance cost
- Third Party cost (if any).

The vendor shall also provide Annual Maintenance agreement which describes in details on coverage and other necessary information.

19. PAYMENT TERMS

Signing of contract:	50%
End of Acceptance Testing:	20%
Completion of Project:	30%

20. NON-DISCLOSURE AGREEMENT (NDA)

Non-Disclosure Agreement (NDA) should be signed by both parties if necessary.

21. COMPANY PROFILE AND RECORD OF SERVICE

Please include brief introduction of your company, experience and website that the company has developed in recent years.

22. CONTACT

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Current APT Website Structure

APT Website composes of the following items:

- **About APT**
  - Introduction + Video
  - Objectives
  - Geographic Scope of APT
  - APT Principal Organs
    - GA
    - MC
    - Secretariat
  - Documents related to APT

- **APT Membership**
  - How to become a member
  - Member Benefits
  - APT Members
  - APT Associate Members
  - APT Affiliate Members
  - Contact (Membership)

- **Work Programme**
  - Policy and Regulation
    - PRF
    - PRFP
    - SATRC
  - Radiocommunication
    - APG
    - AWG
  - Standardization
    - ASTAP
  - Capacity Building Programme
    - Training
    - Expert Missions
    - Youth/Woman in ICT
    - Scholarship
    - ICT Volunteer Programme
    - Events
  - ICT Development
    - Meetings
    - International Collaborative Research
    - ICT Pilot Projects for Rural Areas
    - Project to facilitate ICT Application in the Asia-Pacific
    - Project on Promoting the use of ICT for Achievement of SDGs
    - Publishing Programme for ICT Policy and Development
    - APT Telecommunication/ICT Development Forum (ADF)

- **APT Preparatory Activities**
  - ➢ APT Preparatory Activities for PP
  - ➢ APT Preparatory Activities for WRC
  - ➢ APT Preparatory Activities for WTSA
  - ➢ APT Preparatory Activities for WTDC
  - ➢ APT Preparatory Activities for WCIT

- **Meetings/ Trainings**
  - Meetings
    - ➢ Event Websites
    - ➢ Online Registration

- **Publications**
  - APT Newsletter
  - APT Reports
  - APT Yearbook

- **Related Organizations**

- **Message board from members**

- **APT Web Dialogue**

- **Insight of the TOP**

- **Secretary General's Corner**
  - Message
  - Speeches
  - Photos

- **Quick Links**
  - GA
  - MC
  - APT Ministerial Meetings
  - APG
  - ASTAP
  - AWG
  - Capacity Building
  - ICT
  - PRF
  - PRFP
  - SATRC
  - APT Web Dialogue (2020)
  - AFIS
  - APT Events

- **Components of Work Programme**
  - Introduction
  - Objectives
  - Structure
  - Office Bearers
  - Documents (Working Methods, Reports, Recommendations, etc.)
  - Meetings
  - Related Links
  - Contact

- **Components of Event**
  - Event Name
  - Event Schedule
  - Event Venue
  - Event details
  - Invitation Letter
  - Provisional Agenda
  - Information for Participants
  - Documents
    - Administrative Documents
    - Input Documents
    - Information Documents
    - Temporary Documents
    - Output Documents
  - Event Photo Gallery

- **Role of Web Administrator**
  - Manage Website and Webpages
  - Manage Website layout
  - Manage Website Forms
  - Manage Website contents
  - Manage Website Documents/Databases
  - Assign different access levels for individual user category
  - Assign different access levels for individual author category
  - Authorize access of individual user category for individual web page (user vs webpage)
  - Authorize access of individual author category for individual web page (author vs webpage)
  - Tracking of user access
  - Tracking of webpage access
  - Backup/ Restore of website and web pages;
  - Enable layout changes to website home page web forms.

- **Role of Web Author**
  - Update Webpages and contents including upload of documents/ images
  - Manage Website Forms
  - Manage Website Databases
  - Access to website documents and databases.